



UNIVERSITY OF THE PHILIPPINES VISAYAS
CITIZEN'S CHARTER
(6th Edition)

December 2022



I. MANDATE

Perform its unique and distinctive leadership in higher education and development. Lead in setting academic standards and initiating innovation in teaching, research, and faculty development. Provide opportunities for training and learning in leadership. Serve as a graduate university providing advanced studies. Serve as a research university in various fields. Lead as a public service university for the government, the private sector, and civil society. Serve as regional and global university in the Asia-Pacific Region and around the world.

II. VISION

UPV envisions itself as a world class university at the forefront of fisheries and aquatic sciences education, research and development.

III. MISSION

- Provide relevant quality education in fisheries and aquatic sciences
- Promote, preserve and nurture the Visayan cultural heritage
- Develop competitive and innovative management practices and technologies in education, research and public service; and
- Lead in and advocate for the sustainable development of the Visayas Region and of the nation within the changing world order.

IV. CORE VALUES

Service

Excellence



Integrity

Nationalism

Environmental stewardship

V. SERVICE PLEDGE

We, the Officials and Employees of U.P. Visayas pledge and commit to deliver quality service.

We will:

Uphold University rules and policies;

Perform our duties with dispatch;

Continue to seek professional and personal growth;

Observe transparency and be accountable for our actions;

Use university resources with prudence;

Respond to clients' concerns and complaints promptly;

Serve with integrity, courtesy and fairness;

Exude professionalism at all times.



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OFFICE OF THE CHANCELLOR

External Services



1. Grant of approval to conduct activities and alternative class or suspension of classes (academic and non-academic)

Only the Chancellor has the authority to suspend classes or declare alternative class.

Offices	1. Deans/ Office of Student Affairs 2. OVCAA 3. Office of the Chancellor			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Student Organizations, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Faculty 1. Letter request with details of the activity, duly endorsed by the Dean. For student Organizations 1. Letter request with details of the activity, duly endorsed by the Adviser. For college-based organizations, the endorsement of Adviser and the Dean is required.		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For college-based organizations</u> 1. UPV Student Organization submits the request to the Dean.	<u>For the request of faculty and college-based organizations</u> 1. The Dean screens/ reviews the request and makes the corresponding endorsement to the VCAA.	None	1 to 2 days for Agency Action 1	1- Deans (for request of faculty and college-based organizations) / OSA Director (for university-wide organizations)



<p><u>For USC or university-wide organizations</u></p> <p>1. The request is submitted to OSA</p>	<p>2. The VCAA screens/ reviews the request for endorsement to the Chancellor.</p> <p>3. OC staff reviews the request and the Chancellor makes final action.</p> <p>4. Preparation of Notice of Action and releasing of document.</p> <p><u>For USC or university-wide organizations</u></p> <p>1. OSA staff screens the request and forwards to OSA Director for endorsement to the VCAA.</p> <p>2. The VCAA staff screens/ reviews the request for endorsement to the Chancellor.</p> <p>3. OC staff reviews the request and the Chancellor makes final action.</p> <p>4. Preparation of Notice of Action and releasing of document.</p>		<p>1-2 days, for Agency Action 2</p> <p>1 to 2 days for Agency Action 3-4</p>	<p>2- OVCAA staff and VCAA</p> <p>3- Admin Officer V or Executive Assistant III, Chancellor</p> <p>4- University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	3-6 days	



2. Grant of approval to conduct student activities inside or outside the campus by Student Organizations (academic and non-academic)

Activities that are held outside the campus must be approved by the Chancellor stating the conditions that must be observed in the preparation, during, and after the conduct of the activity.

Offices	1. Office of Student Affairs 2. OVCA/ OVCAA 3. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Student Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Letter request with endorsement of Adviser. 3. For college-based organizations, the endorsement of the Deans is required.			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student Organization submits the request for the conduct of activity with all the required documents to OSA	1. OSA screens the request and checks the completeness of required documents. 2. The request is forwarded to the OVCA for endorsement (for request that requires assistance from SSF, HSU or CDMO)	None	2 to 3 days for Agency Action 1-2	1- OSA staff and OSA Director 2- OSA staff in-charge of outgoing of documents



	<p>3. The OVCA refers the request to appropriate unit/office and make the necessary endorsement/comments before forwarding to the OVCAA</p> <p>4. VCAA reviews and endorses the request to the Chancellor.</p> <p>5. OC staff screens the request for action of the Chancellor.</p> <p>6. OC staff prepares the Notice of Action (NOA) for the request.</p> <p>7. Releasing of document.</p>		<p>3-5 days, for Agency Action 3 (depending on the request)</p> <p>1 to 2 days for Agency Action 4</p> <p>1 to 2 days for Agency Action 5-7</p>	<p>3- OVCA staff, VCA</p> <p>4- OVCAA staff and VCAA</p> <p>5- Admin Officer V or Executive Assistant III, Chancellor</p> <p>6-7 Admin Officer V or University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	7-12 days	



3. Grant of Readmission (Appeal of Students for Readmission)

Students who are permanently dismissed from the university and whose appeal at the college level has been disapproved, may appeal for readmission to the Chancellor.

Offices	1. Office of the Chancellor 2. Office of the Dean 3. OSA 3. OUR 4. OVCAA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students on Permanent Dismissal status			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student submits the appeal for readmission to OC.	1. OC staff reviews the appeal, forwards to the Chancellor and refers to the concerned offices for comments (College, OUR, OVCAA and OSA)	None	2 days for Agency Action 1	1- Admin Officer V or Executive Assistant III, Chancellor, Admin Aide VI



	<p>2. Concerned offices comment on the referral of OC</p> <p>3. The Chancellor reviews the feedback given by the units, may call the student for a meeting, and makes the final decision.</p> <p>4. OC staff prepares the Notice of Action and releases the document</p>		<p>7 days for Agency Action 2</p> <p>1-2 days for Agency Action 3</p> <p>1 day for Agency Action 4</p>	<p>2- Dean, University Registrar, VCAA, OSA Director</p> <p>3- Admin Officer V or Executive Assistant III, Chancellor</p> <p>4- Admin Officer V, University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	11-12 days	



4. Grant of Extension of Enrollment

Only the Chancellor has the authority to extend enrollment. The students cannot enroll beyond the regular enrollment period without the Chancellor's approval.

Office	1. Office of the Chancellor 2. OVCAA			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request with justification			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student submits the request for extension of enrollment to OC with justification.	1. OC staff refers the request to the OVCAA. 2. VCAA then reviews the document and gives comments/recommendation to the Chancellor. 3. Chancellor reviews endorsement given by VCAA and makes the final decision. 4. OC staff prepares the Notice of Action and releases the document	None	1 day for Agency Action 1 1 day for Agency Action 2 1 day for Agency Action 3-4	1- Admin Officer V or Executive Assistant III, Admin Aide VI 2- OVCAA staff and VCAA 3- Chancellor 4- Admin Officer V, University Extension Associate I, Admin Aide VI, Admin Aide III
TOTAL		None	3 days	



5. Grant of Student Loan

Students who cannot afford to pay tuition and other fees may apply for a loan due to financial incapacity. The student pays at least P1,000 to be able to enroll and files a loan for the remaining amount as per assessment of the college. A loan must be settled within the semester. In the event that the student cannot pay the outstanding loan and needs to apply for another loan come next enrollment period, the student may appeal to the Chancellor and pay whichever is lower (the previous loan or the present fees to be paid).

Office	1. Office of the Chancellor 2. Accounting (Student Loan) 3. OVCAA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request with signature of parent as co-debtor (UPV employee may also act as co-debtor)			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student submits the request for student loan to OC.	1. OC staff refers the request to Accounting Office and to OVCAA.	None	1 day for Agency Action 1	1- Admin Officer V or Executive Assistant III, Admin Aide VI



	<p>2. The Chief Accountant and the VCAA then review the document and give comments/recommendation to the Chancellor.</p> <p>3. Chancellor reviews endorsement given by VCAA and makes the final decision.</p> <p>4. OC staff prepares the Notice of Action and releases the document</p>		<p>3 days for Agency Action 2</p> <p>1 day Agency Action 3-4</p>	<p>2- Accounting staff and Chief Accounting, OVCAA staff and VCAA</p> <p>3- Chancellor</p> <p>4- Admin Officer V, University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	5 days	



6. Grant of appeal of students for approval to open a class/course or section

The students whose request to open a class/course or section was denied at the college may appeal to the Chancellor.

Office	1. Office of the Chancellor 2. Office of the Dean 3. OVCAA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student submits the request for opening a class/course or section	1. OC staff refers the request to the Dean and to the VCAA. 2. The Dean and VCAA reviews the request and give comments/ recommendation to the Chancellor.	None	1 day for Agency Action 1 4 days for Agency Action 2	1- Admin Officer V or Executive Assistant III, Admin Aide VI 2- VCAA staff and VCAA



	<p>3. Chancellor reviews endorsement given by the Dean and VCAA, and makes the final decision.</p> <p>4. OC staff prepares the Notice of Action and releases the document</p>		<p>2 days for Agency Action 3-4</p>	<p>3- Chancellor</p> <p>4- Admin Officer V, University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	7 days	



7. Grant of approval to conduct activities requiring budget (request of students or by offices/units)

Any university activities that require budget or financial assistance must secure approval from the Chancellor.

Office	1. Office of the Chancellor 2. Budget Office 3. OVCA, OVCRE, OVCAA or OVCPD			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV USC/Student Organizations and UPV Offices/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request 2. Line-item-budget			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit or student organization submits the request/proposal of activities requiring budget to OC.	1. OC staff reviews the request and refers it to the Budget Office and to VCA, VCAA or VCRE, depending on the request. 2. Budget Office identifies fund source, VCA/VCRE/VCAA and gives comments/recommends the request to the Chancellor.	None	1 day for Agency Action 1 3 days for Agency Action 2	1- Admin Officer V or Executive Assistant III, Admin Aide VI 2- Budget Office staff and Budget Chief



	<p>3. Chancellor reviews the request and the feedback given by Budget Office and VCA, VCAA or VCRE, and makes the final decision.</p> <p>4. OC staff prepares the Notice of Action and releases the document.</p>		<p>2 days for Agency Action 3</p> <p>1 day for Agency Action 4</p>	<p>3- Chancellor</p> <p>4- Admin Officer V, University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	7 days	



OFFICE OF THE CHANCELLOR

Internal Services



8. Issuance of Certificate of No Objection for Travel Abroad on Personal Business

UPV employees who travel abroad even on personal business must secure approval of the Chancellor, through their heads of units and the college or office from which they belong. Once approved, a Certification of no Objection is being issued and is being presented to the Immigration upon leaving the country. This is also in compliance with the memorandum issued by the Malacañang with the subject: “Directives Applying to Foreign Travels of all Government Officials and Personnel in the Executive Department dated 03 January 2018 and Memorandum No. TJH 2018-06 issued by the Office of the UP President dated 01 March 2018.

Offices	1. Office of the Unit Head 2. Office of the Dean or of the next higher official 3. HRDO 4. OVCA/ OVCAA/ OVCRE 5. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee files the request to his/her unit head for endorsement.	1. The unit head endorses the request and forwards to the Dean or next higher authority for endorsement. 2. The request is forwarded to OC.	None	2 days for Agency Action 1-2	1- Unit Head and Dean or next higher official. 2- Staff in-charge of outgoing of documents



	<p>3. OC refers the request to HRDO for comments/ personnel clearance and to the OVCA (for admin personnel), OVCAA (for faculty and professional REPS), or to the OVCRE (for research and extension REPS), for endorsement.</p> <p>4. HRDO clears the request, VCA, VCRE or VCAA endorses the request, then forwards to OC</p> <p>5. OC staff screens the request for approval and prepares the Certificate of No Objection for signature of the Chancellor</p> <p>6. Releasing of document</p>		<p>1 day for Agency Action 3</p> <p>2 to 3 days for Agency Action 4</p> <p>1 to 2 days for Agency Action 5-6</p>	<p>3- Admin Officer V or Executive Assistant III at OC</p> <p>4- HRDO staff, HRDO Chief, OVCA/OVCRE/OVCAA staff, VCA, VCRE, VCAA</p> <p>5- Admin Officer V or Executive Assistant III, Chancellor</p> <p>6- Admin Aide VI, Admin Aide III</p>
TOTAL		None	6-8 days	



9. Issuance of Authority to Travel Abroad on Official Business

UPV employees who travel abroad on official business must secure approval of the Chancellor, through their heads of units and the college or office from which they belong. Once approved, a Travel Authority is being issued (addressed to DFA and TIEZA) and is being presented to the Immigration upon leaving the country. This is also in compliance with the memorandum issued by the Malacañang with the subject: "Directives Applying to Foreign Travels of all Government Officials and Personnel in the Executive Department dated 03 January 2018 and Memorandum No. TJH 2018-06 issued by the Office of the UP President dated 01 March 2018.

Offices	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. HRDO 4. OVCA/ OVCAA 5. Office of the Chancellor	
Classification	Complex	
Type of Transaction	G2C	
Who may avail	All UPV Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Authority to Travel Abroad - HRDO Form 9a, Attachment 1a, revised March 2018 (for faculty and non-teaching academic personnel) - HRDO Form 9a, Attachment 1b, revised March 2018 (for admin personnel) 2. Details/information about the conference or event 3. Invitation Letter from the Organizer or letter of acceptance of paper (for presentation in conferences or fora)		Available at HRDO. May be downloaded also at UPV intranet (intranet.upv.edu.ph)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes the necessary form, attaches all supporting documents, and submits to his/her unit head for endorsement.	1. The unit head endorses the application and forwards to the Dean or next higher authority for endorsement. 2. The application is forwarded to HRDO for personnel clearance. 3. HRDO clears the application and forwards to the OVCA (for administrative personnel) or to the OVCAA (for faculty and REPS), for endorsement. 4. VCA or VCAA endorses the application and forwards to OC. 5. OC staff screens the request for approval and prepares the Authority to Travel for signature of the Chancellor 6. Releasing of document	None	2 to 3 days for Agency Action 1-2 1 to 2 days for Agency Action 3 1 to 2 days for Agency Action 4 1 to 2 days for Agency Action 5-6	1- Unit Head and Dean or next higher official. 2- Staff in-charge of outgoing of documents 3- HRDO staff, Chief HRDO 4- OVCA staff and VCA (for administrative personnel) or OVCAA staff and VCAA (for faculty and REPS) 5- Admin Officer V or Executive Assistant III, Chancellor 6- Admin Aide VI, Admin Aide III
TOTAL		None	5 – 9 days	



10. Endorsement of Research Proposals or Activities/Conferences for Funding by External Agencies

The endorsement of the Chancellor is being required by the external funding agency. This is to signify that the Chancellor gives consent and support to the research project or activity, once it gets approved.

Office	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA 4. Office of the Chancellor			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Researchers (Faculty, REPS or Administrative Personnel)/ UPV Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request 2. Research Proposal or Activity/Conference Proposal 3. Endorsement of Unit Head, Dean, and the VCRE or VCAA			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Researcher/Unit submits the request for endorsement with all the required documents to OC.	1. OC staff refers the proposal to the Chancellor for review with the draft endorsement, for consideration.	None	1 to 2 days for Agency Action 1	1- Admin Officer V or University Extension Associate I or Executive Assistant III at OC



	2. Once cleared, the Chancellor signs the endorsement and releases it to the Researcher.		1 to 2 days for Agency Action 2	2- Chancellor, Admin Officer V or University Extension Associate I or Executive Assistant III
TOTAL		None	2-4 days	



11. Endorsement of Application for Study Abroad, Scholarship, or Attendance to Training Program

The endorsement of the Chancellor is needed for such applications signifying what UPV is willing to commit as counterpart (e.g., continued salary and other benefits)

Office	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA 4. HRDO 5. Office of the Chancellor			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Personnel (Faculty, REPS or Administrative Personnel)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (the requestor may attach draft endorsement) 2. Information about the scholarship or training program applied for 3. Endorsement of Unit Head, Dean, and the VCRE or VCAA			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV personnel submits the request for endorsement with all the required documents to OC	1. OC staff refers the request to the HRDO for review (checks if the program to be enrolled in or participated is within the expertise of the faculty or staff. Or if it is within the approved faculty development plan of the academic unit in the case of the faculty).	None	2 to 4 days for Agency Action 1	1- Admin Officer V or Executive Assistant III at OC, HRDO staff and Chief HRDO



	<p>2. Once cleared, the OC staff prepares or finalizes the endorsement for signature of the Chancellor</p> <p>3. Releasing of endorsement to the requestor.</p>		<p>1-2 days for Agency Action 2</p> <p>1 day for Agency Action 3</p>	<p>2- Admin Officer V or University Extension Associate I or Executive Assistant III, Chancellor</p> <p>3- Admin Officer V or University Extension Associate I, Admin Aide VI, Admin Aide III</p>
TOTAL		None	4-7 days	



12. Issuance of appointment for composition of committees or appointment of Officers-in-Charge

An Administrative Order is being issued by the Chancellor to appoint/designate composition of committees and OICs.

Office	Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Offices/Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit submits the request for the issuance of appointment of committee members or OIC.	1. OC staff receives the request, reviews the document and prepares the Administrative Order (AO). 2. Chancellor approves the request and signs the AO. 3. Releasing of document	None	1 day for OIC and 2 days for committees, for Agency Action 1 2 days for Agency Action 2-3	1- Admin Officer V or University Extension Associate I or Executive Assistant III 2- Chancellor 3- Admin Officer Vor University Extension Associate I or Executive Assistant III, Admin Aide VI, Admin Aide III
TOTAL		None	5 days	



13. Issuance of authority to hold cash advance (for amount above P5,000)

The authority to hold cash advance (in the form of Administrative Order) is required before a personnel holds a cash advance. He/she must be a tenured employee and must be duly bonded for a cash advance of more than P5,000.

Office	1. Office of the Chancellor 2. Accounting Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All Regular or Tenured UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request duly endorsed by the head of unit			Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits request for authority to hold cash advance.	1. OC staff refers the request to the Accounting Office for clearance and conditions. 2. Once cleared, OC staff prepares the authority to hold cash advance, for signature of the Chancellor. 3. Releasing of the Administrative Order	None	3 days for Agency Action 1 2 days for Agency Action 2-3	1- Admin Officer V or Executive Assistant III, Admin Aide VI, Admin Aide III at OC, Accounting Staff and Accounting Chief 2- Admin Officer V or University Extension Associate I, Chancellor 3- Admin Officer V or University Extension Associate I, Admin Aide VI, Admin Aide I
TOTAL		None	5 days	



BUDGET OFFICE

External Services



1. Payment of Telephone Bill

Monthly payment of telephone bill for local and long distance calls of the office to PLDT.

Office	1.Budget office 2.Accounting Office 3.Cash Office			
Classification	Complex			
Type of Transaction	G2B-Government to Businesses			
Who may avail	PLDT Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Billing Statement 2.Disbursement Voucher 3.Obligation Request		PLDT, Inc. Generated Through UIS Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Telephone company submits billing statement.	1. Receives billing statement and stamps date and initials.	None	5 minutes	<i>Admin. Aide III</i> Budget Office
	2. Verifies accuracy of the bill, computes long distance calls and corresponding taxes.	None	5 minutes	<i>Admin. Aide III</i> Budget Office
	3. Prepares Disbursement Voucher (DV) on-line through UIS and encode pertinent information.	None	5 minutes	<i>Admin. Aide III</i> Budget Office
	4. Print DV with names of authorized signatories	None	5 minutes	<i>Admin. Aide III</i> Budget Office



	5. Chief of office signs DV.	None	5 minutes	Chief Budget Office
	6. Records DV to logbook.	None	2 minutes	Admin. Aide III Budget Office
	7. Transmits DV to Accounting office for processing while waiting for pre-audit and on-line approval	None	5 minutes	Admin. Aide III Budget Office
	8. Accounting Office process the DV			
	9. Head of office approves DV on-line thru UIS portal.	None	2 minutes	Chief Budget Office
	10. Receives pre-audited DV from the Accounting office. Stamped date, put initials, stamped name of concerned signatory (for 10k and above-Budget Chief, below 10k-Supervising Administrative Officer (SAO)).	None	2 minutes	Admin. Aide III Budget Office
	11. Encodes pertinent data in the computer and refer to staff in-charged for processing.	None	2 minutes	Admin. Aide III Budget Office
	12. Staff logs in to on-line UIS portal and checks if DV is uploaded in the portal.	None	1 minute	Admin. Aide III Budget Office
	13. Checks availability of MOOE of unit, records to computer ledger and Obligate expenses through UIS.	None	5 minutes	Admin. Asst. II Budget Office



	14. Print 3 copies of OR with names of authorized signatories (for 10k and above-Budget Chief, below 10k-Supervising Administrative Officer (SAO)), Attached 2 copies of ORs to DV and 1 copy for file.		5 minutes	<i>Admin. Asst. II</i> Budget Office
	15. Encode OR number on DV on-line and go to Worklist to approved DV on-line.	None	5 minutes	<i>Admin. Asst. II</i> Budget Office
	16. Submit Hard copy of OR with DV to corresponding approving officers for signature and approval on-line.	None	10 minutes	<i>Admin. Asst. II</i> Budget Office
	17. Chief/SAO signs OR.	None	5 minutes	<i>Supervising Administrative Officer (SAO)</i> Budget Office (Below P 10,000)
	18. Records signed OR in the computer and forward to Accounting Office for processing. While File copy of OR is given to concerned staff for filing to proper folder.	None	5 minutes	<i>Chief</i> Budget Office (P 10,000 and above) <i>Admin. Aide III</i> Budget Office
	19. Waits until accounting processed DV and cash office to release check for payment	None	2 days	Accounting and Cash Offices
	20. Get check from the cash office for payment to PLDT.	None	2 minutes	<i>Admin. Asst. II</i> Budget Office
TOTAL		None	2 days, 1 hour, 16 minutes	



BUDGET OFFICE

Internal Services



2. UPV Budget Proposal Preparation/Submission to UP System

All Heads of Departments, Agencies, Bureaus, Offices, Commissions, State Universities and Colleges, Other Instrumentalities of the National Government and all Others Concerned are mandated to submit Budget Proposal per National Budget Call issued by the Dept. of Budget and Management. The UP System likewise issues a memorandum to all Constituent Universities on the annual budget preparation based on the DBM budget call. The Budget Office takes charge of consolidating all the proposals by using the DBM prescribed forms and submits to UP System for consolidation.

Office	1. Office of the Chancellor (OC) 2. Budget office 3. Office of the Vice Chancellor for Planning and Development (OVCPD) 4. Campus Maintenance and Development Office (CDMO) 5. Accounting office 6. Human Resource Development Office (HRDO)			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail	Chancellor; UP System & DBM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. National Budget Call (NBC) for the year 2. Memorandum for Budget Preparation 3. Statement of Allotment and Obligations (SAOB) prior/current year 4. Internal Operating Budget prior/current year 5. Plantilla of Personnel prior/current year 6. Proposed Plans and Programs of the University for the following year 7. Project Profile, Project Design, Work and Financial Plan, Monthly 8. Disbursement Program and Justification		DBM Website UP System UPV Budget Office UPV Budget Office UPV Budget Office UPV OVCPD UPV OVCPD UPV OVCPD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. UP System sends memorandum to	2.0. Receives Memorandum from Office of the Chancellor	None	5 Minutes	<i>Administrative Aide</i> Budget Office



<p>Constituent Universities (CUs) for submission of Budget Proposal for New Programs/Projects through the Office of the Chancellor</p> <p>2. The Office of the Chancellor forwards the Memo to the Budget Office</p>	2.1. Records the Memo and forwards to the Budget Chief	None	5 Minutes	<i>Administrative Aide Budget Office</i>
	2.2 The Budget Chief reviews the Memo and discuss with staff re required documents and assigns to staff in charge	None	30 Minutes	<i>All Staff & Chief Budget Office</i>
	2.3. Determines requested data and the deadline for submission. Downloads and studies latest National Budget Call from DBM website for Budget Proposal guidelines and required Forms	None	2 Hours	<i>Administrative Officer IV Budget Office</i>
	2.4. Coordinates with other planning units/offices for the proposed plans and programs of the University for the following year.	None	1 Hour	<i>Administrative Officer IV Budget Office</i>
	2.5. Create in excel format required BP forms based on latest NBC.	None	3 Hours	<i>Administrative Officer IV Budget Office</i>
	2.6. Secure a copy of current/prior years SAOB and IOB from In-Charge, as basis for historical (actual) data and translate into meaningful data as required in the BP forms.	None	1 Day	<i>Administrative Officer IV Budget Office</i>
	2.7. Gather and analyze data from Planning Officer, OVCPD, and translate into monetary terms the proposed plans and programs of the University.	None	3 Hours	<i>Administrative Officer IV Budget Office</i>
	2.8. Secure current year Plantilla of Personnel as guide in the preparation of the proposed Plantilla of Personnel	None	3 Hours	<i>Administrative Officer IV Budget Office</i>
	2.9. Make proposed Internal Operating Budget (IOB) for the following year incorporating the proposed plans and programs	None	1 Day	<i>Administrative Officer IV Budget Office</i>
	2.10. Consolidate data needed for Personal Services (PS), Maintenance and Other Operating MOOE (MOOE), Capital Outlay (CO)-for Building, Equipment and Land and Land improvement if any for the required periods	None	1 Day	<i>Administrative Officer IV Budget Office</i>



	2.11. Encode in corresponding BP Forms the data gathered, analyzed and translated into monetary and meaningful terms per NBC guidelines: BP Form A-1 MFO-(Actual, Current, Tier 1,Tier 2 & Consolidated), BP 201 Summary (PS, MOOE &CO), BP 201A PS -(Actual, Current, Tier 1,Tier 2 &Consolidated), BP 201B MOOE-(Actual, Current, Tier 1,Tier 2 & Consolidated), BP 201D Capital Outlay-Actual, Current, Proposed Tier 1 & 2), BP Form 202 Tier 2 – New programs/projects, BP 204 Staffing Summary of Non-Permanent Positions -Tier 2	None	2 Days	<i>Administrative Officer IV</i> Budget Office
	2.12. Encode BP Forms: BP Form B-Agency Performance Measures, BP Form 100: Statement of Revenues and Earmarked, BP Form100-B: Statement of Other Receipts/Expenditures, BP Form 100-C: Statement of Donations &Grants, BP Form 204: Staffing Summary of Non-Permanent Positions, BP 205: List of Retirees (For Payment of TerminalLeave and Retirement Gratuity Benefits)	None	1 Day	<i>Administrative Officer IV</i> Budget Office
	2.13. Generate other reports that maybe requested by UP System in coordination with other planning units	None	1 Day	<i>Administrative Officer IV</i> Budget Office
	2.14. Submit hard copies (2 sets) of collated BP forms and other reports for approval.	None	1 Hour	<i>Administrative Officer IV</i> Budget Office
	2.15. Approving officers' signs BP forms and other reports.	None	1 Hour	VCPD, Planning Officer, Chief Accountant, Budget Chief, Chancellor
	2.16. Photocopy one (1) set of BP forms and other reports for file copy.	None	30 Minutes	<i>Administrative Officer IV</i> Budget Office



	2.17. Drafts transmittal letter and submit soft and signed hard copies to the Office of the Chancellor for consolidation and submission to UP System	None	1 Hour	<i>Administrative Officer IV, Budget Chief Budget Office</i>
	2.18. Encodes BP forms to osbp.dbm.gov.ph	None	2 Days	<i>Administrative Officer IV Budget Office</i>
	2.19. Download and print BP forms for signature of approving officers.	None	1 Hour	<i>Administrative Officer IV Budget Office</i>
	2.20. Approving officer's signs BP forms and other reports downloaded from osbp.dbm.gov.ph.	None	2 Hours	VCPD, Planning Officer, Chief Accountant, Budget Chief, Chancellor
	2.21. Photocopy signed BP forms for file, draft transmittal letter and forwards to the Office of the Chancellor for finalization and signature.	None	1 Hour	<i>Administrative Officer IV Budget Office</i>
	2.22 Transmits the Budget Proposal to the UP System for consolidation	None	30 Minutes	<i>Administrative Officer IV Office of the Chancellor</i>
TOTAL		None	11 Days, 4 Hours, 40 Minutes	



3. Provides data and additional information needed for the Senate and Congress Budget Proposal Hearings.

Prior to Budget Hearings, Senators and Congressmen request data/additional information in support of UPV's Budget Proposal. The UPV Budget Office, in coordination with other planning units prepares required BP forms and other documents for submission to the Senate and Congress thru the Office of the Chancellor and UP System.

Office	Budget office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail	Senate & Congress			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Memorandum/Letter Request 2.Memorandum/Letter Request			Senate/Congress/DBM UP System Budget Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Senate& Congress sends Memorandum to DBM for submission of BP forms and other reports. 2. DBM then sends Memorandum to UP System and UP System to all constituents' universities thru the office of the	2.1. Receives/records Memorandum from Office of the Chancellor and refer to the Budget Chief.	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/analyzes the request and relays to staff in charge	None	15 Minutes	<i>Chief</i> Budget Office
	2.3. Determines what data are requested and its deadline.	None	10 Minutes	<i>Administrative Officer IV</i> Budget Office
	2.4. Coordinates with other planning officer and other planning units for the data requested.	None	30 Minutes	<i>Administrative Officer IV</i> Budget Office
	2.5. Make prescribed BP forms in excel format.	None	1 Hour	<i>Administrative Officer IV</i> Budget Office



Chancellor.	2.6. Secure FAR & SAOB from staff in charge	None	30 Minutes	<i>Administrative Officer V Budget Office</i>
	2.7. Gather data from other units, analyze and encode in data in prescribed BP forms: a. BED1-Financial Report b. BED2- Physical Report c. BED3- Monthly Disbursement Program and d. other reports	None	2 Days	<i>Administrative Officer IV Budget Office</i>
	2.8. Submit hard copies (2 sets) of collated BP forms and other reports for approval	None	15 Minutes	<i>Administrative Officer IV Budget Office</i>
	2.9. Approving officer's signs BP forms and other reports.	None	2 Hours	<i>Chief, Budget Office Vice Chancellor OVCPD Chancellor, UP Visayas</i>
	2.10. Photocopyone (1) set of BP forms and other reports for file copy.	None	10 Minutes	<i>Administrative Officer IV Budget Office</i>
	2.11. Draft transmittal letter and submit soft and signed hard copies to the Office of the Chancellor for consolidation and submission to UP System.	None	30 Minutes	<i>Administrative Officer IV, Chief, Budget Office</i>
	2.12 Finalizes letter for signature of the Chancellor and transmits BP Forms to the UP System	None	1 Hour	<i>Administrative Officer IV Office of the Chancellor</i>
TOTAL		None	2 Days, 5 Hours, 25 Minutes	



4. Submission of Internal Operating Budget (IOB) to the UP System.

Upon approval of the General Appropriation Act (GAA) and receipt of GARO from DBM, the UP System issues a memorandum to all Chancellors of each CU on the preparation and submission of IOB. The IOB is the basis for obligation of all expenditures of the CUs during the year.

Office	Budget office			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail	UP System			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.General Appropriations Act (GAA) 2. Memorandum/Letter Request			DBM UP System	
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. UP System issues Memorandum to all CUs for the preparation of IOB with corresponding guidelines and budget ceilings. 2. The Office of the Chancellor forwards the Memo to the Budget Office	2.1. Receives Memorandum from Office of the Chancellor	None	5 Minutes	<i>Chief Budget Office</i>
	2.2. Reviews the memo and meet with staff re guidelines set by the UP System to be able to determine what data are needed/ requested and its deadline.	None	2 Hours	<i>Budget Chief and Staff</i>
	2.3. Preparation of the final Internal Operating Budget (IOB) 2.3.1 Prepare worksheets for IOB 2.3.2 Encode data on-line. 2.3.3 Print IOB.	None	2 Days 2 Days 30 Minutes	<i>All Staff Budget Office</i>



	2.4. Prepares and forwards IOB hard copies (2 sets) for approval	None	5 Minutes	<i>Administrative Officer V Budget Office</i>
	2.5. Approving officers sign IOB.	None	2 Hours	<i>Budget Office Chief. Vice- Chancellor for Planning & Chancellor</i>
	2.6. Photocopyone (1) set of IOB for file copy.	None	10 Minutes	<i>Administrative Aide Budget Office</i>
	2.7. Provide signed IOB hard copies to the Office of the Chancellor for submission to UP System and drafts transmittal letter	None	5 Minutes	<i>Administrative Officer V Budget Office</i>
	2.8. Finalize transmittal letter for signature of the Chancellor And submits the IOB to the Office of the Vice President for Planning and Finance (through email and hard copies through freight)	None	1 Hour	<i>Administrative Officer IV Office of the Chancellor</i>
	TOTAL	None	4 days, 5 hrs& 55 minutes	



5. Issuance of Notice of Allotment to Colleges/Units/Offices.

Upon approval of the Internal Operating Budget by the UP Board of Regents (BOR), the Budget Office prepares and issues Notice of Allotment to colleges/units/offices as basis for their operating budget for the current year. This document is duly approved by the Chancellor.

Office	Budget office			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail	All colleges/units/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BOR Approved IOB			UP System	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. UP System sends BOR approved IOB	1.1. Receives BOR approved IOB and schedules meeting with all staff.	None	10 Minutes	<i>Chief</i> Budget Office
	1.2. Conduct of staff meeting to discuss issues and concerns and Other attachments to the notice of sub-allocation	None	1 Hour	<i>All Staff</i> Budget Office
	1.3. Staff prepares Notice of Allotment and prints (3 copies) for approval of the Budget Office Chief, and of the Chancellor.	None	3 Days	<i>Budget Office Staff</i>
	1.4. Budget Office Chief recommends/signs the Notice of Allotment	None	1 Hour	<i>Chief</i> Budget Office
	1.5. Chancellor approves/signs the Notice of Allotment	None	1 Hour	<i>Chancellor</i> U.P. Visayas



	1.7. Issues Notice of Allotments to colleges/units/offices-	None	1 Day	<i>Administrative Aide III, Administrative Officer IV Budget Office</i>
TOTAL		None	4 Days, 3 Hours, 10 Minutes	



6. Identifies fund source as basis by the Chancellor in granting of authority to pay honoraria for Thesis Advising and Proctors/Members of the Comprehensive Examination Committee

Faculty members render thesis advising to graduate/undergraduate students, and as proctors/members of the Comprehensive Examination Committee. Prior to release of claims for honoraria, the College/Institute/Program concerned requests approval by the Chancellor for payment of these honoraria.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	Faculty Members/Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request from Dean/Director of Colleges/Institutes Certification of Services Rendered by the Faculty Members with corresponding honoraria			Office of the Dean/Director/Institute	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.The Dean/Director sends the request for authority to pay honoraria for thesis advising and Proctors/Members of Comprehensive Examination Committee to the Chancellor (thru channels) 2. The Office of the Chancellor refers the request to the Budget Office	2.1. Receives and records the request referred by the Chancellor's/VCAA's Office in the logbook and routes to staff-in-charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Identifies source of fund and earmarks the amount	None	25 Minutes	<i>Administrative Officer In-Charge</i> Budget Office
	2.3. Reviews the request and make recommendation as to source/availability of funds	None	20 Minutes	<i>Chief</i> Budget Office
	2.4. Records the recommendation and logs out the communication to OVCAA/OC	None	10 Minutes	<i>Administrative Aide III</i> Budget Office



	2.5 Receives the communication/request, records and refer to the VCAA	None	10 minutes	Administrative Officer OVCAA
	2.6 Evaluates/Compose recommendation to the Chancellor	None	30 Minutes	Vice Chancellor for Academic Affairs OVCPD
	2.7 Reviews completeness of information and refer/forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer IV Office of the Chancellor
	2.8 Chancellor acts on the request	None	30 Minutes	Chancellor
	2.9 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 Hour	Administrative Officer IV Office of the Chancellor
TOTAL		None	3 Hours, 40 Minutes	



7. Give/provide recommendation to the Chancellor as to availability (identify fund source) of funds for holding special activities of the University.

During the year, UPV holds special activities where funding for such activities, are not included in the regular budget. Proponents for these activities' requests approval by the Chancellor to hold these activities and the corresponding budget.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request re budget approval to conduct the activity.			UPV offices, faculty, staff, committees	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send request for approval for the conduct of the activity and the corresponding budget to the Office of the Chancellor, such as: <ul style="list-style-type: none"> • Commencement/Opening Exercises • Foundation Day • Service Award • Pahampang • UPV-Miag-ao Day • Paskua • Parangal • Pagpadungog • Search Committees for Deanship/Chancellorship 	2.1. Receives and records the request referred by the Chancellor's Office in the logbook and routes to staff in charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/evaluates the request, identifies source of fund and earmarks the amount/make recommendation	None	1 Hour	<i>Administrative Officer-in-Charge:</i> Budget Office
	2.3. Reviews the request and provides recommendation/Certifies availability of funds	None	30 Minutes	<i>Chief</i> Budget Office
	2.4. Records the recommendation and logs out the communication to the Office of the Chancellor	None	10 Minutes	<i>Administrative Aide III</i> Budget Office



<ul style="list-style-type: none">Fact-Finding Committees <p>2. The Office of the Chancellor refers the communication to the Budget Office for comments/recommendation</p>	2.5 Checks/Reviews all the comments/recommendation and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
	2.6 Reviews and acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares NOA and issues the same to concerned offices	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
TOTAL		None	3 Hours, 15 Minutes	



8. Give/provide recommendation to the Chancellor as to availability of funds (identify fund source) for the conduct of training, seminars, workshops, consultative meetings, and conferences

UPV constituents may avail of a budget for the conduct of training, seminars, workshops, consultative meetings, and conferences subject to availability of funds and approval by the Chancellor.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for the conduct of the activity Line-Item Budget			UPV Colleges/Institutes/Offices, faculty and staff	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The colleges/institutes/offices, faculty and staff sends letter requesting approval by the Chancellor (thru channels) to conduct trainings, seminar/workshops, consultative meetings and conferences 2. The Office of the Chancellor refers the communication to the Budget Office for budget clearance.	2.1. Receives the communication and records in the logbook and routes to staff in charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/evaluate the request and identifies source of fund	None	30 minutes	<i>All Staff</i> Budget Office
	2.3. Reviews/Certifies availability of funds/gives recommendation	None	20 Minutes	<i>Chief</i> Budget Office
	2.4. Records the recommendation and logs out the document to OC	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.5 Checks completeness of documents and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor



	2.6 Acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares NOA and issues the same to pertinent offices	None	30 Minutes	Administrative Officer IV Office of the Chancellor
TOTAL		None	2 Hours, 30 Minutes	



9. Give/provide recommendation/certifies availability of funds to attend trainings, seminars, workshops, conferences to cover registration fees and travel expenses.

In relation to the performance of their function, UPV constituents request approval to attend trainings, seminars, workshops, consultative meetings, and conferences, and corresponding fund requirement for the activity from the Office of the Chancellor.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request re attendance to training, seminar/workshop, conference Endorsement by the Dean/Director/Head of Unit/Office favorably recommending approval of the request.			UPV Constituents Head of Units/Offices, Dean	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter request to the Chancellor (thru channels) for approval re attendance to trainings, seminar/workshops on official time and funding for travel expenses, registration fees, and other related expenses 2. The Office of the Chancellor refers the communication to the Budget Office for comments/recommendation	2.1. Receives and records the communication in the logbook and routes to staff in charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/evaluate the request and identifies/recommends possible source of fund	None	30 Minutes	<i>All Staff</i> Budget Office
	2.3. Give recommendation / certifies availability of funds	None	10 Minutes	<i>Chief</i> Budget Office
	2.4. Records the recommendation and logs out the communication to the Office of the Chancellor	None	5 Minutes	<i>Administrative Aide III</i> Budget Office



	2.5 Reviews completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
	2.6 Reviews and acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares and issues NOA to pertinent office	None	30 Minutes	<i>Administrative IV</i> Office of the Chancellor
TOTAL		None	2 Hours, 30 Minutes	



10. Give/provide recommendations on fund availability from unit's share of income collected to be utilized for valid purposes.

All UPV Offices/colleges/units request authority from the Chancellor for the utilization of their % share of income collected (other Income). The utilization of these funds is governed by the Guidelines on Income Generating Projects.

Office	Budget Office				
Classification	G2G				
Type of Transaction	Simple				
Who may avail	UPV Offices/colleges/units				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter request from the Dean/Director/Head of Office/Unit			UPV Colleges/Institutes/Offices/Units		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible	
1. Sends letter request to the Chancellor (thru channels) re utilization of their percent (%) share of income collected from IGPs. 2. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	2.1. Receives/records communication and routes to staff in charge	None	5 Minutes	Administrative Aide III Budget Office	
	2.2. Reviews/evaluates the request, ascertain the availability of income collected and give comments	None	1 Hour	All Staff Budget Office	
	2.3. Reviews/assess and give recommendation	None	10 Minutes	Chief Budget Office	
	2.4. Logs out the communication to OC	None	5 Minutes	Administrative Aide III Budget Office	
	2.5 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer IV Budget Office	



	2.6 Acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares/issues NOA; to pertinent office	None	30 Minutes	<i>Administrative Office IV Office of the Chancellor</i>
TOTAL		None	2 Hours, 50 Minutes	



11. Provide recommendation for the request of supplemental budget

Deans, Directors and Heads of units of various UPV Colleges/Institutes/Offices/Units may request for a supplemental budget when it is deemed necessary for the continuity of their operations, and service to their clients especially the students, subject to availability of funds and approval by the Chancellor.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may avail	UPV Colleges/Institutes/Offices/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request signed by the Dean/Director/Head of Office/Unit 2. Status of Funds			UPV Colleges/Institutes/Offices/Units Budget Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Verbal Request for the status of funds from the Budget Office as attachment 2. Letter request for Supplemental Budget addressed to the Chancellor (thru channels) 3. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	1.1. Prepares status of funds per request to be attached to the request for supplemental budget	None	1 Hour	Staff-in-Charge Budget Office
	3.1. Receives the communication and records in the logbook	None	5 Minutes	Administrative Aide III Budget Office
	3.2. Reviews/evaluates the request and gives recommendation and attached status of funds	None	1 Hour	Staff-in-Charge Budget Office
	3.3 Assess/analyze the documents presented and provide recommendation	None	20 Minutes	Chief Budget Office
	3.4. Logs out the documents to the Office of Chancellor	None	5 Minutes	Administrative Aide III Budget Office



	3.5 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV Office of the Chancellor</i>
	3.6 Acts on the request	None	30 Minutes	<i>Chancellor</i>
	3.7 Prepares/issues NOA to pertinent office	None	30 Minutes	<i>Administrative Officer IV Office of the Chancellor</i>
TOTAL		None	4 Hours	



12. Give/provide recommendation to the Chancellor as to availability of funds re: students' participation in trainings, seminars, competition (sports/literary/course related) to enhance/enrich their capabilities.

UPV Students/student organizations may request financial assistance for participation in trainings, seminars, competition (sports/literary/course related) to enhance/enrich their capabilities subject to availability of funds and approval of the Chancellor.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students/student organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request from the students/Student Council 2. Endorsement by the Dean/Director 3. Endorsement by the Head of the Office of Student Affairs			Students Deans/Directors Office of Student Affairs	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter request for approval by the Chancellor (thru channels) re attendance and financial assistance for participation in trainings, seminars, competitions, etc., to cover for registration fees, travel expenses and food allowance. 2. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	2.1. Receives the communication and records in the logbook	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/evaluates the request and make recommendations	None	30 Minutes	<i>Staff-in-Charge</i> Budget Office
	2.3. Reviews comments and supporting documents and make recommendation	None	20 Minutes	<i>Chief</i> Budget Office
	2.4. Logs out the communication to the Office of the Chancellor	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	2.5 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor



	2.6 Acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares/issues NOA to pertinent office	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
TOTAL		None	2 hours, 30 Minutes	



13. Provide recommendation/comments re: extension of project implementation.

UPV Constituents may request extension of project implementation subject to approval by the Chancellor.

Office	Budget Office			
Classification	G2G			
Type of Transaction	Simple			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request re approval for the extension of project implementation Letter of Endorsement from Vice Chancellor for Research & Extension		Researcher OVCRE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter requesting approval for the extension of project implementation addressed to the Chancellor (thru channels) 2. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	2.1. Receives and records the communication in the logbook	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/Evaluates request and give comments.	None	25 Minutes	<i>Administrative Officer IV</i> Budget Office
	2.3. Reviews the comments and the pertinent documents and give recommendations	None	15 Minutes	<i>Chief</i> Budget Office
	2.4. Logs out the documents to the Office of the Chancellor	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.5 Checks completeness of the information and forwards to the Chancellor for appropriate action	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
	2.6 Acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares/issues NOA to pertinent office/personnel	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
TOTAL		None	2 Hours, 30Minutes	



14. Provide recommendation to the Chancellor on request for realignment of budget without additional funding.

UPV Constituents may request approval for realignment of their approved activity/project budget without additional fund requirement from the Chancellor for valid reasons.

Office	Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter requesting for realignment Revised Budget vis-a-vis Original Approved Budget Endorsement by head of college/office/Institute/Chairperson			Colleges, offices/units, Institutes, Committees Deans, Directors, Heads of Units/Offices, Chairperson of Committees	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter request for realignment of budget without additional funding requirement to the Chancellor (thru channels) 2. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	2.1. Receives and records communication in the logbook	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Reviews/evaluates the request and provide comments/recommendations and other information	None	30 Minutes	<i>Staff-in-Charge</i> Budget Office
	2.3. Reviews comments/recommendations including other information and give recommendations	None	20 Minutes	<i>Chief</i> Budget Office
	2.4. Logs out the communication to OC	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.5 Checks completeness of	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor



	information and forwards to the Chancellor for appropriate action			
	2.6 Acts on the request	None	30 Minutes	<i>Chancellor</i>
	2.7 Prepares/issues NOA to pertinent office	None	30 Minutes	<i>Administrative Officer IV</i> Office of the Chancellor
TOTAL		None	2 Hours, 30 Minutes	



15. Certifies availability of funds for the implementation of programs/projects under the Academic Program Improvement (API) and Research, Creative Work, Publication and Public Services (RCWPPS) Grants

UPV Faculty Members may request financial support for the projects/activities under the API or RCWPPS funds. The OVCAA (for Academic Program Improvement) and the OVCRE (for Research, Creative Work, Publication and Public Service Grants) the offices controlling the funds. The Chancellor approves the request thru proper channels subject to applicable guidelines and recommendation of the Budget office as to availability of funds.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UPV Faculty Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from faculty members. Line-Item Budget Endorsement by the Dean/Director/Head of Unit Endorsement by VCAA (for API) and VCRE (for RCWPPS)			Faculty Members Deans, Directors, Heads of Units/Office VCAA, VCRE	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for approval /budget clearance for implementation of projects under API/RCWPPS addressed to the Chancellor (thru channels) 2. The Office of the Chancellor refers the communication to the OVCAA/OVCRE for comments/recommendation 3. The OVCAA/OVCRE refers the communication to the Budget Office for comments/recommendation	3.1. Receives and records communication in the logbook and refer to staff-in-charge.	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	3.2. Reviews/evaluates request and give comments and additional information	None	30 Minutes	<i>Staff-in-Charge</i> Budget Office
	3.3. Reviews comments and additional information and give recommendations	None	20 Minutes	<i>Chief</i> Budget Office
	3.4. Logs out to the OVCAA/OVCRE for recommendation	None	5 Minutes	<i>Administrative Aide III</i> Budget Office



	3.5 The OVCRE/OVCAA makes recommendation to the Chancellor	None	30 Minutes	OVCAA/OVCRE
	3.6 Logs out to the Office of the Chancellor	None	5 Minutes	Administrative Officer OVCRE/OVCAA
	3.7 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer IV Office of the Chancellor
	3.8 Acts on the request	None	30 Minutes	Chancellor
	3.9 Prepares/issues NOA to pertinent office	None	30 Minutes	Administrative Officer IV Office of the Chancellor
TOTAL		None	3 Hours, 5 Minutes	



16. Certifies availability of funds/earmarks funds for the procurement of supplies, materials, catering services, van rentals, cash advances, etc.

UPV Constituents may request on-line thru the eProcure system c/o Supply and Property Services Office (SPSO) funding for supplies, materials, catering services, van rentals, cash advances, etc. subject to availability of funds from the Budget office.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request thru eProcure System 2. Approved budget 3. PR/JO 4. Obligation Request		1. SPSO 2. Office of the Chancellor (OC) 3. SPSO 4. End-User		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. End-User sends request thru the eProcure System 2. Prepares purchase request/job order after approval of the Budget Office (thru eProcure) 3. Head of Unit (end-user) affixes signature 4. Transmits the documents to SPSO	1.1 Staff-in-charge earmarks fund requirement on-line and wait for hard copy	None	10 Minutes	Staff-in-Charge Budget Office
	2.1. Receives PR/JO/OR from SPSO and records in the logbook and refer to staff in charge	None	10 Minutes	Administrative Aide III Budget Office
	4.2. Verifies/checks the documents and validate source of funds	None	20 Minutes	Staff-in-Charge Budget Office
	4.3 Signs the PR/JO/OR	None	5 Minutes	Below P10,000 – SAO P10,000 and above – Chief Budget Office
	4.4 Logs out the documents SPSO	None	5 Minutes	Administrative Aide III Budget Office
TOTAL		None	50 Minutes	



17. Budget clearance for the purchase of Equipment

UPV Constituents may request approval for the purchase of equipment from the Chancellor thru the Vice Chancellor for Administration and the availability of funds shall be determined by the Budget Office.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for the purchase of equipment and inclusion in the APP 2. Approval for the Purchase of Equipment 3. eProcure 4. Earmark Obligation Request 5. Approved PR		1. End User 2. OC 3. End-User/SPSO 4. Budget Office 5. SPSO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. The end-user requests for the purchase of equipment (Additional) and inclusion in the APP thru letter request addressed to the Chancellor thru channels 2. The Office of the Chancellor refers the communication to the Budget Office for comments/recommendation	2.1. Receives/records communication in the logbook/routes to staff in charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	2.2. Evaluates the request and give comments/recommendations and additional information	None	30 Minutes	<i>Staff-in-Charge</i> Budget Office
	2.3. Reviews the request and other pertinent documents and give recommendation	None	20Minutes	<i>Chief</i> Budget Office
	2.4. Records comments and logs out the communication to OVCA	None	5Minutes	<i>Administrative Aide III</i> Budget Office
	2.5 VCA review/evaluates the request and additional information and makes	None	1 Hour	<i>Vice Chancellor for Administration</i>



	recommendations			
	2.6 The OVCA logs out the communication to the OC	None	5 Minutes	Staff OVCA
	2.7 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer IV Office of the Chancellor
	2.8 Acts on the request	None	30 Minutes	Chancellor
	2.9 Prepares/issues NOA to pertinent offices	None	30 Minutes	Administrative Officer IV Office of the Chancellor
TOTAL		None	3 Hours, 35 Minutes	



18. Budget clearance for the replacement/repair of equipment.

The University is committed to maintain/upkeep its facilities in support of academic excellence. Replacement/major repair of various equipment maybe requested from the Office of the Chancellor thru the Vice Chancellor for Administration and subject to recommendation of the Budget office as to availability of funds

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Offices of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Evaluation/Assessment of CDMO (for equipment and other facilities) and DISP (for computer/computer peripherals/telecommunication concerns) 2. Letter request for the repair/replacement of unit. (For replacement, inclusion in the APP)			DISP, CDMO	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request DISP/CDMO to assess the status of the equipment 2. Sends letter request for the repair/replacement of equipment depending on the recommendation of DISP/CDMO to the Chancellor thru channels 3. The OVCA refers the communication/request to the Budget Office for comments/recommendation	3.1. Receives/records communication in the logbook and routes to staff-in-charge	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	3.2 Evaluates the request and give comments/recommendation and other information	None	30 Minutes	<i>Staff-in-Charge</i> Budget Office
	3.3. Assess/review the request and give recommendation	None	20 Minutes	<i>Chief</i> Budget Office
	3.4. Records the recommendation and logs out the communication to VCA	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	3.5 Evaluates the request and gives recommendation	None	30 Minutes	<i>Vice Chancellor for Administration</i>



	3.6 Logs out the communication to OC	None	5 Minutes	Staff OVCA
	3.7 Checks completeness of Information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer IV Office of the Chancellor
	3.8 Acts on the request	None	30 Minutes	Chancellor
	3.9 Prepares/issued NOA to pertinent office	None	30 Minutes	Administrative Officer IV Office of the Chancellor
TOTAL		None	3 Hours, 5 Minutes	



19. Release of funds to UPVTC for specific purposes such as AIG, Rice subsidy, monetization, special events, trainings, conferences, etc.

Fund release for specific or special purposes maybe requested by UPV Tacloban. These requests may refer to activities/projects already/previously approved by the Chancellor.

Office	1. Budget Office 2. Accounting Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter requesting release of funds 2. Approved request by the Chancellor for the conduct of the activity and the corresponding budget			UPVTC UPVTC	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter requesting release of funds (attach approval for the conduct of the activity)	1.1 Prepares Disbursement Voucher (DV), Obligation Request (OR), Notice of Allotment, Request for Fund Transfer, for the release of funds	None	30 Minutes	<i>Administrative Officer IV</i> Budget Office
	1.2 Signs the DV	None	10 Minutes	<i>Chief</i> Budget
	1.3 Transmits the DV to Accounting Office for processing	None	10 Minutes	<i>Administrative Aide III</i> Budget Office
	1.4 Process DV	None	1 Hour	<i>Staff-in-Charge</i> Accounting Office
	1.5 Transmits the DV to OVCA for approval	None	10 Minutes	<i>Administrative Aide III</i> Budget Office
	1.6 Approves the DV	None	10 Minutes	<i>Vice Chancellor for Administration</i>



	1.6 Transmits the DV to the Cash Office for check preparation	None	10 Minutes	<i>Administrative Officer IV</i> Budget Office
	1.7 Prepares the check and transmits to pertinent offices for signature	None	30 Minutes	<i>Chief</i> Budget Office
	1.8 Signatories signs the check	None	10Minutes	<i>Administrative Aide III</i> Budget Office
	1.9 Cash Office issues/deposits the check or transfer funds	None	1 Hour	<i>Staff</i> Cash Office
TOTAL		None	4 Hours	



20. Provides Budget Clearance/Obligation for All Payment Transactions.

Payment to creditors requires budget clearance through obligation requests provided that the claim/transaction is valid and with complete supporting documents.

Office	1.Requesting Unit 2.Accounting Office 3. Budget office 4.VCA 5. Cash			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail	UPV constituents/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Disbursement Voucher (DV) – 3 copies 2.Obligation Request (OR) – 3 copies			UIS UPV intranet	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Prepare Disbursement Voucher (DV) for payment transactions thru Accounting Office.	1.1 Receives DV from Accounting office stamps date, put initials, record in the computer and refer/forwards to staff in-charge.	None	10Minutes	<i>Administrative Aide III</i> Budget Office
	1.2 Logs in to on-line UIS portal and checks if DV is uploaded in the portal.	None	5 Minutes	<i>Staff-in-Charge</i> Budget Office
	1.3 Checks availability of MOOE of unit, records to computer ledger and obligate expenses through UIS.	None	10 Minutes	<i>Staff-in-Charge</i> Budget Office



	1.4 Print 3 copies of OR with names of authorized signatories. Attached 2 copies of ORs to DV and 1 copy for file.	None	10 Minutes	Staff-in-Charge Budget Office
	1.5 Encode OR number on DV on-line; go to Worklist to approve DV	None	15 Minutes	Staff-in-Charge Budget Office
	1.6 Submit DV with OR to approving officer for Signature (hard copy) and approval (on-line)	None	10 Minutes	Staff-in-Charge Budget Office
	1.7 Affix signature on OR	None	10 Minutes	Budget Chief (P10,000 and above)/SAO(below P10,000) Budget Office
	1.8 Logs out DV to Accounting Office	None	5 Minutes	Administrative Aide III Budget Office
TOTAL		None	1 Hour, 15 Minutes	



21. Submission of documents in compliance with UP System/DBM Monthly Flash

DBM and UP System make informed decisions thru timely submission of financial reports. All CUs are required to submit monthly/quarterly financial and monitoring reports on the 10th of the following month/quarter. Standard reports required are Performance Monitoring Report and Quarterly Financial Accountability Reports.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UP System Budget Office/DBM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Report of RAO (PS and MOOE)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1. Prepares RAO (For PS & MOOE)- Monthly	None	2 Days	<i>Administrative Assistant II</i> Budget Office
	2. Prepares Monthly Flash Performance Monitoring Report based on RAO		2 Days	<i>Administrative Officer V</i> Budget Office
	3. Prepares Quarterly Financial Accountability Reports (FAR)		2 Days	<i>Administrative Officer V and Administrative Officer IV</i> Budget Office
	4. Reconciliation of Reports with Accounting Office		1 Day & 4 Hours	<i>Administrative Officer V and Administrative Officer IV</i> Budget Office



				<i>Supervising Administrative Officer Accounting Office</i>
	5. Finalize monthly and quarterly reports and sends e-copy to UP System budget office (on-line) and printed copy for signature		1 Day, 4 Hours	<i>Administrative Officer V and Administrative Officer IV Budget Office</i>
	6. Signs the financial reports		1 Hour	<i>Chief Budget Office Chief Accounting Office</i>
	7. Transmits the reports for signature of the Chancellor		1 Hour	<i>Administrative Aide III Budget Office</i>
	8. Mail documents to the UP System Budget Office (c/o OC)		30 Minutes	<i>Administrative Aide III Office of the Chancellor</i>
TOTAL		None	9 Days, 2 Hours, 30 Minutes	



22. Updating of Personal Services Itemization & Plantilla of Personnel (PSIPOP)

Plantilla of Personnel (PSIPOP) is regularly updated in order to provide updated on-line report upon request of DBM thru UP System.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	DBM, UP System Budget Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum /Information from the UP System				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sends request to UP System re updating of Personal Services Itemization and Plantilla of Personnel (PSIPOP)	1.1. Receives updated PSIPOP from HRDO	None		<i>All Staff</i> Budget Office
	1.2. Staff in charge reviews/checks PSIPOP based on their updated Internal Plantilla (reconciles with HRDO for any discrepancy)		2Days	<i>All Staff</i> Budget Office
	1.3. Reviews/consolidates the PSIPOP		1 Day	<i>Administrative Officer IV</i> Budget Office
	1.4. Submits the updated PSIPOP to UP System (UP System submits to DBM)		15 minutes	<i>Administrative Officer IV</i> Budget Office
TOTAL		None	3 Days, 15 Minutes	



23. Approval for the Utilization of UGTI and GTFI

The UP System implemented the increase in tuition fees for undergraduate and graduate programs starting SY 2007-2008 until 2015-2016. The utilization of the 75% of the Undergraduate Tuition Fee Increment (UGTI) and Graduate Tuition Fee Increment (GTFI) requires the approval of the UP President. The Deans and Directors of the Colleges may request the use of these funds in accordance with the BOR guidelines.

Office	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Colleges, Institutes of UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from the Dean/Director of Colleges/Institutes/Program Office Details/Specifications of the request/Justification			Deans/Director	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send letter request to the Chancellor (thru channels) for the utilization of UGTI/GTFI specifically for academic program improvements, development programs geared towards students' growth and student related activities.	1.1. Receives/records communication and forwards to Budget Chief	None	5 Minutes	<i>Administrative Aide III</i> Budget Office
	1.2. Reviews the request and discuss with staff-in-charge if the purpose is in accordance with BOR guidelines		15 Minutes	<i>Chief</i> Budget Office
	1.3. Prepares status of funds for the UGTI and GTFI per college/school/ program office to ascertain availability of funds		2 Hours	<i>Administrative Officer IV</i> Budget Office
	1.4. Endorses the request to the Office of the Chancellor with attached status of funds and drafts letter request addressed to UP President		1 Hour	<i>Chief</i> Budget Office
	1.5. Records and logs out the communication to the Office of the		5 minutes	<i>Administrative Aide III</i> Budget Office



	Chancellor			
	1.6. Reviews/evaluates the requests for consolidation with requests from other Colleges/Institutes		30 Minutes	<i>Chancellor</i> UP Visayas
	1.7. Consolidates the requests of colleges/institutes/program offices for approval of the UP President		1 Hour	<i>Administrative Officer V</i> Office of the Chancellor
	1.8. Prepare final letter addressed to the President for approval of the use of UGTI and GTFI funds		30 minutes	<i>Administrative Officer V</i> Office of the Chancellor
	1.9. Signs the letter request		10Minutes	<i>Chancellor</i> UP Visayas
	1.10. Mails the letter to the UP President and cc the Budget Office		15 Minutes	<i>Administrative Aide VI</i> Office of the Chancellor
TOTAL		None	5 Hours, 50 Minutes	



INFORMATION AND PUBLICATIONS OFFICE

External Services



1. Facilitation of Permit for Campus Photoshoot

UP Visayas issued Memorandum NO. RPB 2018-06-053 on the guidelines for Video and Photo Shoots for UP Visayas. Clients in various categories should abide by these guidelines and pay the required fees to Up Visayas.

Office	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2C; Government to Client; G2 Business Entity			
Who may avail	General Public, Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Photo Shoot			IPO Miag-ao and Iloilo City campus	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client must secure a copy of the request form. 2. They must fill up and duly complete the form. 3. They must pay the required fees at the Cashier's Office. 4. They must refer back to IPO with a copy of the paid receipt for stamp of approval. 5. Present to UPV SSF.	1. IPO gives a copy of the request form 2. Assess if the shoot is allowable (refer to pre-agreed conditions.) 3. Check the form and assess the payment amount. 4. Forward for to Cash Office for Payment 5. Record the receipt no. from the Cash Office 6. Sign approval 7. Advise client to refer to SSF	Depending on the required rates: Commercial • P 500/hr • Student Activities – P100.00/hr • Alumni/Student for personal use – P 200.00/hr	1-2 working days	All IPO Staff
TOTAL		As specified above	1-2 working days	



2. Campus Tours

Campus tours are conducted at the University for UPV guests, others universities and schools, tour agencies. These tours are offered for viewing and learning purposes. They also provide the institution to present UPV in physical form to guests and visitors.

Offices	1. Information and Publications Office 2. UPV SSF 3. Clients			
Classification	Complex			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may avail	Outside clients, linkages, visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			Letter Requests are sent to the Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Clients send a request letter to IPO at least one (1) week before the requested tour date.	1. Letter is received and referred to staff In-charge of Campus Tour 2. IPO responds to the client (with clarifications if needed) and informs them of approval/disapproval; 3. Officer-In-Charge contacts/assigns tour guides and briefsthem with details needed for the tour 4. The Office logs the schedule of the tour and makes the necessary preparations 5. IPO coordinate tour schedule with UPV SSF	None	1 day 1-3 days 4 days for steps 3, 4, and 5	Ms. LyncenM.Fernandez (UPV Miag-ao) Anna Razel L. Ramirez (Iloilo City) SSF assigned personnel



	6. IPO gives abriefing/instructions to guests upon arrival 7. IPO tours guests/visitors around campus in coordination with SSF.		1 day	
TOTAL		None	7 days	



LEGAL OFFICE

Internal Services



1. Notarization

Office	Legal office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	UPV			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal appearance of signatory and government issued ID			Office concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Offices concerned sends documents to be notarized	1) Office staff evaluates completeness of the documents 2) Legal Officer notarizes the documents. 3) Office staff records the notarization in Notarial register	Notarial Fees	1-2 days	Legal Officer Office Staff
TOTAL		Notarial Fees	1-2 days	



2. Case Preparation/Filing

Office	Legal office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail	UPV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Relevant documents and personal appearance of persons involved.		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) Office/official concerned refers the legal/administrative case. (2) Appears for personal interviews or submit relevant documents as requested. (3) Appears as witness in court/administrative case if necessary.	(1) Conducts personal interviews, research and Study of Law. 2) Requests for additional information/documents if necessary. 3) Prepare legal opinion. 4) If necessary, files court or administrative case. 5) Represents the University in court and administrative proceedings.	Appearance fees for court or administrative hearings; courier fees; legal/administrative fees	Depends on the complexity of the problem (minimum of 2 days)	Legal Officer Office Staff
TOTAL		Appearance, Courier, and Legal Fees	2 days	



3. Filing of Pleadings

Office	Legal office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail	UPV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For ongoing cases, court or other agencies issue order to file appropriate pleading.	1) Evaluates and studies applicable laws and determines the proper pleading to file. 2) Drafts and finalizes pleading. 3) Files pleading through mail or personal service.	Courier fees	2-30 days depending on deadline given	Legal Officer Office Staff
TOTAL		Courier fees	2-30 Days	



4. Drafting and Mailing of Demand Letters

Office	Legal Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail	Office Concerned			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request to send letters and details.			Office concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appropriate office sends information unpaid obligations to the University (i.e., names and addresses of persons concerned and amount of obligation).	1. Drafts demand letters and sends out for mailing on for personal service	Courier Fees	1-3 days	Legal Officer Office Staff
TOTAL		Courier Fees	1-3 Days	



OFFICE OF INITIATIVES IN CULTURE AND THE ARTS

Both External and Internal Services



1. Request for use of UPV Main Building facilities for events and other activities

Support the institutional needs of UPV Constituents and other private and government groups/agencies for official function/activities of the university, its direct constituents and duly recognized organizations and non-UPV sponsors/organizers.

Office	Office of Initiatives in Culture and the Arts (OICA) Cash Office			
Classification	Simple			
Type of Transaction	G2C,G2G, G2B			
Who may avail	UPV constituents and other private and government groups/agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request; Reservation Form from OICA			OICA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and secure reservation form from OICA or email request to oica.upvisayas@up.edu.ph	1. Receives and records the request for use of facilities	(Fees to be proposed by CBCA and submitted to FPOC for approval.)	15 minutes	Donna T. Gaton
	1.1 Checks availability of the requested venue		5 minutes	John Niño M. Sacmar
	1.2 Forwards the request to the OICA Director for action on the request		15 minutes	Donna T. Gaton
	1.3 Director Acts on the request		2 days	OICA Director
	2. Informs the client on the status of the request		30 minutes	Donna T. Gaton
2. Waits for the action of the OICA Director				



3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)		30 minutes	Cash Office Staff
4. Presents official receipt to OICA for confirmation of the use of the facility	4. Receives and records Official Receipt (OR) number		15 minutes	Donna T. Gaton
	4.1 Schedule the confirmed use of facilities		5 minutes	John Niño M. Sacmar
TOTAL		Fees on proposal stage	2 days 1 hour, 55 minutes	



2. Request for use of UPV Cinematheque for film screening or other activities

Support the institutional needs of UPV Constituents and of Cinema Exmundo, Inc. for film and activities that use film as part of the activities and for other official function/activities of the university, its direct constituents and duly recognized organizations and non-UPV sponsors/organizers

Office	1. Office of Initiatives in Culture and the Arts (OICA) 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	UPV constituents and other private and government groups/agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request; Reservation Form from OICA		OICA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and secure Reservation Form from OICA or email request to oica.upvisayas@up.edu.ph	1. Receives and records the request	Php 50.00/person or Php 4,000.00 for the whole cinema for UPV users Php 100.00/person or Php 8,000.00 for the whole cinema for non-UPV users for half-day use	15 minutes	Donna T. Gaton
	1.1 Checks availability of the requested venue		5 minutes	Jhunne Harold B. Mana-ay
	1.2 Forwards the request to the OICA Director		15 minutes	Donna T. Gaton
2. Waits for the action of the OICA Director	1.3 Director acts on the request		2 days	OICA Director
	2. Informs the client on the status of the request		30 minutes	Jhunne Harold B. Mana-ay
3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)		30 minutes	Cash Office Staff



4. Presents official receipt to OICA for confirmation of the use of the facility	4. Receives and records Official Receipt (OR) number		15 minutes	Jhunne Harold B. Mana-ay
	4.1 Schedule the confirmed use of facilities		5 minutes	Jhunne Harold B. Mana-ay
TOTAL		Php 4,000.00 for UPV users; Php 8,000.00 for non-UPV users for half-day use	2 days 1 hour, 55 minutes	



3. Request for group tour/visit of the Art Gallery, Museum, and Cinematheque

Maintain linkages with external private and public individuals and groups that will enable the University to carry out its mission relevant to culture, art and heritage.

Office	Office of Initiatives in Culture and the Arts (OICA)			
Classification	G2C, G2G			
Type of Transaction	Simple			
Who may avail	UPV constituents and other private and government groups/agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request; Reservation Form from OICA		OICA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and/or secure Reservation Form from OICA or email request to oica.upvisayas@up.edu.ph	1. Receives and records the request	Fees to be proposed	15 minutes	Donna T. Gaton
	1.1 Checks availability of the requested venue/facility and student guides		1 hour	John Niño M. Sacmar/Jhunne Harold B. Mana-ay
	1.2 Forwards the request to the OICA Director for action on the request		15 minutes	Donna T. Gaton
	1.3 Director acts on the request		2 days	OICA Director
	2. Waits for the action of the OICA Director		30 minutes	Donna T. Gaton
3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)		30 minutes	Cash Office Staff



4. Presents official receipt to OICA for confirmation of the tour/visit	4. Receives and records Official Receipt (OR) number 4.1 Schedule the confirmed use of facilities		15 minutes 5 minutes	Jhunne Harold B. Mana-ay Jhunne Harold B. Mana-ay
TOTAL		Fees to be proposed	2 days 2 hours, 50 minutes	



OFFICE OF INITIATIVES IN CULTURE AND THE ARTS

Internal Services



4. Request for Sponsorship/Partnership for Art and Culture Related Activities and Events

Provide an avenue for the discovery and enhancement of artistic talent among the students and the UPV community in particular.

Offices	Office of Initiatives in Culture and the Arts (OICA) Office of the Chancellor			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Officially recognized student organizations of UPV; academic units of UPV; administrative, academic and non-teaching associations in UPV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request/ Proposal for sponsorship/partnership				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter of request/ Proposal for sponsorship/partnership to OICA at oica.upvisayas@up.edu.ph 2. After passing the screening, submit to UPV OICA requested documents within the specified period. 3. Waits for the action of the CBCA/OICA Director	1. Receives and records the request/ proposal for sponsorship/partnership	None	10 minutes	Administrative Aide VI
	2. Screens the requests/proposal for Sponsorship/partnership and the supporting documents		1 hour	Admin Officer (AO)/ Administrative Aide VI
	3. Forwards the request to the CBCA/OICA Director for evaluation and action		30 minutes	Administrative Aide VI
	3.1 CBCA/OICA Director evaluate and endorses the request to the Chancellor		3 days	CBCA/OICA Director/Chancellor
	4. Prepares and submits letter to the		1 hour	Administrative Aide VI



4. Keeps Official Receipts and supporting documents for reimbursement and/or liquidation 5. Submits Official Receipts and supporting documents after the event/activity	Chancellor requesting to approve the sponsorship			
	5. Waits for the action of the Chancellor on the request		3 days	Chancellor
	6. Notifies/informs the requestor on the status of the requests and on the needed documents for submission after the event/activity		30 minutes	Administrative Aide VI
	7. Follow up requestor and waits for the submission of the required documents for reimbursement/liquidation		30 minutes	Administrative Aide VI
	8. Receives and counter checks documents submitted		30 minutes	Administrative Aide VI
	9. Prepares and submits reimbursement/liquidation report with complete supporting documents for the sponsorship		3 days	Administrative Aide VI
TOTAL		None	9 days 4 hours, 30 minutes	



OFFICE OF ALUMNI RELATIONS



1. Request for a Ceremonial Turn-over of Donation

The Office facilitates requests of individual alumni or a group for a ceremonial turn-over of their donation. The OAR prepares the Deed of Donation and Acceptance which will be used during the program, reserves the venue and invite officials to attend the turn-over.

Office	1. Office of Alumni Relations (OAR) 2. College/Offices 3. Legal Office			
Classification	Complex			
Type of Transaction	G2C, G2B			
Who may avail	UPV Community, Donor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Details of Donation and request.			Office of Alumni Relations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a formal turnover of donation through letter of verbal. 1.1 Donor's request: Send letter with details of request through email or via personal delivery. 1.2 Request from the recipient Office or College: Send letter with details of request through email or via personal delivery	Received request via email: 1.1 Acknowledge receipt of email and log details of request. 1.2 Forward email request to the Director for approval.	None	30 minutes	Administrative Officer II
	Received via personal delivery: 1.1 Log request and record details. 1.2 Forward letter to the Administrative Officer for Information 1.3 Forward to Director for approval.		15 minutes	Administrative Aide IV Administrative Officer II
2. Wait for the call or email from OAR of the status of the request and decide for final arrangement of the program	Action of the Head of Office on the request. 1.1 If approved, Inform the requestor of	None	1 day	Director



and other details.	the approval of the Director through email. 1.2 If disapproved, inform the requestor of the action, recommendation and the reasons for action through email.			
	3. Proceed with facilitating the request such as invitation for UPV officials, request for available venue and arrangement with the technical teams needed: 3.1 Write letter to UPV Official 3.2 Prepare and submit through email request use of venue and equipment and services of technical and maintenance staff. 3.3 Follow up status and approval of requests and invitations.	None	3 days	Administrative Officer II
	4. Inform the requestor of the final arrangement and things they must prepare through email.	None	30 minutes	Administrative Aide IV
	5. Remind people involve of the schedule of turnover at least 2 days before the schedule.	None	30 minutes	Administrative Aide IV
3. Attend the event and observe protocols.	6. Supervise set up of venue Note: Make sure social distancing will be maintained by the guests and ensure provision of alcohol, sanitized pens for signature, and signages are in place.	None	4 hours	Administrative Officer II Administrative Aide IV



	6. 1 Prepare deed of donation and acceptance for signing.			
TOTAL		None	6 days, 5 hours, 45 minutes	



2. Issuance of Deed of Donation and Acceptance

Should an individual/group donate to the University, a duly notarized Deed of Donation and Acceptance for their donations be it cash or in kind is issued to the donor. The Deed of Donation and Acceptance stipulates the details and conditions of the donation.

Office	1. Office of Alumni Relations (OAR) 2. Legal Office 3. Office of the Chancellor (OC)			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	All donors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Details and proof of donation 2. Government Issued ID numbers of the Donor and Donee 3. Signatures of Donors & Donee 4. Signatures of witnesses			Office of Alumni Relations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donor provides details and proof of donation, government issued ID number through email or delivered to the Office.	Via email: 1.1 Reply and acknowledge receipt of the document, print, log and verify the documents. 1.2 Send a message through email and request for missing information (if there is any)	None	30 minutes	Administrative Officer II
	Via personal delivery: 1.1 Receive and log documents. 1.2 Get details like who will represent if it is a group donation, address of representative, govt issued ID num, actual name of the donor. 1,3 Forward to Administrative Officer for		5 minutes	Administrative Aide IV



	verification			
2. Wait for a call or text message from OAR if the Deed of Donation is ready for signature.	2. Verify with the recipient Office or College the details of donation provided in the documents presented.	None	1 hour	Administrative Officer II
	3. Prepare draft Deed of Donation and Acceptance incorporating details provided.	None	4 hours	Administrative Officer II
	4. Forwards through email draft Deed of Donations and Acceptance to Legal Office for correction and comment. 4.1 Wait for the Legal Office to return of corrected draft Deed of Donation and Acceptance		30 minutes	Administrative Officer II
	5. Legal Office to correct and incorporate comments. 5.1 Legal Office to return through email the corrected document to OAR with attached comments	None	1 day	Legal Officer
	6. Receive corrected draft document and reply and acknowledge receipt of document	None	15 minutes	Administrative Officer II
	7. Revise and incorporate comments on the Deed of Donation and Acceptance and finalize. 7.1 Print 5 copies	None	30 minutes	Administrative Officer II
	8. Secures signatures of the Donor and 1 witness in the Deed of Donation and Acceptance	None	1 day	Administrative Aide IV
	9. Forwards the Deed of Donation and Acceptance to the Chancellor office for signature Chancellor as Donee and secure signature of 1 witness	None	1 days	Administrative Aide IV
	10. OC facilitates signature of the	None	2 days	Office of the Chancellor



	Chancellor and 1 witness and returns the Deed of Donation and Acceptance to OAR.			
	11. Checks the document if with complete signatures. 11.1 Forward documents to Legal Office Notarization	None	15 minutes	Administrative Aide IV
	12. Legal Office notarize. 12. 1 Return notarized document to OAR. 12.2 File 1 copy for documentation.	None	1 day	Legal Officer
13. Received notarized copy and file.	13. Check and sort out documents. 13. 1 Send 1 notarized copy to donor 13.2 Send 1 notarized copy to Office or College recipient 13.3 Send 1 copy to the Office of the Chancellor 13.4 File the rest of the copies for documentation.	None	1 day	Administrative Aide IV
TOTAL		None	7 days, 7 hours, 5 minutes	



3. Issuance of List of Alumni

An office or an organization may request for a list of alumni for the purpose of their activities or projects provided that the requesting party complies with the Data Privacy Act guidelines of the Office.

Office	Office of Alumni Relations (OAR)				
Classification	Complex				
Type of Transaction	G2C G2G				
Who may avail	UP constituents				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Letter request bearing the purpose of and where to use the list, period of use of the list with the original signature of the responsible person. 2. Photo copy of a government Issued ID of the requestor					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter request and photocopy of the government issued ID of the requestor to the OAR through email or delivered personally.	Via email: 1.1 Reply and acknowledge receipt of the request. 1.2 Verify the request and request for missing information or requirements (if there is any) Via personal delivery: 1.1 Receive, check completeness of requirements and log. 1.2 Request for missing information or requirements if there is any.	None	30 minutes	Administrative Aide IV	
2. Wait for the notice of action.	2. Forward request to data controller, evaluate the request and recommend approval or disapproval. 2.2 Evaluate and make recommendations.	None	1 hour	Administrative Aide IV Administrative Officer IV	
	3. Forward request to the Director of the	None	1 hour	Director	



	Office for final evaluation of the request and decision.			
3. Considers recommendation of the Office.	If approved: 4. Prepares the list if disapproved: 4. Sends letter of regret to requestor and explain the circumstances and give recommendations.	None	1 day	Administrative Officer IV
4. Receive and take charge of the safety of the list.	Release the list through email. 5. Inform the requestor that the list has been sent to their email. 5.1 Check for email reply acknowledgement of receipt. Release the list via pick up at the Office: 5. Inform the requestor that the list is available. 5.1 Prepare a transmittal and secure signature of receiver.	None	1 hour	Administrative Aide IV
TOTAL		None	1 day, 3 hours, 30 minutes	



4. Processing of Application for Membership to UP Alumni Association Iloilo and Issuance of Alumni ID

The alumni of the University may apply for lifetime membership with the UP Alumni Association Iloilo. Members of the UPAA Iloilo will be issued with the UP Alumni ID which is recognized in all campuses. This is a project jointly sponsored by the University and the UP Alumni Association Iloilo Chapter (UPAA Iloilo).

Office	1. Office of Alumni Relations (OAR) 2. Office of the University Registrar (OUR)			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	All alumni of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form 2. 2x2 ID picture white background 3. Payment for membership			Office of Alumni Relations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request through email or social media accounts: 1. Send email request to apply for alumni ID. 1.2 Wait for reply of the Office.	Received request through email or in any social media accounts: 1. Check/verify data with the data base 1.2. Reply to email, give instructions and attach application form.	P1,000.00	30 minutes	Administrative Officer IV
Request through walk in: 1. Accomplish application form. 1.1. Pay membership fee 1.2. Provide 2x2 ID picture	Request application via walk in: 1. Provide form 1.1 Verify data with the data base 1.2 Request 2x2 ID picture 1.3 Issue receipt		30 minutes	Administrative Officer IV
2. Accomplish the form. 2.1 Pay the membership fee and the mailing through UPAA Iloilo Bank Account 2.2 Submit Accomplished form	Request through email: 2. Received the form and other documents verify and acknowledge receipt of the email. 2.1 Provide conformation with UPAA		30 minutes	Administrative Officer IV



together with the scanned copy of the deposit slip and the 2x2 ID picture to the UPAA Iloilo email.	Iloilo of the data 2.2 Issue OR			
3. Wait for the call or message that your Id is ready for pick up.	3. Receive printed alumni ID from Office of the Registrar and log. 3.1 Inform the member to pick up Alumni ID at the Office.			Administrative Officer IV
4. Pick up alumni ID at the OAR and sign on the log book.	4. Release alumni ID 4.1 Secure signature of receiver at the outgoing logbook.			Administrative Aide IV
TOTAL		P1,000.00	1 hour and 30 minutes	



5. Request for Assistance to Organize Reunion

One of the many functions of the Office is to assist alumni group and batches in organizing their activities. The alumni group specifies the kind of assistance they wanted the Office to extend to them. Most of the time, they seek assistance for the use of the venue and facilities of the University, preparing materials, the registration of the participants, including invitations and promotions.

Office	1. Office of Alumni Relations (OAR) 2. College			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Community, Donor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Office of Alumni Relations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request for assistance in organizing a batch or organizations reunion through email or personally delivered at the OAR.	Received through email: 1. Acknowledge receipt. 1.1 Print and record request. 1.2 Forward to Administrative Officer for info. Received through personal delivery: 1. Stamp received the duplicate copy and return to the requestor or the transmittal. 1.1 Log the request. 1.2 Forward request to Administrative Officer for info.	None	30 minutes 30 minutes	Administrative Aide IV
2. Supplies details of reunion and assistance needed.	2. Forward request to Director of the Office for approval or disapproval 2.1 Approve or disapprove request	None	1 hour	Director
3. Batch/Org supplies lay outs, designs, materials needed for the posting and for the activity.	3. Inform requestor of the action of the Office.	Use of facilities may have payment care off	3 days	Administrative Officer II Administrative Aide IV



		the Auxiliary and Services Office		
4. Batches/Orgs coordinates with the Office of their other needs. 4.1 Prepare payment for use facilities, venue and services.	Facilitates requests: 4. Reserve venue if within UPV premises 4.1 Write letter for UPV Officials regarding use of facilities and services of maintenance staff through email. 4.2 Prepare layout for promotional materials. 4.3 Share promo materials prepared by the organizer. 4.4. Follow up status of requests for venue and use of facilities.			
	5. Updates requestor status of requests and conditions set by the University through email.	None	30 minutes	Administrative Officer II
TOTAL		None	3 days, 2 hours & 93 minutes	



6. Receiving of Incoming Documents

This covers the receipts of incoming documents from external and internal clients.

Office	1. Office of Alumni Relations (OAR)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Community, Alumni, Other constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the documents to OAR through personal delivery or mail/ courier.	1. Check appropriate details like name of the sender and name of the recipient.	None	15 minutes	Administrative Aide IV
	2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier, affix the signature in the delivery receipt.	None	15 minutes	Administrative Aide IV
	3. Proceed to recording/barcoding the document.		15 minutes	Administrative Aide IV
	4. Route the physical documents to the concerned recipients		15 minutes	Administrative Aide IV
TOTAL		None	1 hour	



7. Response to E-mail Clarification/Inquiry

This covers clarifications and inquiries sent through email or any social media account.

Office	1. Office of Alumni Relations (OAR)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Community, Alumni, Other constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail inquiry (Electronic Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an email clarification or inquiry at oar.upvisayas@up.edu.ph	1.Acknowledge receipt of the email	None	15 minutes	Administrative Officer II Administrative Aide IV
2. Receive email response from OAR staff.	2. Print the inquiry if necessary and log. 2.1 Route the email or forward to concerned individual. 2.2 Request concerned individual to reply directly to the client. 2.3 Discuss with the concerned individual the clarification or inquiry.	None	30 minutes	Administrative Officer II Administrative Aide IV
	3. Reply to email per response taken from the concerned individual.	None	45 minutes	Administrative Officer II Administrative Aide IV
TOTAL		None	1 hour, 30 minutes	



UGNAYAN NG PAHINUNGOD VISAYAS

Both External and Internal Services



1. Universal Volunteer Recruitment Process

Ugnayan ng Pahinungod is the official volunteer arm of the University. Volunteer Recruitment is a vital procedure in inculcating values education, among UP and Non-UP partners.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees, Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Application Letter with attached academic credentials Psych-Test Results		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selection of Volunteers	1.1 Call for volunteers: distribution of publication materials, promotion of the activity/ program and dissemination of information, along with the dispersal of application forms.	None	1-3 days	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Receive and record the application form.		5 minutes	Senior Office Assistant
	1.3 Acknowledge the receipt via official reply		5 minutes	Senior Office Assistant
2. Screening of	2.1 Conduct preliminary assessment		30 minutes	Senior Office Assistant



volunteers	(interview and IQ test) of the application and evaluate sufficiency of needed requirements and forward the application form to the Junior Project Associate.
	2.2 Further evaluation and rechecking of requirements and forward the application form to OSA for Psych Testing
	2.3 Psych-testing of applicants
3. Final assessment	3.1 Receive and record the application form including the psych-assessment results.
	3.2 Final evaluation and rechecking of the application form.
	3.3 Record the applicant's assessment results

	Dr. Farisal U. Bagsit Director
30 minutes	Julie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
1-3 days	OSA in charge
5 Minutes	Senior Office Assistant
30 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
5 Minutes	Senior Office Assistant



	3.4 Inform the Applicant of the result of the assessment		5 Minutes	Senior Office Assistant
	TOTAL	None	6 Days, 1 Hour & 5 Minutes	



2. GurongPahinungod Volunteer Recruitment

The GurongPahinungod Program is Pahinungod's flagship education program which selects and mobilizes UP graduates and faculty to serve as volunteer teachers and teacher- trainers in public schools to respond to the need to upgrade the quality of secondary education in the country, especially in deprived, depressed and underserved areas.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP Students, Faculty, Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Application Letter with attached academic credentials Psych-Test Results		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selection of Volunteers	1.1 Call for GP volunteers: distribution of publication materials, promotion of the activity/ program and dissemination of information, along with the dispersal of application forms.	None	1-3 days	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Receive and record the application form		5 Minutes	Senior Office Assistant
2. Screening of volunteers	2.1 Conduct preliminary assessment of the application and evaluate sufficiency of needed requirements and forward the application form to the Junior Project.		5 Minutes	Senior Office Assistant



3. Final assessment	2.2 Further evaluation and rechecking of requirements and forward the application form to OSA for Psych Testing		10 Minutes	Julie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	2.3 Psych-testing of applicants		1-3 days	OSA in charge
	3.1 Receive and record the application form with including the Psych-assessment results.		5 Minutes	Senior Office Assistant
	3.2 Final evaluation and rechecking of the application form		30 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	3.3 Record the applicant's assessment results		5 Minutes	Senior Office Assistant
	3.4 Inform the Applicant of the result of the assessment		5 Minutes	Senior Office Assistant
	TOTAL	None	6 Days, 1 Hour and 5 Minutes	



3. Teacher Development Program Volunteer Recruitment

The Teacher Development Program organizes a pool of UP experts to serve as volunteer teacher- trainers in public schools to respond to the need to upgrade the quality of education in the country, especially in deprived, depressed and underserved areas.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP Alumni, Faculty and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Application Letter with attached academic credentials Psych-Test Results		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selection of Volunteers	1.1 Call for TDP volunteers: distribution of publication materials, promotion of the activity/ program and dissemination of information, along with the dispersal of application forms	None	1-3 days	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Receive and record the application form		5 Minutes	Senior Office Assistant
2. Screening of volunteers	2.1 Conduct preliminary assessment of the application and evaluate sufficiency of needed requirements and forward the application form to the Junior Project.		5 Minutes	Senior Office Assistant
	2.2 Further evaluation and rechecking of		10 Minutes	Julie Christie P. Develles



3. Final assessment	requirements and forward the application form to OSA for Psych Testing			Junior Project Associate Dr. Farisal U. Bagsit Director
	2.3 Psych-testing of applicants		1-3 days	OSA in charge
	3.1 Receive and record the application form with including the Psych-assessment results		5 Minutes	Senior Office Assistant
	3.2 Final evaluation and rechecking of the application form		30 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	3.3 Record the applicant's assessment results		5 Minutes	Senior Office Assistant
	3.4 Inform the Applicant of the result of the assessment		5 Minutes	Senior Office Assistant
TOTAL		None	6 Days, 1 Hour and 5 Minutes	



4. Affirmative Action Program Volunteer Recruitment

The Affirmative Action Program deploys UP Students, Faculty & Alumni to serve as volunteer tutors and in schools to allow students especially in far-flung areas to prepare for the UPCAT or assist in the specific areas of improvement in their education.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP Alumni, Faculty and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Application Letter with attached academic credentials Psych-Test Results		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selection of Volunteers	1.1 Call for AAP volunteers: distribution of publication materials, promotion of the activity/ program and dissemination of information, along with the dispersal of application forms	None	1-3 days	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Receive and record the application form.		5 Minutes	Senior Office Assistant
2. Screening of volunteers	2.1 Conduct preliminary assessment of the application and evaluate sufficiency of needed requirements and forward the application form to the Junior Project.		5 Minutes	Senior Office Assistant
	2.2 Further evaluation and rechecking of		10 Minutes	Julie Christie P. Develles



	requirements and forward the application form to OSA for Psych Testing			Junior Project Associate
	2.3 Psych-testing of applicants		1-3 days	OSA in charge
3. Final assessment	3.1 Receive and record the application form with including the Psych-assessment results		5 Minutes	Senior Office Assistant
	3.2 Final Evaluation and rechecking of the application form		30 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	3.3 Record the applicant's assessment results		5 Minutes	Senior Office Assistant
	3.4 Inform the Applicant of the result of the assessment		5 Minutes	Senior Office Assistant
TOTAL		None	6 Days, 1 Hour and 5 Minutes	



5. Volunteer Certificate of Service Issuance

Ugnayan ng Pahinungod volunteers' efforts and service for UP are also recognized through the issuance of certificates of service in order to use it for whatever purpose it may serve them.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Name on the volunteer profile database		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Service	1.1 Receive, record the request and locate the volunteer profile of the client	None	10 minutes	Senior Office Assistant
	1.2 Create and print the certificate		10 Minutes	Senior Office Assistant
	1.3 Have the certificate signed by the Director		5 Minutes	Dr. Farisal U. Bagsit Director
	1.4 Deliver the certificate to the requestor		5 Minutes	Senior Office Assistant
TOTAL		None	30 Minutes	



6. Queries and Information Requests

Ugnayan ng Pahinungod as a government program ensures that its services and facilities cater to communities nationwide especially the underserved.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients need to follow health protocols before they can lobby their concerns/queries. For online clients they can message the official facebook page.	1.1 Record and accommodate to their concerns	None	10 minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
2. Clients give the letter request	2.1 Facilitate request of the client	None	10 minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
TOTAL		None	20 Minutes	



7. Promotional Posting/ Press Release

Ugnayan ng Pahinungod guarantees that its services and programs are cascaded among its possible/present/past: volunteers, constituents, partners and benefactors.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promotional materials Press releases materials		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Create publication materials to promote Pahinungod's services and programs	None	10 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Evaluation and rechecking of Publicity Material		10 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	1.3 Posting of Publicity Material via Pahinungod's Official Facebook Page		5 Minutes	Senior Office Assistant
TOTAL		None	15 Minutes	



8. Incoming Communication/Requests

Ugnayan ng Pahinungodthoroughly reviews incoming requests to ensure its validity as well as its relevance and suitability to the office's mandate.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver Letter to Office or send it via email.	1.1 Receive record and review request.	None	5 Minutes	Senior Office Assistant
	1.2 Assessment of request		10 Minutes	Julie Christie P. Develles Junior Project Associate Dr. Farisal U. Bagsit Director
	1.3 Approval of request		5 Minutes	Dr. Farisal U. Bagsit Director
	1.4 Deliver and inform the result of the request to the requestor		5 Minutes	Senior Office Assistant
TOTAL		None	25 Minutes	



9. Letter Request/Prepare DV's (Outgoing Communications)

Ugnayan ng Pahinungod guarantees that its services and programs are duly reviewed and approved to ensure that it safeguards the safety, interests, and welfare of its volunteers and partners.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Drafts Letter or Invitation/prepare DV	None	10 Minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
	1.2 Director reviews and checks the request.		10 Minutes	Dr. Farisal U. Bagsit Director
	1.3 Finalize letter and for signature of Director		5 Minutes	Senior Office Assistant
	1.4 Reproduce copy for file/distribution and pouch or deliver to concerned office/official		5 Minutes	Senior Office Assistant
	1.5 Request for update on the status of the request		1-2 Days	Senior Office Assistant
	1.6 Logs in NOA/letter response and forward to the Director		5 Minutes	Senior Office Assistant
TOTAL		None	2 Days& 30 Minutes	



10. Entertaining Guests and Visitors

Ugnayan ng Pahinungod accommodates and guarantees that its guests, volunteers, and constituents are well taken care of, given the fact that it's its most vital resource.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UP & Non-UP Students, Employees Alumni and Community partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request if had any		Ugnayan ng Pahinungod Office & Official UPV Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients need to follow health protocols before they enter the office.	1.1 Let the client write in the visitor's logbook	None	10 minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
2. Client enters the room	2.1 Record and accommodate to their concerns	None	10 minutes	Senior Office Assistant Julie Christie P. Develles Junior Project Associate
TOTAL		None	20 Minutes	



UGNAYAN NG PAHINUNGOD VISAYAS

Internal Services



11. Request for Supplies/Equipment

Ugnayan ng Pahinungod guarantees that it's prepared with supplies and equipment during the implementation of its services and programs.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request DV/ORS Receipts and other attachments		Ugnayan ng Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Checks out items on the PPMP website	None	10 Minutes	Senior Office Assistant
	1.2 Director reviews and checks the request.		5 Minutes	Dr. Farisal U. Bagsit Director
	1.3 SPSO employee approves request		5 Minutes	SPSO official
	1.4 Budget employee obligates request		5 Minutes	Budget official
	1.5 Print OR and PR. Office Assistant and Director signs the documents		10 Minutes	Senior Office Assistant Dr. Farisal U. Bagsit Director
	1.5 Request for update on the status of the request		1-30 Days	Senior Office Assistant
	1.6 Logs in supplies and equipment received.		5 Minutes	Senior Office Assistant
TOTAL		None	30 Days & 40 Minutes	



12. Request for Petty Cash/Reimbursement of Expenses

Ugnayan ng Pahinungod guarantees that it's prepared with supplies and equipment during the implementation of its services and programs.

Office	Ugnayan ng Pahinungod Visayas			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request DV/ORS Receipts and other attachments		Ugnayan ng Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Letter request for petty cash	None	5 minutes	Senior Office Assistant
	1.2 Checks out items on the PPMP website (if supplies not in PPMP, request inclusion)	None	10 Minutes	Senior Office Assistant
	1.3 Director reviews and checks the request.		5 Minutes	Dr. Farisal U. Bagsit Director
	1.4 SPSO employee approves request		5 Minutes	SPSO official
	1.5 Budget employee obligates request		5 Minutes	Budget official
	1.6 Print OR and PR. Office Assistant and Director signs the documents		10 Minutes	Senior Office Assistant Dr. Farisal U. Bagsit Director
	1.5 Request for update on the status of the request		1-30 Days	Senior Office Assistant
	1.6 Logs in supplies and equipment received		5 Minutes	Senior Office Assistant
TOTAL		None	30 Days & 45 Minutes	



UNIVERSITY OF THE PHILIPPINES VISAYAS - DILIMAN LIAISON OFFICE

Internal Services



1. Accommodation of UPV Faculty, staff and students at UPV Guesthouse on official business in Luzon

UPV faculty, staff and students who attends meetings, conferences, competitions, awarding ceremonies held in Luzon request accommodations at the UPV Guesthouse for a place to stay during the duration of said activities if no accommodations were provided to them by the organizer of said event.

Office	1. Office of Unit Head 2. Deans/Office of Student Affairs 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV faculty, staff and students; UP community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation thru phone, email or text to the Admin Officer, Guesthouse Caretaker or Admin Assistant.		DLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Request for accommodation from client stating date/dates of stay.	8. Accepts the request and evaluate if space is available. 9. If no available space tells the client of alternative place to stay in UP Diliman.	I. Non-UPV - Aircon (single) P1000 - 2/more in a room P500 - Non-aircon P300 II. UPV - Aircon (single) P500 - 2/more in a room P300 Non aircon P150	1 – 2 days for Agency Action	Agnes P. Bacani-Aquino
TOTAL		As specified above	1 – 2 days	



2. Accommodation of UPV Faculty at UPV Guesthouse Extension on study leave

UPV faculty on study leave who are pursuing graduate study in Metro Manila can stay at the UPV Guesthouse Extension after securing approval from the VCA. The office gives recommendation of availability of space to those seeking permission to stay during the duration of their study.

Office	1. Office of Unit Head 2. OVCA 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application letter of intention to stay at UPV Guesthouse Extension with recommendation of availability of space from DLO.			OVCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for accommodation from client stating duration of stay.	1. Unit head endorses the request of applicant for availability of space. 2. Applicant secures approval from OVCA. 3. Guesthouse Caretaker accepts the fellow and orient him/her of rules and regulations for stay at the UPV Guesthouse.	- P1,500 per month - P100 electric fan - P100 Laptop	1 – 2 days Agency Action 1 – 2 days Agency Action 1 – 2 days for Agency Action	Agnes P. Bacani-Aquino VCA Virginia G. Saban
TOTAL		As specified above	1 – 2 days	



3. Transport services to the Chancellor/UPV officials on official business in Luzon

UPV officials requiring transport services to and from their meetings, in Luzon can avail of transport services if the Chancellor is not using the official service. They can reserve for the use of the same via phone, text or email.

Office	1. Office of Unit Head 2. Office of Chancellor 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reservation thru phone, email/text to Admin Officer/Admin Assistant.			DLO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for transport services by client stating date, time and place where to go.	1. Office of Unit request DLO for transport services. 2. Unit Head accepts the request determine if not used by the Chancellor and consult the driver if the vehicle is available. 10. Tells the client if transport services are feasible or not. 11. Provide transport services.	None	1 – 2 day for Agency Action 1 – 2 day for Agency Action 1- 2 day Agency Action	Staff of official requesting service Agnes P. Bacani-Aquino Rogelio S. Gabriel Agnes P. Bacani-Aquino Rogelio S. Gabriel
TOTAL		None	1 - 2 days	



4. Release of Check payments to suppliers

Purchases of supplies, materials, laboratory supplies, laboratory equipment, and services by UPV are usually paid thru checks/ ADA. These are usually accompanied by Disbursement Vouchers and require official receipt/collection receipt as supporting documents to release said check payment to suppliers.

Office	1. UPV Cash Office 2. Private suppliers 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Check payment with DV from UPV Cash Office.			UPV Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV from UPV Cash Office.	1. Receive/Compare listing of checks with DV from UPV Cash Office, sign acknowledgment copy.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Schedule checks for delivery and contact suppliers for pick-up of checks.		1 day Agency Action	Agnes P. Bacani-Aquino
	3. Release the check and have the recipient acknowledged DV from UPV Cash Office.		1 day Agency Action	Agnes P. Bacani-Aquino/George S. Austria
	4. Send thru pouch the acknowledged DV.		1 day Agency Action	George S. Austria
TOTAL		None	1 – 2 days	



5. Shipment of donations, supplies, reading materials/publications to Iloilo and UPV Tacloban College

DLO receives donations from all sources government/private intended for UPV Iloilo or UPV Tacloban College. It also receives reading materials/publication of UP System for delivery to UPV as well as supplies/laboratory supplies purchased in Manila for UPV use.

Office	1. Office of Unit Head 2. Supply Property Services Office 3. Private individual 4. UP System 5. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may avail	Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Donor contact DLO for donations intended for UPV Iloilo or UPV Tacloban College				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Donor/suppliers deliver to DLO the item or ask DLO if they can pick the item.	1. Receives/acknowledge listing of publications from UP System, donations, supplies from suppliers, intended for UPV Iloilo and UPV Tacloban College.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria, Rogelio S. Gabriel
	2. Collate, prepare listing of donated books/publications then packed the items for shipment to Iloilo/Tacloban College		1 – 2 days Agency Action	George S. Austria; Rogelio S. Gabriel
	3. Calls the cargo forwarder for schedule of pick-up for shipment.		1 day Agency Action	Agnes P. Bacani-Aquino
	4. Pays the shipper for cost of shipment		1 day Agency Action	Agnes P. Bacani-Aquino
TOTAL		None	1 - 2 days	



6. Secure VISA, Extension/Conversion, ACR, I-Card, Special Study Permit

As a result of the Internalization Program of the University of the Philippines System, UP Visayas accepts foreign exchange students/faculty and staff from foreign Universities where it has memorandum of agreements for collaboration/research. Wherein, student's/faculty and staff undergo an exchange program for fields of specialization of each university. Hence, the residency of said foreign nationals has to be legalized following rules and regulation of the Bureau of Immigration. The processing of said documents is done thru the accredited liaison officer.

Office	1. Office of the Vice-Chancellor for Academic Affairs 2. Graduate Program Office 3. College Dean 4. Diliman Liaison Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UPV Foreign exchange students/faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request from UPV College (CAS, CFOS, CM); graduate student thru GPO; undergraduate thru College Dean, both endorsed by VCAA 2. List of requirements from UPV Registrar's Office			Bureau of Immigration and Deportation-Student Visa Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from UPV foreign exchange students	1. Accepts the request and assess the accompanying requirement for processing. 2. Filing of request for conversion, extension, ACR I-card/renewal, special study permit. 3. For conversion of student visa, accompany the concerned student for Biometric/personal appearance at BID.	None	1 – 2 days Agency Action 7 – 15 days Agency Action 7 -15 days Agency Action	George S. Austria



	4. For application of extension visa release. 5. For application of ACR I-card release. 6. For application special student permit Transmittal to OVCAA for release to student concerned.		7 – 14 days Agency Action 15 – 25 days Agency Action 1 – 2 days Agency Action	
TOTAL		None	45 days	



7. Transmittal of documents from UPV to concerned offices in Diliman and other offices in Metro Manila

UPV Iloilo and UPV Tacloban College communication letters to different offices in UP Diliman, government offices based in Metro Manila/private offices are usually delivered personally for prompt action/urgency of action required by the sending offices/college concerned.

Office	1. UP System 2. Government Agencies 3. Private Offices 4. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents from UPV Miag-ao, UPV Iloilo City and UPV Tacloban College for delivery to concerned offices in Diliman, government/private offices in Metro Manila.			UPV Iloilo, UPV Tacloban College	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned offices in UPV Miag-ao, Iloilo City and UPV Tacloban College sends documents for UP System, UP Diliman offices, government/private offices in Metro Manila.	1. Receives documents, compare with listing then sigs acknowledgement copy.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Sort out received documents/schedule for delivery to recipient offices.		1 day Agency Action	Agnes P. Bacani-Aquino
	3. Delivers documents to intended recipients.		1 day Agency Action	George S. Austria; Rogelio S. Gabriel
	4. Xerox received/acknowledgement copies for transmittal back to senders.		1 day Agency Action	Agnes P. Bacani-Aquino
TOTAL		None	1- 2 days	



8. Transmittal of documents from UP System and other offices intended for UPV Miag-ao, Iloilo City and UPV Tacloban College

UP System's actions/approval of UPV request, communication letters for UP Visayas/UP Tacloban College are usually sent to Diliman Liaison Office who in turn collate the same and send it to Iloilo/Tacloban thru LBC.

Office	1. UP System 2. UP Diliman Offices 3. National Government Offices/Private Institutions 4. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents from UP System, government/private offices in Metro Manila intended for UPV Miag-ao, Iloilo City and UPV Tacloban College.			UP System, government/private offices in Metro Manila	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All documents from government or private offices in Metro Manila are delivered to DLO.	1. Receives all documents intended for UPV and Tacloban College.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Sort out, collate and record all received documents for shipment via pouch intended to offices in UPV Miag-ao, Iloilo City and UPV Tacloban College.		1 day Agency Action	George S. Austria
	3. Send the packed documents via LBC to Iloilo/Tacloban.		1 day Agency Action	George S. Austria
	4. Pays the shipment cost.		1 day Agency Action	George S. Austria
TOTAL		None	1 - 2 days	



9. Secure check funding releases from government agencies (DOST, NHP, NCCA, CHED, PCARRD, OVP, DA, DA-BAR, UP System)

UPV as the leading institution in fishery study undertakes various researches which are usually funded by DOST, PCARRD, DA, DA-Bar, UP System, DA, CHED. Its social sciences courses also conduct researches/outreach program for the community. Funding for said endeavour is usually released by government agencies located in Manila. Hence, the need to secure them after obtaining authorization from proponents of said researches and issuing the corresponding receipt and sending them thru interbank to UP Visayas.

Office	1. Government funding agencies (DOST, NCCA, CHED, PCARRD, OVP, DA, DA-BAR) 2. UP System 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authorization from research proponents.			Research proponents; UPV officials concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorization letter sent via email or thru pouch with Xerox copy of ID of authorizing person.	1. Receives the authorization and schedule pick-up of check if outside Metro Manila.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Pick-up funding check together with Official Receipt to be issued to funding agencies.		1 day Agency Action	George S. Austria
	3. Deposit funding check to UPV Trust Fund Account and prepare transmittal letter to UPV Cash Office		1day Agency Action	Agnes P. Bacani-Aquino
	4. Send thru pouch the transmittal letter together with Xerox copy of check and OR issued to UPV Cash Office.		1 day Agency Action	George S. Austria
TOTAL		None	1 - 2 days	



10. Deliver/Remit unexpended balances of UPV research projects to concerned funding agencies (CHED, DOST, PCARRD, DA, BAR, NHP, OVP, NCCA)

UPV as an institution conducts researches whose duration is for 1 – 2 years. After completions of said researches liquidation of expenses are usually made to its funding sources and unused amount are usually returned back. UPV Cash Office usually issue check covering the unexpended amount of research funds together with liquidation report which are in turned delivered to the funding agencies who issue official receipt to acknowledge the check delivered by DLO.

Office	1. Government funding agencies (DA, DA-BAR, DOST, CHED, PCARRD, OVP, NCCA, etc.) 2. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Check payment with DV and Liquidation Report from UPV Cash Office.			UPV Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV and Liquidation Report from UPV Cash Office.	1. Receive/compare completeness of check, DV, supporting documents and acknowledged listings from UPV Cash Office.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Schedule delivery and deliver of unexpended check balances to concerned funding agency.		1 day Agency Action	George S. Austria
	3. Secure Official Receipt and acknowledgement of DV from the funding agency.		1 day Agency Action	George S. Austria
	4. Send thru pouch the OR and DV acknowledged by the funding agency.		1 day Agency Action	George S. Austria
TOTAL		None	1 -2 days	



11. Release check payment of honorariums to UPV resource persons

UPV conducts symposiums, conferences and evaluation of thesis proposals of its undergraduate and graduate students. Resource persons are usually hired for these activities from different fields of expertise. Some of them come from Manila. Checks for their honorariums are usually sent to Diliman Liaison Office for release to the person concerned.

Office	1. UPV Cash Office 2. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Iloilo; UPV Tacloban College			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Check payment with DV from UPV Cash Office.			UPV Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV from UPV Cash Office.	1. Receives/check completeness of check and DV and acknowledged the listing sent by UPV Cash Office.	None	1 day Agency Action	Agnes P. Bacani-Aquino; George S. Austria
	2. Schedule delivery if needed/contact the honorarium recipient.		1 day Agency Action	Agnes P. Bacani-Aquino
	3. Release/deliver the check and have the recipient acknowledged the DV from UPV Cash Office.		1 day Agency Action	Agnes P. Bacani-Aquino/George S. Austria
	4. Send thru pouch the acknowledged DV to UPV Cash Office.		1 day Agency Action	George S. Austria
TOTAL		None	1 - 2 days	



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS

Internal Services



1. Issuance of Travel Order of Local Official Trips

Executive Order No. 2002-01 dated 31 January 2002 of the former Chancellor, Dr. Ida M. Siason regarding Authority Delegated to the Vice Chancellor for Academic Affairs, on Fellowship, Study and Official Trips.

Office	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	<ul style="list-style-type: none">• Faculty members and REPS (more than 8 calendar days)• Dean and Vice Chancellors (not more than 7 days)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for issuance of Travel Order Form			Colleges, Offices, Units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes application form for issuance of Travel Order. 2. Employee submits request to the Office of the Vice Chancellor for Academic Affairs	1. Receives and records the application.	None	4 hours	Lei Marie Paulma Job Order Personnel



3. Employee receives his/her Travel Order	<div>2. Checks completeness of entries, signatures and attachments.</div> <div>3. VCAA approves request</div> <div>4. Staff prepares the Travel Order</div> <div>5. VCAA signs the Travel Order</div> <div>6. OVCAA Staff releases the Travel Order</div>			<div>June Eva Acap Administrative Officer</div> <div>Dr. Philip Ian P. Padilla Vice Chancellor for Academic Affairs</div>
TOTAL		None	4 Hours	



2. Grant of Overload Claims of Faculty

Faculty member who has already a teaching load and at the same time, has ALC and/or RLC may be entitled to an overload teaching honorarium if the total load is beyond the normal 12 units. (Chapter 4.4 of UP Diliman Faculty Manual, and OP Memo No.40, dated July 21, 1992)

Office	Office of the Vice Chancellor for Academic Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty Administrators and Faculty doing Research			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1- UP Form 67 2- UP Form 67A 3- UP Form 67B			Division/Institute/Department/College	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty of the Division/Department/Institute accomplish Form 67, 67A & 67B	1. OVCAA receives and records the necessary documents needed for the claim of overload.	None	7 Days	Lei Marie Paulma, Lea R. Campo, VCAA Philip Ian P. Padilla



2. Faculty claims his/her overload teaching honorarium	<div>2. Checks the completeness of documents per faculty and recomputes the overload claims</div> <div>3. Records and forwards to Budget Office for budget clearance.</div> <div>4. Budget Office receives the documents.</div> <div>5. Budget Office cleared fund source and returned to OVCAA.</div> <div>6. OVCAA receives the documents with clearance of the Chief, Budget Office</div> <div>7. VCAA approves Form B.</div> <div>8. OVCAA segregates and distributes the approval for claim of overload honorarium of faculty to offices concerned (colleges, Accounting Office, Budget Office and COA)</div>			
TOTAL		None	7 days	



GRADUATE SCHOOL

External Services



1. Conduct of Public Service Trainings

RA 9500, it is a declared policy that the University of the Philippines shall “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. In line with this, the university can undertake initiatives to address a public need or respond to call for the delivery of services by the public.

Office	CAS-Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Local Government Units/Non-Government Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			CAS-Division of Professional Education	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestors send letter of request to conduct public service/training.	1. Receives letter of request for public service/training.	None	Within the day	Administrative Officer II
2. Receives approval of request.	2. Checks on the availability of Trainers to conduct the training. 3. Plan topics and activities for the training. 4. Approves request to conduct public service/training.		1-2 days	Chair, Division of Professional Education Trainers
TOTAL		None	1 to 2 days	



2. Submission of Data to CHED Annual Higher Education

Data on enrollment, faculty, and number of graduates are submitted yearly for CHED purposes.

Office	CAS-Division of Professional Education			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	CHED			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescribed Official Forms			CHED	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GPO receives Memorandum from CHED to accomplish the High Education Data Collection Report	1. Accepts request for Data Collection from CHED 2. Gathers and encode data needed. 3. Forwards data for approval of the Chair. 4. Accomplishes the CHED forms and submits to CAS for consolidation.	None	1 day	Administrative Officer II Chair, Division of Professional Education Administrative Officer V of CAS
TOTAL		None	1 day	



3. Application for the following Examinations

Admission Examination

Applicant seeking admission into the degree program shall take and pass the entrance examination. This examination is administered by the academic unit concerned or by the GPO. The graduate programs of UPV operate on a trimestral graduate program and will follow the University-approved Academic Calendar.

Comprehensive Examination

After completing all academic course requirements, students in the Plan B programs shall apply for the Comprehensive Examination. All applications must be submitted on the scheduled date indicated in the University Academic Calendar and must be endorsed by the academic unit concerned.

Offices	<ul style="list-style-type: none">• Graduate Program Office• Division of Professional Education			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Student Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Test Permits			Graduate Program Office (GPO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Students apply to take the Admission Test to the Graduate Program Office	1. The office prepares and submits questionnaires to the Graduate Program Office	None	1 - 3 days	<ul style="list-style-type: none">• School Credit Evaluator• Job Hire



Students apply to take the Comprehensive Exam to the Graduate Program Office	2. Collects test permit from applicants		Within the day	Asst. Prof. 7
	3. Conducts the Admission / Comprehensive Examinations		Within the day	Asst. Prof. 4
	4. Correct test papers and submit test results to the Graduate Program Office		5 - 10 days	Comprehensive Examination Committee
	5. Receives official results from GPO for posting (bulletin board and online)		Within the day	Administrative Officer II
	TOTAL	None	8 days	



4. Enrollment in the Graduate Program

Students who passed in the Admission Examination are allowed to enroll in the Graduate Program offered by the Division of Professional Education.

Office	<ul style="list-style-type: none">• Graduate School• Division of Professional Education• Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission Slip Registration Form (Form 5)			Graduate School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Students secure their Admission Slip and Form 5 from GPO for new students and Form 5 only for old students 2- Secure enrollment slip for list of subjects 3- Payment of tuition fees 4- Printing of Form 5, signed by the Program Advisers and stamped Registered by GPO	1. Checks Form 5 and Admission Slips 2. Issues enrollment slip with list of subjects duly signed by the Program Advisers. 3. Form 5 is signed by the Program Advisers	None	Within the day	Program Advisers Administrative Officer II, Cash Office Program Advisers
TOTAL		None	1 day	



5. Other Services for Students of the Graduate Program

Students may request documents that they may need while enrolled in the Graduate Program. The office will provide assistance for their needs.

Office	<ul style="list-style-type: none"> • Graduate School • Division of Professional Education • Cash Office 			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request 2. Prescribed Official Forms			Graduate School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of requests and prescribed form for: <ol style="list-style-type: none"> 1. Substitution (Change of Study Plan) 2. Waiver of Pre-Requisite 3. Leave of Absence (LOA) 4. Completion/Removal of Grades 5. Change Matriculation 6. Dropping 7. Waiver of Maximum Residency Rule (MRR) 8. Readmission 	<ol style="list-style-type: none"> 1. Receives letter of request with accomplished prescribed form 2. Endorses the request for approval 3. Forwards the request to the College Dean/College Secretary 4. Receives action on the request 5. Releases action on the request to the requestor. 	None	Within the day 1 day Within the day	Administrative Officer II Chair, Division of Professional Education CAS Dean CAS College Secretary
TOTAL		None	1 day	



UNIVERSITY LIBRARY

External Services



1. Use of Library by Non-UPV Constituents

Non-UPV constituents may avail UPV Library services, resources and facilities provided they would secure first an approval/referral letter from their agency/unit head. First visit is free, but the next visit would require a library fee, which was mutually agreed upon by the Consortium members as stated at the “Annex A” of Memorandum of Agreement dated May 12, 2018.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	Non-UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter/Approved Request			1. Client’s Agency/Institution/unit	
2. Identification Card			2. Client’s Agency/Institution/unit	
3. Provisional Receipt			3. Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved request/referral letter to the college librarian	1. Receives and verifies approved letter/referral letter <ul style="list-style-type: none"> If it is second visit, provides assessment of library fee 	Free for the first visit	3 minutes	<i>College Librarian</i> Library Section
2. Pays library fee at the collecting officer, and secures Provisional Receipt	2. Prepares and issues Provisional Receipt	PHP 50.00*	3 minutes	<i>Ruby V. Procalla</i> UPV Library Miag-ao Campus <i>Sophia B. Diasanta</i> UPV Library Iloilo City Campus



3. Proceeds to the corresponding section	3. Fills-up logbook with the following: <ul style="list-style-type: none">- Name- School/agency- Subject/topic	None	1 minute	College Librarian Library Section
TOTAL		PHP 50.00*	4 minutes**	

- * After the first visit
** Minimum of 4 minutes



2. Collection of Payments

Collection of payments provides convenient payment service for the UPV clientele where they can just pay library fees and fines in the library, instead of going to the UPV Cash Office. As per Administrative Order No. 332 Series of 2017, the library has been designated with two Special Collecting Officer, one from Miag-ao campus and another one from Iloilo City campus, who are accountable for the collections of library payments.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Students, Faculty and Staff; Non-UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Assessment Slip (UPV-LIB-004)			Library Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks Assessment Slip (UPV-LIB-004) of payment from the staff-in-charge	1. Prepares and gives Assessment Slip (UPV-LIB-004)	None	1 minutes	Library Staff College Librarian
2. Presents the Assessment Slip (UPV-LIB-004) and the payment to the collecting officer 3. Receives the Provisional Receipt from the collecting officer	2. Receives payment and issues Provisional Receipt	None	3 minutes	Library Staff College Librarian
TOTAL		None	4 minutes	



3. Photocopying Services (Miag-ao Campus Only)

Photocopying Services serves as an additional service of the library in order not to take out Reserve and Reference material/s.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Students, Faculty and Staff; Non UPV-constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy Slip (UPV-LIB-009)		Photocopying Area		
Provisional Receipt		Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails/Chats to provide the documents to be photocopied	1. Receives request for Photocopying 1.1. Informs client the amount for photocopying services	None	Depends on the number of pages	Library Staff College Librarian
2. Receives the Photocopy Slip (UPV-LIB-009), pays the photocopying fee at the Collecting Officer	2. Receives payment and issues Provisional Receipt	PHP 1.50/page for short size PHP 1.75 for long size	3 minutes	Library Staff College Librarian
3. Presents the Provisional Receipt to claim the photocopied documents	3. Releases the original and photocopied documents	None	1 minute	Library Staff College Librarian
TOTAL		None	4 minutes*	

* Minimum of 4 minutes



4. Reader's Advisory

Reader's Advisory provides assistance to our library clientele regarding simple reference questions, with regards to library resources and facilities, bibliographic information, location of our resources, as well as orientations regarding the library and its services and sections.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Students, Faculty and Staff; Non UPV-constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks simple reference question/s to any librarians through chat or email	1. Listens and analyzes the question/s	None	3 minutes	Library Staff College Librarian
2. Checks recommendation	2. Advices/recommends possible solutions to client's query	None	As needed	
TOTAL		None	3 minutes	



5. Book Request

Book Request allows the faculty to submit a request for purchase of a book for the reference need of students. It proceeds to acquisition process if the requested material/s is/are not available in the library collection.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Book Request Form			University Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the accomplished Book Request Form to the acquisition librarian	1. Receives the accomplished form 1.1. Checks availability of the title/s in iLib database and market	None	4 minutes	<i>Anna Lisa M. Erazo</i> CFOS Library
2. Receives request form with remarks from the acquisition librarian	2. Returns request form with remarks	None	1 minute	<i>Anna Lisa M. Erazo</i> CFOS Library
TOTAL		None	5 minutes	



6. Borrowing/Lending of Book (For UPV Constituents)

Borrowing/lending of books is one of the main services of the library. It allows UPV clientele to borrow library materials for either room-use or for home reading. Library users can only borrow a limited number of library materials for a certain period of time. Borrowing period may be renewed, provided the material does not have prior reservations.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Validated UPV Identification Card			OUR, CRSIS, HRDO	
Form 5			OUR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email/Chat Bisay for library material/s needed. (Attaches the scanned copy of the Registration Form (Form 5) for the current semester/trimester in the email).	1. Receives and checks email 1.1. Verifies the format of library material/s requested, whether print, scanned/photocopied or online	None	1 minute	Library Staff College Librarian
2.Receives email regarding the availability of the materials requested	2. Informs client through chat/email of the availability of the requested material/s	None	2 minutes	Library Staff College Librarian
3. Claims/Receives requested material/s	3. Processes/Prepares material/s requested. 3.1. Releases/Emails material/s requested		As needed	Library Staff College Librarian
TOTAL		None	3 minutes	



7. Returning of Borrowed Book (for UPV Constituents)

Returning borrowed library materials is done in order to avoid overdue fines. This service ensures that library materials being out will have an efficient circulation of the resources.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip (UPV-LIB-004)		Library Section		
Provisional Receipt (PR)		Collecting Officer		
Logbook of Returned Books (UPV-LIB-005)		Library Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowed book at the loan desk or places it in the drop box provided	1. Receives borrowed book 1.1. Scans the book in the iLib for checking-in • If overdue, provides Assessment Slip (UPV-LIB-004) of fines	None	2 minutes	Library Staff College Librarian
• Pays the overdue fines at the designated collecting officer	• Receives payment and issues Provisional Receipt	As assessed	3 minutes	Library Staff College Librarian
• Returns to the loan desk and presents Provisional Receipt	• Clears the client's account in the iLib	None	1 minute	Library Staff College Librarian
2. Signs in the Logbook of Returned Books (UPV-LIB-005) at the loan desk	2. Fills-in the Logbook of Returned books (UPV-LIB-005)	None	1 minute	Library Staff College Librarian
TOTAL		As assessed	7 minutes*	

**Minimum of 7 minutes*



8. Internet Services (Login)

Internet Service (Login) aids UPV constituents to login and access the electronic resources of the library. Through the use of computers, UPV constituents will be able to access the library's electronic resources, which could supplement their information needs for academic and research.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Validated UPV Identification Card			OUR, CRSIS, HRDO	
Internet Access Slip (UPV-LIB-005)			Computer Corner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID at the login desk	1. Checks validity of ID	None	1 minute	Library Staff College Librarian
2. Receives Internet Access Slip (UPV-LIB-005) and proceeds to the assigned unit	2. Issues Internet Access Slip (UPV-LIB-005) 2.1. Assigns a computer unit to the client 2.2. Records the login time	None	2 minutes	Library Staff College Librarian
TOTAL		None	3 minutes	



9. Internet Services (Logout)

Internet Service (Logout) serves as a proper logout after using the computers for monitoring of hours for internet use. According to the University Library Organic Act, as approved during the 1039th BOR meeting on 14 March 1991, the library can collect computer usage fee.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Internet Access Slip (UPV-LIB-005)			Computer Corner	
Assessment Slip (UPV-LIB-004)			Computer Corner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up Internet Access Slip (UPV-LIB-005) and presents at the login desk	1. Receives Internet Access Slip (UPV-LIB-005) 1.1. Records the logout time <ul style="list-style-type: none">If 20 hours is consumed, provides Assessment Slip (UPV-LIB-004) for fines	None	2 minutes	Library Staff College Librarian
<ul style="list-style-type: none">Pays the internet fee at the designated collecting officer	<ul style="list-style-type: none">Receives payment and issues Provisional Receipt	PHP 20.00/hour	3 minutes	Library Staff College Librarian
<ul style="list-style-type: none">Returns to the login desk and presents Provisional Receipt	<ul style="list-style-type: none">Clear the client's account	None	1 minute	Library Staff College Librarian
2. Receives ID at the login desk	2. Returns ID	None	1 minute	Library Staff College Librarian
TOTAL		PHP 20.00/hour	7 minutes*	

**Minimum of 7 minutes*



10. Permit to Use Non-UPV Libraries

Permit to Use Non-UPV Libraries enables the UPV constituents to secure a permit/referral letter to use the library resources and facilities of a non-UPV library with consortia to the UPV Library regarding resource sharing, subject to their own library rules and regulations. First visit to these libraries is free, while succeeding visits will require payment of library fee.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request to Use Non-UPV Library Form			UPV Library-Administrative Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in the Request to Use Non-UPV Library form and submits to the Administrative Office	1. Receives request form and prepares Permit to Use Non-UPV Libraries 1.1. Forwards the permit to the University Librarian/Head Librarian for signature	None	5 minutes	<i>Flor A. Palisada</i> Administrative Office
	1.2. Signs the Permit to Use Non-UPV Libraries	None	1 minute	<i>Analiza G. Linaugo</i> Office of the University Librarian
2. Signs the receiving copy and claims permit at the Administrative Office	2. Logs the schedule in the calendar 2.1. Releases the permit	None	1 minute	<i>Flor A. Palisada</i> Administrative Office
TOTAL		None	7 minutes	



11. Registration for Library Privileges

Registration for Library Privileges enables the UPV students to have their IDs validated, and be able to avail library resources and services, such as borrowing of books, computer use, and inter-library resource sharing.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Registration Form (UPV-LIB-010)			University Library	
Form 5			College Secretary	
Student Identification Card			OUR, CRSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents/Emails Registration Form (Form 5) for the current semester	1. Receives and verifies Registration Form (Form 5)	None	1 minute	Library Staff College Librarian
2. Claims Form 5 and validated ID at the validation desk	(For Face-to-face transaction only) 2. Affixes “Library Privileges” stamp on Form 5 2.1. Countersigns the ID and put the validation sticker 2.2. Returns stamped Form 5 and validated ID	None	2 minutes	
TOTAL		None	3 minutes	



12. Request to Use Audio-Visual Room (AVR)

Request to Use Audio-Visual Room (AVR) provides access to the library's media facilities and resources. Faculty may request to use the Audio-Visual Room (AVR) for video presentations and viewing, and library's media resources. They may also ask their students to request on their behalf, as long as a written authorization letter is provided.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Media Reservation Form (UPV-LIB-011)			University Library	
Authorization Letter*			Faculty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits Media Reservation Form (UPV-LIB-011) at the Media Services Section <i>*Submits request together with the authorization letter if the request is being done by the student</i>	1. Receives the Media Reservation Form (UPV-LIB-011) 1.1. Verifies the availability of the following: <ul style="list-style-type: none">- Schedule/date of viewing- Title/s of material/s needed	None	3 minutes	Library Staff College Librarian
2. Receives approved Media Reservation Form (UPV-LIB-011) from the staff-in-charge	2. Approves request and reminds client to return on scheduled date	None	1 minute	Library Staff College Librarian
TOTAL		None	4 minutes	

** If request is to be done by the student*



13. Signing of University Clearance for Faculty and Staff

Signing of University Clearance for faculty and staff enables them to clear their accountabilities in the Library. Faculty and staff who have pending/unsettled accountabilities in the Library will not have their University Clearance signed.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO staff-in-charge emails the following documents being requested by the client: a. Certificate of Clearance Request Form (Attachment A) b. College/Office Clearance from Money and Property Accountabilities (Attachment B) c. Statement of Remaining Obligation that Employee Must Settle (Attachment C)	1. Acknowledges the receipt of the email from HRDO and verifies against the list of accountabilities and asks each section for the update if the client has recent accountabilities	None	2 minutes	Library Staff College Librarian
• HRDO staff-in-charge acknowledges the Attachment C	• If client has unsettled accountabilities, emails the Attachment C to HRDO staff-in-charge and the client	None	1 minute	Library Staff College Librarian
• Clients acknowledges the Attachment C and settles the accountabilities with specified section		As assessed	5 minutes	Library Staff College Librarian



	<ul style="list-style-type: none">If client has no accountabilities, library staff attaches the e-signature of the Clearing Officer/Officials and of the Unit Head at the Attachment B	None	2 minutes	Library Staff College Librarian
2. HRDO staff-in-charge acknowledges the receipt of Attachment B	2. Emails to HRDO staff-in-charge the Attachment B	None	1 minute	Library Staff College Librarian
TOTAL		As assessed	6 minutes*	

**maximum of 6 minutes*



14. Receiving Library Purchase Request from Faculty

Library Purchase Request allows the faculty to submit a request for purchase of any library material for academic and research needs of students. It proceeds to acquisition process if the requested material/s is/are not available in the library collection.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may avail	UPV Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Purchase Request Form (UPV-LIB-001)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/Email the accomplished Library Purchase Request Form (UPV-LIB-001) to the library staff/college librarian	1. Receives the accomplished Library Purchase Request Form (UPV-LIB-001) 1.1. Checks availability of the title/s in the Library collection	None	4 minutes	Library Staff College Librarian
2. Receives Library Purchase Request Form (UPV-LIB-001) with remarks	2. Returns the Library Purchase Request Form (UPV-LIB-001) with remarks 2.1. Forwards Library Purchase Request Form (UPV-LIB-001) to the acquisition librarian	None	1 minute	Library Staff College Librarian
TOTAL		None	5 minutes	



15. Virtual Reference Services (VRS)

Virtual Reference Services aids client's reference questions regarding library resources/services (i.e., electronic resources, online services, etc.) through the use of online platform. Library clients will be able to avail the information that will supplement their reference needs for their academics and researchers.

Office	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV students, faculty, and staff; non-UPV constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends query to library's virtual assistant, Bisay, via Facebook messenger or email	1. Analyzes and processes the online queries/questions	None	7 minutes	Library Staff College Librarian
2. Checks replies and availability confirmation	2. Sends auto/saved replies and serves the client's need/s	None	3 minutes	Library Staff College Librarian
TOTAL		None	10 minutes	



NATIONAL SERVICE TRAINING PROGRAM ***(RESERVE OFFICERS' TRAINING CORPS)***

Internal Services



1. Borrowing of Monobloc chairs

The NSTP office has purchased Monobloc chairs intended to be used during NSTP classes and other NSTP-related activities. For purposes other than these, those who are planning to borrow the chairs are required to fill up the borrower's form attached with the request letter and submit it to the NSTP Staff.

Office	National Service Training Program			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All qualified borrowers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter from borrower 2. Borrowers Form		Borrower's Form is available at the NSTP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires how to borrow Monobloc chairs	1. Responds to inquiry	None	2 minutes	Mary CelynNualla NSTP Admin Assistant
2. Submits request to the NSTP office through the staff	2. Upon receipt of the request, NSTP staff check the availability of the chairs; if available, the staff provides borrower's form to the requestor		2 minutes	
3. Fills out the borrower's form and submit to the staff	3. Receives the form and checked if it is completely filled in and duly signed by the requestor		5 minutes	



<p>4. Upon receiving the copy of the approved request, schedules the hauling of chairs;</p> <p>5. On the day of hauling, requestor informs the NSTP staff one hour before hauling</p> <p>6. When returning the chairs, requestor must inform the NSTP office one hour before hauling.</p>	<p>Processes request for the approval of the director.</p> <p>Upon approval of the request, the staff calls the attention of the requestor and issues copy of the approved request</p>		<p>1 - 2 days</p> <p>2 minutes</p>	NSTP Director
	<p>4. Records the schedule of hauling</p>		<p>2 – 3 hours for staff actions 4 to 6</p>	
	<p>5. NSTP staff unlocked the chain of chairs, checked and counts the number of chairs to be hauled.</p>			
	<p>6. NSTP staff checked for cleanliness/any damages or losses; if there's no damage or loss, then hauler must stack the chairs properly in its designated area; the NSTP staff locked the chain; in case of damage or loss, the borrower must replace the lost or damage chair/s.</p>			
TOTAL		None	1 – 2 days	



2. Student Registration to NSTP (after enrolment)

The NSTP office registers the students currently enrolled in NSTP by checking their Form 5 and verifying their student number from their UPV School ID. The purpose of the registration is to check if students are officially enrolled in the program. This will be provided every semester right after the enrolment period.

Office	National Service Training Program			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	NSTP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 2. UPV ID 3. NSTP registration form		NSTP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Form 5 to the NSTP Staff and UPV school ID	1. Checks Form 5, verifies student number from UPV School ID and stamps the form if official enrolled	None	2 minutes	Mary CelynNualla NSTP Admin Assistant
2. Registers name in the NSTP registration form	2. Checks if registration form were completely filled in		3 minutes	
TOTAL		None	5 minutes	



3. Issuance of Certificate of Completion

The NSTP office issues certificate of completion to its graduates during the NSTP closing program. If the NSTP serial number is not yet available prior to graduation, the certificate will be issued in the office by presenting the required documents. For the students who transferred to another school, the same procedure is being applied.

Office	National Service Training Program			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	NSTP Students/graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. School ID or any Valid ID if school ID is not available		NSTP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request to the NSTP Staff.	1. Checks and verifies school year graduated in the CRS; Staff prepares and print the Certificate of completion; after printing the certification, the NSTP Director certifies it to be noted and signed by the University registrar.	None	2 – 3 days	Mary CelynNualla NSTP Admin Assistant
2. Signs and submits the received copy of Certificate of Completion	2. Issues Certificate of Completion			
TOTAL		None	2-3days	



4. Crowd Control during Lantern Parade and other special events

The NSTP-ROTC Unit leads the whole cadet corps to ensure safety during events where people are gathered such as during lantern parade, and other special events.

Office	National Service Training Program – Reserved Officer Training Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen/ G2G – Government to government			
Who may avail	Committees/Organizers of events			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from the concerned agency/committee/organizer		From requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request to the Staff	1. Receives request from requestor 2. Check and verifies availability of Cadets corps 3. Records/booked the schedule of event	None	5 minutes	ROTC Admin. Staff
TOTAL		None	5 minutes	



5. Colors requests during university programs which needs entrance and exits of colors

The UPV NSTP-ROTC has 6 Color officers (2 color bearers, 2 color guards, 1 color officer commander and 1 facilitator of needs/reserve). These officers serve as a contingent to bear honors, guardians of the colors by displaying and escorting the national flag and university flag in ceremonial occasions or events such as during the University Opening Program, Papuri, Commencement Exercises and other special events.

Office	National Service Training Program – Reserved Officers Training Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G - Government to government			
Who may avail	NSTP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from the committee/organizer of the program/event		From requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents request to ROTC staff	1. Receives request from requestor 2. Check and verify availability of Cadet corps 3. Records/booked the schedule of event	None	5 minutes	ROTC Admin Staff
TOTAL		None	5 minutes	



OFFICE OF THE STUDENT AFFAIRS

External Services



1. Accommodation of Transients/Guests in Student Dormitories

The UPV Dormitories accommodate students who are not currently accommodated in any UPV dormitory, parents/guardians, faculty and staff, and alumni and guests on a transient basis in the residence hall's guest rooms. The maximum stay shall not be more than fourteen (14) consecutive days renewable subject to availability of space.

Offices	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Transients and guests (parents/guardian, alumni, faculty, staff, officials, guests)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		University/Government issued		
Travel Order for clients on official business, if necessary (1 photocopy)		Immediate Supervisor/Head of Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks in at the dormitory and presents requirements	1. Validates reservation or availability of bed space 1.1 Checks required identification and other documents 1.2 Registers guest information 1.3 Issues key and ushers guest to the guest room	None	10 minutes	<i>Household Attendant/ Dormitory Manager* Respective Dormitories</i>
2. Pays transient fee at the information counter	2. Determines total charges for accommodation 2.1 Issues provisional receipt or charge slip for payment of accommodation	Transient Rates I. Regular Room (Iloilo City and Miag-ao): ✓ Non-UPV/Guest - P200/pax ✓ UPV Alumni - P180/pax ✓ Parent - P180/pax	10 minutes	<i>Dormitory Manager* Respective Dormitories</i>



	2.3 Accepts cash payment for remittance to Cash Office	<ul style="list-style-type: none"> ✓ Student/Faculty/Staff - P100/pax ✓ Student with personal linen - P 60/pax II. Guest Room - P200/room (except Balay Ilonggo and CDH Guest Rooms) III. Balay Ilonggo Guest rooms (Iloilo City campus): 1. Executive Room (w/ aircon) ✓ UPV Users on Official Business P500/room (good for 2 pax, plus P150/pax for additional 2 persons) ✓ Alumni/Parents/UPV Users not on Official Business P550/room (good for 2 pax, plus P150/pax for additional 2 persons) ✓ Non-UPV Users: P700/room (good for 2 pax; plus P250/pax for additional 2 persons) 2. Toto Room (exclusive for males) & Inday Room (exclusive for females) *Both rooms good for 8 pax <u>Non-aircon</u> ✓ UPV Users - P100/pax ✓ Alumni/Parents/UPV Users not on Official Business - P200/pax ✓ Non-UPV Users - P300/pax 		
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		<u>Aircon</u> ✓ UPV Users (good for 8 pax) - P1,000/room ✓ Alumni/Parents/ UPV Users not on Official Business (min. of 6 pax) -- P200/pax ✓ Non-UPV Users (min. of 4 pax) - P300/pax IV. CDH Guest Rooms (Miag-ao campus): ✓ Regular room -P200/pax (non-aircon, good for 8 person) ✓ Aircon room - P2,400/room (good for 6 person)		
TOTAL		As specified above	20 minutes	



2. Issuance of Certifications

The Office of Student Affairs (OSA) issues certifications of no pending case nor subjected in any Student Disciplinary Tribunal (SDT) case and Student Assistantship experience to requesting students needing these documents for particular purposes such as requirement for admission to medical/law schools and employment. Certification of advisorship is likewise issued to faculty advisers for whatever legal purpose they need.

Office	Office of Student Affairs – Administrative Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students, Student Organizations, Advisers of student organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form with billing (1 original/scanned)			OSA Administrative Office; downloadable at bit.ly/upvOSAforms	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled out form to OSA office (for walk-ins) or via email osa.upvisayas@up.edu.ph	1. Accepts request form and issues billing	None	2 minutes	Marvin M. Murata/ Marilou H. Jover <i>Administrative Staff</i> OSA Admin Office
2. Pays certification fee at the Cash Office	2. Accepts payment based on billing 2.1 Issues official receipt	Cert fee - P20.00 per copy	10 minutes	Maureen Kaye C. Ongo <i>Cashier</i> Cash Department Office
3. Presents receipt of payment to OSA for processing and releasing of certification	3. Receives form with official receipt and forwards request to responsible unit depending on the nature of request 3.1 Checks record and prepares certification for signature of OSA Director	None	1 day	Marvin M. Murata/ Marilou H. Jover <i>Administrative Staff</i> OSA Admin Office (for good moral cert) or Michelle G. Magallanes <i>Technical Staff</i>



	3.2 Logs Official Receipt (OR) number and issues signed certification			OSA-SOA Office (for student orgs cert) or Myko Andrea E. Embutin <i>Administrative Staff</i> OSA-ST Office (for SAGA cert) or Amy N. Aaron <i>Administrative Staff</i> OSA-ST Office (for scholarship cert)
TOTAL		P20/copy	1 day, 12 minutes	



3. Lost and Found Service

OSA extends this service to students. Found items are received by the Office and facilitate the return to the owners. Owners of lost items are assisted by posting information on lost and/or found items.

Office	Office of Student Affairs – Administrative Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Lost and Found form (1 original)			OSA Administrative Office; downloadable at bit.ly/upvOSAforms	
Identification card			University/Government issued	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. If item was lost, fills out Lost & Found form and submits to OSA Admin Office	1. Receives form and verifies information with contact details 1.1 Posts report of the lost item in various conspicuous places and OSA Facebook page 1.2 Updates owner if item is reported found	None	15 minutes	Marvin M. Murata <i>Administrative Staff</i> OSA Admin Office
1b. If item was found, turns over lost item to OSA Admin office and fills out Lost and Found form	1. Receives form and turned over item 1.1 Verifies information and searches for possible identity of owner 1.2 Posts report of found item in various conspicuous places and OSA Facebook page	None	15 minutes	Marvin M. Murata <i>Administrative Staff</i> OSA Admin Office



	1.3 Contacts owner to claim item if identified			
2. In claiming of found item, presents identification card and provides details of item for validation	2. Checks ID card and validates information 2.1 Logs and returns found item to owner	None	10 minutes	Marvin M. Murata <i>Administrative Staff</i> OSA Admin Office
TOTAL		None	25 minutes	



4. Counseling Service

Students are guided in making decisions about academic, career, and personal concerns with the help of a professional guidance counselor. Counseling sessions are done with individual students or groups. Students are accommodated as scheduled (personal or via online).

Office	Office of Student Affairs - Guidance and Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Appointment schedule form (hard copy or via online/remote platforms)			OSA Guidance and Counseling Services Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out appointment schedule form and submits to assigned Guidance Services Specialist (GSS)	1. Attends to client and conducts initial interview to assess problems and needs 1.1 Sets appointment for counseling 1.2 Gathers information about client and coordinates with faculty, parents, peers and significant others 1.3 Studies test results and background information about the client 1.4 Analyzes test results and correlates with other information gathered	None	1 day	<i>Guidance Services Specialist*</i> OSA Guidance Offices (per assigned courses)
2. Returns to assigned GSS for counseling proper and signs in	2. Conducts counseling and interprets test	None	1 hour	<i>Guidance Services Specialist*</i> OSA Guidance Offices



the client log book/google form	<p>2.1 Presents counseling goals, options or interventions</p> <p>2.2a If counseling goals are not achieved, sets a follow up session or referral (if needed)</p> <p>2.2b If counseling goal are achieved, counseling is terminated and issues feedback form for evaluation</p>			(per assigned courses)
3a. If counseling goals are not achieved, returns for a follow-up counseling	<p>3. Helps client implement counseling goals or refers to other experts/ professionals if needed</p> <p>3.1a If counseling goals are still not achieved, repeats the process of counseling (Step 2)</p> <p>3.1b If counseling goal are achieved, counseling is terminated and requests for client for evaluation</p>	None	1 hour	<i>Guidance Services Specialist*</i> OSA Guidance Offices (per assigned courses)
3b. If counseling goals are achieved, fills out client satisfaction survey form and drops at the designated drop box or send by remote platform	3. Evaluates and monitors outcomes of counseling	None	15 minutes	<i>Guidance Services Specialist*</i> OSA Guidance Offices (per assigned courses)
TOTAL		None	1 day, 2 hours	

* *Note:* Each Guidance Services Specialist (GSS) has assigned courses for counseling.



5. Conduct of Psychological Testing for Students

Data on personal attributes of students like mental abilities, aptitudes, habits, interests, and other personality characteristics are taken through batteries of psychological tests given during their first year or as needed during their residency in the University. Results are used as tools in the counseling process.

Office	Office of Student Affairs - Guidance and Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Schedule Form (1 original) Online form for incoming first-years		OSA Guidance Offices; OSA Facebook Page		
Additional requirements for New students:				
2x2 ID picture (1 copy)		Photo services		
High School report card/Transcript of records for transferees (1 photocopy)		School last attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out appointment schedule form and submits to assigned Guidance Services Specialist (GSS) *Scheduling of psych testing for incoming students is done online via google form posted at OSA FB Page	1. Schedules appointment for psychological testing 1.1 Prepares test materials and venue for testing	None	35 minutes	Guidance Services Specialist* OSA Guidance Offices (per assigned courses) or Marvin Murata Administrative Staff OSA Admin Office
2. Takes psychological tests at the assigned venue and scheduled date	2. Administers psychological tests 2.1 Informs student the availability of test results for interpretation	None	5 hours, 30 minutes	Guidance Services Specialist* OSA Guidance Offices (per assigned courses)



*New student submits the required documents	2.2 Processes psychological tests (scoring, norming, profiling) * Processing and encoding of psych interpretations are done by batch depending on the number of takers per session 2.3 Records psychological tests in individual cumulative record			
3. Sets appointment with the assigned GSS for test interpretation (face to face or online/remote platforms)	3. Schedules appointment for interpretation	None	5 minutes	<i>Guidance Services Specialist*</i> OSA Guidance Offices (per assigned courses)
4. Reports for interpretation (face to face or via remote platforms) of test results and answers the Client Satisfaction Survey form	4. Studies test results 4.1 Correlates with background information, and analyzes test results 4.2 Interprets test results to student	None	2 hours	<i>Guidance Services Specialist*</i> OSA Guidance Offices (per assigned courses)
TOTAL		None	1 day, 10 minutes	

*Note: Each Guidance Services Specialist (GSS) has assigned courses for counseling.



6. Conduct of Psychological Testing – Extension

Psychological testing is provided to requesting UPV offices for the employment of their job applicants and promotion of faculty.

Office	Office of Student Affairs - Guidance and Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Requesting UPV offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to OSA director (1 original)			Requesting office/individual	
Conforme (1 original)			Office of Student Affairs (provided on the day of testing)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the OSA Admin Office and furnishes copy to HRDO	1. Receives request and logs details 1.1 Forwards request to the GSS-in-charge of Psych Testing (extension)	None	3 minutes	Marvin Murata or Marilou H. Jover <i>Administrative Staff</i> OSA Admin Office
2. Follows up request with GSS-In-Charge of Psych Testing (extension) Coordinator to discuss needs for testing	2. Interviews client to assess need for testing and fees 2.1 Assigns and coordinates testing service with GSS 2.2 Sets schedule for testing depending on availability, and informs the client	None	20 minutes	Annie A. Manzano <i>GSS-in-charge</i> OSA Guidance Office or <i>Guidance Services Specialist*</i> OSA Guidance Offices (assigned)
3. Confirms schedule of applicant for testing service	3. Prepares psychological test materials	None	15 minutes	<i>Guidance Services Specialist*</i> OSA Guidance Offices (assigned)
4. Applicant takes psychological tests on the scheduled date and assigned	4. Administers psychological tests 4.1 Processes psychological tests (scores, records, norms)	None	7 days	<i>Guidance Services Specialist*</i> OSA Guidance Offices (assigned)



venue; and fills out Conforme form	4.2 Studies, analyzes and interprets test results 4.3 Prepares and encodes test reports * Processing and encoding of psych interpretations are done by batch depending on the number of takers per request 4.4 Forwards test reports to OSA admin staff for billing of fees 4.5 Informs requesting unit the availability of test reports and issues billing charges			Marvin Murata <i>Administrative Staff</i> OSA Admin Office
5. Pays testing fee at the Cash Office	5. Accepts payment and issues official receipt (OR)	Testing fee - P100/test	10 minutes	Maureen Kaye C. Ongo <i>Cashier</i> Cash Department Office
6. Returns to OSA and presents OR for claiming of test reports	6. Receives and records OR number 6.1 Requests client to evaluate service given	None	7 minutes	Marvin Murata <i>Administrative Staff</i> OSA Admin Office
7. Fills out satisfaction survey form and claims test reports	7. Releases written test reports	None	5 minutes	Marvin Murata <i>Administrative Staff</i> OSA Admin Office
TOTAL		P100/test	7 days, 1 hour	

*Note: Administration of psych testing is being assigned on rotation basis among the Guidance Services Specialists.



7. Conduct of Group Guidance/Training Programs/Workshops

Group dynamics activities and structures learning experiences such as the Personal Effectiveness Program are given to group of students where they learn to become aware, responsive, and effective in handling personal concerns and interpersonal relationships. These experiences contribute to their growth and development as human beings. Training programs and workshops are also conducted as per request by student groups or other client groups (personal or via online/remote platforms).

Office	Office of Student Affairs - Guidance and Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students and other requesting group of clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to OSA Director (hard copy or electronic copy/form)			Requesting student/group of clients	
Appointment schedule form (hard copy or electronic copy/form)			OSA Guidance Offices	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to the OSA Admin Office (personal or via remote platforms)	1. Receives request and refers it to the GCSU Coordinator	None	10 minutes	Marvin M. Murata <i>Administrative Staff</i> OSA Admin Office
2. Meets with GCSU coordinator to discuss needs and purpose of training (personal or via remote platforms)	2. Interviews client to assess needs/ purposes and sets schedule for training 2.1 Coordinates with GSS and makes program 2.2 Assigns speakers, facilitators and support personnel 2.3 Discusses program with the GSS 2.4 Prepares activities, materials,	None	7 days	Officer-in-charge* <i>GCSU Coordinator</i> and Teresa S. Hortillo Annie A. Manzano Paula Khryss P. Ushiyama Juvy T. Janeo <i>Guidance Services Specialists</i> OSA Guidance Offices (per committee assignment)



	lecturette and venue for training 2.5 Prepares evaluation instrument			
3. Attends training (on the assigned venue or through online/remote platforms) and participates in the evaluation	3. Conducts training and evaluation 3.1 Analyzes and processes evaluation 3.2 For extension training, issues corresponding charges for speaker and facilitators	None	5 days	Officer-in-charge* <i>GCSU Coordinator</i> and Teresa S. Hortillo Annie A. Manzano Paula Khryss P. Ushiyama Juvy T. Janeo <i>Guidance Services Specialists</i> OSA Guidance Offices (per committee assignment)
4. For extension training, pays corresponding fee for speakers and facilitators	4. Facilitates payment if necessary 4.1 Makes written report and encodes evaluation results	Honorarium - P1,500/hr per speaker; P1,000/hr per facilitator	3 days	Officer-in-charge* <i>GCSU Coordinator</i>
TOTAL		As specified above	15 days, 10 minutes	

* *Note:* The Officer-in-charge as GSS Coordinator is being assigned on rotation basis among Senior Guidance Specialists.



8. Application for Student Financial Assistance (SFA) Online

The SFA Online gathers information to expedite the processing of applications from students who wish to obtain financial assistance. It is a web-based program that collects data on household income as well as the socio-economic characteristics of the household of students. These data are processed to determine the financial support that matches a student's needs.

Office	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
User Accounts for SFA online: <ul style="list-style-type: none">• Student Number and PIN or• Registered UP mail (@up.edu.ph)			Student Financial Assistance (SFA) Help Desk online (sts.visayas@up.edu.ph) or OSA Socialized Tuition (ST) Office	
Additional requirements for Creating New Account/Resetting of PIN/Registering UP Mail				
Admission Notice for new students (1 photocopy/scanned copy)			Office of the University Registrar (OUR)	
University ID for continuing students (1 photocopy/scanned copy)			OUR-CRSIS Office	
UP Form 5 for continuing students (1 photocopy/scanned copy)			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures user account and password for SFA online log in * For assistance, contact SFA Help Desk or ST Office and submit the required documents to request for a new account, to reset PIN or to register UP Mail account	1. Answers queries and assists student in securing user account and PIN/ password and other log-in related concerns	None	10 minutes	Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
2. Logs in at Student Financial	2. Assists students and answers queries in	None	15 minutes	Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo)



Assistance Website (http://sfaonline.up.edu.ph) during application period and fills out SFA form online	filling out of information 2.1 For special cases, updates student's basic information 2.2 Submits data to <i>e-UP</i> team			<i>Administrative Staff</i> OSA ST Office
3. Submits application form online, logs out and waits for the results	3. Announces result of Grants-in-Aid (GIA) application via UPV STO facebook page	None	1 day	Reyna T. Lima <i>Administrative Staff</i> OSA ST Office
4. Checks the result via SFA online or at the ST Office facebook page * May appeal for ST bracket online (see service specification for SFA Appeal)	4. Encodes SFA bracket results by batch in the student's CRS account for assessment of fees during enrollment (for students who are not covered by the Free Tuition Act)	None	1 day	Reyna T. Lima <i>Administrative Staff</i> OSA ST Office
TOTAL		None	2 days, 25 minutes	



9. Appeal for Student Financial Assistance (SFA)

Students may file an appeal for their ST brackets result through SFA Online. Appellants are requested to undergo interview via phone and submit supporting documents online or thru courier to verify information reflected in their application as bases for the UPV-SSFAC's decision in evaluating their appeals.

Office	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of income: ITR/Contract/Brgy. Certification (1 photocopy/scanned copy)			BIR/Employer/Barangay Captain	
Pictures of the house duly certified by the Brgy. Captain (printed/scanned copies)			Applicant	
Other supporting documents that maybe required for UPV-SSFAC deliberation: proof of pension, utility bills, death cert, etc. (1 photocopy/scanned copy each)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in at Student Financial Assistance Website (http://sfaonline.up.edu.ph) during appeal period, fills out and submits SFA appeal questionnaire online	1. Prints shortlist of submitted appeal form online and sets schedule of phone interview with appellant	None	15 minutes	Reyna T. Lima <i>Administrative Staff</i> OSA ST Office
2. Presents himself/herself for phone interview	2. Interviews appellant 2.1 Requests for supporting documents from students	None	45 minutes	Marites E. Geonanga <i>Scholarship Affairs Officer</i> OSA ST Office and Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office



3. Submits the required supporting documents to ST Office via online or courier	3. Receives documents and corrects data 3.1 Prepares interview and/or home visitation reports for UPV-Student Scholarship and Financial Assistance Committee (UPV-SSFAC) deliberation	None	2 hours	Reyna T. Lima <i>Administrative Staff</i> OSA ST Office
4. Waits for the announcement of result of appeal	4. Deliberates appeals * Deliberation of appeals is subject to the schedule of the UPV-SSFAC meeting and is done by batch	None	1 day	UPV SSFAC* (chaired by VCAA)
5. Checks result of appeal online after deliberation	5. Posts results of appeals via SFA Online website	None	1 day	Marites E. Geonanga <i>Scholarship Affairs Officer</i> OSA ST Office
TOTAL		None	2 days, 3 hours	

* *Note:* The UPV-SSFAC committee is chaired by the Vice Chancellor for Academic Affairs and its members are reconstituted yearly.



10. Application for Scholarship Programs (Government and Private)

Students may apply for private or government scholarships which are announced regularly. Benefits of scholars vary depending on the nature of the scholarship or which may be in the form of free school fees, monthly stipend, book, and transportation allowance. Scholars are chosen based on merit (academic performance) and/or socio-economic status (financial needs).

Office	Office of Student Affairs – Scholarships and Financial Assistance Unit	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal requirements:		
Application Form (1 original/scanned copy)		OSA Socialized Tuition (ST) Office; Downloadable at bit.ly/Scholarship_Forms which is posted on ST Office FB Page
UP Form 5 (1 photocopy/scanned copy)		Office of the College Secretary
1x1 or 2x2 ID Pictures (2 copies/emailed in JPEG format)		Photo services
Copy of Grades for continuing students (1 certified true copy) or High School Card for new students (1 photocopy/scanned copy)		Office of the College Secretary or Last school Attended (for new students)
Certificate of Good Moral Character (1 original)		Office of the College Secretary/OSA Admin Office
Additional requirements that may be requested by the donor (varies from every scholarship):		
Proof of income: ITR/Contract/Brgy. Certification (1 photocopy/scanned copy)		BIR/Employer/Barangay Captain
Utility bills (1 photocopy/scanned copy)		Respective agencies
Pictures of the house duly certified by the Brgy. Captain (printed/scanned copies)		Applicant
Recommendation Letters (at least 3, original signed)		Former Professors/Advisers/Teachers
PSA Copy of Birth Certificate (1 original, 1 photocopy)		Philippine Statistics Authority (PSA)
Others, if necessary: Proof of pension, Certifications/Affidavits, Cert of year level standing/remaining units from College, etc. (1 photocopy/scanned)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form and needed requirements to ST Office thru online or courier	1. Receives application form and checks completeness of requirements 1.1 Sets appointment for preliminary interview	None	20 minutes	<i>All SFA Personnel</i> OSA ST Office
2. Presents himself/herself for preliminary interview via phone	2. Interviews the applicant via phone 2.1 Request additional supporting documents, if necessary	None	45 minutes	<i>All SFA Personnel</i> OSA ST Office
3. Follows up status of application and submits additional requirement if there is any	3. If applications are already complete, shortlists the applicants 3.1 Evaluates and ranks the applicants * Processing of application is done by batch	None	7 days	Amalia N. Aaron Myko Andrea E. Embutin <i>Administrative Staff</i> OSA ST Office
4. Waits for the result of application	4. Submits shortlist and application requirements to the donors for final screening and selection of scholars * Donors join the Scholarship Committee for the conduct of final interview of applicants and release results at their discretion (may take months in some cases)	None	1 day	Amalia N. Aaron Myko Andrea E. Embutin <i>Administrative Staff</i> OSA ST Office
5. Checks result of application at the ST Office and joins the online orientation if qualified	5. Upon release of results, informs/contacts qualified applicants thru phone or online for orientation via zoom	None	1 day	Amalia N. Aaron Myko Andrea E. Embutin <i>Administrative Staff</i> OSA ST Office
TOTAL		None	9 days, 1 hour, 5 minutes	



11. Application for Student/Graduate Assistantship (SAGA)

The UP SAGA is a program for upperclass and graduate students to gain experiences on leadership and ethics in the workplace while assisting the University in fulfilling its teaching, research, and public service functions. Students Assistants (SAs) and Graduate Assistants (GAs) are given allowances based on hours rendered. Rates are currently at P60/hour for undergraduate students, P100/hour for Masters students and P140/hour for Doctorate students.

Office	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Graduate/Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (2 original/scanned copies)		OSA Socialized Tuition (ST) Office; Downloadable at bit.ly/Scholarship_Forms which is posted on ST Office FB Page		
Resume (1 original/scanned copy)				
Working Schedule (1 original/scanned copy)				
Copy of Grades (1 certified true copy)		Office of the College Secretary		
UP Form 5 (1 certified true copy)				
1x1 or 2x2 ID Pictures (1 copy/emailed in JPEG format)		Photo services		
Additional requirements for qualified applicants (SAGA Papers):				
Basic Paper (1 original)		OSA Socialized Tuition (ST) Office		
Certification of Assumption to Duty (2 original)				
Oath of Office (2 original)				
Working Schedule (2 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form and supporting	1. Receives application form and checks completeness of documents	None	15 minutes	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i>



documents to ST Office via online or courier				OSA ST Office
2. Sets schedule for interview	2. Schedules applicants for interview	None	5 minutes	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
3. Presents himself/herself on scheduled phone interview date	3. Interviews the applicant via phone 3.1 Requests additional supporting documents, if necessary	None	45 minutes	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
4. Submits lacking requirement if there is any and waits for announcement of results	4. If applications are already complete, evaluates and ranks applicants * Processing of applications is done by batch with more or less 100 applicants 4.1 Assigns qualified applicants to respective unit of assignment 4.2 Prepares official list of qualified student assistants and SAGA papers for compliance of qualified SAs	None	10 days	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
5. Waits for announcement of qualified applicants thru messenger or text	5. Informs qualified student assistants via messenger or text	None	3 days	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
6. If qualified, secures SAGA papers at the ST Office	6. Issues SAGA Papers and gives instructions	None	10 minutes	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
7. Submits duly accomplished SAGA papers to STO	7. Receives and checks completeness of SAGA papers 7.1. Submits documents to HRDO and other pertinent units for issuance of appointment	None	40 minutes	Myko Andrea E. Embutin (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
TOTAL		None	13 days, 1 hour, 55 minutes	



12. Application for SHARE Loan Program

Student Health and Related Emergency (SHARE) Loan Program is an umbrella project of the Office of Student Affairs that provides loan and other assistance to students during emergency situations.

Office	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original/scanned copy)		OSA Socialized Tuition (ST) Office; Downloadable at bit.ly/Scholarship_Forms which is posted on ST Office FB Page		
UP Form 5 (1 photocopy/scanned copy)		Office of the College Secretary		
Co-debtor's ID (1 photocopy/scanned copy)		Co-debtor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form and supporting documents to ST Office via email/courier and waits for approval	1. Receives application form and checks for completeness of documents 1.1 Forwards application form to Scholarship Affairs Officer for signature and approval	None	20 minutes	Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
2. Receives money	2. Releases approved loan	None	10 minutes	Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
3. Pays loan	3. Receives and logs payment and issues receipt	None	10 minutes	Reyna T. Lima (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA ST Office
TOTAL		None	40 minutes	



13. Application for Recognition as College-based and University-wide Student Organizations

Student organizations apply for or renew their recognition every Academic Year to operate legitimately. Submitted applications are assessed and student activities conducted in the previous academic year are evaluated to determine their recognition status as fully recognized or probationary.

Offices	1. Office of Student Affairs – Student Organizations and Activities Unit 2. Office of the College Deans	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	College-based and University-wide Student Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal requirements:		
Application forms: (1 original/scanned copy each) <ul style="list-style-type: none">• Application letter• Certification of Advisorship• Certification of Co-Advisorship• Directory of Officers• Directory of Members• List of Members• General Plan of Activities		OSA Student Organizations and Activities (SOA) Office; Forms can be downloaded at https://bit.ly/SOA-Forms which is also posted on SOA FB Page
Form 5 of all members (1 scanned/photocopy) Copy of Grades of Officers (1 scanned/photocopy) Good Moral Certification of Officers (1 scanned/photocopy)		Office of the College Secretary
Additional requirements for New Student Organizations:		
Constitution and By-Laws signed by the officers & faculty adviser (1 original/scanned)		Officers of Student Organization
Additional requirements for Renewing Student Organizations:		
Accomplishment Report (1 original/scanned)		OSA Student Organizations and Activities (SOA) Office; Downloadadble at https://bit.ly/SOA-Forms
Financial Report (1 original/scanned)		
Certificate of Attendance from the SOA Orientation for Student Organizations		OSA Student Organizations and Activities (SOA) Office



Amendments of the Constitution and by-laws (if constitution is amended)		Officers of Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished application forms and other requirements <ul style="list-style-type: none"> • <u>For College-based orgs:</u> submits to their respective COSAW/SRO • <u>For University-wide orgs:</u> sends to SOA email (soa.upvisayas@up.edu.ph) or drops at the SOA Office/inbox for walk-ins) 	1. Receives application forms and other requirements and logs details of the received documents	None	5 minutes	COSAW/SRO Respective Colleges (for College-based) or Michelle G. Magallanes <i>Technical Staff</i> OSA-SOA Office (for University-wide)
2. Follows up status of application and submits lacking requirement if there is any	<u>For College-based orgs:</u> 2. Checks completeness of requirements and informs student orgs the status of application; returns application if incomplete or lacks requirement 2.1 If application forms are already complete, evaluates application and endorses to Office of College Dean 2.2 Checks and reviews application forms for approval of College Dean 2.2 Approves/Disapproves application for recognition 2.3 Endorses list of recognized student organizations to Office of Student Affairs and makes certificate of recognition for signature of College Dean	None	18 days	COSAW/SRO Respective Colleges <i>College Dean Staff</i> Respective Colleges COSAW/SRO Respective Colleges <i>College Dean</i> Respective Colleges COSAW/SRO Respective Colleges



	<p><u>For University-wide orgs:</u></p> <p>2. Checks completeness of requirements and informs student orgs the status of application; returns application if incomplete or lacks requirement</p> <p>2.1 If application forms are already complete, evaluates application and endorses to SOA Coordinator</p> <p>* Evaluation for recognition is done by batch with more or less 65 applications for University-wide organizations</p> <p>2.2 Checks and reviews application forms for approval of OSA Director</p> <p>2.2 Approves/Disapproves application for recognition</p> <p>2.4. Files approved/disapproved application forms for encoding at the database</p> <p>2.5 Makes certificate of recognition of University-wide student orgs for signature of OSA Director</p>			<p>Michelle G. Magallanes Technical Staff OSA-SOA Office</p> <p>Prof. Pilar Mercedes A. Retiracion SOA Coordinator OSA-SOA Office</p> <p>Prof. Agustin G. Huyong Director, OSA</p> <p>Michelle G. Magallanes Technical Staff OSA-SOA Office</p>
3. Receives certificate of recognition from COSAW/SRO (for College-based Organizations) or SOA office (for University-wide Organizations)	3. Releases certificates to recognized student organizations	None	2 minutes	<p>COSAW/SRO Respective Colleges</p> <p>Michelle G. Magallanes Technical Staff OSA-SOA Office</p>
TOTAL		None	18 days, 7 minutes	



14. Application to Hold Activities for College-based and University-wide Student Organizations

All student organizations are required to file application forms and submit necessary requirements for every activity being conducted, including online activities. The SOA unit screens and monitors the different activities of the students and various student organizations recognized under OSA. The presence of Faculty advisers and/or representatives is being required in every activity of the students especially if the activity is beyond seven o'clock in the evening.

Offices	1. Office of Student Affairs – Student Organizations and Activities Unit 2. Office of the College Deans	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may avail	College-based and University-wide Student Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For on-campus activities:		
Application Form for Extra-Curricular Activities (1 original/scanned)		OSA Student Organizations and Activities (SOA) Office; Downloadadble at https://bit.ly/SOA-Forms
Conforme of Faculty Adviser for activities (1 original/scanned)		
Program of activities, if necessary (1 original/scanned)		
Student Participation Agreement, if necessary (1 original/scanned)		
Publicity Materials, if necessary		Requesting student organizations
For online activities:		
Request Letter with complete details about the activity		Requesting student organizations
Publicity Materials, if necessary		
Program of activities, if necessary (1 original/scanned)		
Conforme of Faculty Adviser for activities (1 original/scanned)		Downloadadble at https://bit.ly/SOA-Forms



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished forms/request letter, conforme, publicity materials, and other required documents</p> <ul style="list-style-type: none"> • <u>For College-based orgs:</u> submits to their respective COSAW/SRO • <u>For University-wide orgs:</u> sends to SOA email (soa.upvisayas@up.edu.ph) or drops at the SOA Office/inbox (for walk-ins) <p>* File permits/requests at least five (5) working days prior to the activity</p>	<p><u>For college-based orgs:</u></p> <p>1. Receives application forms and checks completeness of requirements and nature of activity</p> <p>1.1 Recommends approval and forwards application to College Dean</p> <p>1.2 Checks application for approval of College Dean</p> <p>1.3 Approves/disapproves application to hold activities</p> <p>1.4 Forwards application to OSA to be noted by the OSA Director</p> <p><u>For university-wide orgs:</u></p> <p>1. Receives application forms and checks completeness of requirements and nature of activity</p> <p>1.1 Forwards application to SOA Coordinator for recommending approval</p> <p>1.2 Recommends approval and endorses application for approval of OSA Director</p> <p>1.3 Approves/Disapproves application to hold activities</p>	None	7 days	<p>COSAW/SRO Respective Colleges</p> <p>College Dean Staff Respective Colleges</p> <p>College Dean Respective Colleges</p> <p>College Dean Staff Respective Colleges</p> <p>Michelle G. Magallanes (Miag-ao)</p> <p>Rich Girl S. Muyco (Iloilo) Administrative Staff OSA Offices</p> <p>Prof. Pilar Mercedes A. Retiracion SOA Coordinator OSA-SOA Office</p> <p>Prof. Agustin G. Huyong Director, OSA</p>



	<p>* If deemed necessary, may call requestor to verify information and nature of request</p> <p>1.4 Logs important details of approved/disapproved activity</p>			Michelle G. Magallanes (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Offices
2. Receives approved/disapproved application through SOA Official email or at the SOA Office/outbox (Miag-ao-based) or at OSA Iloilo (City-based) ^a	2. Releases approved/disapproved application form/request letters to student organizations through email or leaves at the SOA “outbox” for pick up	None	2 minutes	Michelle G. Magallanes (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Offices
TOTAL		None	7 days, 2 minutes	

^a Note: If there is a need to utilize any of the facilities and/or personnel services of the University, requestor shall seek approval from the concerned office/unit after the application has been approved by the OSA Director



15. Request for Posting of Publicity Materials of Students and Student Organizations

Publicity materials and posters of students and student organizations must secure first approval from the Office of Student Organizations and Activities before posting at designated places

Office	Office of Student Affairs – Student Organizations and Activities Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All Students and Student Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Publicity Materials			Requesting student/student organizations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents publicity materials for posting to SOA Office/places inside the SOA “inbox” (Miag-ao-based) or to OSA Iloilo (City-based) * Must secure approval of activity before posting	1. Receives and screens publicity materials 1.1 Stamps and countersigns the materials with “Approved for Posting” 1.2 Records the details and number of copies of the publicity materials	None	10 minutes	Michelle G. Magallanes (Miag-ao) <i>Technical Staff</i> OSA-SOA Office or Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Iloilo City
2. Receives/picks up approved publicity materials for posting at SOA Office/outbox (Miag-ao-based) or at OSA Iloilo (City-based)	2. Releases approved publicity materials or places inside the SOA “outbox” for pick up	None	1 minute	Michelle G. Magallanes (Miag-ao) <i>Technical Staff</i> OSA-SOA Office or Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Iloilo City
TOTAL		None	11 minutes	



16. Request for Holding of Off-Campus Activities or On-Campus Parties

Student activities are not only limited within the Campus but also extends outside the University. To ensure students' safety, requirements in compliance of CHED Memorandum Order No. 63 Series of 2017 are required to be submitted. These, together with the approval of the Chancellor should be secured before conducting the activity.

Offices	Office of Student Affairs – Student Organizations and Activities Unit	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may avail	All Students and Student Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal requirements:		
Request letter indicating purpose/need for conducting the activity (1 original) Detailed Crowd/Emergency/Security plan (1 original) Detailed arrangement of medical assistance with First Aide Kit (1 original) Insurance (1 photocopy)		Requesting student/student organizations
Conforme of faculty adviser (2 original copies)		OSA Student Organizations and Activities (SOA) Office; Downloadadble at https://bit.ly/SOA-Forms
Student Participation Agreement (1 original)		
Additional requirements (if necessary):		
Duly notarized/subscribed Parental/Waiver of Consent (1 original)		OSA Student Organizations and Activities (SOA) Office; Downloadadble at https://bit.ly/SOA-Forms
Barangay/municipal permit/clearance to hold activity (1 original)		Barangay Hall / Municipal Office
Letter of undertaking of venue owner to provide security for the participants		Owner of the Venue
Medical clearance (1 photocopy)		Health Service Unit/Government Physician
Letter of coordination with Health Service Unit/Security Services Force		Requesting student/student organizations
Letter of coordination with Brgy. Officials/Local PNP/other concerned offices		



Program of activities/Itinerary of travel (1 photocopy)				
Duly approved schedule of fees/Breakdown of fund (1 copy)				
List of participants (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and other requirements to SOA Office * Must be duly signed by signatories and recommended by COSAW/SRO and College Dean for college-based orgs) **File requests at least 10 working days prior to the activity	1. Receives request letter and checks completeness of requirements 1.1 If documents are incomplete, gives instructions regarding lacking requirements for compliance	None	30 minutes	Michelle G. Magallanes (Miag-ao) <i>Technical Staff</i> OSA-SOA Office or Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Iloilo City
2. Follows up status of request at SOA Office and submits lacking requirement if there is any	2. If documents are already complete, forwards application to SOA Coordinator for recommending approval for University-wide orgs and to OSA Director for College-based student orgs 2.1 For university wide orgs, SOA Coordinator recommends approval and endorses application for approval of OSA Director 2.2 Evaluates request, checks requirements, specifies conditions and recommends approval * If deemed necessary, may call requestor to	None	5 days	Michelle G. Magallanes (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Offices Prof. Pilar Mercedes A. Retiracion <i>SOA Coordinator</i> OSA-SOA Office (U-wide) Prof. Agustin G. Huyong <i>Director</i> Office of Student Affairs



	verify information and nature of request 2.3 Logs details of activity and forwards documents to the OVCAA for recommending approval of the Vice Chancellor for Academic Affairs and final approval of the Chancellor			Michelle G. Magallanes <i>Technical Staff</i> OSA-SOA Office
3. Follows up approval from the Office of Chancellor	3. Facilitates approval of request from the OVCAA and/or Office of the Chancellor	None	10 minutes	Michelle G. Magallanes <i>Technical Staff</i> OSA-SOA Office
TOTAL		None	5 days, 55 minutes	



17. Request for any of the following: Alternative Class, Excuse from classes, Issuance of Travel Order, Financial Assistance or Subsidy, Use of UPV Facilities, Technical Support, and Activities that Involve Non-UPV participants

OSA through the SOA Unit facilitates the various requests of students i.e., financial assistance, alternative or excuse from classes, allow entry of outsiders inside the campus, approval of online activities with non-UPV participants, etc. The OSA Director recommends the approval of the request before endorsing it to the concerned offices for appropriate action.

Offices	Office of Student Affairs – Student Organizations and Activities Unit	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may avail	All Students and Student Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal requirement:		
Request letter (1 original)		Requesting student/student organizations
Additional requirement for Alternative Class, Excuse from classes, Issuance of Travel Order:		
Official invitation (1 copy/emailed)		Organizing Committee
Additional requirements for Financial Assistance or Subsidy:		
Official invitation (1 copy/emailed)		Organizing Committee
Itemized details of budgetary requirement (1 original)		Requesting student/student organizations
Additional requirement for Use of UPV Facilities and Technical Support:		
Specific list of facilities needed (1 copy)		
Additional requirement for online activities with Non-UPV participants/guests:		
Publicity Materials, if necessary		Requesting student/student organizations
Program of activities, if necessary (1 original/scanned)		
Conforme of Faculty Adviser for activities (1 original/scanned)		Downloadable at https://bit.ly/SOA-Forms



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits duly accomplished request letter and other requirements to SOA office through SOA Official email (soa.upvisayas@up.edu.ph)</p> <p>* Must be duly signed by signatories and recommended by COSAW/SRO and College Dean for college-based orgs)</p> <p>**File requests at least 10 working days prior to the activity</p>	<p>1. Receives request letter and checks completeness of requirements</p> <p>1.1 If documents are incomplete, gives instructions regarding lacking requirements for compliance</p>	None	15 minutes	<p>Michelle G. Magallanes (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Offices</p>
<p>2. Follows up status of request at SOA Office and submits lacking requirements if there is any</p>	<p>2. If documents are already complete, forwards application to SOA Coordinator for recommending approval for University-wide orgs and to OSA Director for College-based student orgs</p> <p>2.1 For university wide orgs, SOA Coordinator recommends approval and endorses application for approval of OSA Director</p> <p>2.2 Evaluates request, checks requirements and recommends approval</p> <p>* If deemed necessary, may call requestor to verify information and nature of request</p> <p>2.3 Logs details of activity and forwards documents to OVCAA (for request</p>	None	5 days	<p>Michelle G. Magallanes (Miag-ao) Rich Girl S. Muyco (Iloilo) <i>Administrative Staff</i> OSA Offices</p> <p>Prof. Pilar Mercedes A. Retiracion <i>SOA Coordinator</i> OSA-SOA Office (U-wide)</p> <p>Prof. Agustin G. Huyong <i>Director</i> Office of Student Affairs</p> <p>Michelle G. Magallanes <i>Technical Staff</i></p>



	<p>for Alternative Class, Excuse from classes, Travel Order and Financial Assistance, online activities with non-UPV participants/guests) or OVCA (for Use of UPV Facilities, allow entry of outsiders to the University) for recommending approval of the Vice Chancellors and final approval of the Chancellor</p> <p>* For use of facilities, OVCA may refer request first to head of concerned offices i.e., PE Dept., ASO, or CDMO before the recommending approval of Vice Chancellor for Administration</p>			OSA-SOA Office
3. Follows up approval from the Office of Chancellor and pays fees to the Cash office for use of facilities (if necessary)	3. Facilitates approval of request from the OVCAA/OVCA and/or Office of the Chancellor	According to UPV rates on the use of facilities	10 minutes	Michelle G. Magallanes <i>Technical Staff</i> OSA-SOA Office
TOTAL		As specified above	5 days, 25 minutes	



18. Applications of Students for Residency at UPV Residence Halls (Iloilo and Miag-ao campuses)

The Residential Services Unit accepts applications for residency in UPV dormitories one (1) month before the end of the semester for regular student residents and at least two (2) months before the general registration period for incoming students. Applicants may submit their application with complete requirements to specific UPV dormitories for evaluation through: (1) online, (2) courier, or (3) in person (dropbox in the Dorm Lobby). Application schedule and admission process are posted at crs.upv.edu.ph one month before the end of the semester.

Offices	Office of Student Affairs – Residential Services Unit	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal requirements:		
Application form (1 original)		Downloadable at crs.upv.edu.ph
2x2 ID picture (3 pcs)		Photo services
Latest ITR/Contract of Service/Affidavit/Brgy. Certification for parents who are exempted from filing Income Tax Return or those who belong to low income bracket (1 photocopy)		BIR/Employer/Legal Office/Brgy. Captain/LGU
Long cream folder with fastener (1 piece)		Applicant
Additional requirements for Incoming first year students:		
Notice/Certification of Admission or any proof of acceptance in UPV (1 copy)		UP Office of Admission/Office of the University Registrar
Special Power of Attorney (1 original)		Downloadable at crs.upv.edu.ph
Short essay “Who Am I” (1 copy)		Applicant
Certificate of Good Moral Character (for First-year students only)		Senior High School Department
Additional requirements for students within UPV Dormitories:		
Clearance from the Dorm Manager/Application should be stamped “Cleared”		Former Dorm Manager
Additional requirements for students from boarding houses and private dormitories:		
Evaluation Form from Boarding House and Private Dorms (1 original)		Downloadable at crs.upv.edu.ph
Short essay “Who Am I” (1 copy)		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form and attached requirements to chosen dormitories during the application period * Applicants may send his/her application via online, courier or in person (dropbox)	1. Accepts application and checks completeness of requirements 1.2 If documents are incomplete, informs student via on line of the lacking requirements for compliance 1.3 Sets schedule of interview for upperclass students only via online or thru telephone	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
2a. If new student, follows up status of application and submits lacking requirement via online, courier, or in person (dropbox) if there is any	2. If applications are already complete, processes and evaluates applications of incoming first year student based on set criteria * Maximum of 15 applications per day 2.1 Ranks and prepares list of qualified applicants	None	15 days	<i>Dormitory Manager Respective Dormitories</i>
2b. If upperclass student, reports for interview to the Dorm Manager and submits lacking requirement via online, courier or in person (dropbox) if there is any	2. Interviews upperclass student applicant 2.1 Processes and evaluates applications based on set criteria * Maximum of 15 applications per day 2.2 Ranks applicants and prepares list of qualified applicants	None	15 days	<i>Dormitory Manager Respective Dormitories</i>
3. Checks list of qualified applicants result posted online or at the dormitory information counter	3. Posts results at information counter and requests for posting online (CRS website and OSA Facebook page)	None	1 day	<i>Dormitory Manager Respective Dormitories</i>
TOTAL		None	15 days, 10 minutes	



19. Admission of Qualified Student Applicant in the Student Dormitory

The UPV Dormitories accommodate only qualified applicants per semester in the university. Admissions of students in the dorms are based on set criteria approved by the Office of Student Affairs. The number of students admitted per semester depends on the capacity of the dormitories which are classified as either graduate student dorm, upper class or first-year dorm.

Offices	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residence Hall Contract (1 original)		Downloadable at crs.upv.edu.ph		
Basic House Rules and Regulations (1 original set)				
Appliance Declaration Form (1 original)				
Certification for Guardian (1 original)				
UP Form 5 (1 photocopy)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirms slot through phone or online (facebook messenger, etc.)	1. Records confirmation of slot 1.2 Issues requirements and provides instructions for checking-in	None	10 minutes	Household Attendant/ Dormitory Manager Respective Dormitories
2. Reports to the dorm to submit requirements if there is any and checks-in	2. Receives and checks completeness of requirements 2.1 Gives room assignment as identified/posted by the Dorm Manager and assigns facilities (bed	None	20 minutes	Household Attendant/ Dormitory Manager Respective Dormitories



	with mattress, study table, chair, cabinet/locker) 2.2 Issues charge slip for billing via online or in person (dropbox)			
3. Pays the lodging and appliance fees at the cash office * At least two (2) months advance payment is required	3. Accepts payment based on billing 3.1 Issues official receipt (OR)	Lodging fee - P1,500/sem Appliances fees (monthly rate): <i>Milagao:</i> ✓ Laptop - P100 ✓ Electric fan - P100 ✓ Phone Charger - P15 ✓ Printer - P22 ✓ Study Lamp - P22 <i>Iloilo City:</i> ✓ Laptop - P150 ✓ Electric fan - P100 ✓ Phone Charger - P35 ✓ Printer - P35 ✓ Study Lamp - P35	10 minutes	Maureen Kaye C. Ongo <i>Cashier</i> Cash Department Office
4. Returns to dormitory and presents receipt of payment via dropbox only	4. Receives and records Official Receipt (OR) number in student directory	None	5 minutes	<i>Household Attendant/ Dormitory Manager</i> Respective Dormitories
TOTAL		As specified above	45 minutes	



20. Issuance of Permits (Late/Weekend/Overnight)

The UPV Dormitories require the residents to sign the logbook to those who wish to attend activities within or outside the campus beyond the curfew hour of 9:00 PM signifying the type of permit and those who leave the hall and its premises for purpose other than to attend their classes. Residents shall indicate in the logbook their destination, purpose, contact person, telephone number, time of departure, companions if any and expected day/time of return. Late permit is valid only until 11:00 PM of the same day of issuance. An Overnight permit is issued to those who wish to be back the following day, while Weekend Permit is issued to those who wish to go home during the weekend or as indicated in the permit.

Offices	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the logbook for Late, Overnight or Weekend Permit at the dormitory information counter (other option is to use the google form for logging in/out of permits) * Must secure approval of request on or before 6:00 PM only.	1. Checks completeness of information on the request 1.2 Approves/signs request of student	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
2. Logs in upon arrival in the dorm	2. Checks that student has logged-in upon arrival 2.1 Accepts latecomers	None	5 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
TOTAL		None	15 minutes	



21. Student Welfare Services

This service is extended to dorm residents who need special assistance such as during emergency cases that needs medical attention and other personal concerns related to the services of the dormitory.

Offices	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If sick, requests assistance from dorm personnel	1. Checks condition of student 1.1 Refers sick student to UPV Health Services Unit/ UPV Infirmary for medical concerns 1.2 Informs the student's parents or guardian when needed	None	30 minutes	<i>Household Attendant/ Dormitory Manager</i> Respective Dormitories
2. Presents other concerns related to dormitory services (i.e., social visits/calls, claiming of mails/packages, repair of facilities, etc.)	2. Receives/ accepts social visits/calls, mails/packages delivered, etc. and endorses to concerned residents. 2.1 Attends to requests accordingly	None	10 minutes	<i>Household Attendant/ Dormitory Manager</i> Respective Dormitories
TOTAL		None	40 minutes	



OFFICE OF THE UNIVERSITY REGISTRAR

External Services



1. APPEALS REGARDING STUDENT ADMISSIONS, PROGRESS, AND GRADUATION

The Vice-Chancellor for Academic Affairs and the University Registrar, chair and secretary-member of the University Council-Committee on Student Admissions, Progress, and Graduation (UC-CSAPG), respectively, initially evaluate the appeals. The committee meets to deliberate on cases and comes up with an appropriate action/ recommendation. The processing time can be more than the actual processing time indicated herein, depending on the availability of the committee members and signatories.

Offices	<ol style="list-style-type: none">1. Division/Department2. College/School Secretaries3. Office of Student Affairs (for readmission cases)4. Office of the University Registrar5. Office of the Vice-Chancellor for Academic Affairs6. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students or faculty members with academic-related concerns			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written appeal addressed to the Chancellor through channels			Appellant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits appeal to the appellant's respective Division/College	1. Gives comments/recommendations and forwards to OSA (for readmission cases) or to OUR	None	2 days	<i>Division Chair/Program Adviser/College/School Secretary</i>
	1.1. Evaluates, gives recommendation, and returns to appellant's Division/College	None	1 day	<i>Counselor/OSA Director Office of Student Affairs</i>
	1.2. Evaluates student's academic records, prepares other pertinent documents, and forwards to VCAA	None	4 hours	<i>FebeMiayo Administrative Officer III (Records Officer II)/</i>



				<i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR
	2. Calls for a meeting of the UC-CSAPG 3. Deliberates and decide on the appeal <i>For graduation-related cases, CSAPG recommendation is for deliberation of the UC.</i> 4. Prepares the Notice of Action (NOA) for signature of the VCAA 5. Signs the NOA	None None None None	1 day 2 hours	<i>Dr. Philip Ian P. Padilla</i> <i>Vice Chancellor for Academic Affairs</i> OVCAA UC-CSAPG <i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR <i>Dr. Philip Ian P. Padilla</i> <i>Vice Chancellor for Academic Affairs</i> OVCAA
2. Receives an electronic copy of the NOA	6. Provides electronic copy of the NOA to the appellant, copy furnished the concerned Division/College	None	1 hour	<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> OUR
TOTAL		None	4 days 7 hours	



2. APPLICATION FOR AUTOMATIC ADMISSION OF FILIPINO AND NON-FILIPINO HIGH SCHOOL GRADUATES FROM ABROAD

A Filipino or non-Filipino applicant who graduated from a high school abroad and has not enrolled in college may be admitted as first year student without taking the UPCAT (automatic admission), if he/she meets the following qualifications:

1. Completion of a high school program in the country where s/he had secondary education (including the completion of a one- or two-year pre-university education in a country where such is a prerequisite for admission to a bachelor's degree program);
2. Qualifies in any of the following college-qualifying national or international foreign-administered examination:

a. Scholastic Aptitude Test (SAT)

SECTION SCORES	REQUIRED MINIMUM SAT SCORES
MATH	620
CRITICAL READING	-
EVIDENCE-BASED WRITING + CRITICAL READING	650
TOTAL SCORE	1270

b. General Certificate of Education (GCE) Examination: 3 ordinary level passes and 2 advanced level passes

c. International Baccalaureate (IB) Diploma

3. In the case of an applicant whose native language or whose medium of instruction in the secondary school is not English, a minimum score (500 if paper based or 173 if computer based) in the Test of English as a Foreign Language (TOEFL).
 - The requirements for application should be submitted at least six (6) months prior to registration
 - The processing time is for one client being served at one time and may be extended when there are more applicants for admission


** Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*



Office	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Foreign and Filipino High School graduates from abroad	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the https://www.crs.upv.edu.ph
2. Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units
3. High School diploma (1 photocopy)		
4. Official results of: a. Scholastic Aptitude Test (SAT); or b. General Certificate of Education (GCE) Examination; or c. International Baccalaureate (IB) Diploma		SAT: The College Board – Educational Testing Service (https://www.collegeboard.org) GCE: International Schools which follows the British Education Curriculum IB Diploma: ibo.org
5. Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant
6. Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant
7. 2 x 2 or passport size photos (2 pieces, original)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits accomplished U.P. Form 3.2 and other required documents</p> <p>Emails the electronic copy to: admissions.our.upvisayas@up.edu.ph</p> <p>Mails original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1. Receives completely accomplished application form and other required documents</p> <p>1.1 Checks for completeness of the entries in the application form and the required documents</p> <p>1.2 Issues billing of application fee for non-Filipino applicants</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p>	<p><i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR</p>
<p>2. For non-Filipino applicants, receives billing and pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Resident foreign Application Fee: PHP 150</p> <p>Non-resident foreign Application Fee: USD 30</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES : Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>		<p>Note: Application Fee is waived for Filipino applicants</p>		
<p>3. Submits Official Receipt to OUR</p>	<p>3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14</p>	<p>None</p>	<p>1 hour</p>	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p>



4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants	None	15 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
	4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.	None		
	4.2 Turns-over to staff-in-charge of outgoing communications	None		
	4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	4.4 Receives the transmittal slip and the requirements and records to incoming documents	None	30 minutes	<i>Administrative Assistant/</i> <i>School Credits Evaluator/</i> <i>School Records</i> <i>Evaluator</i> OCS
	4.5 Forwards to Department/ Division concerned	None		



	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for (may require interview, or written, or oral examination)	None	15 days	Program Coordinators Department/Division/ Institute
	4.7 Approves/Disapproves the application and forwards recommendation to the Office of the College Secretary	None		
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 day	Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS
	4.9 Endorses the result of the application and forwards to the staff in charge of outgoing communications	None		College Secretary OCS
	4.10 Forwards the result of application to the Office of the University Registrar	None		Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS



	4.11 Receives the result of application and forwards to the staff-in-charge	None	5 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 minutes	<i>Prof. Nieves A. Toledo University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/ Acceptance/Non-Acceptance	None	5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
TOTAL		Resident foreign application fee:PHP 150 Non-resident foreign application fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	17 days, 2 hours and 50 minutes	



3. APPLICATION FOR ADMISSION OF NON-FILIPINO STUDENTS TO UPV

A non-Filipino applicant who has earned credits for college work either in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

- Applicants for transfer shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant are:
 1. Must have completed at least 33 units of academic courses;
 2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
 3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
 4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.


**Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate).
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level.
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean.
- The requirements for application should be submitted at least six (6) months prior to registration.
- The processing time is for one client being served at one time and may be extended when there are more foreign applicants for admission.





Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	documents 1.2 Issues billing of application fee for non-Filipino applicants	None		
2. Receives billing and pays the corresponding fees to the Cash Office OR Sends payment through fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Resident foreign Application Fee: PHP 150 Non-resident foreign Application Fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Note: Application Fee is waived for Filipino applicants	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

<p>FOLLOW THESE THREE STEPS:</p> <ol style="list-style-type: none"> 1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u> Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to cash.upvisayas@up.edu.ph  <p>Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph</p>				
<p>3. Submits Official Receipt to OUR</p>	<p>3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p>
<p>4. Receives the result of application</p>	<p>4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Charito Gavadan School Credits Evaluator OUR</i></p>



	non-qualified applicants			
	4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.	None		
	4.2 Turns-over to staff-in-charge of outgoing communications	None		
	4.3 Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents	None	30minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.5 Forwards to Department/ Division/Institute concerned	None		
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 days	<i>Program Coordinators Department/Division/ Institute</i>
	4.7. Acts on the application and forwards the recommendation to the College Secretary	None		



	4.8 Receives recommendation of the Department/ Division/ Institute	None	1 day	<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards to outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the OUR	None		<i>Administrative Assistant/ School Records Evaluator OCS</i>
	4.11 Receives the result of application and forwards to staff-in-charge	None	5 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	4.12 Prepares Notice of Disqualification/Acceptance / Non-Acceptance	None	5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 minutes	<i>Prof. Nieves A. Toledo University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/Acceptance / Non-Acceptance	None	5 minutes	<i>Charito Gavadan School Credits Evaluator OUR</i>



TOTAL		Resident foreign Application fee: PHP 150 Non-resident foreign Application fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	17 days, 2 hours and 50 minutes	
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4. APPLICATION FOR ADMISSION OF FILIPINO STUDENTS TO UPV

A Filipino applicant with previous college work from another UP units, schools, or universities in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

Applicants for transfer and second degree shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant from other school/university are:

1. Must have completed at least 33 units of collegiate academic courses (excluding religion, P.E., NSTP, and vocational courses);
 2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
 3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
 4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.
- The basic qualifications for undergraduate transfer applicant from other UP unit are:
 - a. Must have completed at least 30 units of academic courses (excluding P.E., NSTP);
 - b. The academic status is Good Standing;


**Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.*

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate)
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean
- The requirements for application should be submitted at least one month prior to registration
- The processing time is for one client being served at one time and may be extended when there are more local applicants for admission



Office	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Local Students from other UP Units and other Schools/Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. U.P. Form 3.1 - Undergraduate Admission Application Form for Filipino Students (1 original)		Office of the University Registrar and downloadable at the https://www.crs.upv.edu.ph		
2. Applicants from Other School/University Official Transcript of Records (1 original, 2 photocopies) Applicants from other UP Units True Copy of Grades with signature of the Registrar or his/her authorized representative (1 original, 2 photocopies)		Office of the Registrar from the latest school attended by the applicant		
3. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
4. Other Documents that maybe Required for Further Evaluation: Course Syllabus (1 original, 2 photocopy) Course Description (1 original, 2 photocopy) Certifications (1 original, 2 photocopy)		Latest school attended by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.1 and other required documents Email the electronic copy to: admissions.our.upvisayas@up.edu.ph Mail original documents to:	1. Receives completely accomplished application form and other required documents 1.1 Checks for completeness of the entries in the application form and the required	None None	10 minutes	Charito Gavadan School Credits Evaluator OUR



Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	documents 1.2 Issues billing of application fee for non-Filipino applicants and Second-degree students	None		
<p>2. For non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p> 	2. Receives proof of payment and issues Official Receipt	<p>Second degree Application Fee: PHP 100</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Note: Application Fee is waived for Filipino undergraduate applicants</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>



Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph				
3. Submits Official Receipt to OUR	1. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.	None	1 hour	Charito Gavadan School Credits Evaluator OUR
4. Receives the result of application	5. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants	None	15 minutes	Charito Gavadan School Credits Evaluator OUR
	4.1. Prepares the transmittal slip, result of initial evaluation and the requirements.	None		
	4.2. Turns-over to staff-in-charge of outgoing communications	None		
	4.3. Delivers/prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 minutes	XC Siaton Administrative Aide III OUR
	4.4. Receives the transmittal slip and the requirements and records to incoming	None	30 minutes	Administrative Assistant/ School Credits Evaluator/



	documents			<i>School Records Evaluator OCS</i>
	4.5 Forwards to Department/ Division concerned			
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for	None	15 days	<i>Program Coordinators Department/Divisi on/Institute</i>
	4.7 Acts on the application and forwards recommendation to the Office of the College Secretary	None		
	4.8. Receives the recommendation and forwards to the College Secretary for endorsement	None	1 day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9. Endorses the result of the application and forwards to staff-in-charge of outgoing communications	None		<i>College Secretary OCS</i>
	4.10. Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator</i>



				OCS
	4.11. Receives the result of application and forwards to the staff-in-charge	None	5 minutes	XC Siaton Administrative Aide III OUR
	4.12. Prepares Notice of Disqualification/Acceptance/ Non-Acceptance	None	5 minutes	Charito Gavadan School Credits Evaluator OUR
	4.13. Signs the Notice of Disqualification/Acceptance/ Non-Acceptance	None	10 minutes	Prof. Nieves A. Toledo University Registrar OUR
	4.14. Issues the Notice of Disqualification/Acceptance/ Non-Acceptance	None	5 minutes	Charito Gavadan School Credits Evaluator OUR
TOTAL		PHP 100 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	17 days, 2 hours, 50 minutes	



5. ADMISSION OF INCOMING FIRST YEAR STUDENTS THROUGH UPCAT

The admission processes for incoming first-year students start upon receipt of the result of successful applicants from the Office of Admissions and usually take two months to complete before the registration period. The processing time is for one client being served at one time.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Incoming First Year students (Filipino and Foreign students)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College” (original)		Senior High School where the student graduated
2. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UPVisayas” (original)		
3. Birth Certificate Filipino and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original) Non-Filipino Student born abroad: Registry of Birth (1 original)		Philippine Statistics Authority
4. Medical Certificate (1 original)		Issuing Agency abroad
5. Special Power of Attorney for Legal Guardian (<i>applicable to student whose provincial address is outside Iloilo province</i>) (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
6. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)		Downloadable at the http://www.crs.upv.edu.ph
7. 2 x 2 or passport size photos (2 pieces, original)		Teaching and Learning Resource Center, UP Visayas
8. Long-size, cream-colored folder (1 piece)		Applicant
		Applicant



9. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS)(1 original)		http://www.crs.upv.edu.ph		
10. Additional Requirements for Non-Filipino Students (<i>will be processed through the UPV Liaison Office at UP Diliman</i>): <ul style="list-style-type: none">• Student Visa 9(f)• Alien Certificate of Registration (i-Card)		Bureau of Immigration		
11. Additional Requirements for Students with Dual Citizenship (<i>e.g. Filipino-American, Filipino-Chinese</i>) who wish to be considered as Filipino for the purpose of studying in UP Visayas: <ul style="list-style-type: none">• Identification Certificate (1 photocopy, duly authenticated), or• Bio-page, Philippine Passport (1 photocopy, duly authenticated)		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements (Items 1 to 8) to the Office of the University Registrar	1. Receives the submitted documents	None	10 minutes	Charito Gavadan School Credits Evaluator OUR
	1.1 Checks and verifies authenticity of documents submitted	None		
	1.2 Posts in the CRSIS the submitted documents	None		
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	Charito Gavadan School Credits Evaluator OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	Charito Gavadan School Credits Evaluator OUR
TOTAL		None	25 minutes	



6. ADMISSION OF INCOMING FIRST YEAR STUDENT THROUGH AUTOMATIC ADMISSION (HIGH SCHOOL GRADUATE ABROAD AND ISKOLAR NG BAYAN)

The process for admission of incoming first year student who qualifies for automatic admission will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Newly Admitted Incoming First Year Students through Automatic Admission (Filipino and Non-Filipino)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Filipino and non-Filipino Graduates Abroad: 1. Official Transcript of Records (1 original) 2. High School diploma (1 photocopy)		School/s attended by the applicant which they have earned credit units
Local Filipino Graduates 3. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College.” (original) 4. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UP Visayas” (original)		School/University last attended by the student
5. Birth Certificate Filipino and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original) Non-Filipino Student born abroad Registry of Birth (1 original)		Philippine Statistics Authority Issuing Agency abroad
6. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
7. Special Power of Attorney for Legal Guardian (<i>applicable to student whose provincial address is outside Iloilo province</i>) (1		Downloadable at the http://www.crs.upv.edu.ph



original)				
8. Certificate of Completion of Bridging Program, <i>if applicable</i> (1 original)		Teaching and Learning Resource Center, UP Visayas		
9. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
10. Long-size, cream-colored folder (1 piece)		Applicant		
11. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		http://www.crs.upv.edu.ph		
12. Additional Requirements for Foreign Students <ul style="list-style-type: none"> • Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction • Visa (<i>will be processed through the UPV Liaison Office at UP Diliman</i>) <i>For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> 1. Student Visa 9(f) 2. Alien Certificate of Registration (i-Card) 		TOEFL – https://www.ets.org/toefl Certification – from the school/s attended by the applicant Bureau of Immigration		
13. Additional Requirements for Students with Dual Citizenship <i>(e.g. Filipino-American, Filipino-Chinese)</i> who wish to be considered as Filipino for the purpose of studying in UP Visayas <ul style="list-style-type: none"> • Identification Certificate (1 photocopy, duly authenticated) • Bio-page, Philippine Passport (1 photocopy, duly authenticated) 		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
	1.1 Checks and verifies authenticity of documents submitted	None		
	1.2 Posts in the CRSIS the	None		



	submitted documents			
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
TOTAL		None	25 minutes	



7. ADMISSION OF NEW TRANSFER/SECOND DEGREE/NON-DEGREE/SPECIAL STUDENTS

The admission processes for incoming students who are not admitted through UPCA will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Newly Admitted Incoming First Year Students through Automatic Admission/New Transfer/Second Degree/Non-Degree/Special Students (Filipino and Foreign)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<div>1. Academic Records</div> <div>For Transfer Students from other School/University:</div> <div><div>a. Official Transcript of Records with remarks: “Copy for UP Visayas” (1 original)</div><div>b. Honorable Dismissal or Certificate of Transfer Credential (1 original)</div></div> <div>For Transfer Students from other UP Units:</div> <div><div>a. Official Transcript of Records with remarks: “Copy for UP Visayas” (1 original)</div><div>b. Approved Permit to Transfer (1 original)</div><div>c. University and College Clearances (1 original)</div></div>		School/University last attended by the student
<div>2. Birth Certificate</div> <div>Filipino Student and Non-Filipino Student born in the Philippines</div> <div>PSA-issued Certificate of Live Birth (1 original)</div> <div>Non-Filipino Student born abroad</div> <div>Registry of Birth (1 original)</div>		<div>Philippine Statistics Authority</div> <div>Issuing Agency abroad</div>



3. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas		
4. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
5. Long-size, cream-colored folder (1 piece)		Applicant		
6. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		http://www.crs.upv.edu.ph		
7. Additional Requirements for Non-Filipino Students <ul style="list-style-type: none"> • Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction • Visa (<i>will be processed through the UPV Liaison Office at UP Diliman For Degree-Earning Foreign Students:</i> <ol style="list-style-type: none"> 1. Student Visa 9(f) 2. Alien Certificate of Registration (i-Card) <i>For Exchange Foreign Students:</i> <ol style="list-style-type: none"> 1. Exchange Fellow Visa 47(a)(2) 2. Alien Certificate of Registration (i-Card) 		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant Bureau of Immigration		
8. Additional Requirements for Non-Filipino Student who is transferring from another Philippine school <ul style="list-style-type: none"> • Permit to Transfer 		Commission on Higher Education		
9. Additional Requirements for Students with Dual Citizenship (e.g. Filipino-American, Filipino-Chinese) who wish to be considered as Filipino for the purpose of studying in UP Visayas <ul style="list-style-type: none"> • Identification Certificate (1 photocopy, duly authenticated) • Bio-page, Philippine Passport (1 photocopy, duly authenticated) 		Bureau of Immigration Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed	1. Receives the submitted documents	None	10 minutes	<i>Charito Gavadan School Credits Evaluator</i>



for every category of student at the Office of the University Registrar	1.1 Checks and verifies authenticity of documents submitted 1.2 Posts in the CRSIS the submitted documents	None None		OUR
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Checks completeness of information encoded by the student at the CRSIS and prints Student Directory	None	10 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 minutes	<i>Charito Gavadan</i> <i>School Credits Evaluator</i> OUR
TOTAL		None	25 minutes	



8. REQUEST FOR CHANGE OF NAME

All active students whose (1) civil status has been changed or (2) errors in the birth certificate and other cases have been corrected/resolved can request for a change of name.

Offices	2. Office of the University Registrar 3. College/School 3. Graduate School Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All active students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Active student during the time of request and as of the effectivity of the change in civil status, or correction in the birth certificate entry has been resolved and finalized 2. Letter request addressed to the University Registrar, thru channels 3. Original Copy of PSA-certified marriage certificate or the finality of annulment of marriage (for change in civil status) 4. Copy of PSA-annotated birth certificate (for corrected errors in birth certificate and other cases)			1. Staff-in-charge of records at the Office of the University Registrar 2. Requestor 3 & 4. Authorized issuing agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the University Registrar through the respective college/school dean/college secretary, with attached supporting documents	1. Receives and logs in the letter request	None	5 min	Staff College/School
	2. Endorses/recommends the request and forwards to the OUR (for undergraduate students) or to	None	5 days	Dean/College Secretary



	the GS (for graduate students)	None		GS Dean
	GS endorses/recommends and forwards to the OUR	None		
	3. Checks the validity of the endorsed letter request and documents submitted for evaluation of the University Registrar	None	1 hour	<i>FebeMiayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> <i>OUR</i>
	4. Acts on the request	None	15 minutes	<i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> <i>OUR</i>
	5. Updates the student's records	None	15 minutes	<i>FebeMiayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>Denivi Hazel Medida</i> <i>Student Records</i>



				<i>Evaluator I OUR</i>
4. Receives response letter	6. Prepares and sends response letter to the student through email, copy furnished the concerned offices/units (i.e. College/School, Graduate School Office, Infirmary, Library)	None	30 minutes	<i>FebeMiayo Administrative Officer III (Records Officer II)/ Herbert Nalagay Administrative Officer V (Records Officer III)/ Denivi Hazel Medida Student Records Evaluator I OUR</i>
TOTAL		None	5 days, 2 hours, 5 minutes	




9. ISSUANCE OF AUTHENTICATED DOCUMENT

Authenticated document is a machine copy of the original document (e.g. diploma, OTR, certification etc.) duly certified by the University Registrar.

Office	1. Office of the University Registrar 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	UPV Graduates/UPV Former Students/UPV Active students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Online Academic Request Form 2. Original document or photocopy/scanned copy of original diploma 3. Any valid Government/Private Company-issued ID or passport, bearing photo and signature of UPV graduate upon requesting and claiming. 4. Additional requirements to request and to claim by a REPRESENTATIVE: a. Duly signed authorization letter executed by the UPV student b. Photocopy of valid identification card of the UPV student c. Valid identification card of the representative (1 original)		1. Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 2. Requestor 3. Requestor 3. By Representative: a. Person being represented b. Authorized Representative c. Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website. Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other required documents 1.1. Checks completeness of the requirements and entries in the online	None None	15 minutes	<i>Maricor Castor Junior Office Aide/ Althea Jule Juanito Senior Office Aide/ XC Siaton Administrative Aide III</i>



	<p>academic document request form</p> <p>1.2. Checks records and verifies the entries in the online academic document request form</p> <p>1.3. Bills the client</p>	None		OUR
<p>2. Receives billing and pays the corresponding fees to the Cash office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	2. Receives proof of payment and issues Official Receipt	<p>Authentication Fee: PHP 20/page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City</p>

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add P10.00 to the amount to be paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA S. CRUZ, Registrar, copy of grades) as subject heading to cash.upvisayas@up.edu.ph</p>  <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria S. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/SOTECH/IGS</td></tr><tr><td>Request & Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p>maya</p> <p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph</p>	Full Name	Maria S. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/SOTECH/IGS	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00				
Full Name	Maria S. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFO/CM/SOTECH/IGS													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													
3. Submits Official Receipt to OUR	3. Processes authenticated documents	None	2 days and 7 hours	<i>Maricor Castor</i> <i>Junior Office Aide/</i>										
	3.1. Checks Official Receipt	None		<i>Althea Jule Juanito</i> <i>Senior Office Aide/</i>										
	3.2 Retrieves records	None												
	3.3 Forwards to staff in-charge the academic document request form, student records. Official	None		<i>XC Siaton</i> <i>Administrative Aide III</i> OUR										



	<p>Receipt and other documents</p> <p>3.4 Prepares the authenticated document/s</p> <p>3.5. Signs authenticated documents</p> <p>3.6. Affixes dry seal to the authenticated document/s</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> (for CAS and CM)/</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> (for SOTECH, CFOS, UPVCC and UPVTC) OUR</p> <p><i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR</p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator/</i></p> <p><i>Ana Liza Subade</i> <i>Administrative Officer III</i> OUR</p>
3. Receives the original and authenticated document/s	<p>4. Issues the original and authenticated document/s to the client</p> <p>4.1. Verifies Official Receipt/ID card of the requestor</p> <p>4.2. Checks the completeness of documents to be issued</p> <p>4.3. Retrieves requested document from the file</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>



	<p>4.4. Gives logbook to the client</p> <p>For documents to be mailed:</p> <p>4.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope</p> <p>4.2. Staff in-charge of out-going communications logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p>		<p><i>Ana Liza Subade</i> <i>Administrative Officer III/</i></p> <p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> <i>OUR</i></p> <p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>
<p>TOTAL</p>		<p>PHP 20/Page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope Fee: PHP10</p> <p>actual mailing cost</p> <p>Convenience Fee: PHP: 10 For payment made through MAYA-QRPH</p>	<p>2 Days and 8 hours</p>	



10. ISSUANCE OF CERTIFICATIONS (GRADUATION; CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV); MEDIUM OF INSTRUCTION; UNITS EARNED; NO SPECIAL ORDER; PHILIPPINE LAW SCHOOL TEST (PHILSAT); GRADING SYSTEM; PROSPECTIVE CANDIDATE FOR GRADUATION)

The Certificate of Graduation is issued to new UPV graduates while their diploma is being processed. It is also issued to affirm the graduation, degree earned, and date of graduation of UPV graduates for purposes of employment, promotion, and further studies, among others.

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.

The Certificate of Medium of Instruction is issued to UPV students/graduates stating that English is generally used as the Medium of Instruction at UPV.

The Certificate of Units Earned is issued to UPV students/graduates for purposes of employment, promotion, or further studies.

The Certificate of No Special Order is issued to UPV students/graduates stating that UPV, being a state university, is exempted from issuance of Special Order.

A certification is issued to UPV students for the Philippine Law School Test (PhilSAT) stating the status of the applicant, i.e. graduating, on the final/last year of studies, or has graduated with degree and date of graduation indicated.

The Certificate of Grading System is issued to UPV students/graduates for purposes of employment, promotion, or further studies, showing the equivalent in percentage, letter grade, and grade points of the University of the Philippines grade.


The Certificate of Prospective Candidate for Graduation is issued to UPV students who applied for graduation.



Offices	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Former Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.1. Accomplished clearance (1 original) 1.2. Accomplished Online Academic Request Form 1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar (<i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i>) 1.2 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 1.3 Requestor
2. Succeeding request 2.1. Accomplished Online Academic Request Form 2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE: 3.1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 3.2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy) 3.3. To present valid identification card of the representative (1 original)		3.1. Person being represented 3.2. Person being represented 3.3. Authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fills-out online academic document request form at the UPV CRSIS website.</p> <p>Uploads valid ID and other required documents</p>	<p>1. Receives the accomplished online academic document request form, valid ID and other documents</p> <p>1.1. Checks completeness of the requirements and entries in the online academic document request form</p> <p>1.2. Checks records and verifies the entries in the online academic document request form</p> <p>1.3. Bills the client</p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p>	<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR</p>
<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>Certification Fee: PHP 50/copy</p> <p>CAV Certification: PHP100/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope Fee: PHP 10</p> <p>Convenience Fee:</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CR315. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add P10.00 to the amount to paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA S. CRUZ, Registrar, copy of grades) as subject heading to cash.upvisayas@up.edu.ph</p>  <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria S. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CROSO/MS/OTEC/HGS</td></tr><tr><td>Request & Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from: maya GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metrobank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>	Full Name	Maria S. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CROSO/MS/OTEC/HGS	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00		<p>PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fees: (Actual mailing cost depending on destination)</p>		
Full Name	Maria S. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CROSO/MS/OTEC/HGS													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													
<p>3. Submits Official Receipt OUR</p>	<p>3. Processes the certification/s</p> <p>3.1. Receives Official Receipt</p> <p>3.2. Forwards to staff in-charge the academic document request form, student records and other documents</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day, 5 hours</p>	<p>Maricor Castor Junior Office Aide/</p> <p>Althea Jule Juanito Senior Office Aide/</p> <p>XC Siaton Administrative Aide III OUR</p>										



	3.3. Prepares the Certification/s	None		Angeline Nuevaespaña Administrative Aide IV OUR
	3.4. Signs the Certification/s	None		Prof. Nieves Toledo University Registrar OUR
4. Receives the Certification/s	4. Issues the Certification/s	None	30 minutes	Maricor Castor Junior Office Aide
	4.1. Verifies Official Receipt/ID card of the requestor	None		Althea Jule Juanito Senior Office Aide
	4.1. Verifies Official Receipt/ID card of the requestor	None		XC Siaton Administrative Aide III OUR
	4.2. Retrieves requested document from the file	None		Angeline Nuevaespaña Administrative Aide IV OUR
	4.3. Checks the completeness of documents to be issued	None		
	4.4. Affixes dry-seal	None		
	4.5. Issues to client	None	(for Mailed documents usually takes another 1 day)	Maricor Castor Junior Office Aide/
	For documents to be mailed:			Althea Jule Juanito Senior Office Aide/
	4.1. Prepares envelop for mailing with complete address and contact number.	None		
	4.2. Prepares Certification/s to be mailed and encloses in			



	<p>an envelope.</p> <p>4.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>4.4. Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p>		<p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p> <p><i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR</p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
<p>TOTAL</p>		<p>PHP 50/copy x no. of pages;</p> <p>CAV Certification: PHP 100/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p> <p>Convenience Fee: PHP 10</p> <p>For payment made through MAYA-QRPH</p>	<p>1 day, 6 hours</p>	



11. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.


Offices	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Former Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.3 Accomplished clearance (1 original) 2.3 Accomplished Online Academic Request Form 3.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.4. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar (<i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i>) 1.2. Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 1.3. Requestor
2. Succeeding request 2.1. Accomplished Online Academic Request Form 2.2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 2.2 Requestor



4. Additional requirements to request and to claim by REPRESENTATIVE: 2.1 To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 2.2 To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 2.3 To present valid identification card of the representative (1 original)		3.1. Person being represented 3.2. Person being represented 3.3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID and other documents	None	15 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>
	1.1. Checks completeness of the requirements and entries in the online academic document request form	None		<i>Althea Jule Juanito</i> <i>Senior Office Aide/</i>
	1.2. Checks records and verifies the entries in the online academic document request form	None		<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	1.3. Bills the client for the following documents: a. OTR b. Authenticated OTR c. COG	None		<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR



	d. Certification e. Authenticated Diploma f. English Translation of Diploma			
2. Receives billing and pays corresponding fee to the Cash Office OR Sends payment through online fund transfer or bank deposit OR MAYA-QRPH	3. Receives proof of payment and issues Official Receipt	CAV documents Fee: OTR PHP 50/page Authenticated OTR& Diploma PHP 20/page English Translation of diploma PHP 50/copy COG PHP 50/ copy CAV Certification: PHP 100/copy If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad</i> Administrative Officer V/ Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add ₱10.00 to the amount to be paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p>  <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/STEC/HGS</td></tr><tr><td>Request & Amount</td><td>Copy of grades – ₱ 40.00</td></tr><tr><td>Total Amount Paid</td><td>₱ 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p>maya</p> <p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/STEC/HGS	Request & Amount	Copy of grades – ₱ 40.00	Total Amount Paid	₱ 50.00		<p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fees: (Actual mailing cost depending on destination)</p>		
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFO/CM/STEC/HGS													
Request & Amount	Copy of grades – ₱ 40.00													
Total Amount Paid	₱ 50.00													
4. Submits Official Receipt OUR	4. Processes the documents 4.1. Receives Official Receipt 3.1. Forwards to staff in-charge the academic document request form, student records and	None None None	6 days, 7 hours	<p>Maricor Castor/ Junior Office Aide</p> <p>Althea Jule Juanito/ Senior Office Aide</p> <p>XC Siaton Administrative Aide III OUR</p>										



	other documents			
	3.2. Prepares the documents	None		<i>Ana Liza Subade/ Administrative Officer III</i> <i>Rosalie Piccio/ School Credits Evaluator OUR</i> <i>Angeline Nuevaespaña Administrative Aide IV OUR</i> <i>Prof. Nieves Toledo University Registrar OUR</i> <i>Ana Liza Subade/ Administrative Officer III</i> <i>Rosalie Piccio School Credits Evaluator OUR</i>
	3.3. Signs the documents	None		
	3.4. Affixes dry-seal	None		
4. Receives the sealed documents	5. Issues the sealed documents	None	30 minutes	<i>Maricor Castor/ Junior Office Aide</i> <i>Althea Jule Juanito/ Senior Office Aide</i> <i>XC Siaton Administrative Aide III/ Angeline Nuevaespaña</i>
	4.1. Verifies Official Receipt/ID card of the requestor	None		
	4.2. Retrieves requested document from the file	None		



	4.3. Checks the completeness of documents to be issued	None	(for Mailed documents usually takes another 1 day)	<i>Administrative Aide IV OUR</i>
	4.4. Issues to client	None		<i>Maricor Castor/ Junior Office Aide</i>
	For documents to be mailed:			<i>Althea Jule Juanito/ Senior Office Aide</i>
	4.1. Prepares envelop for mailing with complete address and contact number.	None		<i>XC Siaton/ Administrative Aide III OUR</i>
	4.2. Prepares Certification/s to be mailed and encloses in an envelope.	None		<i>Angeline Nuevaespaña Administrative Aide IV OUR</i>
	4.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.	None		
	4.4. Logs and dispatches documents for mailing			
TOTAL		OTR PHP 50/page Authenticated OTR& Diploma PHP 20/page	7 days	



	<p>English Translation of Diploma PHP 50</p> <p>COG PHP 50 / copy</p> <p>CAV Certification: PHP 100/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Actual mailing cost</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>		
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12. ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION (CD)

This Certificate of Course Description is issued to UPV graduates, former students, and active students for purposes such as transfer to another school, further studies, and employment, among others.

Offices	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Formers Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.1. Accomplished clearance (1 original) 1.2. Accomplished Online Academic Request Form 1.3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1 Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar (<i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i>) 1.2 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 1.3 Requestor
2. Succeeding request 2.1 Accomplished Online Academic Request Form 2.2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE: 3.1. To submit duly signed authorization letter executed by the UPV active/ graduate (1 Original or photocopy/scanned copy) 3.2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy) 3.3. To present valid identification card of the representative (1		3.1. Person being represented 3.2. Person being represented 3.3. Authorized representative



original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID, and other documents 1.1. Checks completeness of the requirements and entries in the online academic document request form 1.2. Checks records and verifies the entries in the online academic document request form 1.3. Bills the client	None None None None	15 minutes	Maricor Castor/ Junior Office Aide Althea Jule Juanito/ Senior Office Aide XC Siaton Administrative Aide III OUR <i>Angeline Nuevaespaña</i> Administrative Aide IV OUR
2. Receives billing, pays the corresponding fees to the Cash Office OR Sends payment through online fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Certificate of CD: PHP 50/page If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually	<i>Amelin Natividad/</i> Administrative Officer V Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City

 <p>Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph</p>		<p>Mailing Fee: (Actual mailing cost depending on destination)</p>	<p>takes more than 1 day.</p>	
<p>3. Submits Official Receipt to OUR</p>	<p>3. Processes Certificate of Course Description</p> <p>3.1. Receives Official Receipt</p> <p>3.2. Retrieves records</p> <p>3.3. Forwards to staff in-charge the academic</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>4 days</p>	<p><i>Maricor Castor/ Junior Office Aide</i></p> <p><i>Althea Jule Juanito/ Senior Office Aide</i></p> <p><i>XC Siaton Administrative Aide III OUR</i></p>



	document request form, student records and other documents	None		<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR <i>Prof. Nieves Toledo</i> University Registrar OUR
	3.4. Prepares the Certificate of Course Description	None		
	3.5. Signs the Certificate of Course Description			
4. Receives the Certificate of CD	5. Issues the Certificate of CD	None	30 minutes	<i>Maricor Castor/</i> <i>Junior Office Aide</i>
	5.1 Verifies Official Receipt/ID card of the requestor	None		<i>Althea Jule Juanito/</i> <i>Senior Office Aide</i>
	5.2 Retrieves the documents from the file	None	(for Mailed documents usually takes another 1 day)	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	5.3 Checks the completeness of document/s to be issued	None		<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR
	5.4 Affixes dry-seal	None		
	5.5 Issues the document to the client			<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR
	For documents to be			



	<p>mailed:</p> <p>4.1 Prepares envelop for mailing with complete address and contact number.</p> <p>4.2 Prepares Cert. of CD to be mailed and encloses in an envelope.</p> <p>4.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>4.4 Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Maricor Castor/ Junior Office Aide</i></p> <p><i>Althea Jule Juanito/ Senior Office Aide</i></p> <p><i>XC Siaton Administrative Aide III OUR</i></p>
<p>TOTAL</p>	<p>PHP 50/page x no. of pages;</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	<p>5 days</p>		



13.ISSUANCE OF CERTIFICATE OF GENERAL WEIGHTED AVERAGE (GWA)


The Certificate of GWA is issued to the requestor who is applying for the next higher education degree and employment.

Offices	1. Office of the University Registrar (OUR) 2. Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Former Students/Active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. First time request 1.1.Accomplished clearance (1 original) 1.2.Accomplished Online Academic Request Form 1.3.Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.1. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar (<i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i>) 1.2. Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 1.3 Requestor
2. Succeeding request 2.1.Accomplished academic request form (1 original/fax/scanned/ photocopy) 2.2 Any Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.1 Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/) 2.2 Requestor



3. Additional requirements to request and to claim by REPRESENTATIVE: 3.1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 3.2. To submit photocopy of valid identification card of the UPV active/ graduate (1 photocopy/scanned copy) 3.3. To present valid identification card of the representative (1 original)		1. Person being represented 2. Person being represented 3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website Uploads valid ID and other required documents	1. Receives the accomplished online academic document request form, valid ID, and other documents	None	15 minutes	Maricor Castor/ Junior Office Aide
	1.1. Checks completeness of the requirements and entries in the online academic document request form	None		Althea Jule Juanito/ Senior Office Aide
	1.2. Checks records and verifies the entries in the online academic document request form	None		XC Siaton Administrative Aide III OUR
	1.3. Bills the client	None		Angeline Nuevaespaña Administrative Aide IV OUR



<p>2. Receives billing, pays the corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p> <div><table border="1"><caption>SAMPLE EMAIL</caption><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/STO/CH/SS</td></tr><tr><td>Request & Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table><p>The QRPH facility can accept payments from:</p><p>maya</p><p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p></div> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p>cash.upvisayas@up.edu.ph</p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/STO/CH/SS	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00	<p>2. Receives proof of payment and issues Official Receipt</p>	<p>GWA Computation Fee: PHP 100/ computation/ degree</p> <p>Certification Fee PHP 50/copy</p> <p>If to be mailed, Administrative Cost: PHP10</p> <p>Envelope: PHP10</p> <p>Mailing Fee: (Actual Cost depending on destination)</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</p> <p>In this case the OUR staff proceeds with step 3.)</p>	<p>Amelin Natividad/ Administrative Officer V Cash Office, UPV Miagao/</p> <p>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</p>
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFO/CM/STO/CH/SS													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													



AND <u>our.upvisayas@up.edu.ph</u>				
3. Submits Official Receipt to OUR	3. Processes Certificate of GWA 3.1. Receives OR 3.2. Retrieves records 3.3. Forwards to staff in-charge the academic document request form, student records and other documents 3.4. Evaluates academic records and computes GWA based on student's academic program	None None None None	4 days	<i>Maricor Castor/ Junior Office Aide</i> <i>Althea Jule Juanito/ Senior Office Aide</i> <i>XC Siaton Administrative Aide III OUR</i> <i>FebeMiayo/ Administrative Officer III (Records Officer II)/</i> <i>Herbert Nalagay Administrative Officer V (Records Officer III)/</i>



	<p>3.5. Receives computed GWA and prepares the certification of GWA</p> <p>3.6. Signs the certificate of GWA</p>	<p>None</p> <p>None</p>		<p><i>Denivi Hazel Medida</i> Student Records Evaluator I OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p>
4. Receives the Certificate of GWA	<p>4. Issues the Certificate of GWA</p> <p>4.1 Verifies Official Receipt/ID card of the requestor</p> <p>4.2 Retrieves the documents from the file</p> <p>4.3 Checks the completeness of document/s to be issued</p> <p>4.4 Affixes dry-seal</p> <p>4.5 Issues the document to the client</p> <p>For documents to be mailed:</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>(for Mailed documents usually takes another 1 day)</p>	<p><i>Maricor Castor</i> Junior Office Aide/</p> <p><i>Althea Jule Juanito</i> Senior Office Aide/</p> <p><i>XC Siaton</i> Administrative Aide III OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p> <p><i>Angeline Nuevaespaña</i> Administrative Aide IV OUR</p>



	<p>4.1.Pre pares envelop for mailing with complete address and contact number.</p> <p>4.2.Pre pares Cert. of GWA to be mailed and encloses in an envelope.</p> <p>4.3.Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p> <p>4.4. Logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p>		<p><i>Maricor Castor</i> <i>Junior Office Aide/</i></p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>
TOTAL		<p>PHP 100/ computation/ degree+ PHP 50/copy;</p> <p>If to be mailed, Administrative Cost PHP10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	5 days	




14. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CHED AND OTHER SCHOLARSHIPS)

A certification is issued to student which includes enrolment, grades, and other academic-related information for a specific term/semester.

Offices	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen;			
Who may avail	CHED Scholars & Other Scholarships			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Templates (applicable for CHED scholarship only) <i>Note: No templates for other scholarships. A standard certification is issued to scholarships that do not have templates</i>			CHED (applicable for CHED scholarship only)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits templates, if applicable. Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks, evaluates and verifies student's record 1.1 Bills the client 1.2 Accomplishes templates of certifications	PHP 50 (for non-CHED scholarship) None None	30 minutes	Febe Miayo <i>Administrative Officer III/ Records Officer II/</i> Herbert Nalagay <i>Administrative Officer V Records Officer III/</i> Denivi Hazel Medida <i>Student Records Evaluator I OUR</i>



	1.3 Signs the certifications	None	25 minutes	<i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR
2. Receives billing, pays the corresponding fees to the Cash Office OR Sends payment through online fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	Certification Fee: PHP50/ certification (for standard certifications issued other than CHED) If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: Php 10 For payment made through MAYA-QRPH	15 minutes Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSS. FOR OTHER FEES : Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add P10.00 to the amount to be paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p>  <table><tr><th colspan="2">SAMPLE EMAIL</th></tr><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/STEC/HGS</td></tr><tr><td>Request & Amount</td><td>Copy of grades – P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p>maya</p> <p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>	SAMPLE EMAIL		Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/STEC/HGS	Request & Amount	Copy of grades – P 40.00	Total Amount Paid	P 50.00				
SAMPLE EMAIL																
Full Name	Maria B. Cruz															
Student Number	2020-12345															
College/Unit	Registrar or CAS/CFO/CM/STEC/HGS															
Request & Amount	Copy of grades – P 40.00															
Total Amount Paid	P 50.00															
<p>3. Submits Official Receipt to OUR</p> <p>OR</p> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><u>cash.upvisayas@up.edu.ph</u></p>	<p>3. Receives Official Receipt and mails or emails the certifications to client</p>	<p>None</p>	<p>5 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>FebeMiayo</i> <i>Administrative Officer III</i> <i>Records Officer II/</i></p> <p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>Records Officer III/</i></p> <p><i>Denivi Hazel Medida</i></p>												



AND our.upvisayas@up.edu.ph				<i>Student Records Evaluator I OUR</i>
TOTAL		PHP50 / certification If to be mailed, Administrativ e Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	1 hour and 15 mins	



15. ISSUANCE OF CERTIFICATE OF NON-ISSUANCE OF HONORABLE DISMISSAL (CNIHD) AND HONORABLE DISMISSAL (HD)

Leaving the University by means of graduation is different from a student's voluntary withdrawal from the University. Certificate of Honorable Dismissal is not issued to graduates. In lieu of this, a certification is issued stating that UPV does not issue honorable dismissal to graduates. The CNIHD is also issued to students who voluntarily leave the University not for reason of expulsion due to disciplinary action.


The Honorable Dismissal is issued to UPV students transferring to another college/school/university outside of the UP System. CNIHD and HD are issued only once.

Office	1. Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates/ Students transfer to another college/school/university	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished clearance (1 original)		1. Manual Clearance Forms are available at the College Secretaries Office. Paperless clearance can be secured from the Office of the University Registrar (<i>please refer to the Issuance of Manual or Paperless Clearance Service Specification</i>)
2. Accomplished Online Academic Request Form		2. Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
3. Petition for Honorable Dismissal form (1 original/Fax/Scanned/photocopy)		3. Available at the Office of the University Registrar and downloadable at https://crs.upv.edu.ph/
4. Any valid Government/Private Company Issued ID/passport. bearing photo and signature of requestor (1 original)		4. Requestor



5. Accomplished waiver form (if CNIHD or HD is to be mailed)		5. Available at the Office of the University Registrar and is downloadable at https://crs.upv.edu.ph/		
Additional requirements to request and to claim by REPRESENTATIVE: <ol style="list-style-type: none"> 1. To submit duly signed authorization letter executed by the UPV active/graduate (1 Original or photocopy/scanned copy) 2. To submit photocopy of valid identification card of the UPV active/graduate (1 photocopy/scanned copy) 3. To present valid identification card of the representative (1 original) 		<ol style="list-style-type: none"> 1. Person being represented 2. Person being represented 3. Authorized representative 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out online academic document request form at the UPV CRSIS website Uploads Petition for Honorable Dismissal form/email form, valid ID and other required documents	1. Receives the accomplished Academic Documents Request form/Petition for Honorable Dismissal form, valid ID and other documents	None	45 minutes	<i>Maricor Castor</i> <i>Junior Office Aide/</i>
	1.1 Checks completeness of the requirements and entries in the online academic document request form and Petition for HD	None		<i>Althea Jule Juanito</i> <i>Senior Office Aide/</i>
	1.2 Checks records and verifies the entries in the online academic document request form	None		<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	1.3 Bills the client	None		<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR



<div>2. Receives billing, pays the corresponding fees to the Cash Office</div> <div>OR</div> <div>Sends payment through online fund transfer or bank deposit</div> <div>OR</div> <div>MAYA-QRPH</div> <div></div> <div>Provides copy of proof of payment to Cash Office and OUR through email:</div>	<div>2. Receives payment; and issues official receipt</div>	<div>Honorable Dismissal Fee: PHP 50</div> <div>If to be mailed, Administrative Cost: PHP 10</div> <div>Envelope: PHP10</div> <div>Mailing fee: (actual cost depending on the address of destination)</div> <div>Convenience Fee: Php 10 For payment made through MAYA-QRPH</div>	<div>15 minutes</div> <div>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</div>	<div>Amelin Natividad Administrative Officer V Cash Office, UPV Miagao/</div> <div>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</div>
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<u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u>				
3. Submits Official Receipt to OUR	3. Processes CNIHD/HD 3.1 Receives Official Receipt or proof of payment 3.2 Retrieves records 3.3 Forwards to staff in-charge of the Academic Documents Request form/Petition for HD form, student records and other documents 3.4 Prepares the CNIHD/HD 3.5 Signs the CNIHD/HD	None None None None None None	1 day	<i>Maricor Castor</i> <i>Junior Office Aide/</i> <i>Althea Jule Juanito</i> <i>Senior Office Aide/</i> <i>XC Siaton</i> <i>Administrative Aide III</i> OUR <i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> OUR <i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR
4. Receives the CNIHD/HD	4. Issues the Certificate of CD 4.1 Verifies Official Receipt/ID card of the requestor 4.2 Retrieves the documents 4.3 Checks the completeness of	None None None None	30 minutes (for Mailed documents usually takes another 1 day)	<i>Maricor Castor</i> <i>Junior Office Aide/</i> <i>Althea Jule Juanito</i> <i>Senior Office Aide/</i> <i>XC Siaton</i> <i>Administrative Aide III</i> OUR



	document/s to be issued			<i>Angeline Nuevaespaña Administrative Aide IV OUR</i>
	4.4 Affixes dry-seal	None		
	4.5 Issues the certificate to the client	None		
	For documents to be mailed:			
	4.1. Prepares envelope for mailing with complete address and contact number.	None		<i>Angeline Nuevaespaña Administrative Aide IV OUR</i>
	4.2. Prepares CNIHD/HD to be mailed and encloses in an envelope.	None		<i>Maricor Castor Junior Office Aide/</i>
	4.3. Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.	None		<i>Althea Jule Juanito Senior Office Aide/</i>
	4.4. Logs and dispatches documents for mailing	None		<i>XC Siaton Administrative Aide III OUR</i>
TOTAL		PHP 50 HD Fee If to be mailed, Administrative Cost: PHP 10	1 day, 1 hour, 30 minutes	



	<div>Envelope: PHP 10</div> <div>actual mailing cost</div> <div>Convenienc e Fee: Php 10</div> <div>For payment made through MAYA-QRPH</div>		
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16. ISSUANCE OF CERTIFICATION (CLASS RANKING FOR STUDENTS WITH STUDENT NUMBER STARTING 2007 ONWARDS)

This service is available for students with records in the CRSIS. Grades generated from the CRSIS are evaluated and computed prior to the preparation of certification. Graduates with student number earlier than 2007 may request this certification from their respective Office of the College Secretary.

Offices	1. Office of the University Registrar 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished academic document request form (1 Original/Fax/Scanned/ Photocopy)		Office of the University Registrar or downloadable at http://crs.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks, evaluates and verifies student's record 1.1. Assesses and prepares billing slip	None None	12 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>OUR</i>
2. Receives billing, pays the	2. Accepts payment and issues Official Receipt	For first time request	15 minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i>



<p>corresponding fees to the Cash Office</p> <p>OR</p> <p>Sends payment through fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p> <div></div> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p>		<p>Certification Fee: PHP 50 per copy of certification + GWA computation fee: PHP 100 per student</p> <p>For succeeding request</p> <p>Certification Fee: PHP 50/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience</p>	<p>Note:</p> <p>For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</p>	<p>Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City</p>
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<u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u>		Fee: PHP 10 For payment made through MAYA-QRPH		
3. Submits Official Receipt to OUR OR Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u>	3. Verifies payment and forwards request to the respective Record Management Section Staff 3.1 Checks the graduation dates and the list of graduates for the particular class. 3.2 Collects necessary information from the CRSIS and computes individual GWA for the particular class and verifies student's ranking	None None None	6 minutes 1 hour 1 day (for a class of more than 50 graduates) 4 hours (for a class of 50 graduates)	<i>Althea Jule Juanito</i> Senior Office Aide OUR <i>FebeMiayo</i> Administrative Officer III (Records Officer II)/ <i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/ <i>Denivi Hazel Medida</i> Student Records Evaluator I OUR <i>FebeMiayo</i> Administrative Officer III (Records Officer II)/ <i>Herbert Nalagay</i> Administrative Officer V (Records Officer III)/ <i>Denivi Hazel Medida</i>



	3.3 Prepares certification 3.4 Signs the certification	None None	10 mins 15 mins	<i>Student Records Evaluator I OUR</i> <i>Angeline Nuevaespaña Administrative Aide IV OUR</i> <i>Prof. Nieves A. Toledo University Registrar OUR</i>
4. Receives certification	4. Issues the certification to client or emails it to client	None	2 minutes (for mailed documents usually takes another 1 day)	<i>Althea Jule Juanito Senior Office Aide OUR</i>
TOTAL		For first time request: PHP 50 per copy of certification PHP 100 per student's GWA computation fee For succeeding request:	For a class of 50 graduates: 6 hours For a class of more than 50 graduates: 1 day & 2 hours	



	<p>Certification Fee: PHP 50/copy</p> <p>If to be mailed:</p> <p>Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p>		
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17. ISSUANCE OF CERTIFIED DIPLOMA TEXT/ENGLISH TRANSLATION OF DIPLOMA

The certified diploma text is issued to UP Visayas graduates from 1988 and earlier while the English translation of the diploma is issued to UP Visayas graduates from 1989 to present. These documents are requested by the graduates for employment and further studies abroad. The certified diploma text/English translation of diploma can only be issued after the original diploma was claimed or available.

Office	1.Office of the University Registrar 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	UPV Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of diploma (1original/scanned/photocopy) 2. Duly accomplished Academic Document Request form (Original/Fax/Scanned/Photocopy) 3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming. Additional requirements to request and to claim by a REPRESENTATIVE: 1. Duly signed authorization letter executed by the UPV graduate (1 Original or photocopy/scanned copy) 2. Photocopy of valid identification card of the UPV graduate (1 photocopy/scanned copy) 3. Valid identification card of the representative (1 original)		1. Requestor 2. Academic Document Request form is downloadable at CRSIS website (crs.upv.edu.ph) 3. Requestor By Representative: 1. Person being represented 2. Authorized representative 3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form and other required documents Email to:	1. Receives the accomplished academic document request form other required documents 1.1 Checks completeness of required	None None	15 minutes	<i>Althea Jule Juanito Senior Office Aide / XC Siaton Administrative Aide III</i>



<p><u>our.upvisayas@up.edu.ph</u></p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>documents and the entries in the academic document request form</p> <p>1.2 Retrieves and checks records</p> <p>1.3 Bills the client</p>	<p>None</p> <p>None</p>		<p>OUR</p>
<p>2. Receives billing and pays corresponding fee to the Cash Office</p> <p>OR</p> <p>Sends payment through online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>	<p>2. Receives proof of payment and issues Official Receipt to client</p>	<p>Certification/ Translation Fee: PHP 50/ Copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	<p>15 minutes</p> <p>Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</p>	<p><i>Amelin Natividad</i> <i>Administrative Officer</i> <i>V</i> Cash Office, UPV Miagao/</p> <p><i>Ma. Mitzi Calawigan</i> <i>Administrative Officer</i> <i>III</i> Cash Office, UPV Iloilo City</p>

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES : Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p>  <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFOS/CM/STEC/HGS</td></tr><tr><td>Request & Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p>maya</p> <p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFOS/CM/STEC/HGS	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00				
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFOS/CM/STEC/HGS													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													
3. Submits Official Receipt to OUR	3. Processes Certified Diploma Text/English Translation of Diploma 3.1. Receives Official Receipt 3.2. Forwards to staff in-charge the academic document request form, copy of diploma, Official Receipt and student records	None None None	2 days, 7 hours	Althea Jule Juanito Senior Office Aide / OUR										



	3.3. Prepares the Certified Diploma Text/English Translation of Diploma	None		<i>Ana Liza Subade</i> <i>Administrative Officer</i> <i>III</i> <i>(for CAS and CM)/</i> <i>Rosalie Piccio</i> <i>School Credits</i> <i>Evaluator</i> <i>(for SOTECH, CFOS,</i> <i>UPVCC and UPVTC)</i> <i>OUR</i> <i>Prof. Nieves Toledo</i> <i>University Registrar</i> <i>OUR</i> <i>Ana Liza Subade</i> <i>Administrative Officer</i> <i>III</i> <i>(for CAS and CM)/</i> <i>Rosalie Piccio</i> <i>School Credits</i> <i>Evaluator</i> <i>(for SOTECH, CFOS,</i> <i>UPVCC and UPVTC)</i> <i>OUR</i>
	3.4. Signs the Certified Diploma Text/English Translation of Diploma	None		
	3.5. Affixes dry seal to the document/s	None		
4. Receives the Certified Diploma Text/English Translation of Diploma	4. Verifies Official Receipt and ID card	None	15 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> <i>OUR</i>
	4.1. Checks the completeness of document/s to be issued	None		
	4.2. Gives logbook to the client	None		



5. Signs logbook and receives the Certified Diploma Text/English Translation of Diploma *Clients who requested that the documents be sent through mail awaits delivery.	5. Issues/mails the Certified Diploma Text/English Translation of Diploma to client	None	15 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i>
	5.1 Prepares envelop for mailing with complete address and contact number.	None	(for mailed documents usually takes another 1 day)	
	5.2 Prepares document/s to be mailed and encloses in an envelope.	None		<i>Ana Liza Subade</i> <i>Administrative Officer III /</i>
	5.3 Forwards to staff in-charge of outgoing communications to be brought to courier/post office for dispatch.	None		
	5.4 Logs and dispatches documents for mailing	None		<i>Rosalie Piccio</i> <i>School Credits Evaluator</i> <i>OUR</i> <i>Althea Jule Juanito</i> <i>Senior Office Aide /</i> <i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
TOTAL		PHP 50/copy If to be	3 days	



	<p>mailed, Administrativ e Cost: PHP10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>		
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18. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CROSS REGISTRANTS FROM OTHER SCHOOLS/UNIVERSITIES OTHER THAN UP)

Processing and issuance of the Certification begins at the end of the semester/term or upon posting of final grades at the CRSIS.

Offices	1. Office of the University Registrar 2. School or University the Student Belongs			
Classification	Simple			
Type of Transaction	GTB – Government to Business/G2G- Government to Government			
Who may avail	The Cross Registrant/authorized representative/School/University other than UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved Cross Registration request (1 photocopy) 2. Form 5 (Registration Form) from UP Visayas (1 original) 3. Valid ID of the authorized representative (1 original)		Requestor Requestor Authorized Representative by the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests certification of final grades for subjects enrolled after the end semester/term at the OUR. Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks if grades are posted at the CRSIS and rechecks the documents forwarded by the Colleges/School.	None	10 minutes	<i>For step 1.1:</i> <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Student Records Officer III)</i>
	1.1 Prepares the certification	None	10 minutes	<i>(for</i> <i>CAS/CFOS/SOTECH)</i>
	1.2 If to be mailed, bills the client (proceed to step 2.)	None	15 minutes	<i>FebeMiayo</i> <i>Administrative Officer III</i> <i>(Student Records Officer II) (for CM)</i> <i>Denivi Hazel Medida</i>



	1.3. Signs the certification (proceed to step 3)	None		<i>Student Records Evaluator I (for UPVTC)</i> OUR <i>Prof. Nieves A. Toledo</i> <i>University Registrar</i> OUR
2. For non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office OR Sends payment through fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment for mailing and issues Official Receipt	Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: PHP 10 For payment made through MAYA-QRPH	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES : Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. <u>Make sure to add P10.00 to the amount to be paid as convenience fee.</u></p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p>  <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFOS/CM/SOTECH/IS</td></tr><tr><td>Request & Amount</td><td>Copy of grades – P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p>maya GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFOS/CM/SOTECH/IS	Request & Amount	Copy of grades – P 40.00	Total Amount Paid	P 50.00				
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFOS/CM/SOTECH/IS													
Request & Amount	Copy of grades – P 40.00													
Total Amount Paid	P 50.00													
<p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><u>cash.upvisayas@up.edu.ph</u> AND</p> <p><u>our.upvisayas@up.edu.ph</u></p>														
<p>3. Submits Official Receipt to OUR and receives certifications</p>	<p>3. Receives Official Receipts and mails or emails the certifications to client</p>	<p>None</p>	<p>5 minutes</p> <p>(for mailed documents usually takes another 1 day)</p>	<p><i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Student Records Officer III) (for</i> <i>CAS/CFOS/SOTECH)/</i></p> <p><i>FebeMiayo</i> <i>Administrative Officer III</i> <i>(Student Records Officer</i></p>										



				<i>II) (for CM)/</i> <i>Denivi Hazel Medida</i> <i>Students Records</i> <i>Evaluator (for UPVTC)</i> OUR
TOTAL		None If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA-QRPH	55 minutes	



19. ISSUANCE OF CRSIS LOGIN CREDENTIALS

UPV students are required to have login credentials in accessing the CRSIS while enrolled in the university.

Office	Computerized Registration and Student Information System Office			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email containing request sent from client's email indicated in their CRS account		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends E-mail request containing student number and full name to crs.upvisayas@up.edu.ph using the email address indicated in the student's CRS account	1. Retrieves and checks student's records	None	1 minute	<i>Rina-Joy Ambatang</i> <i>Information Systems Analyst III/</i>
	1.1. Checks and verifies student information	None	1 minute	<i>FermarNovilla</i> <i>Information Systems Analyst II</i>
	1.2. Generates login credential	None	2 minutes	<i>CRSIS</i>
2. Receives login credential	2. Emails login credential	None	1 minute	<i>Rina-Joy Ambatang</i> <i>Information Systems Analyst III/</i>
				<i>FermarNovilla</i> <i>Information Systems Analyst II</i> <i>CRSIS</i>
TOTAL		None	5 minutes	



20. ISSUAN


CE OF DIPLOMA

Diploma is a document granted by the Board of Regents after confirming the degree of the UPV graduate. It is available at least one (1) year after the Commencement Exercises of every academic year. This document is issued only once.

Office	1.Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none">1. Duly accomplished academic document request form or letter (Original/Fax/ Scanned/Photocopy).2. Accomplished clearance (1original) If the student has been issued with OTR, clearance is no longer required since it is already with the OUR file.3. Duly accomplished waiver form for mailed diploma4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming <p>Additional requirements to request and to claim by a REPRESENTATIVE:</p> <ol style="list-style-type: none">1. Duly signed authorization letter executed by the UPV student (1 Original or photocopy/scanned copy)2. Photocopy of valid identification card of the UPV student (1 photocopy/		<ol style="list-style-type: none">1. Downloadable at CRSIS website (crs.upv.edu.ph)2. Refer to the Issuance of Manual or Paperless Clearance Service Specification.3. The Waiver for Mailed Diploma Form is downloadable at CRSIS website (crs.upv.edu.ph)4. Requestor <p>By Representative:</p> <ol style="list-style-type: none">1. Person being represented2. Person being represented3. Authorized representative



scanned copy) 3. Valid identification card of the representative (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form, valid ID, and other required documents Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives the accomplished academic document request form, valid ID other required documents 1.1 Checks completeness of required documents and the entries in the academic document request form 1.2 Retrieves and checks records 1.3 Sends waiver form if diploma is to be mailed 1.4 Bills the client for the mailing of the diploma	None None None None	45 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide /</i> <i>XC Siaton</i> <i>Administrative Aide III</i> OUR
2. Receives billing and pays corresponding fee to the Cash Office OR Sends payment through online fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment with itemized billing and issues Official Receipt.	Mailing Fee: (actual cost depending on the address) Envelope: PHP 10 Administrative Cost: PHP 10 Convenience	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> <i>Administrative Officer III</i> Cash Office, UPV Iloilo City

 <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p><u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>		<p>Fee: PHP 10.00 For payment made through MAYA-QRPH</p>	<p>takes more than 1 day.</p>	
<p>3. Submits Official Receipt to OUR</p>	<p>3. Prepares diploma</p> <p>3.1 Retrieves records and original diploma of student</p> <p>3.2 Affixes dry seal to the diploma</p> <p>3.3 Photocopies diploma for OUR</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day 7 hours</p>	<p><i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR</p>



	file			
4. Signs logbooks and/or receives diploma * Client who requested that the diploma be sent through mail awaits delivery.	4. Issues original diploma to client For diploma to be mailed: 4.1. Prepares brown envelope for mailing with complete address and contact number. 4.2 Encloses diploma in brown envelope 4.3 Logs and dispatches documents for mailing	None None None	1 day	<i>Althea Jule Juanito</i> <i>Senior Office Aide/</i> <i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
	TOTAL	Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA-QRPH	3 days	



21. ISSUANCE OF LETTER OF NO OBJECTION (LONO)

The Letter of No Objection is a document informing the last school attended by the student prior to UPV that the University interposes no objection to his/her intention to secure Official transcript of Records from them. LONO is issued only for the following purposes:

1. For board examination
2. For Certification, Authentication and Verification (DepEd, DFA) of degree from the last school attended prior to UPV.
3. For employment abroad

Office	1.Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates/UPV Former Students/UPV Active students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none">1. Duly accomplished academic request form2. Accomplished clearance (1original). For active students: Cleared of all accountabilities.3. Letter request for the LONO indicating the purpose of acquiring the academic records from school attended immediately prior to UPV4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming		<ol style="list-style-type: none">1. Academic Document Request form is downloadable at https://crs.upv.edu.ph/2. Refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS account for accountability.3. Requestor4. Requestor By Representative:



Additional requirements to request and to claim by REPRESENTATIVE: <ol style="list-style-type: none"> 1. Duly signed authorization letter executed by the UPV student 2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student 3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim 		<ol style="list-style-type: none"> 1. Person being represented 2. Person being represented 3. Authorized representative 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submits accomplished academic document request form and other required documents <p>Email to: our.upvisayas@up.edu.ph</p> <p>Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<ol style="list-style-type: none"> 1. Receives the accomplished academic document request form, valid ID and other required documents 	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide /</p>
	<ol style="list-style-type: none"> 1.1 Checks completeness of required documents and the entries in the academic document request form 	None		<p><i>XC Siaton</i> Administrative Aide III OUR</p>
	<ol style="list-style-type: none"> 1.2 Retrieves and checks records 	None		
	<ol style="list-style-type: none"> 1.3 Acts on the letter request for LONO 	None		<p><i>Prof. Nieves A. Toledo</i> University Registrar OUR</p>
	<ol style="list-style-type: none"> 1.4 If request is approved, bills the client 	None		<p><i>Althea Jule Juanito</i> Senior Office Aide /</p> <p><i>XC Siaton</i> Administrative Aide III OUR</p>
<ol style="list-style-type: none"> 2. Receives billing and pays the corresponding fee to the Cash Office 	<ol style="list-style-type: none"> 3. Receives proof of payment with itemized billing and issues Official Receipt 	Letter of No Objection Fee: PHP 50/Copy	<p>15 minutes</p> <p>Note: For payment</p>	<p><i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/</p>



<p>OR</p> <p>Sends payment online fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p> <div><p>FOLLOW THESE THREE STEPS:</p><ol style="list-style-type: none">1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES: Contact concerned office/unit for request and amount to be paid.2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add ₱10.00 to the amount to be paid as convenience fee.3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to cash.upvisayas@up.edu.ph<div><p>SAMPLE EMAIL</p><table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFO/CM/ISO/TECH/SG</td></tr><tr><td>Request & Amount</td><td>Copy of grades - P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table><p>The QRPH facility can accept payments from:</p><p>maya</p><p>GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company</p></div><div><p>UPV ILOILO</p><p>QRPH-093870</p></div></div> <p>Provides copy of proof of payment to Cash Office and OUR through email:</p> <p>cash.upvisayas@up.edu.ph</p> <p>AND</p> <p>our.upvisayas@up.edu.ph</p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFO/CM/ISO/TECH/SG	Request & Amount	Copy of grades - P 40.00	Total Amount Paid	P 50.00		<p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</p>	<p>Ma. Mitzi Calawigan Administrative Officer III Cash Office, UPV Iloilo City</p>
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFO/CM/ISO/TECH/SG													
Request & Amount	Copy of grades - P 40.00													
Total Amount Paid	P 50.00													



	3. Processes LONO	None	4. days, 7 hours	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR
	a. Checks and returns original Official Receipt to the client	None		
	b. Retrieves records and forwards these, together with the other documents to staff in-charge	None		
	3.3 Prepares LONO	None		
	3.4 Signs the prepared LONO	None		<i>Ana Liza Subade</i> <i>Administrative Officer III</i> (for CAS and CM)/ <i>Rosalie Piccio</i> <i>School Credits Evaluator</i> (for SOTECH, CFOS, UPVCC and UPVTC) OUR <i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR
2. Signs logbook and receives requested LONO document	4. Issues the LONO	None	15 minutes	<i>Althea Jule Juanito</i> <i>Senior Office Aide</i> OUR
* Client who requested that the documents be sent through mail awaits delivery.	a. Verifies Official Receipt/ID card of the requestor/representative	None		
	b. Retrieves requested document from the file	None		
	c. Checks the completeness of document/s to be issued	None	15 minutes	<i>Ana Liza Subade</i> <i>Administrative Officer III /</i>



	<p>4.4 Gives logbook to the client</p> <p>For documents to be mailed:</p> <p>4.1 Puts LONO in an envelope with complete address and contact number of the requestor.</p> <p>4.2 Staff in-charge of out-going communications logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p> <p>None</p>	<p>(for mailed documents usually takes another 1 day)</p>	<p><i>Rosalie Piccio</i> <i>School Credits Evaluator/</i></p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i></p>
<p>TOTAL</p>		<p>PHP 50/copy</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10</p> <p>actual mailing cost</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	<p>3 days</p>	




22. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

Student records are confidential, and information is released only at the request of the student or appropriate institutions with the consent of the student. Clearance is required for the issuance of OTR. Active students with no accountability may be issued with an OTR subject to the approval of the University Registrar except for purposes of enrollment to other school. A request for OTR is considered first time if the student has not been issued an OTR after last enrolment in UPV. A request for OTR is considered succeeding if the student has been issued an OTR after last enrolment in UPV.

Office	1. Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates/UPV Former Students/UPV Active students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Government/Private Company-issued ID/passport, bearing photo and signature 2. Duly accomplished academic document request form 3. For first request: Accomplished/CRSIS generated clearance (1 original) For succeeding request: Clearance is no longer required For active student: Cleared of all accountability 4. Letter request for the issuance of OTR for active student. 5. Approval of the University Registrar for the request of OTR for active student OTR. Additional requirements to request and to claim by REPRESENTATIVE: 1. Duly signed authorization letter from UPV student 2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student		1. Requestor 2. Downloadable at https://crs.upv.edu.ph/ 3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability. 4. Requestor By Representative: 1. Requestor/authorized representative 2. Requestor/authorized representative



3. any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		3. Requestor/authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form and other required documents Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives the accomplished academic document request form and other required documents	None	15 minutes	<i>Althea Jule Juanito</i> Senior Office Aide /
	1.1. Checks completeness of the requirements and entries in the academic document request form	None		<i>XC Siaton</i> Administrative Aide III OUR
	1.2. Retrieves and checks records	None		
	2. Acts on the letter request for the issuance of OTR of active student	None		<i>Prof. Nieves Toledo</i> University Registrar OUR
	3. Bills the client (approved OTR request for active student)	None		<i>Althea Jule Juanito</i> Senior Office Aide OUR
2. Receives billing and pays the corresponding fees to the Cash Office OR Sends payment through online	4. Receives proof of payment with itemized billing and issues Official Receipt	Transcript Fee: PHP 50/page If to be mailed, Administrative Cost: PHP 10	15 minutes Note: For payment through banks or online	<i>Amelin Natividad</i> Administrative Officer V Cash Office, UPV Miagao/ <i>Ma. Mitzi Calawigan</i> Administrative Officer III Cash Office, UPV Iloilo City

<p>fund transfer or bank deposit</p> <p>OR</p> <p>MAYA-QRPH</p>  <p>Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph</p>		<p>Envelope: PHP 10</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>payment centers, the issuance of OR by the Cash Office usually takes more than 1 day.</p>	
<p>3. Submits Official Receipt to OUR</p>	<p>5. Processes request of OTR/s</p> <p>5.1 Receives, checks and returns</p>	<p>None</p> <p>None</p>	<p>2 days, 7 hours</p>	<p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p>



	original Official Receipt to the client			
	5.2 Forwards to staff in-charge the academic document request form, student records and other documents	None		
	5.3 Starts processing the OTR/s	None		<p><i>Ana Liza Subade</i> Administrative Officer III (for CAS, CM)</p> <p><i>Rosalie Piccio</i> School Credits Evaluator (for CM, SOTECH, UPVCC and UPVTC) OUR</p> <p><i>Prof. Nieves Toledo</i> University Registrar OUR</p>
	5.4 Signs the OTR/s	None		
4. Signs the logbook for releasing and claims the OTR	6 Issues the OTR	None	15 minutes	<p><i>Althea Jule Juanito</i> Senior Office Aide OUR</p>
	3.2. Verifies Official Receipt/ID card of the requestor/representative	None		
	3.3. Retrieves requested document from the file	None		
	3.4. Affixes dry seal to the OTR	None		<p><i>Ana Liza Subade</i> Administrative Officer III/</p>
*Client who requested that the documents be sent through mail awaits delivery.		None	(for mailed	



	<p>3.5. Signs the document for issuance</p> <p>For documents to be mailed:</p> <p>6.1 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope</p> <p>6.2. Staff in-charge of out-going communications logs and dispatches documents for mailing</p>	<p>None</p> <p>None</p>	<p>documents usually takes another 1 day)</p>	<p><i>Rosalie Piccio</i> <i>School Credits Evaluator</i> OUR</p> <p><i>Althea Jule Juanito</i> <i>Senior Office Aide/</i></p> <p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
<p>TOTAL</p>		<p>PHP50/ Page</p> <p>If to be mailed, Administrative Cost: PHP 10</p> <p>Envelope: PHP 10 actual mailing cost</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>3 days</p>	



23. ISSUANCE OF RE-ASSESSMENT SLIP

Re-assessment of fees is a required document as an attachment to student's request for refund, which is being processed by the Accounting & Cash Offices. The re-assessment slip shows whether the student can avail refund of fees or adjustment of matriculation.

Offices	1. Office of Student Affairs 2. Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Officially Enrolled			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Form 5 (2 photocopies) 2. Official Receipt (1 original & 1 photocopy) 3. Certification of Socialized Tuition (ST) bracket assignment/ Certificate from Scholarship donor (1 original & 1 photocopy) 4. Accomplished application form for refund as a basis for the issuance of re-assessment slip (1 original)			1. Applicant/ Active Student 2. Cash Offices, UPV Iloilo City and Miagao campuses 3. Office of the Student Affairs/ Scholarship donor 4. Application for Refund forms are available at the Office of the University Registrar and is downloadable at: https://crs.upv.edu.ph/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for re-assessment of fees Email to: our.upvisayas@up.edu.ph	1. Receives and assesses the completeness and correctness of the submitted requirements 1.1 Computes and prepares the Assessment Slip	None None	1 day	<i>Angeline Nuevaespaña</i> <i>Administrative Aide IV</i> <i>University Registrar</i> OUR



Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo				
2. Receives re-assessment slip to the student	2. Issues re-assessment slip to the student	None	10 minutes	<i>XC Siaton Administrative Aide III OUR</i>
TOTAL		None	1 day, 10 minutes	



24. ISSUANCE OF STUDENT ID (NEW; WITHOUT FILES IN CRSIS DATABASE)

This service may be availed by currently enrolled students without files (photos and signatures) in the CRSIS database or by students who intend to change their existing photo/signature for the printing of their student ID. Individual processing is done when less than five ID requests are received within the first 4 hours of the working day, provided that there are no pending requests of IDs considered for batch processing. Batch processing is done when more than five requests are received by the office within the first four hours of the working day. Several batches will be queued, and processing time will commence after a prior batch has finished processing.

Office	1. Office of the University Registrar (OUR) 2. Office of the College Secretary (OCS)/Graduate School Office (GSO)/Office of the Principal (OP)	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	All Currently Enrolled Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Form 5 where ID fee payment is reflected (for first time requests) Official Receipt for ID fee payment (for succeeding requests) UPV ID Application Form		Office of the College Secretary/Office of the Principal Cash Office Google Form at https://bit.ly/UPVIDApplication
<i>If client opts the ID to be mailed</i> Official Receipt for mailing fee payment: P130.00 Within Iloilo Province P155.00 Visayas P150.00 Manila P165.00 Luzon and Mindanao (Courier rates above are subject to change depending on destination)		Cash Office Note: Updated courier rates are posted at the google form provided (https://bit.ly/UPVIDApplication)
<i>Picture with signature</i> Take a photo with a white background and proper lighting. Write your name, student number and signature clearly using the tip pentel pen in a short size		Requestor



<p>clean white bond paper. Make sure that your information does not overlap. Wearing sando or sleeveless is not allowed.</p> <p>Note: Rename your picture using this format: <Student Number>-<Family Name>_<First letter of Given Name> (sample: 202012345-DelaCruz_M.jpg)</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Individual)	PERSON RESPONSIBLE
1. Opens the google form (https://bit.ly/UPVIDApplication) and uploads an electronic copy of the Official Receipt (if applicable)	1. Retrieves/Downloads and checks Official Receipt and student's records	None	5 Minutes	<i>FermarNovilla</i> <i>Information Systems Analyst II</i> <i>OUR</i>
2. Fills-out the ID application google form provided by the CRSIS staff	2. Checks the filled-out ID application google form and verifies information	None	5 Minutes	<i>FermarNovilla</i> <i>Information Systems Analyst II</i> <i>OUR</i>
3. Uploads files (electronic picture and signature) on ID application google form and submits.	3. Downloads photo and signature	None	5 Minutes	<i>FermarNovilla</i> <i>Information Systems Analyst II</i> <i>OUR</i>
	3.1. Formats ID layout	None	3 Days	
	3.2. Inputs\Updates information of students in the ID template	None	1 Day	
	3.3. Verifies correctness and condition of the IDs	None	2 Days	
	3.4. Prints ID and forwards to OUR staff	None	10 Minutes	
	3.5. Prepares transmittal slip	None	10 Minutes	<i>XC Siaton</i> <i>Administrative Aide III</i>
	3.6. Forwards processed IDs to	None	1 Day	



	<p>respective College Secretary's staff or OVCA for pouch</p> <p>For IDs to be mailed:</p> <p>3.7. Prepares envelop for mailing with complete address and contact number.</p> <p>3.8. Prepares ID/s to be mailed and encloses in an envelope.</p> <p>3.9. Brings mails to courier/post office for dispatch.</p> <p>3.10. Posts notification at the google link (https://bit.ly/UPVIDStatus).</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>(for mailed IDs usually takes another 1 day)</p> <p>3 Minutes</p>	<p>OUR</p> <p><i>XC Siaton Administrative Aide III/</i></p> <p><i>FermarNovilla Information Systems Analyst II OUR</i></p>
<p>4. Receives ID at the designated claiming area</p> <p>Miagao: CRSIS Office</p> <p>Iloilo City: Office of the College Secretary, College of Management; Graduate School (for Graduate Students)</p> <p>Tacloban: Office of the College</p>	<p>4. Issues IDs</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>FermarNovilla Information Systems Analyst II OUR</i></p> <p>OR</p> <p><i>Administrative Aide/ Administrative Assistant/ School Credits Evaluator</i></p>



Secretary OR in the mailing address thru courier (if client opts the ID to be mailed)				OCS/GS
TOTAL		None	7 Days, 40 Minutes	



25. ISSUANCE OF STUDENT ID (REPRINT; WITH EXISTING FILES IN THE CRSIS DATABASE)

This service may be availed by currently enrolled students with existing files (photos and signatures) in the CRSIS database and intends to use the same files for the printing of their student ID. The processing time for this service is applicable only if there are no pending requests of IDs scheduled for batch processing; otherwise, the reprinting of ID will be considered for batch processing.

Office	1. Office of the University Registrar (OUR) 2. Office of the College Secretary (OCS)/Graduate School Office (GSO)/Office of the Principal (OP)	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	All Currently Enrolled Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Official Receipt for ID fee payment UPV ID Application Form		Cash Office Google Form at https://bit.ly/UPVIDApplication
<i>If client opts the ID to be mailed</i> Official Receipt for mailing fee payment: P130.00 Within Iloilo Province P155.00 Visayas P150.00 Manila P165.00 Luzon and Mindanao (Courier rates above are subject to change depending on destination)		Cash Office Note: Updated courier rates are posted at the google form provided (https://bit.ly/UPVIDApplication)
<i>Picture with signature</i> Take a photo with a white background and proper lighting. Write your name, student number and signature clearly using the tip pentel pen in a short size clean white bond paper. Make sure that your information does not overlap. Wearing sando or sleeveless is not allowed. Note: Rename your picture using this format: <Student Number>-<Family Name>_<First letter of Given Name> (sample: 202012345-DelaCruz_M.jpg)		Requestor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens the google form (https://bit.ly/UPVIDApplication) and uploads an electronic copy of the Official Receipt (if applicable)	1. Retrieves/Downloads and checks Official Receipt and student's records	None	5 Minutes	<i>FermarNovilla</i> <i>Information Systems Analyst II</i> OUR
2. Fills-out the ID application google form provided by the CRSIS staff	2. Checks the filled-out ID application form and verifies information	None	5 Minutes	<i>FermarNovilla</i> <i>Information Systems Analyst II</i> OUR
	2.1.Updates information of student in the ID template	None	5 Minutes	
	2.2.Verifies correctness and condition of the ID	None	13 Minutes	
	2.3.Prints and forwards processed ID to OUR staff	None	10 Minutes	
	2.4.Prepare transmittal slip	None	10 Minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	2.5.Forwards processed ID to respective College Secretary's staff or OVCA for pouch	None	1 Day	
	For IDs to be mailed: 2.6.Prepare envelop for mailing with complete address and contact number.	None	(for mailed IDs usually takes another 1 day)	
	2.7.Prepare ID/s to be mailed and encloses in an envelope.	None		



	2.8.Brings mails to courier/post office for dispatch.	None		
	2.9.Posts notification at the google link provided (https://bit.ly/UPVIDStatus).	None	3 Minutes	<i>FermarNovilla Information Systems Analyst II OUR</i>
3. Receives ID at the designated claiming area Miagao: CRSIS Office Iloilo City: Office of the College Secretary, College of Management; Graduate School (for Graduate Students) Tacloban: Office of the College Secretary OR in the mailing address thru courier (if client opts the ID to be mailed)	3. Issues ID	None	2 Minutes	<i>FermarNovilla Information Systems Analyst II OUR OR Administrative Aide/ Administrative Assistant/ School Credits Evaluator OCS/GS</i>
TOTAL		None	1 Day, 53 Minutes	



26. APPLICATION FOR PAPERLESS UNIVERSITY CLEARANCE

This paperless clearance service provided by the Office of the University Registrar applies to students with enrollment from 2007 to present.

Offices	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All graduated and transferring students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>For graduated students:</i> 1. Payment of graduation fee 2. Accomplished Alumni Form 5 (online) 3. No accountability <i>For transferring students:</i> 1. Not currently enrolled 2. No accountability			1. Cash Office: Miagao Campus/Iloilo City Campus/UPVTC Campus Online payment (instructions and details sent thru email to the student) 2. Student needs to access his/her CRSIS account at: http://crs.upv.edu.ph/ 3. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS 1 & 2. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for clearance at the Records Section, OUR OR	1. Checks student's records/ accountabilities in the CRSIS	None	15 minutes	<i>FebeMiayo Administrative Officer III (Records Officer II) (for CM)/</i>



Informs the Records Section, OUR, the need for clearance				<i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CFOS, CAS,</i> <i>SOTECH)</i> <i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> <i>(for UPVTC)</i> <i>OUR</i>
2. Receives status of clearance	2. Clears and informs student and prints clearance for the OUR file. For students transferring to other CU's, a printed and countersigned clearance is issued.	None	15 minutes	<i>FebeMiayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CFOS, CAS,</i> <i>SOTECH)</i> <i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> <i>(for UPVTC)</i> <i>OUR</i>
TOTAL		None	30 minutes	



27.PROCESS-REQUIRED DATA REQUEST WITH ACCOMPANYING FORMS/TEMPLATES

Inquiries on UPV academic information/statistical academic data that requires processing e.g. CHED HEMIS, PRC data from government and non-government institutions/units.

Office	1. Computerized Registration and Student Information System Office 2. Office of the University Registrar			
Classification	Highly technical			
Type of Transaction	G2G – Government to Citizen			
Who may avail	Government and non-government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/email of request with requesting agency seal and unit head signature 2. Document form/template			Requestor Requesting Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through email with the attached signed letter and template	1. Receives request through email			
	1.1. Validates email and forwards request to the University Registrar for approval	None	5 minutes	OUR/CRSIS staff
	1.2. Acts on request	None	10 minutes	Prof. Nieves Toledo University Registrar OUR
	2. Processes data			
	2.1. Calls and disseminates to offices the other template/s where some information will come from	None	4 hours	OUR/CRSIS staff



	2.2. Consolidates data from other offices and fills out templates	None	2-18 days	
	2.3. Records in the logbook the accomplished template details	None	2 mins	
2. Receives the data requested	3. Sends through courier or email the filled-out template and informs the client		10 mins	<i>OUR/CRSIS staff</i>
TOTAL		None	19 days	



28. REQUEST FOR ACADEMIC INFORMATION AND RELEVANT INFORMATION

This pertains to any inquiry regarding UPV academic information such as academic calendar, enrollment and graduation counts.

Office	Computerized Registration and Student Information System (CRSIS) Office/Office of the University Registrar (OUR)			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email / Any valid ID with photo			CRSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls / Sends request through email For enrollment and other CRSIS-related information, contact CRSIS. For graduation and other academic information, contact OUR.	2. Answers call / opens email .1. Checks and verifies email .2. Gets client's basic information; needed information / data .3. Evaluates request * Evaluation of request should take into consideration the guidelines in Data Privacy Act.	None None None	5 minutes 10 minutes 5 minutes	<i>CRSIS Staff/ OUR personnel</i>
2. Receives the requested information	2. Provides information if available; otherwise, refers client to other sources/units	None	5 minutes	<i>CRSIS Staff/ OUR personnel</i>
TOTAL		None	25 minutes	






29. STUDENT RECORDS VERIFICATION

Offices	1. Office of the University Registrar 2. Cash Office			
Classification	Simple			
Type of Transaction	GTB – Government to Business Entity; G2G – Government to Government			
Who may avail	Verifying agencies (private/public/academic organizations)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Formal verification request 2. Signed consent/authorization of the subject whose records are being verified (1 original/photocopy/scanned) 3. Valid I.D. of the authorized representative (1 original, 1 photocopy) 4. Proof of payment (1 original/photocopy/scanned)			1. Verifying agency/ies 2. Student/subject being verified 3. Authorized representative of the verifying agency/ies 4. Official Receipt issued by the Cash Office upon payment/validated copy of the deposit slip	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends formal verification request along with the signed consent/authorization of the subject whose records are being verified Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks and verifies requests and student's records 1.1 Bills and sends detailed payment instructions thru email	None None	30 minutes	<i>Febe Miayo</i> <i>Administrative Officer III (Records Officer II) (for CM)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer V (Records Officer III)/</i> <i>(for CFOS, CAS, SOTECH)</i> <i>Denivi Hazel Medida</i>



				<i>Student Records Evaluator I (for UPVTC) OUR</i>
2. Receives billing and sends payment through online fund transfer or bank deposit OR MAYA-QRPH	2. Receives proof of payment and issues Official Receipt	For local request: PHP 100 For international request: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	15 minutes Note: For payment through banks or online payment centers, the issuance of Official Receipt by the Cash Office usually takes more than 1 day.	<i>Amelin Natividad Administrative Officer V Cash Office - Miagao/ Ma. Mitzi Calawigan Administrative Officer III Cash Office - Iloilo City/</i>

<p>FOLLOW THESE THREE STEPS:</p> <p>1. FOR TUITION PAYMENT: Check the assessed amount to be paid in the CRSIS. FOR OTHER FEES : Contact concerned office/unit for request and amount to be paid.</p> <p>2. Pay your fees by scanning the Maya QRPH code using the Maya App or any preferred e-wallet or banking app. Make sure to add <u>P10.00</u> to the amount to be paid as convenience fee.</p> <p>3. Please email your proof of payment with your complete name and details of payment (e.g. MARIA B. CRUZ, Registrar, copy of grades) as subject heading to <u>cash.upvisayas@up.edu.ph</u></p> <p></p> <p>SAMPLE EMAIL</p> <table><tr><td>Full Name</td><td>Maria B. Cruz</td></tr><tr><td>Student Number</td><td>2020-12345</td></tr><tr><td>College/Unit</td><td>Registrar or CAS/CFOB/CM/SOTECH/ISS</td></tr><tr><td>Request & Amount</td><td>Copy of grades – P 40.00</td></tr><tr><td>Total Amount Paid</td><td>P 50.00</td></tr></table> <p>The QRPH facility can accept payments from:</p> <p> GCash, Land Bank of the Philippines, Philippine National Bank, Union Bank of the Philippines,BDO Unibank, Inc., Metropolitan Bank and Trust Company</p> <p></p>	Full Name	Maria B. Cruz	Student Number	2020-12345	College/Unit	Registrar or CAS/CFOB/CM/SOTECH/ISS	Request & Amount	Copy of grades – P 40.00	Total Amount Paid	P 50.00				
Full Name	Maria B. Cruz													
Student Number	2020-12345													
College/Unit	Registrar or CAS/CFOB/CM/SOTECH/ISS													
Request & Amount	Copy of grades – P 40.00													
Total Amount Paid	P 50.00													
<p>Provides copy of proof of payment to Cash Office and OUR through email: <u>cash.upvisayas@up.edu.ph</u> AND <u>our.upvisayas@up.edu.ph</u></p>														



3. Submits Official Receipt to OUR	3. Processes the request	None	45 minutes	<i>FebeMiayo</i> <i>Administrative Officer</i> <i>III (Records Officer II)</i> <i>(for CM)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer</i> <i>V (Records Officer</i> <i>III)/</i> <i>(for CFOS, CAS,</i> <i>SOTECH)</i> <i>Denivi Hazel Medida</i> <i>Student Records</i> <i>Evaluator I</i> <i>(for UPVTC)</i> OUR
	3.1.Pre pares the verification result by providing the necessary academic information about the subject being verified. This may either be in a letter form or by filling up the prescribed verification form provided by the verifier.	None		
	3.2.Signs the verification result	None	15 minutes	<i>Prof. Nieves A.</i> <i>Toledo</i> <i>University Registrar</i> OUR
4. Receives verification result	4. Sends verification result through mail/courier or email	None	15 minutes	<i>FebeMiayo</i> <i>Administrative Officer</i> <i>III (Records Officer II)</i> <i>(for CM)/</i> <i>Herbert Nalagay</i> <i>Administrative Officer</i> <i>V (Records Officer</i> <i>III)/</i>



				(for CFOS, CAS, SOTECH) Denivi Hazel Medida Student Records Evaluator I (for UPVTC) OUR
TOTAL		Local request: PHP 100 International request: \$ 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	2 hours	



OFFICE OF THE UNIVERSITY REGISTRAR

Internal Services



1. CONFIRMATION OF THE LIST OF HONORIFIC SCHOLARS

The list of honorific scholars recommended by the college needs to be confirmed by the University Registrar.

Offices	1. Office of the University Registrar 2. College Secretary			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed cover letter 2. List of Honorific Scholars recommended by the College with student number, student name, course, and GWA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits the list of recommended honorific scholars for confirmation	1. Receives and logs documents and forwards to the designated staff.	None	15 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
	1.1 Checks, evaluates and verifies each honorific scholar as recommended by the college.	None	5 days	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i>
	1.2 Prepares the list of confirmed honorific scholars.	None		<i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CFOS, CAS, SOTECH)</i>
	1.3 Prepares cover letter	None		



	1.4 Signs the cover letter	None		<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for UPVTC)</i> OUR <i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR
2. Receives confirmed list of honorific scholars	2. Forwards to respective college secretary	None	30 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
TOTAL		None	6 days, 45 minutes	



2. EVALUATION OF THE LIST OF GRADUATING STUDENTS

The Office of the University Registrar (OUR) personnel checks, evaluates, and verifies the academic records of the individual graduating student upon receipt of the list from the college/school secretaries. This process is to ensure check and balance between OUR and college/school secretaries.

Offices	1. Office of the University Registrar 2. College Secretary			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government; G2C - Government to Citizen			
Who may avail	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Graduating students with student number, student name and course with attached application for graduation.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of graduating students with attached application for graduation	1. Receives and logs documents and forwards to the designated staff.	None	15 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
	1.1 Checks, evaluates and verifies student's records.	None	19 days, 3 hours	<i>Febe Miayo</i> <i>Administrative Officer III</i> <i>(Records Officer II)</i> <i>(for CM)/</i>
	1.2. Prepares the list of deficiencies.	None		<i>Herbert Nalagay</i> <i>Administrative Officer V</i> <i>(Records Officer III)/</i> <i>(for CFOS, CAS, SOTECH)</i>
	1.3. Prepares cover letter.	None		



	1.4. Signs the cover letter	None		<i>Denivi Hazel Medida</i> <i>Student Records Evaluator I</i> <i>(for UPVTC)</i> OUR <i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR
2. Receives list of deficiencies of graduating students.	2. Forwards the list of deficiencies of graduating students to respective college secretary	None	4 hours	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
TOTAL		None	19 days, 7 hours, 15 minutes	



3. ISSUANCE OF CERTIFICATE OF ATTENDANCE OR CERTIFIED TRUE COPY OF SUMMARY OF ATTENDANCE TO THE UNIVERSITY COUNCIL, EXECUTIVE COUNCIL, CHANCELLOR’S ADVISORY COUNCIL, CURRICULUM COMMITTEE, COMMITTEE ON STUDENT’S ADMISSION, PROGRESS, AND GRADUATION MEETINGS, AND COMMENCEMENT EXERCISES

The Certificate of Attendance or Certified True Copy of Summary of Attendance is issued to affirm the attendance of faculty member/s to the above meetings/activity for whatever purpose.

Office	Office of the University Registrar	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail	UC, EC, CAC, CC, CSAPG members; For Commencement Exercises: All faculty members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For the Certificate of Attendance:</i> Written request/consent duly signed by the requestor addressed to the University Registrar (1 original/fax copy/electronic copy)		Requestor
<i>For the Summary of Attendance:</i> Written request duly signed by head of unit addressed to the University Registrar (1 original/fax copy/electronic copy)		Requestor (written request can be secured from the office of the division or department chair/ institute director/dean)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written request to the Office of the University Registrar (Door 1) / sends through fax no. 3158556 / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Disapproved"; writes reference number, date received and initials; records request in the incoming file; then forwards request to the Secretariat for verification	None	15 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR
	2. 1.1 Checks records and forwards request to the University Registrar for approval	None	10 minutes	<i>ElezaJundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, & CAC)/</i> <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i> <i>Charito Gavadan</i> <i>School Credits Evaluator</i> <i>(CC & Commencement)</i> OUR
	1.2 Acts on the request	None	1 day	<i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR



	1.3 If approved, prepares the certification or retrieves and photocopy the attendance summary and forwards the documents to the University Registrar for signature and issues the document; otherwise, informs the requestor of the disapproval.	None	15 minutes	<i>ElezaJundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, & CAC)/</i> <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i> <i>Charito Gavadan</i> <i>School Credits Evaluator</i> <i>(CC & Commencement)</i> OUR
	1.4 Signs the certification/ authenticates the copy of the summary of attendance	None	1 day	<i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR
	1.5 Keeps files and forwards the original certification or certified true copy of Summary of Attendance to the OUR staff-in-charge of outgoing for issuance	None	15 minutes	<i>ElezaJundes</i> <i>Administrative Officer IV</i> <i>(UC, EC, & CAC)/</i> <i>Denivi Hazel Medida</i> <i>Student Records Evaluator 1</i> <i>(CSAPG)/</i> <i>Charito Gavadan</i> <i>School Credits Evaluator</i> <i>(CC & Commencement)</i> OUR
2. Claims the certification/ authenticated copy of Summary of Attendance at	2. Records the action, document, and date in the outgoing logbook/ file; then releases the	None	4 hours	<i>XC Siaton</i> <i>Administrative Aide III</i> OUR



the OUR or receives the requested documents at their office	certification/ authenticated copy of Summary of Attendance to client or sends the document to the requesting unit.			
TOTAL		None	2 days, 4 hours, 55 minutes	



4. RELEASE OF EXCERPT OR MINUTES OF THE UNIVERSITY COUNCIL (UC), EXECUTIVE COMMITTEE (EC), CHANCELLOR'S ADVISORY COUNCIL (CAC), AND CURRICULUM COMMITTEE (CC) PROCEEDINGS

The Excerpts or Minutes are issued to the requesting unit or individual personnel to affirm the action of the Committee or Council on a particular item in the agenda. These documents must have the approval of the Committee/Council prior to issuance to the requesting party.

Office	1. Office of the University Registrar 2. Office of the Chancellor (for UC, CAC, & EC) or Office of the Vice Chancellor for Academic Affairs (for CC)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Academic and Non-Academic personnel or units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request duly signed stating the purpose addressed to the Chancellor (for UC, CAC, and EC) or VCAA (for CC)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written request to the Office of the University Registrar (Door 1) / sends through fax no. 3158556 / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Disapproved"; writes reference number, date received and initials; records request in the incoming file; then forwards request to the Secretariat for verification	None	15 minutes	<i>XC Siaton</i> <i>Administrative Aide III</i> <i>OUR</i>
	1.1. Assesses request and	None	15 minutes	<i>ElezaJundes</i>



	checks records then forwards it to the University Registrar for recommendation			<i>Administrative Officer IV (UC, EC, & CAC)/</i> <i>Charito Gavadan School Credits Evaluator (CC) OUR</i>
	1.2. Endorses the request to the Chancellor (EC, CAC, UC) or VCAA (CC) in coordination with the Data Privacy Officer	None	1 day	<i>Prof. Nieves Toledo University Registrar OUR</i>
	1.3. Logs out the request and forwards it to the OC/OVCAA	None	15 minutes	<i>XC Siaton Administrative Aide III OUR</i>
	1.4. Acts on the request	None	2 days	<i>Prof. Clement Camposano Chancellor/</i> <i>Prof. Philip Ian Padilla Vice Chancellor for Academic Affairs OC/OVCAA</i>
	1.5. Receives request from OC/OVCAA; logs and forwards it to the Secretariat.	None	15 minutes	<i>XC Siaton Administrative Aide III OUR</i>
		None	2 hours	<i>ElezaJundes Administrative Officer IV (UC, EC, & CAC)/</i>



	<p>1.6. If approved, prepares the minutes or excerpt of a particular item of the proceedings and forwards the document to the University Registrar for signature/review; otherwise, calls the client to inform him/her of the disapproval or furnishes with the notice of action.</p> <p>1.7. Signs the prepared document and forwards to staff in-charge of outgoing</p>	None	1 day	<p><i>Charito Gavadan</i> <i>School Credits Evaluator (CC)</i> OUR</p> <p><i>Prof. Nieves Toledo</i> <i>University Registrar</i> OUR</p>
2. Claims the Excerpt or Minutes at the OUR or receives the requested documents at their office	2. Records the action, document and date in the outgoing logbook/file; Releases/delivers the minutes/excerpt to the requesting unit.	None	4hours	<p><i>XC Siaton</i> <i>Administrative Aide III</i> OUR</p>
TOTAL		None	4 days, 7 hours	



TEACHING AND LEARNING RESOURCE CENTER

External Services



1. Bridge Program Attendance Confirmation

The program will be an intensive general skills development and enrichment course designed to bridge the gap between exit skills at secondary level and entry skills for the freshman year at UP. The target clientele of summer bridge programs are freshmen who need learning assistance across the board (i.e., in all UPCAT subtest areas). Empirically, these gaps may be established by an examination of individual scores on the UPCAT subtests, among others.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All BP tagged incoming freshmen only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. UPCAT Notice or its equivalent			UP Office of Admissions or UPV Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for confirmation of attendance and presents UPCAT Notice or its equivalent	1. Counter-checks the clients' name in the BP List of Participants. 1.1. If name is found in the list, provides the client with the Bridge Program Walk-in Attendance Confirmation Slip (WACS) to accomplish necessary information. 1.2. If name is NOT found in the list, informs the client that he/she is not required to take the BP and /or inquire from the OUR about the status of the client.	None	5 mins	TLRC: Mr. Czar Ian Angel Esquivel or Ms. Sharon Gargaritano



2. Accomplishes/ fills-out the form	2. Notes in the BP List of Participants the date of confirmation of attendance.		5 mins	
3. Submits the accomplished form	3. Receives, and reviews the form. Provides the client with the BP Schedule of Activities (BPSA).		3 mins	
4. Claims the BPSA	4. Notes and confirms the client's attendance. Files the form for records purposes. Advises the client that further updates will be sent via email or SMS.		2 mins	
TOTAL		None	15 mins	



2. Computer Use and Internet Access

TLRC offers computer use and internet access to help students in their academic requirements. Students who are officially enrolled have 30 hours free (plus 15 hours free for students doing thesis or special problem) computer use privilege per semester. Students who are doing their thesis or special problem must present a certification from their respective advisers. All TLRC computers are connected to the internet and printer; and operate in the Windows operating systems and applications.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All officially enrolled students, faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP Identification Card (UP ID) or Form 5 (if UP ID is not available)			n/a	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Computer Use and presents UP ID or Form 5	1. Checks UP ID or Form 5 and assigns client the computer workstation number. (If unavailable, returns UP ID or Form 5).	None	15 sec	TLRC: Mr. John Eric Cayona or Mr. Michael Anthony Remotin or
2. Proceeds to the assigned computer workstation unit	2. Scans UP ID or manually enters the Form 5 details to record time log-in in the system software.		20 sec	



3. Informs the staff to end Computer Use	3. Verifies the computer workstation number and UP ID or Form 5. 3.1. Scans UP ID or manually terminate to record time log-out in the system software.		15 sec	Mr. Arsenio Salaya
4. Retrieves UP ID or Form 5	4. Returns UP ID or Form 5 to client.		10 sec	
TOTAL		None	1 min	



3.Document Job Solutions i.e., Lamination, Scanning, Plastic Ring Binding

TLRC offers document job solutions for convenience and affordability on a first-come-first served basis.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TBAC		TBAC Payment Slip is available at the TLRC and Cash Office or can be downloaded at the TLRC website: http://upvtlrc.byethost7.com/resources/images/tbacpaymentslip.jpg		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for specific document job solution and presents TBAC	1. Verifies TBAC and prepares the equipment. Asks client to provide necessary materials.	Lamination: 10.00/ pc (ID size only) Scanning: 5.00/ scan Plastic ring binding: 20.00 – thin bind (≤ 0.50 " diameter) 40.00 – thick bind (≥ 0.75 " diameter)	5 mins	TLRC: Mr. John Eric Cayona or Mr. Michael Anthony Remotin or
2. Presents/ provides the necessary materials	2. Performs requested job. Records job transaction in the TBAC (date, amount, and balance). Informs client to claim job output and TBAC at the counter.		20 mins	
3. Claims job output and TBAC	3. Releases job output and TBAC. *Note: "Single Job" transaction.		5 mins	



TOTAL	Lamination: 10.00/ pc (ID size only) Scanning: 5.00/ scan Plastic ring binding: 20.00 – thin bind (≤ 0.50 " diameter) 40.00 – thick bind (≥ 0.75 " diameter)	*30 mins	
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4. Peer Tutorial Program Registration

This program is offered during academic year and designed for freshmen who need selective learning assistance in certain skills or subject areas only. Generally, the target clientele of tutorial assistance programs will have relatively higher entry level skills than the target clientele of summer bridge programs.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Peer Tutorial Program Registration Form (PTP ReForm) 2. Form 5		Peer Tutorial Program Registration Form (PTP ReForm) is available at TLRC.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Requests to be registered to the program and submits accomplished PTP ReForm and Form 5	1. Receives, verifies, and reviews documents. 1.1. Informs the client to wait for the notification. 1.2. Creates schedule for tutorial session. 1.3. Notifies the client of the schedule via email. 1.4. Provides handbook on Peer Tutorial Program	None	1 ½ days	TLRC: Mr. Czar Ian Angel Esquivel or Ms. Sharon Gargaritano
2. Receives notification and attends the tutorial session	2. Introduces to the client the Peer Tutorial Program mechanics.		½ day	
TOTAL		None	2 days	



5. Photocopying (Black, Full-Colour, Text, Graphics)

TLRC offers digital photocopying services to all UPV clients.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TBAC		TBAC Payment Slip is available at the TLRC and Cash Office or can be downloaded at the TLRC website: http://upvtlrc.byethost7.com/resources/images/tbacpaymentslip.jpg		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for photocopying service and presents TBAC	1. Verifies TBAC and asks for the document to photocopy.	AMOUNT PER COPY: Black, Ordinary paper, ≤ 80 gsm: 2.00 Color, Ordinary paper, ≤ 80 gsm: A5: 10.00 A4/Short/Long: 10.00 (25% color) 15.00 (50% color)	15 sec	TLRC: Mr. John Eric Cayona or Mr. Michael Anthony Remotin
2. Presents document	2. Receives and photocopies the document. Records transaction in the TBAC (date, amount, and balance). Informs client to claim TBAC and documents (original and duplicate) at the counter.		1 min, 30 sec	



3. Claims TBAC and documents (original and duplicate)	3. Releases TBAC and documents (original and duplicate). *Note: "Single page" photocopying transaction.	20.00 (75% color) 25.00 (100% color) A3/Poster: 50.00 Colour, Special paper, > 80 gsm: A5: 10.00 A4/Short/Long: 30.00 A3/Poster: 60.00 If paper is provided by the client, rates for Color Ordinary apply.	15 sec	
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TOTAL	AMOUNT PER COPY: Black, Ordinary paper, ≤ 80 gsm: 2.00 Color, Ordinary paper, ≤ 80 gsm: A5: 10.00 A4/Short/Long: 10.00 (25% color) 15.00 (50% color) 20.00 (75% color) 25.00 (100% color) A3/Poster: 50.00 Colour, Special paper, > 80 gsm: A5: 10.00 A4/Short/Long: 30.00 A3/Poster: 60.00 If paper is provided by the client, rates for Color Ordinary apply.	*2 mins	
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6. Printing (Black, Full-Colour, Text, Graphics)

TLRC offers laser and digital printing and photocopying services to all UPV clients.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TBAC		TBAC Payment Slip is available at the TLRC and Cash Office or can be downloaded at the TLRC website: http://upvtlrc.byethost7.com/resources/images/tbacpaymentslip.jpg		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Requests for printing service and presents TBAC (and file storage media e.g., USB, if any).	1. Verifies TBAC (and receives file storage media e.g., USB, if any). 1.1. Informs client the computer workstation number assignment.	AMOUNT PER PAGE: Black, Ordinary paper, ≤ 80 gsm: 2.00	1 min	TLRC: Mr. John Eric Cayona or Mr. Michael Anthony Remotin or Mr. Arsenio Salaya or Mr. Czar Ian Angel Esquivel



	<p>1.2. Provides instructions for printing.</p> <p>1.3. Asks for the filename and prints the document (if file storage media e.g., USB is provided by the client).</p>	<p>Color, Ordinary paper, ≤ 80 gsm: A5: 10.00 A4/Short/Long:</p> <ul style="list-style-type: none"> ▪ 10.00 (25% color) ▪ 15.00 (50% color) ▪ 20.00 (75% color) ▪ 25.00 (100% color) <p>A3/Poster: 50.00</p>		
4. Proceeds to the printing station and prints document	2. Records print transaction in the TBAC (date, amount, and balance). Informs client to claim printed document, TBAC (and file storage media e.g., USB, if provided) at the counter.	<p>Color, Special paper, > 80 gsm: A5: 10.00 A4/Short/Long: 30.00 A3/Poster: 60.00</p> <p>If paper is provided by the client, rates for Color Ordinary apply.</p>	1 min	
5. Claims printed document, TBAC (and file storage media e.g., USB, if any)	<p>3. Releases printed document, TBAC (and file storage media e.g., USB, if any).</p> <p>*Note: "Single Page" print transaction.</p>		1 min	



TOTAL	AMOUNT PER PAGE: Black, Ordinary paper, ≤ 80 gsm: 2.00 Color, Ordinary paper, ≤ 80 gsm: A5: 10.00 A4/Short/Long: <ul style="list-style-type: none">▪ 10.00 (25% color)▪ 15.00 (50% color)▪ 20.00 (75% color)▪ 25.00 (100% color) A3/Poster: 50.00 Color, Special paper, > 80 gsm: A5: 10.00 A4/Short/Long: 30.00 A3/Poster: 60.00 If paper is provided by the client, rates for Color Ordinary apply.	*3 mins	
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7. Total Bigtime Access Card (TBAC)

The TBAC or Total Bigtime Access Card serves as payment card to all TLRC services. This is available in three (3) denominations: 20, 50, and 100 pesos. The card is transferable, that is, students can share the card as long as there is remaining amount.

Office	1. Teaching and Learning Resource Center 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished TBAC Payment Slip		TBAC Payment Slip is available at the TLRC and Cash Office or can be downloaded at the TLRC website: http://upvtlrc.byethost7.com/resources/images/tbacpaymentslip.jpg		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for TBAC and accomplishes the payment slip	1. Issues TBAC Payment Slip and instructs client to pay at the Cash Office.	Php. 20.00 Php. 50.00 or Php. 100.00	30 sec	TLRC: Mr. John Eric Cayona or Mr. Michael Anthony Remotin
2. Pays at the Cash Office	2. Receives payment and issues Official Receipt.		5 mins	Cash Office: Collecting Officer



3. Presents Official Receipt and payment slip to TLRC staff	3. Retrieves payment slip and verifies the Official Receipt. 3.1. Notes the OR "TBAC Released" 3.2. Records OR number in the payment slip. 3.3. Releases TBAC and OR		1 min	
4. Claims the TBAC and OR	4. Files the payment slip for records purposes.		30 sec	
TOTAL		Php. 20.00 Php. 50.00 or Php. 100.00	7 mins	



8. Request for Use of Facilities for Class Purposes

The audio-visual room (TLRC-AVR and ILP-AVR) is available for training, seminar, workshop, forum, and film showing. The AVRs are fully furnished with multimedia equipment. The TLRC-AVR can accommodate 50 persons; the ILP-AVR can accommodate 100 persons.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for use of facilities	1. Asks for specific details about the request. Checks the Request for Use of Facilities Scheduler (RUFS) if facility is available or has been reserved.	None	5 mins	TLRC: Mr. Arsenio Salaya or Mr. John Eric Cayona or Mr. Michael Anthony Remotin
2. Informs the specific details about the request	2. Verifies with the client that the facility is available or has been reserved. If “reserved” advises client to consider re-scheduling.		10 mins	
3. Informs to reserve the facilities	3. Confirms and records the request. Provides the client with a Request for Use of Facilities Form (RUFF)		10 mins	
4. Receives copy of RUFF	4. Instructs the client to accomplish the form and to submit duly accomplished form to TLRC.		7.5 hrs	



5. Submits duly accomplished form	5. Receives, checks, and signs the form. 5.1. Forwards the form to the Director for approval. 5.2. Provides the client with a copy-furnish duly approved form.		2 days	
6. Receives copy of the duly approved form	6. Notes the request as reserved and keeps the original form for records purposes.		5 mins	
TOTAL		None	3 days	



9. Request for Use of Facilities for Non-Class Purposes

The audio-visual room (TLRC-AVR and ILP-AVR) is available for training, seminar, workshop, forum, and film showing. The AVRs are fully furnished with multimedia equipment. The TLRC-AVR can accommodate 50 persons; the ILP-AVR can accommodate 100 persons.

Office	1. Teaching and Learning Resource Center 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for use of facilities	1. Asks for specific details about the request. Checks the Request for Use of Facilities Scheduler (RUFS) if facility is available or has been reserved.	TLRC AVR – 50.00/hour ILP AVR – 175.00/hour Interactive Classroom – 20.00/Unit	10 mins	TLRC: Mr. Arsenio Salaya or Mr. John Eric Cayona or Mr. Michael Anthony Remotin
2. Informs the specific details about the request	2. Verifies with the client that the facility is available or has been reserved. If “reserved” advises client to consider re-scheduling.	LCD Projector – 100.00/hour	10 mins	



3. Informs to reserve the facilities	3. Confirms and records the request. Provides the client with a copy of the Request for Use of Facilities Form (RUFF).	Computer – 100.00/hour Sound System – 50.00/hour	10 mins	Cash Office: Collecting Officer
4. Receives copy of RUFF	4. Instructs the client to accomplish the form and to submit duly accomplished form to TLRC.		7 hrs	
5. Submits duly accomplished form	5. Receives, checks, and signs the form. 5.1. Forwards the form to the Director for approval. 5.2. Once approved, indicate bill of fees or amount for payment at the Cash Office. 5.3. Informs the client to claim the form and pay at the Cash Office.		2 days	
6. Pays at the Cash Office	5. Receives payment and issues Official Receipt.		10 mins	
7. Presents Official Receipt and form	6. Retrieves form and verifies Official Receipt. 6.1. Records OR number in the form. 6.2. Releases OR to the client. 6.3. Provides client with a copy-furnish duly approved form.		10 mins	



8. Receives original Official Receipt and copy-furnish duly approved form	7. Notes the request as reserved and keeps the original form for records purposes.		10 mins	
TOTAL		TLRC AVR – 50.00/hour ILP AVR – 175.00/hour Interactive Classroom -20.00/Unit LCD Projector – 100.00/hour Computer – 100.00/hour Sound System – 50.00/hour	3 days	



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION

Internal Services



1. Pouch services for UPV Tacloban, Diliman and other destinations within the Philippines per availability of courier services

This service is provided to UPV Offices and Student Organization who want to transmit documents or other packages to UPV Tacloban, Diliman and other destination within the Philippines per availability of courier services as long as it is an official business.

Office	Office of the Vice Chancellor for Administration (OVCA)			
Classification	Simple			
Type of Transaction	Government to Business Entity			
Who may avail	UPV Offices based and Student Organization as long as it is an official business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Sealed Pouch with three (3) attached transmittal slips			Office of the Vice Chancellor for Administration	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits pouch with three (3) attached transmittal slips duly accomplished.	1. Messenger/Staff-in-Charge checks, receives pouch and returns one acknowledgement copy of transmittal slip to client.	None	2 Minutes per pouch	Administrative Aide VI OVCA
	1.1 Messenger/Staff-in-Charge controls pouches received for the day.	None	2 Minutes per pouch	Administrative Aide VI OVCA



	1.2 Messenger/Staff-in-Charge segregates pouch/es according to its destination and logs pouch/es according to sending office or organization on pouch transmittal logbook for billing purposes.	None	3 Minutes	<i>Administrative Aide VI</i> OVCA
	1.3 Messenger/Staff-in-Charge prepares the segregated pouch/es received for the day and put in a single or more pouch/es or box/es depends on the quantity or size of pouch/es or box/es, and then labels it.	None	10 Minutes or **	<i>Administrative Aide VI</i> OVCA
	1.4 Courier services staff picks up the sealed pouch/es or box/es or Messenger/Staff-in-Charge transmit the sealed pouch/es or box/es to courier services office.	*	2 Minutes for pick-up and 30 Minutes for transmittal to courier services office	<i>Courier Services Staff</i> Courier Services



TOTAL	*	= (2 Minutes x No. of Pouch + Processing time for Agency Action No. 1.2-1.4)	
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**Fees vary on the quantity and size of pouch sent by the client in a month.*

*** more than the stipulated time depending on the quantity and size of pouch/es or box/es.*



2. Pouch Transmittal from UPV Miag-ao Campus to UPV Iloilo City Campus send through shuttle

This service is provided to UPV Offices, Employees and Students who want to transmit documents or package to UPV Iloilo City Campus as long as it is an official business that will be sent through UPV shuttle.

Office	Office of the Vice Chancellor for Administration (OVCA)			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	UPV Offices, Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sealed pouch with attached three (3) transmittal slips duly accomplished		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits pouch with attached four (4) duly accomplished transmittal slips	1. Messenger/Staff-in-charge checks and receives pouch and returns one acknowledgement copy of transmittal slip to client.	None	2 Minutes per pouch	<i>Administrative Aide VI</i> OVCA
	1.1 Messenger/Staff-in-charge controls all received pouch/es for the day after cut-off time – 4:30 PM.	None	2 Minutes per pouch	<i>Administrative Aide VI</i> OVCA



	1.2 Messenger/Staff-in-charge prepares and puts all pouches received after it has controlled, in a one or more pouch/es or box/es depending on the quantity and size of pouches and labels pouch/es according to its destination – Liaison Office, UPV Iloilo City Campus.	None	10 Minutes or *	Administrative Aide VI OVCA
	1.3 Messenger/ Staff-in-charge sends pouch/es to guard on duty at New Admin Building to be transmitted to UPV Iloilo City Campus through UPV shuttle	None	3 Minutes	Administrative Aide VI OVCA
TOTAL		None	= (2 Minutes x No. of Pouch + Processing Time of Agency Action No. 1.2 -1.3)	

** more than the stipulated time depending on the quantity and size of pouch/es or box/es*



3. Issuance of Authority to hold cash advance (for amount P5,000.00 and below)

The Authority to hold cash advance in the form of an Administrative Order is a prerequisite before a personnel can hold a cash advance. He/She must be a permanent or tenured employee of the University. The holding of cash advance is subject to Accounting and Auditing rules and regulations.

Office	Office of the Vice Chancellor for Administration Accounting Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	All Regular or Tenured UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request duly endorsed by the head of unit			Supplied by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits request for authority to hold cash advance	1. OVCA staff receives request and forwards to Accounting Office for clearance and conditions	None	1-2 Days	GycaMagusara Job Order Personnel Sharon Niog Administrative Officer
	1.1 Once cleared, OVCA staff prepares the Authority to hold cash advance, for signature of the Vice Chancellor for Administration	None	1-2 Days	Accounting Office Staff, Ms Jocelyn Genesila



	1.2 Releasing of Administrative Order to requestor, Accounting Office and Cash Office	None		GycaMagusara Job order Personnel Lorefil Faunal Administrative Assistant II Sharon Niog Administrative Officer VCA John Lorenz Belanio GycaMagusara Job Order Personnel Jarem Espinosa Admin. Aide VI
TOTAL		None	1-2 Days	



4. Inclusion of additional goods and services in the Project Procurement Management Plan (PPMP)

End User/Project Leader must secure approval for inclusion of the additional goods and services in their Project Procurement Management Plan before procurement shall be undertaken. These are for emergency purchases or replacement purposes only or in case of projects funded from lump-sum appropriations such as research grants/awards.

Office	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	All Units, Project Leaders, Student Organization			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request duly endorsed by Head of Unit, Approved Line Item Budget, Pre-Repair Inspection with Recommendation of the Inspection Committee, Complete Specifications of items				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for inclusion in the PPMP	1.OVCA staff receives and records documents	None	1 Day	GycaMagusara Job Order Personnel



	<p>2. AO Screens the documents for completeness and forwards to budget Office (For request not sourced from MOOE) or Accounting Office (for outside funded research projects) for identification and recommendation of Fund Source</p> <p>3. VCA takes action</p> <p>4. Furnishes copies to requestor and appropriate units</p>	None	2 Days	<p>Sharon Niog Administrative Officer</p> <p>Sharon Niog Accounting Office Staff, Ms Jocelyn Genesila Budget Office Staff, Ms. Arlene Avanceña</p> <p>VCA John Lorenz Belanio</p> <p>Gyca Magusara, Jarem Espinosa</p>
TOTAL		None	2 Days	



5.Issuance of ID for Job Order Contract Personnel

Office	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Internal Client/ Job Order Contract Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of Accomplished Application Form 2. 2 copies of 1" x 1" recent colored photo 3. Copy of Job Contract 4. Payment of Php 20.00 at the UPV Cash Office, present Original Official Receipt to OVCA		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished the form, submit picture together with the copy of the job contract, and original official receipt.	1. Verify the data of the applicant based on the submitted Job Contract	₱20.00	10 Minutes	<i>Administrative Asst. II, OVCA</i>
	1.1 Prepares details of the JO ID	None	20 Minutes	<i>Administrative Asst. II, OVCA</i>
	1.2 Records, Log and Print the JO ID	None	25 Minutes	<i>Administrative Asst. II, OVCA</i>
	1.3 Approves the ID	None	3 Minutes	<i>Vice Chancellor for Administration, OVCA</i>
	1.4 Issue ID to requestor	None	2 Minutes	<i>Administrative Asst. II, OVCA</i>
TOTAL		₱20.00	1 Hour	



6. Issuance of Job Order Contracts for Personnel

Office	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Internal Client/Job Order Contract Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. JO Contract Form duly recommended by the Head of Unit, HRDO Chief and Budget Office 2. JO Request Form duly recommended by the Head of Unit, HRDO Chief and Budget Office			Downloadable in the Intranet, HRDO, OVCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Office forwards the JO Contract form and JO Request Form	1. Receives and records the JO Contract form and JO Request Form	None	10 Minutes	<i>Job Order Personnel</i> OVCA
	1.1 Verify the documents	None	10 Minutes	<i>Administrative Officer V</i> OVCA
	1.2 Approves the JO Contract form and JO Request Form	None	5 Minutes	<i>Vice Chancellor for Administration</i> OVCA
	1.3 Forwards to HRDO for distribution of approved copies to the requestor, Budget Office.	None	5 Minutes	<i>Job Order Personnel</i> OVCA
TOTAL		None	30 Minutes	



7. Waiver of Fees for the use of Facilities/shuttle services

The Office of the Vice Chancellor for Administration recommends action on the request for free use or for waiver of fees for the use of University Facilities/Transport Services

Office	Office of the Vice Chancellor for Administration Auxiliary Services Office Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for the waiver of fees for the use of facilities/shuttle services	1. OVCA Clerk receives/records the request 1.1 AO screens and forwards the request to ASO (for the use of facilities) or CDMO (for transport services) for processing	None	1-3 Days for Agency Action 1-1.1	1. GycaMagusara Job order Personnel Sharon Niog Administrative Officer



	<p>1.2 ASO/CDMO checks requests for complete requirements, availability of facility, reserve the facility and compute fees/charges</p> <p>1.3 OVCA clerk receives the document</p> <p>1.4 VCA recommends action</p> <p>1.5 OVCA clerk forwards request to OC</p> <p>1.6 Chancellor takes final action if request is for Free Use</p> <p>1.7 OC Clerk returns documents to OVCA</p> <p>1.8 OVCA clerk furnishes copies to Requestor, ASO, CDMO, SSF, and other offices/units</p>		<p>2-3 days for Agency Actions 1.2-1.4</p>	<p>2-3. ASO Staff</p> <p>4-6 GycaMagusara, Sharon Niog, VCA John Lorenz Belanio</p>
TOTAL		None	1-4 Days	



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION

External Services



1. Issuance of Permit for Passage of Delivery Trucks

The number of times of ingress/egress of delivery trucks inside the campus directly affects the traffic and exposure to untoward incidents within the campus and the wear and tear of roads.

Requestors must secure approval for passage of delivery trucks inside the campus and should abide with the conditions set forth. The application form must be submitted to the Office of the Vice Chancellor for Administration in triplicate at least five (5) days before the schedule of delivery. Payment should be made directly to the Cash Office or the Guard on duty.

Office	Office of the Vice Chancellor for Administration Security Service Force Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (triplicate)		OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application form for Passage of Delivery Trucks	1. OVCA Clerk receives/records the request 1.1 AO screens request	₱50.00 per truckload/entry	1 Day for Agency Action 1-1.1	<i>Gyca Magusara</i> Job Order Personnel <i>Sharon Niog</i> Administrative Officer



	1.2 VCA takes action 1.3 OVCA clerk furnishes copies to Requestor, Cash Office and SSF		1 Day for Agency Actions 1.2-1.3	VCA <i>Belanio</i> OVCA <i>GycaMagusara</i> Job Order Personnel
TOTAL		₱50.00 per truckload/ entry	1-2 Days	



2. Issuance of Permit for use of facilities (External Client)

Action on the request for the use of University Facilities is delegated to the Vice Chancellor for Administration. External clients must secure approval for the use of University Facility or Transport Services. A Contract of Agreement is drawn between the University and the client stipulating the fees, terms and conditions for the use of the facilities and services requested. The request should be made at least four (4) calendar days before the date of use.

Office	Office of the Vice Chancellor for Administration Auxiliary Services Office Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for the use of facilities	1. OVCA Clerk receives/records the request 1.1 AO screens and forwards the request to ASO (for the use of facilities) or CDMO (for transport services) for processing	Depending on the usage/type of venue/facility (Based on the prescribed rate of the University)	1-3 Days for Agency Action 1-1.1	1. Gyca Magusara, Sharon Niog 1.1-1.2 ASO Staff CDMO Staff



	<p>1.2 ASO/CDMO checks requests for complete requirements, availability of facility, reserve the facility and prepare the contract.</p> <p>1.3 OVCA clerk receives the document</p> <p>1.4 VCA takes action</p> <p>1.5 OVCA clerk furnishes copies to Requestor, ASO, CDMO, SSF and other offices/units or forwards signed contract to ASO for conforme of the requestor.</p>		2-3 Days for Agency Actions 1.2-1.5	1.3-1.5 Gyca Magusara, Sharon Niog, VCA John Lorenz Belanio
TOTAL		*	1-4 Days	

**Depending on the usage/type of venue/facility (Based on the prescribed rate of the University)*



ACCOUNTING OFFICE

External Services



1. Processing of Student Loan Application

Offices	1. Student Loan Board, Accounting Office 2. College Dean's Office 3. Office of Student Affairs 4. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Student Loan 2. Notarized form (back page) if Co-Debtor is not a UPV employee 3. Photocopy of Co-Debtor's ID		Student Loan application form is available at the Student Loan Board, Accounting Office and Office of Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Student accomplishes two (2) copies of the Student Loan application form.	1. SLB-in-Charge screens loan application, computes the maximum loanable amount based on the assessed tuition fee in the CRSIS and returns the documents to the student.	None	Within 1 minute	Ma. Harietta T. Tilano, SLB-in-Charge



2. The student proceeds to the Office of the Dean of her/his respective College.	2. The College Dean signs on the application form to attest to the official enrollment of the student.		Within 2 minutes	College Dean or Authorized Representative
3. The student proceeds to the Office of the Student Affairs for approval.	3. The OSA Director approves loan application of the student.		Within 1 minute	OSA Director
4. The student submits duly approved loan application and photocopy of the Co-Debtor's ID to the Student Loan Board.	4. SLB-in-Charge reviews application and encodes approved loan amount in the CRSIS.		Within 1 minute	Ma. Harietta T. Tilano, SLB-in-Charge
TOTAL		None	5 Minutes	



ACCOUNTING OFFICE

Internal Services



2. Preparation of Payments of Claims

Office	1. Unit Concerned 2. Accounting Office 3. Budget Office 4. Approving Officers (Vice Chancellors or Chancellors) 5. Cash Office	
Classification	Complex	
Type of Transaction	G2G G2B G2C	
Who may avail	UPV Employees, Government Agencies, Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Disbursement Voucher (DV) with Box A duly signed by the Accountable Officer Obligation Request (OBR) duly signed by the Accountable Officer and budget cleared by Budget Officer indicating the Control No, Fund Source, PPA and UACS Code Supporting Documents for each type of expense: Communication Services <ol style="list-style-type: none"> Telephone rentals <ul style="list-style-type: none"> 1. Original copy of the telephone bill by the telephone company 2. Certification that calls paid are all official Postage stamps <ul style="list-style-type: none"> 1. Statement of Account/Name and Addresses where the communications were sent 2. Evidence of payment (RER) by the Post Office Cell phone and prepaid/postpaid plan <ul style="list-style-type: none"> 1. Used prepaid cards 		DV is downloadable thru UIS OBR is downloadable thru intranet upv.edu.ph Client Supplied Client Supplied Client Supplied Client Supplied



<ul style="list-style-type: none">• 2. Name of card user• 3. Bill or Statement of Account• 4. Certification that calls paid are all official <p>d. Internet and Other IT subscription</p> <ul style="list-style-type: none">• 1. Bill or Statement of Accounts• 2. MOA (first payment only) <p>Repair and Maintenance</p> <ul style="list-style-type: none">• 1. Job-order request (JOR)• 2. Pre and post-repair inspection for amount above P1,000.00• 3. Specifications and costs estimates• 4. Abstract of canvass or bidding (for P3,000.00 and above)• 5. Letter of award/Notice to commence work• 6. Job contract or its equivalent duly acknowledged by COA thru SPSO• 7. Performance Bond for contracts amounting to P50,000.00 and above• 8. Certification of Inspection and Acceptance/Compliance• 9. Warranty/Guarantee• 10. Report of waste materials if any• 11k. Bill or Statement of Account or Charge Invoice <p>Supplies, Equipment and Other Materials</p> <ul style="list-style-type: none">• 1. Purchase request (PR)• 2. Abstract of canvass or bidding for P3,000.00 and above• 3. Purchase Order (PO)• 4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)• 5. Certificate of Inspection and Acceptance• 6. Duly approved trip ticket (for gasoline only)• 7. Warranty/Guaranty Bond if necessary <p>Other Services (Transportation, printing, reproduction, catering, etc.)</p>	<p>Client Supplied</p> <p>Client Supplied Client Supplied</p> <p>Client Supplied Client Supplied</p> <p>JOR is downloadable thru intranet.upv.edu.ph Form is downloadable thru intranet.upv.edu.ph</p>
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<ul style="list-style-type: none"> 1. Job Order Request (JOR) 4. Abstract of canvass or bidding (for P3,000.00 and above) 3. Job contract for transactions P3,000.00 and above 4. Certificate of Inspection and acceptance/compliance 5. Billing or Statement of Account or Charge Invoice whichever is applicable 6. List of participants duly signed in the case of catering / meals and the like 7. Justification in case of difference of actual number of participants vs. actual order of meals <p>Rents</p> <ul style="list-style-type: none"> 1. Contract of lease (for first payment only) 2. Bill or Statement of Account <p>Extraordinary and Miscellaneous Expenses</p> <ul style="list-style-type: none"> 1. Receipt and/or other documents evidencing disbursement 2. Approval of the Chancellor 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For General Fund and Revolving Fund 1. Unit staff in charge prepares DV online, attached the OBR and required supporting documents. 2. Staff in charge forwards the DV and other requirements to Acctg. Office.	1. Unit Head signs on Box A of the DV and OBR	None	1 hour	Administrative Officer/ Unit Assigned Staff and Unit Head
	2. Accounting staff pre audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions.	None	Within 16 hours	General Fund(GF) MOOE- Anita Tamayo GF PS- Belma Olla GF CO- SalvacionAgupitan
			30 minutes	



3. Unit Head check online for update and approval	3. The pre audited amount is relayed back to the Unit concerned thru on line.		1 day	Unit Head
	4. Unit Heads approved on-line.			Elma Sazon and John Grean Morano
	5. Accounting Office forwards the pre-audited DV and other documents to the Budget Office.		Within the day	Arlene Avancena & Staff
	6. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting Office.		Within the day	GF-Eleanor Ravena 164-Elena Travina/ Lilibeth Ellorquez
	7. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant		Within the day	Jocelyn T. Genesila
4. Client claims checks	8. Chief Accountant randomly checks and verifies before certifying as to the availability of funds.			Elma Sazon and John Grean Morano
	9. Acctg. Staff forwards to Approving Officer (OVCA)			Prof. Belanio or Chancellor
	10. VCA approves staff forwards to			Maureen Ongo and staff



	Cash Office			
	11. Cash Office prepares check for signature and pays the client.			
TOTAL		None	6 days, 1 hour, 30 minutes	



3. Payment of First Salary and Salary Adjustments

Offices	1. Unit Concerned 2. Accounting Office – Payroll Section 3. Budget Office 4. Office of the VC for Administration/Approving Officers 5. Accounting Office 6. Cash Office	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Newly hired employees and employees with salary adjustments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Appointment 2. Certificate of Assumption to duty 3. Oath of Office 4. Certificate of Service or Daily Time Record (DTR) or its Equivalent For Newly Hired Only 5. Statement of Assets and Liabilities (SALN) 6. Land Bank of the Philippines ATM Payroll Account Number 7. Payroll inclusion Form - 8. BIR Form 1902 with attachment <ul style="list-style-type: none"> a) photocopy of birth certificate b) appointment c) marriage contract (if married) 9. Additional requirements for transferee (If with previous employer): <ul style="list-style-type: none"> a) Clearance from previous employer b) Certificate of last salary received c) BIR Form 2316 for the current year 		HRDO Forms for 2-5 are downloadable thru intranet.upv.edu.ph Land Bank of the Phil. (LBP), Miag-ao Branch Payroll Section, Accounting Office Downloadable at the BIR website From previous employer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Newly Hired Employees:				
1. Employee submits the above requirements	1. Payroll Staff checks the completeness and propriety of the documents submitted. Computes the entitlement of the new employee including the computation of statutory deductions based on the services rendered.	None	1 hour	Rowell Ravena Marilyn Gavan
2. Staff in-charge at the Unit returns the DV and supporting documents to the Processing Section, Acctg. Office	2. Acctg. Staff forwards to the Unit the new employee belong. 3. Unit Head signs on Box A of the DV and OBR 4. Accounting staff pre audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions.		Within 16 hours	Elma Sazon/John Grean Morano Unit Head
	5. The pre audited amount is relayed back to the Unit concerned thru on line.		30 minutes	Belma Olla
	6. Unit Heads approved on line.		1 day	Belma Olla
3. Unit Head check online for update	7. Accounting Office forwards the pre-audited DV and other documents to the Budget Office. 8. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting		Within the day	Elma Sazon and John Grean Morano
			Within the day	Arlene Avancena& Staff



	<p>Office.</p> <p>9. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant</p> <p>10. Chief Accountant randomly checks and verifies before certifying as to the availability of funds.</p> <p>11. Acctg. Staff forwards to Approving Officer (OVCA)</p> <p>12. VCA approves staff forwards to Cash Office</p> <p>13. Cash Office prepares check for signature and pays the client.</p>		Within the day	<p>GF-Eleanor Ravena 164-Elena Travina/ Lilibeth Ellorquez</p> <p>Jocelyn T. Genesila</p> <p>Elma Sazon and John Grean Morano</p> <p>Prof. Belanio or Chancellor</p> <p>Maureen Ongo and staff</p>
TOTAL		None	6 days, 1 hour, 30 minutes	



AUXILIARY SERVICES OFFICE

External Services



1. Request for Use of UPV Facilities & space (Non-UPV Clients)

(Memorandum No. IMS-2005-04-44 dated 02 June 2005) These guidelines are issued as a means to better rationalize the use of UPV's very limited budget for Maintenance and Other Operating Expenses (MOOE), underscore the importance of good responsible stewardship in the use of University's facilities and to ensure that our fixed overhead expenses are kept within reasonable bounds so that our MOOE can still provide adequate financial support for academic activities. Also, these guidelines detail the priorities in the free use of facilities, payment of fees when so warranted and availability of alternative venues with minimal charges or none at all.

Office	Auxiliary Services Office			
Classification	Complex			
Type of Transaction	G2C -Government to Client			
Who may avail	Non-UPV Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Writes detailed request letter to the Vice Chancellor for Administration (VCA) 2. Letter request should submit to ASO for Miag-ao clients and CDMO-Iloilo for City Clients 3. Submission of Request permit before or 7 calendar days only 4. No acceptance of request permit after 7 calendar days of submission, except for University activity			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants/requesting parties writes a letter request addressed to the Vice Chancellor for Administration (VCA) * The requestor should indicate in the request letter the complete				



details for their activity like venue, date, time, facilities, location, contact number and personnel to assist in their activity (if any).				
2. Submits letter request to ASO/CDMO-Iloilo *All applicants/requesting parties should submit their request permit 7 calendar days only	<p>2. ASO conducts preliminary assessment of the request & evaluates sufficiency of needed requirements before receiving the letter request</p> <p>2.1 Forwards the letter request to the Facility-in-Charge</p> <p>2.2 Facility-in-Charge recommends on the request and return the letter request to ASO</p>	None	<p>30 Minutes</p> <p>30 Minutes from or upon received the request</p> <p>1 Day or upon availability of approving official</p>	<p>ASO Staff (VeberlyMomblan/ Wilma Esponilla)</p> <p>ASO Staff (VeberlyMomblan/Wilma Esponilla)</p> <p>* Engr. M. Morano, CDMO OIC-location, chairs, platform, backdrop, riser, H-frame, tables, hauling, electrician, technician, plumber, janitors * Prof. Catherine Anecita, P.E. Dept. Head (Auditorium PE class, Rm O & Covered court) * Prof. Gelvezon, GPO Director-GCEB lobby, AVR Rm, 31A&31B * Prof. M. T. Albaña, OCEP Director- OCEP TRs</p>



	<p>2.3 ASO compute fees, if applicable, makes recommendation <u>“ANNEX A”</u> and forwards to VCA for approval</p> <p>2.4 VCA acts/approved on the request application form/letter and return to ASO</p> <p>2.5 ASO photocopied the approved permit for distribution to the concerned offices</p>		<p>30Minutes</p> <p>30 Minutes and or upon availability of approving official</p> <p>15 Minutes</p>	<p>* Prof. Huyong, OSA Director-CUB Lobby</p> <p>* Prof. C. Honorario, CM Dean-CM grounds & multi-purpose bldg.</p> <p>* Dr. A. J. Ferrer, CAS Dean-CAS-Uterus/grounds</p> <p>* Dr. Bautista, Sotech Dean, Sotech grounds</p> <p>ASO Staff (Wilma M. Esponilla/ VeberlyMomblan)</p> <p>VCA, Prof. John Lorenz Belanio Sharon Niog, OVCA -AO</p> <p>ASO Staff (VeberlyMomblan/ WlimaEsponilla)</p>
3. Obtains a copy of approved request permit at ASO	<p>3. ASO furnish copies of approved letter request to requestor, SSF and Facility-in-Charge (thru bus, email & fax)</p> <p>* any approved permit can be cancelled anytime due to the University activity</p>	None	<p>30 Minutes (Miag-ao)</p> <p>Next Day (c/o. CDMO Iloilo thru UPV Bus)</p>	<p>ASO Staff (VeberlyMomblam/ Wilma. Esponiila)</p>



4. Secures a copy of billing statement at ASO	4. ASO prepares billing statement and provides requestor a copy	Based on prescribed rates of the University (see attached rates)	10 Minutes	ASO Staff (Wilma Esponilla)
5. Pays charges to the UPV Cash Office	5. Cash Office issues Official Receipt (OR) to the requestor	Based on prescribed rates of the University (see attached rates)	15 Minutes	Ma. Mitzi Calawigan (Iloilo) Amelin Natividad (Miag-ao) Ernesita Alingalan Maureen Kay Ongo
6. Presents Official Receipt (OR) to ASO	6. Prepares venue and facilities requested and;	None	2 Days before the activity date	CDMO-Iloilo: Maria Escrupolo/Alex Aluyo- (use of Audi, LT & grounds) CDMO-Miag-ao: Glenn Epistola (power connection e.g., kiosk) Arman Morano (chairs, platform, etc.) Rodney Jance, OCEP Staff (use of Training Rooms) Leonor Sellar, GCEB/GPO Staff (use of AVR, etc.)
	6.1 Posts the payment to the approved permit	None	3 Minutes upon receipt of Official Receipt (OR)	ASO Staff (Wilma Esponilla Veberly Momblan)
TOTAL		As specified above	3 days, 2 hours, 43 minutes	



Building/facilities	Non-UPV Clients Rate			
	With Aircon	Without Aircon	With Electricity	Without Electricity
Auditorium	8,000 first two hours plus 3,000succeeding hours	3,000 first two hours plus 800 succeeding hours		
Little Theater	20,000per day			
NAB Conf Room	162/hour			
Miag-ao Covered court			360/hour	200/hour
Grandstand Football Field			250/hour	150/hour
Miag-ao& City Campus Grounds			400/hour	200/hour
Basketball Court (City Campus)			200/hour	50/hour
Ground Oval			300/hour	175/hour
PA System			150/hour	
Mini Karaoke			50/hour	
Lobbies			8.00/hour	
C/O. Other Offices (needs their recommendation)	Regular Rates			
1. OCEP				
Training Rooms 1,2 & 3	300.00/hour/TR			
2. GCEB				
AVR	150/hour			
Room 31A,31B,32A,32B	50/hour			



Room 33,34 &36	100/hour			
3. CDMO				
Chairs	7.00/piece/day			
Platform/riser/stairs	35.00/piece/day			
H-frame	30.00/piece/day			
Tents/trapal	50.00/piece/day			
Backdrop	200.00/lot/day			
Tables				
Microphone	100.00/piece/day			
PA System (Audi)	300.00/hour			
Industrial Fan	25.00/piece			
Personnel Services				
Technician	124.50/hour			
Electrician	108.00/hour			
Plumber	108.00/hour			
Janitor	45.60/hour			
Additional Charges				
Laptop	10/hour			
Multi Media	20/hour			



AUXILIARY SERVICES OFFICE

Both External and Internal Services



1. Request for Use of UPV Facilities & space

(Memorandum No. IMS-2005-04-44 dated 02 June 2005). These guidelines are issued as a means to better rationalize the use of UPV's very limited budget for Maintenance and Other Operating Expenses (MOOE), underscore the importance of good responsible stewardship in the use of University's facilities and to ensure that our fixed overhead expenses are kept within reasonable bounds so that our MOOE can still provide adequate financial support for academic activities. Also, these guidelines detail the priorities in the free use of facilities, payment of fees when so warranted and availability of alternative venues with minimal charges or none at all.

Office	Auxiliary Services Office				
Classification	Complex				
Type of Transaction	G2G-Government to Government				
Who may avail	All UPV personnel & students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<div>1. Accomplished Application form in two (2) copies<ul style="list-style-type: none">UPV Units and Offices use onlyUPV Students and Students Orgs use only</div> <div>2. “Part I” of the application form be signed completely (applicable for UPV personnel & students)</div> <div>3. Conforme Form should be attached with signature of the adviser beyond 8:00pm activity (applicable for students)</div> <div>4. Letter request should submit to ASO for Miag-ao clients and CDMO- Iloilo for City Clients</div> <div>5. Submission of Request permit before or 7 calendar days only (apply to all citizens of the Republic)</div> <div>6. No acceptance of request permit after 7 calendar days of submission, except for University activity</div>			<div>1. Application Form (applicable for UPV personnel& students only) at ASO, CDMO-Iloilo and or download at UPV intranet (search <u>UPV Facilities</u>)</div>		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form at ASO, CDMO-Iloilo, and or download at UPV intranet (search UPV Facilities)		1. ASO provides requestor a copies of application form	None	5 Minutes from or upon downloading/	ASO Staff (VeberlyMomblan/ Wilma Esponilla)



<p>2. Fill-up & accomplishes two (2) copies of the application form with complete signatories on “Part 1”</p> <p>❖ Activity beyond 8:00pm the Conforme Form should be attached with signature of the adviser (applicable to students)</p>		None	<p>received the request</p> <p>10 Minutes from or upon received the request</p>	<p>ASO Staff (VeberlyMomblan/Wilma Esponilla)</p>
<p>3.Submits application form to the ASO/ CDMO-Iloilo</p> <p>❖ All applicants/requesting parties should submit their request permit 7 calendar days only</p>	<p>3. ASO conducts preliminary assessment of the request & evaluates sufficiency of needed requirements before receiving the letter request</p> <p>3.1 Forwards the application form to the Facility-in-Charge</p> <p>3.2 Facility-in-Charge recommends on the request and return the application form to ASO</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>30 Minutes from or upon received the request</p> <p>1 Day or upon availability of approving official</p>	<p>ASO Staff (Veberly Momblan/ Wilma Esponilla)</p> <p>ASO Staff (VeberlyMomblan/ Wilma Esponilla)</p> <p>* Engr. Jamero, CDMO Chief-location, chairs, platform, backdrop, riser, H-frame, tables, hauling, electrician, technician, plumber, janitors * Prof. Catherine Anecita, P.E. Dept.</p>



	<p>3.3 ASO compute fees, if applicable, makes recommendation “ANNEX A” and forwards to VCA for approval</p> <p>3.4 VCA acts/approved on the request application form and return to ASO</p> <p>3.5 ASO photocopied the approved permit for distribution to the concerned offices</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 Minutes</p> <p>30 Minutes and or upon availability of approving official</p> <p>15 Minutes</p>	<p>Head (Auditorium PE class, Rm O & Covered court) * Prof. Gelvezon, GPO Director-GCEB lobby, AVR Rm, 31A & 31B * Prof. B. Panaguiton OCEP Director- OCEP TRs * Prof. Huyong, OSA Director-CUB Lobby * Prof. C. Honorario, CM Dean-CM grounds & Multi-purpose Bldg. * Dr. A. J. Ferrer, CAS Dean-CAS- Uterus/grounds * Dr. Bautista, Sotech Dean, Sotech grounds</p> <p>ASO Staff (Wilma M. Esponilla/ VeberlyMomblan)</p> <p>VCA, John Lorenz R. Belanio Sharon Niog, OVCA - AO</p>
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				ASO Staff (VeberlyMomblan/ Wilma Esponilla)
4. Obtains a copy of approved request permit at ASO	4. ASO furnish copies of approved application form to requestor, SSF and Facility-in-Charge (thru bus, email & fax) * any approved permit can be cancelled anytime due to the University activity	None	30 Minutes (Miag-ao) Next Day (c/o. CDMO Iloilo thru UPV Bus)	ASO Staff (VeberlyMomblam/ Wilma Esponiila)
5. Secures a copy of billing statement at ASO	5. ASO prepares billing statement and provides requestor a copy	Based on prescribed rates of the University (see attached rates)	10 Minutes	ASO Staff (Wilma Esponilla)
6. Pays charges to the UPV Cash Office	6. Cash Office issues Official Receipt (OR) to the requestor	Based on prescribed rates of the University (see attached rates)	15 Minutes	Ma. Mitzi Calawigan (Iloilo) Amelin Natividad (Miag-ao) ErnesitaAlingalan Maureen Kay Ongo
7. Presents Official Receipt (OR) to ASO	7. Prepares venue and facilities requested and;	None	2 Days before the activity date	CDMO-Iloilo: Maria Escrupolo/Alex Aluyo- (use of Audi, LT & grounds) CDMO-Miag-ao: Glenn Epistola (power



	7.1 Posts the payment to the approved permit		3 Minutes upon receipt of Official Receipt (OR)	connection e.g., kiosk) Arman Morano (chairs, platform, etc.) RodnieJance, OCEP Staff (use of Training Rooms) Leonor Sellar, GPO Staff (use of AVR, etc.) ASO Staff (Wilma Esponilla VeberlyMomblan)
TOTAL			3 days, 3 hours, 28 minutes	



Building/facilities	UP Constituents and Student Rates			
	With Aircon	Without Aircon	With Electricity	Without Electricity
Auditorium	2,250/hour	320/hour		
Little Theater	15,000per day			
NAB Conf Room	162/hour			
Miag-ao Covered court (beyond 8pm w/ pay)			200/hour	
Grandstand Football Field (beyond 8pm w/ pay)			25/hour	
PA System			150/hour	
Mini Karaoke			50/hour	



Other Offices (needs their recommendation)		Regular Rates	With Electricity	
1. OCEP				
Training Rooms 1,2 & 3			100.00/hour/TRs	
2. GCEB				
AVR			150/hour	
Room 31A,31B,32A,32B			50/hour/room	
Room 33,34 &36			100/hour	
3. CDMO				
Chairs		5.00/piece/day		
Platform/riser/stairs		25.00/piece/day		
H-frame		20.00/piece/day		
Tents/trapal		50.00/piece/day		
Backdrop		150.00/lot/day		
Microphone		50.00/piece/day		
PA System (Audi)		150.00/hour		
Industrial Fan		25.00/piece		
Personnel Services				
Technician		124.50/hour		
Electrician		108.00/hour		
Plumber		108.00/hour		
Janitor		45.60/hour		



CAMPUS DEVELOPMENT AND MAINTENANCE OFFICE

Both External and Internal Services



1. Use of UPV Facilities in Miag-ao Campus (UPV Students and Employees)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities are used by the UPV students, offices, units and employees during university activities and student-related activities. *Due to the COVID-19 pandemic, conduct of activities is governed by the existing IATF guidelines. Likewise, there are no face-to-face classes; hence, there are no student-related activities.*

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Students, Employees and Alumni only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form for Use of UPV Facilities (2 original) (For UPV Students and Student Organizations, application form shall be approved by the Adviser, Dean & OSA Director to hold the activity. For activity beyond 8:00 p.m., the Conforme Form with signature of the adviser should be attached.)			Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (can be done through email) for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miag-ao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office



	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request Forward the letter request to the section in-charge		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.5 Check the availability of the requested facilities		2 Hours	<i>Arman M. Morano</i> <i>Labor Foreman</i> Civil Works Section Or <i>Glenn M. Epistola</i> <i>Construction and Maintenance</i> General Foreman Electrical Section
	1.6 Return the application form to the CDMO Administrative Office with confirmation on the availability of the requested facilities		15 Minutes	<i>Arman M. Morano</i> <i>Labor Foreman</i> Civil Works Section Or <i>Glenn M. Epistola</i> <i>Construction and Maintenance</i> General Foreman Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.8 Review and sign the application form for use of facilities		10 minutes	<i>Rolando S. Jamero</i> <i>Chief</i> Campus Development and Maintenance Office



	1.9 Record and return the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Lyncen M. Fernandez</i> <i>Head</i> Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Gyca Magusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-	4.1 Post the payment to the approved permit		5 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office



Charge	4.2 Prepare/set-up the facilities requested		3 Days	<i>Arman M. Morano Labor Foreman</i> <i>Carpenters Utility Workers Grounds Personnel (see attached list of names of Carpenters, Utility Workers, Grounds Personnel in Miag-ao Campus) Civil Works Section Or Glenn M. Epistola Construction and Maintenance General Foreman</i> <i>Electricians (see attached list of names of Electricians in Miag-ao Campus) Electrical Section</i>
TOTAL		Based on the prescribed rate of the University (see Annex A)	3 Days, 6 Hours, 42 Minutes	



2. Use of UPV Facilities in Miag-ao Campus (Non-UPV Clients)

Due to the COVID-19 pandemic, this service is temporarily suspended.

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities can be used by other government agencies, businesses, and other public or private organizations which will hold an activity within the UPV Miag-ao Campus.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 original)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miag-ao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the letter request		10 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward the letter request to the Facility-in-Charge (CDMO)		4 Hours	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office



	1.4 Receive and record the letter request		10 Minutes	<i>Melvin N. Nomananap Administrative Assistant II CDMO Admin. and Transportation Section</i>
	1.5 Forward the letter request to the section in-charge		20 Minutes	<i>Melvin N. Nomananap Administrative Assistant II CDMO Admin. and Transportation Section</i>
	1.6 Check the availability of the requested facilities		2 Hours	<i>Arman M. Morano Labor Foreman Civil Works Section Or Glenn M. Epistola Construction and Maintenance General Foreman Electrical Section</i>
	1.7 Return the letter request to the CDMO Administrative Office with confirmation on the availability of the requested facilities		1 Hour	<i>Arman M. Morano Labor Foreman Civil Works Section Or Glenn M. Epistola Construction and Maintenance General Foreman Electrical Section</i>
	1.8 Review the letter request and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Melany T. Calcaben Administrative Officer V CDMO Admin. and Transportation Section</i>
	1.9 Review and sign the letter request for use of facilities		10 minutes	<i>Rolando S. Jamero Chief Campus Development and Maintenance Office</i>
	1.10 Record and return the letter request to the Auxiliary Services Office		1 Hour	<i>Melvin N. Nomananap Administrative Assistant II</i>



				Driver II (see attached list of names of Drivers) CDMO Admin. and Transportation Section
	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	Veberly Momblan Administrative Assistant II Lyncen M. Fernandez Head Auxiliary Services Office
	1.12 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	GycaMagusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	Veberly Momblan Administrative Assistant II Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University (see Annex A)	2 Minutes	Amelin Natividad Administrative Officer V Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested		3 Days	Arman M. Morano Labor Foreman



				<i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel (see attached list of names of Carpenters, Utility Workers, Grounds Personnel in Miag-ao Campus)</i> <i>Civil Works Section</i> <i>Or</i> <i>Glenn M. Epistola</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians (see attached list of names of Electricians in Miag-ao Campus)</i> <i>Electrical Section</i>
TOTAL		Based on the prescribed rate of the University (see Annex A)	3 Days, 11 Hours, 57 Minutes	



3. Use of UPV Facilities in Iloilo City Campus (UPV Students and Employees)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, microphone, PA system (at UPV Auditorium), industrial fans and bamboo tables. These facilities are used by the UPV students, offices, units and employees during university activities and student-related activities. *Due to the COVID-19 pandemic, conduct of activities is governed by the existing IATF guidelines. Likewise, there are no face-to-face classes hence, there are no student-related activities.*

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Students, Employees and Alumni only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form for Use of UPV Facilities (2 original) (For UPV Students and Student Organizations, application form shall be approved by the Adviser, Dean & OSA Director to hold the activity. For activity beyond 8:00 p.m., the Conforme Form with signature of the adviser should be attached.)			Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) application form for use of UPV facilities to the Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	Maria Escrupolo Administrative Aide I CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	Maria Escrupolo Administrative Aide I CDMO Iloilo City
	1.3 Check the availability of the requested facilities		2 Hours	Arch. Mary Jane Bermejo Const. & Maintenance Gen.



				Foreman Or Ronald Tabor Electrician 1 CDMO Iloilo City
	1.4 Forward (through) the application form to CDMO Miag-ao with confirmation on the availability of the requested facilities		15 Minutes	Arch. Mary Jane Bermejo Const. & Maintenance Gen. Foreman CDMO Iloilo City
	1.5 Receive and record the application form		10 Minutes	Melvin N. Nomananap Administrative Assistant II CDMO Miag-ao
	1.6 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	Melany T. Calcaben Administrative Officer V CDMO Administrative Section
	1.7 Review and sign the application form for use of facilities		10 minutes	Rolando S. Jamero Chief Campus Development and Maintenance Office
	1.8 Record and return (through email) the application form to the Auxiliary Services Office		15 Minutes	Melvin N. Nomananap Administrative Assistant II CDMO Admin. and Transportation Section
	1.9 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	Veberly Momblan Administrative Assistant II Lyncen M. Fernandez Head Auxiliary Services Office
	1.10 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of	Gyca Magusara Junior Office Aide



			the approving official	<i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested		3 Days	<i>Archt. Mary Jane Bermejo</i> <i>Const. & Maintenance Gen. Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Electricians (see attached list of names of Carpenters, Electricians, Utility Workers, Grounds Personnel in Iloilo City Campus)</i>
TOTAL		Based on the prescribed rate of the University (see Annex A)	3 Days, 6 Hours, 7 Minutes	



4. Use of UPV Facilities in Iloilo City Campus (Non-UPV Clients)

Due to COVID-19 pandemic, this service is temporarily suspended.

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, microphone, PA system (UPV Auditorium), industrial fans and bamboo tables. These facilities can be used by other government agencies, businesses, and other organizations which will hold an activity within the UPV Iloilo City Campus.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for use of UPV facilities to the Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City
	1.3 Check the availability of the requested facilities		2 Hours	<i>Alejandro Caluyo, Jr. (JO)</i> <i>Leadman</i> Civil Works Section <i>Or</i>



				<i>Ronald Tabor</i> <i>Electrician 1</i> Electrical Section
	1.4 Forward the application form to CDMO Miag-ao with confirmation on the availability of the requested facilities		1 Day	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City
	1.5 Receive and record the letter request		10 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative Section
	1.6 Review the letter request and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Administrative Section
	1.7 Review and sign the letter request for use of facilities		10 minutes	<i>Rolando S. Jamero</i> <i>Chief</i> Campus Development and Maintenance Office
	1.8 Record and return the letter request to the Auxiliary Services Office		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>Driver II (see attached list of names of Drivers)</i> CDMO Admin. and Transportation Section
	1.9 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Lyncen M. Fernandez</i> <i>Head</i> Auxiliary Services Office
	1.10 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving	<i>Gyca Magusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i>



			official	Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested		3 Days	<i>Arman M. Morano</i> <i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel (see attached list of names of Carpenters, Utility Workers, Grounds Personnel in Miag-ao Campus)</i> <i>Civil Works Section</i> <i>Or</i> <i>Glenn M. Epistola</i> <i>Construction and Maintenance</i> <i>General Foreman</i> <i>Electricians (see attached list of names of Electricians in Miag-ao Campus)</i> <i>Electrical Section</i>



TOTAL	Based on the prescribed rate of the University (see Annex A)	4 Days, 6 Hours, 37 minutes	
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5. Use of UPV Bus and Pooled Vehicle

The Campus Development and Maintenance Office renders transportation services to the UPV constituents (students, employees, alumni and retirees) and outside clients such as government agencies, businesses, and other public or private organizations. These vehicles that can be requested for use are the buses, dump truck, and L300 vans. *Due to the COVID-19 pandemic, this service can be availed only by the UPV employees and offices, and government agencies/LGU.*

Office	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses			
Who may avail	UPV Constituents (Students, Employees, Alumni, Retirees) and government agencies, businesses, and other public or private organizations only.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (1 original) (For UPV Students and Student Organizations, the letter shall be approved by the Adviser, Dean and/or OSA Director to hold the activity before submission to the CDMO.)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter request addressed to the Vice Chancellor for Administration (VCA) and submit (can be done through email) the letter to the Campus Development and Maintenance Office (CDMO)	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section



	1.2 Verify itinerary with the requestor and check availability of the vehicle		30 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section
	1.3 Receive and record letter request		10 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative Section
	1.4 Compute fuel and service charges and make recommendation to the VCA		1 Hour	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section
	1.5 Review and sign the recommendation with the computation of fuel and service charges		15 Minutes	<i>Rolando S. Jamero</i> Chief Campus Development and Maintenance Office
	1.6 Record and forward (through email) the letter request with attached recommendation to the Office of the Vice Chancellor for Administration (OVCA)		15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Admin. and Transportation Section
	1.7 Retain the original letter request and recommendation for office file		5 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section



	1.8 Act on the request, forward the duly acted request to CDMO and notify the requestor of action on the request		4 Hours	<i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> <i>Admin. Staff</i> <i>Office of the Vice Chancellor for Administration</i>
2. Receive duly acted request and pay charges to the UPV Cash Office. For charge payment (UPV Offices only), prepare online Disbursement Voucher payable to UP Visayas.	2.1 Issue Official Receipt (OR) to the requestor/client	Fuel = actual market price X distance of travel; Service charge = hourly overtime rate X number of hours of services to be rendered	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> <i>Cash Office</i>
3. Coordinate with the CDMO and present Official Receipt/signed Disbursement Voucher	3.1 Provide the requested vehicle (if approved) on the scheduled date		1 Day	<i>Driver II (see attached list of names of Drivers)</i> CDMO Administrative and Transportation Section
TOTAL		Fuel = actual market price X distance of travel; Service charge = hourly overtime rate X number of hours of services to be rendered	1 Day, 6 Hours, 57 Minutes	



6. Minor repairs of buildings and structures

Minor repairs of UPV buildings and structures are carried out in-house in order to maintain functionality of the facilities. These include repairs that can be done with the expertise of the CDMO and requires 80 man-hour work or less to complete. Services includes carpentry, masonry, plumbing and electrical repairs.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Constituents (Students, Employees and Alumni) only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Request Form (1 original)			Downloadable through UPV Intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, and forward (through email or messenger) to the Section concerned	None	15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Encode in the CDMO Job Monitoring System and assign job to the concerned personnel through the foreman		30 Minutes	<i>Mario M. Morano</i> Engineer III Civil Works Section Or <i>Roger E. Teves</i> Sanitation and Water Utilities



				Section Or <i>Reginald S. Monsale</i> Electrical Section
	1.3 Conduct coordinated site inspection with the requestor; determine the scope of work, materials needed and schedule of implementation.		1 Day	<i>Arman M. Morano</i> Labor Foreman Civil Works Section Or <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman Electrical Section Or <i>Roger E. Teves</i> Engineer III Sanitation and Water Utilities Section
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the central store for the needed materials		1 Hour	<i>Arman M. Morano</i> Labor Foreman Civil Works Section Or <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman Electrical Section Or <i>Roger E. Teves</i> Engineer III Sanitation and Water Utilities Section
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form		5 Days	<i>Carpenter II and Utility Worker</i> Civil Works Section Or



	for the accomplished job and acknowledgement in the Requisition Issuance Slip (RIS) for the materials received.			<i>Plumber II</i> Civil Works Section Or <i>Plumber and Utility Worker</i> Sanitation and Water Utilities Section Or <i>Electrician II</i> Electrical Section (See attached list of names of carpenters, plumbers, and electricians)
TOTAL		None	6 Days, 1 Hour, 45 Minutes	



7. Minor repairs of buildings and structures (UPV Staff Housing Units)

Minor repairs of UPV Staff Housing Units are carried out in-house in order to maintain functionality of the facilities. These include repairs that can be done with the expertise of the CDMO and requires 80 man-hour work or less to complete. Services includes carpentry, masonry, plumbing and electrical repairs.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Staff Housing Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Request Form (1 original)			Downloadable through UPV Intranet (intranet.upv.edu.ph) Hardware Store	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, and forward (through email or messenger) to the Section concerned	None	15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Encode in the CDMO Job Monitoring System and assign job to the concerned personnel through the foreman		30 Minutes	<i>Mario M. Morano</i> Engineer III Civil Works Section Or <i>Roger E. Teves</i> Sanitation and Water Utilities Section Or



				<i>Reginald S. Monsale</i> Electrical Section
	1.1 Conduct coordinated site inspection with the requestor, determine the scope of work, materials needed and schedule of implementation.		1 Day	<i>Arman M. Morano</i> Labor Foreman Civil Works Section Or <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman Electrical Section Or <i>Roger E. Teves</i> Engineer III Sanitation and Water Utilities Section
2. Provide necessary materials needed for the repair			1 Day (paused-clock)	
	2.1 Assign personnel, implement repairs and secure conformity of the requestor in the job order request form for the accomplished job.		4 Days	<i>Arman M. Morano</i> Labor Foreman Civil Works Section Or <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman Electrical Section Or <i>Roger E. Teves</i> Engineer III Sanitation and Water Utilities Section <i>Carpenters, Plumbers, Electricians, Utility Workers (see attached list of</i>



				names) Campus Development and Maintenance Office
TOTAL		None	6 Days, 45 Minutes	



8. Support Services during Activities in Miag-ao Campus (UPV Students and Employees)

The Campus Development and Maintenance Office provides support services during university activities and student-related activities. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system in the UPV Covered Court, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Due to the COVID-19 pandemic, conduct of activities is governed by the existing IATF guidelines. Likewise, there are no face-to-face classes hence, there are no student-related activities.

Office	Campus Development and Maintenance Office				
Classification	Complex				
Type of Transaction	G2C – Government to Citizens G2G – Government to Government				
Who may avail	UPV Students, Employees and Alumni only				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Application Form for Use of UPV Facilities (2 original) Or Letter Request from the Client (For UPV Students and Student Organizations, application form/letter request shall be approved by the Adviser, Dean & OSA Director to hold the activity.)			Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit (can be done through email) application form/letter request for personnel services to the Auxiliary Services Office	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office	
	1.2 Receive and record the application form/letter request		10 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office	



	1.3 Forward (through email) the application form/letter request to the CDMO		15 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Auxiliary Services Office</i>
	1.4 Receive and record the application form/letter request		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>CDMO Admin. and Transportation Section</i>
	1.5 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>CDMO Admin. and Transportation Section</i>
	1.6 Forward the application form/letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of personnel needed and rate per hour for overtime services.		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>CDMO Admin. and Transportation Section</i>
	1.7 Review the application form/letter request for signature of the CDMO Chief		10 Minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> <i>CDMO Admin. and Transportation Section</i>
	1.8 Review and sign the application form/letter request		10 Minutes	<i>Engr. Mario M. Morano</i> <i>OIC</i> <i>Campus Development and Maintenance Office</i>
	1.9 Record and return (through email)		15 Minutes	<i>Melvin N. Nomananap</i>



	the application form/letter request to the Auxiliary Services Office			Administrative Assistant II CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	Veberly Momblan Administrative Assistant II Lyncen M. Fernandez Head Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	Gyca Magusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	Veberly Momblan Administrative Assistant II Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	2 Minutes	Amelin Natividad Administrative Officer V Cash Office
4. Present Official Receipt (OR) to ASO and Personnel-in-	4.1 Post the payment to the approved permit		5 Minutes	Veberly Momblan Administrative Assistant II Auxiliary Services Office



Charge				
	4.2 Render the services requested during the activity		2 Days	Technician Electrician Plumber Janitor (see attached list of names) Campus Development and Maintenance Office
TOTAL		Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	3 Days 1 Hour 14 Minutes	



9. Support Services during Activities in Miag-ao Campus (Non-UPV Clients)

Due to COVID-19 pandemic, this service is temporarily suspended.

The Campus Development and Maintenance Office provide support services during activities of outside clients in which UPV is the venue of the activity. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system in the UPV covered court, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for personnel services to Auxiliary Services Office	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>VeberlyMomblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the letter request		10 Minutes	<i>VeberlyMomblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office



	1.3 Forward the letter request to the CDMO		4 Hours	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.5 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.6 Forward the letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of personnel needed and rate per hour for overtime services.		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Review the letter request for signature of the CDMO Chief		10 minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.8 Review and sign the letter request		10 Minutes	<i>Rolando S. Jamero</i> <i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and return the letter request to the Auxiliary Services Office		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>Driver II (see attached list of names)</i> CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i>



				<i>Lyncen M. Fernandez</i> Head Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>GycaMagusara</i> Junior Office Aide <i>Prof. John Lorenz Belanio</i> Vice Chancellor for Administration Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>VeberlyMomblan</i> Administrative Assistant II Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	2 Minutes	<i>Amelin Natividad</i> Administrative Officer V Cash Office
4. Present Official Receipt (OR) to ASO and Personnel-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>VeberlyMomblan</i> Administrative Assistant II Auxiliary Services Office
	4.2 Render the services requested during the activity		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> (see attached list of names) Campus Development and Maintenance Office



TOTAL	Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	3 Days 2 Hours 7 Minutes	
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10. Support Services during Activities in Iloilo City Campus (UPV Students and Employees)

The Campus Development and Maintenance Office provides support services during university activities and student-related activities. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system in the Auditorium and Little Theater, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Due to the COVID-19 pandemic, conduct of activities is governed by the existing IATF guidelines. Likewise, there are no face-to-face classes; hence, there are no student-related activities.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Students, Employees and Alumni only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Use of UPV Facilities (2 original) Or Letter Request from the Client (For UPV Students and Student Organizations, application form/letter request shall be approved by the Adviser, Dean & OSA Director to hold the activity.)		Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit (can be done through email) application form for use of UPV facilities to the Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	Maria Escrupolo Administrative Aide I CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	Maria Escrupolo Administrative Aide I CDMO Iloilo City
	1.3 Check the availability of the requested facilities		2 Hours	Archt. Mary Jane Bermejo Const. & Maintenance Gen. Foreman Or Ronald Tabor Electrician 1 CDMO Iloilo City
	1.4 Forward (through email) the application form to CDMO Miag-ao with confirmation on the availability of the requested facilities		15 Minutes	Archt. Mary Jane Bermejo Const. & Maintenance Gen. Foreman CDMO Iloilo City
	1.5 Receive and record the application form/letter request		10 Minutes	Melvin N. Nomananap Administrative Assistant II CDMO Administrative Section
	1.6 Check and verify the availability of requested personnel to the concerned CDMO Section		1 Hour	Melvin N. Nomananap Administrative Assistant II CDMO Administrative Section
	1.7 Forward the application form/letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of		30 Minutes	Melvin N. Nomananap Administrative Assistant II CDMO Administrative Section



	personnel needed and rate per hour for overtime services.			
	1.8 Review the application form/letter request for signature of the CDMO Chief		10 minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative Section
	1.9 Review and sign the application form/letter request		10 Minutes	<i>Engr. Mario M. Morano</i> OIC Campus Development and Maintenance Office
	1.10 Record and return (through email) the application form/letter request to the Auxiliary Services Office		15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Admin. and Transportation Section
	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Veberly Momblan</i> Administrative Assistant II <i>Lyncen M. Fernandez</i> Head Auxiliary Services Office
	1.12 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Gyca Magusara</i> Junior Office Aide <i>Prof. John Lorenz Belanio</i> Vice Chancellor for Administration Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge;		1 Hour	<i>Veberly Momblan</i> Administrative Assistant II Auxiliary Services Office



	prepare billing statement, and provide the requestor a copy			
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Personnel-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Render the services requested during the activity		3 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> <i>(see attached list of names)</i> Campus Development and Maintenance Office
TOTAL		Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	3 Days, 7 Hours, 17 minutes	



11. Support Services during Activities in Iloilo City Campus (Non-UPV Clients)

The Campus Development and Maintenance Office provide support services during activities of outside clients in which UPV is the venue of the activity. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system in the Auditorium and Little Theater, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for personnel services to the Campus Development Office, UP Visayas, Iloilo City Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City
	1.2 Receive and record the letter request		10 Minutes	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City



	1.3 Forward the letter request to CDMO Miag-ao		1 Day	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo City
	1.4 Receive and record the letter request		10 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative Section
	1.5 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative Section
	1.6 Forward the letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of personnel needed and rate per hour for overtime services.		30 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative Section
	1.7 Review the letter request for signature of the CDMO Chief		10 minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Administrative Section
	1.8 Review and sign the letter request		10 Minutes	<i>Engr. Mario M. Morano</i> <i>OIC</i> Campus Development and Maintenance Office
	1.9 Record and return the letter request to the Auxiliary Services Office		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> <i>Driver II (see attached list of names)</i> CDMO Admin. and Transportation Section



	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Lyncen M. Fernandez</i> <i>Head</i> <i>Auxiliary Services Office</i>
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>GycaMagusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> <i>Office of the Vice Chancellor for Administration</i>
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Auxiliary Services Office</i>
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	2 Minutes	<i>Amelin Natividad</i> <i>Administrative Officer V</i> <i>Cash Office</i>
4. Present Official Receipt (OR) to ASO and Personnel-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Veberly Momblan</i> <i>Administrative Assistant II</i> <i>Auxiliary Services Office</i>
	4.2 Render the services requested during the activity		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> <i>(see attached list of names)</i> <i>Campus Development and</i>



				Maintenance Office
TOTAL		Approved overtime pay (Hourly rate x total number of hours for actual services rendered)	3 Days, 5 Hours, 47 minutes	



12. Support services during activities

The Campus Development and Maintenance Office provide support services in the activities of the university. The major task is to physically prepare or arrange the designated venue for the activity.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Constituents (Students, Employees and Alumni) only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Application Form or Letter Request		ASO Committee/Office in-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send or provide (can be done through email) approved application form or letter request to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Receive and record the assessed application form from Auxiliary Service Office or concerned Committee.	None	10 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Assess the nature of request and distribute to the concerned section chief.		5 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section
	1.3 Evaluate and assign to personnel in charge of the services needed		30 Minutes	<i>Mario M. Morano</i> Engineer III Civil Works Section Or <i>Roger E. Teves</i> Sanitation and Water Utilities



				Section Or <i>Reginald S. Monsale</i> Electrical Section
	1.4 Render the services needed on or before and after the scheduled date of activity.		6 Days	<i>Arman M. Morano</i> Labor Foreman Civil Works Section Or <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman Electrical Section Or <i>Carpenters, Plumbers, Utility Personnel</i> Civil Works Section Or <i>Electricians</i> Electrical Section Or <i>Janitors (under supervision of SWUS)</i> (see attached list of names)
TOTAL		None	6 Days, 45 Minutes	



13. Technical specifications and cost estimates involving the expertise of engineers, etc.

Specifications and cost estimates are prepared by the CDMO to supplement the procurement of materials, equipment and upgrading of existing facilities. The estimates are bases for the budgeting. The sanitary, civil, electrical or plumbing specifications provided by the Office are used as the terms of reference in the procurement process.

Office	Campus Development and Maintenance Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Students, Employees and Alumni only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Request Form (1 original)			Downloadable through UPV Intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for the specification and cost estimate to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Acknowledge receipt of the job order request, and forward (through email or messenger) to the Section concerned	None	15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Assign technical personnel for the request and update the CDMO Job Monitoring System		30 Minutes	<i>Mario M. Morano</i> Engineer III Civil Works Section Or <i>Roger E. Teves</i> Sanitation and Water Utilities Section Or



				<i>Reginald S. Monsale</i> Electrical Section
	1.3 Conduct coordinated site inspection with the requestor to gather initial data regarding the intent of the requestor.		2 Days	<i>Mario M. Morano</i> <i>Engineer III</i> Civil Works Section <i>Or</i> <i>Roger E. Teves</i> Sanitation and Water Utilities Section <i>Or</i> <i>Reginald S. Monsale</i> Electrical Section <i>Or</i> <i>Draftsman (see attached list of names)</i> Civil Works Section
	1.4 Prepare plans, specifications, cost estimates, program of works (POW)		15 Days	<i>Mario M. Morano</i> <i>Engineer III</i> Civil Works Section <i>Or</i> <i>Roger E. Teves</i> Sanitation and Water Utilities Section <i>Or</i> <i>Reginald S. Monsale</i> Electrical Section <i>Or</i> <i>Jose Cadiz, Jr.</i> <i>Engineer II</i> Civil Works Section <i>Or</i> <i>Draftsman (see attached list of names)</i> Civil Works Section <i>Or</i> <i>Glenn M. Epistola</i> Construction and Maintenance General Foreman



				Electrical Section Or <i>Draftsman (see attached list of names)</i> Civil Works Section
	1.5 Check and certify the technical documents.		1 Day	<i>Mario M. Morano</i> <i>Engineer III</i> Civil Works Section Or <i>Roger E. Teves</i> Sanitation and Water Utilities Section Or <i>Reginald S. Monsale</i> Electrical Section Or <i>Jose Cadiz, Jr.</i> <i>Engineer II</i> Civil Works Section
	1.6 Prepare transmittal or endorsement of the CDMO Chief		1 Hour	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.7 Review the transmittal/endorsement for signature of the CDMO Chief		30 minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.8 Review and sign the transmittal/endorsement		30 minutes	<i>Engr. Mario M. Morano</i> <i>OIC</i> Campus Development and Maintenance Office



	1.9 Record and forward the complete documents to the requestor		30 minutes	<i>Melvin N. Nomananap</i> <i>Administrative Staff II</i> <i>Driver II (see attached list of names)</i> CDMO Administrative and Transportation Section
TOTAL		None	18 Days, 3 Hours, 15 Minutes	



14. Payment for utilities expenses (telephone, electricity, water) of Iloilo City Campus

The Campus Development and Maintenance Office takes charge of the processing of payment for utilities expenses of the whole UPV Iloilo City Campus. These utilities include telephone (PLDT and Globe), electricity (PECO), and water (MIWD). Payment for utilities expenses are processed on a monthly basis.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government G2B – Government to Businesses			
Who may avail	PLDT, Globe, PECO, MIWD only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Statement of Account to Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus.	1.1 Receive and record the Statement of Account.	None	15 Minutes	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo
	1.2 Forward the Statement of Account to CDMO Miag-ao		1 Day	<i>Maria Escrupolo</i> <i>Administrative Aide I</i> CDMO Iloilo
	1.3 Receive and record the Statement of Account and prepare online Disbursement Voucher (DV)		35 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative and Transportation Section



	1.4 Review the DV for signature of the CDMO Chief		5 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section
	1.5 Sign the DV		5 Minutes	<i>Engr. Mario M. Morano</i> OIC Campus Development and Maintenance Office
	1.6 Record and forward the Statement of Account with attached DV to the Accounting Office		30 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II <i>Driver II (see attached list of names)</i> CDMO Admin. and Transportation Section
	1.7 Record, pre-audit the documents and forward to the Budget Office		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.8 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.9 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office
	1.10 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Gyca Magusara</i> Junior Office Aide <i>Prof. John Lorenz Belanio</i> Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.11 Prepare check payment and facilitate signing of the		30 Minutes and/or upon availability of	<i>Jenelie Acosa</i> Administrative Officer III Cash Office



	check.		the authorized official	
	1.12 Bring the check of payment to the concerned company		1 Day	<i>Utility Worker (see attached list of names)</i> CDMO Iloilo
TOTAL		None	3 Days, 6 Hours, 30 Minutes	



15. Payment for utilities expenses (telephone and electricity) of Miag-ao Campus

The Campus Development and Maintenance Office takes charge of the processing of payment for utilities expenses of the whole UPV Miag-ao Campus. These utilities include telephone (PLDT and Globe) and electricity (ILECO I). Payment for utilities expenses is processed on a monthly basis.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government G2B – Government to Businesses			
Who may avail	PLDT, Globe, ILECO I only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Statement of Account to Campus Development and Maintenance Office (CDMO), UPV Miag-ao Campus.	1.1 Receive and record the Statement of Account.	None	15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Prepare online Disbursement Voucher (DV)		40 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.3 Review the DV for signature of the CDMO Chief		5 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section



	1.4 Sign the DV		5 Minutes	Engr. Mario M. Morano OIC Campus Development and Maintenance Office
	1.5 Record and forward the Statement of Account with attached DV to the Accounting Office		1 Hour	Melvin N. Nomananap Administrative Assistant II Driver II (see attached list of names) CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Budget Office		4 hours	Receiving and Outgoing Section Accounts Payable Section Accounting Office
	1.7 Record, obligate and forward the documents back to Accounting Office		4 hours	Receiving and Outgoing Section Budget Office
	1.8 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	Receiving and Outgoing Section Bookkeeping Section Accounting Office
	1.9 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	Gyca Magusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.10 Prepare check payment and facilitate signing of the check.		30 Minutes and/or upon availability of the authorized	Jenelle Acosa Administrative Officer III Cash Office



			official	
	1.11 Bring the check of payment to the concerned company		2 Days	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative and Transportation Section Or <i>Utility Worker (see attached list of names)</i> CDMO Iloilo
TOTAL		None	3 Days, 7 Hours, 5 minutes	



16. Check-up and minor repair of Air Conditioning Units (ACUs)

Check-up and minor repair of Air Conditioning Units (ACUs) are carried out in-house in order to maintain functionality and ensure efficiency of the ACUs in UP Visayas. Cleaning, repairs, replacement of capacitor and recharging of Freon will be attended by the electrical section of the Campus Development and Maintenance Office (CDMO).

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UPV Students, Employees and Alumni only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Request Form (1 original)			Downloadable through UPV Intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for Check-up and/or repair of Air Conditioning Unit to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Acknowledge receipt of the job order request, and forward (through email or messenger) to the Section concerned	None	15 Minutes	<i>Melvin N. Nomananap</i> <i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.2 Assign job to the concerned personnel through the foreman and update the CDMO Job Monitoring System		30 Minutes	<i>Reginald S. Monsale</i> <i>Engineer III</i> Electrical Section



	1.3 Conduct coordinated site inspection with the requestor; determine the scope of work, materials needed and schedule of implementation.		1 Day	<i>Glenn M. Epistola</i> <i>Construction and Maintenance General Foreman</i> Electrical Section <i>Vecinte Aranga</i> <i>Aircon Technician</i> Electrical Section
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the central store for the needed materials.		1 Hour	<i>Glenn M. Epistola</i> <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form for the accomplished job and acknowledgement in the Requisition Issuance Slip (RIS) for the materials received.		5 Days	<i>Vecinte Aranga</i> <i>Aircon Technician</i> Electrical Section <i>Aircon Technician Helper (see attached list of names)</i> Electrical Section
TOTAL		None	6 Days, 2 Hours, 15 Minutes	



17. Check-up and repair of UPV vehicles

Check-up and repair of UPV vehicles are part of the services rendered by the Administrative and Transportation Section of the Campus Development and Maintenance Office. The work is carried out by the CDMO Mechanic or Service Technician with the assistance of the vehicle's driver. The Service Technician is stationed in the CDMO Garage. The service also covers the diagnosis of issues in the vehicle combustion engine, mechanical and conventional, electrical components of the vehicles.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Offices only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Request Form (1 original)		Downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Acknowledge receipt of the job order request, and encode in the Job Order Monitoring System	None	15 Minutes	<i>Melvin N. Nomananap</i> Administrative Assistant II CDMO Administrative and Transportation Section
	1.2 Assess the nature of request and refer to the mechanic.		30 Minutes	<i>Melany T. Calcaben</i> Administrative Officer V CDMO Administrative and Transportation Section



	1.3 Schedule check-up of the vehicle		30 Minutes	<i>Ronnel M. Quilantang Mechanic III CDMO Administrative and Transportation Section</i>
2. Bring vehicle for check-up in the CDMO Garage, PPO, UPV Miag-ao Campus			1 Day (Paused Clock)	
	1.1 Conduct check-up of the vehicle and provide list of material/s needed and /or recommend solutions if repairs require external (outside of UP) expertise		1 Day	<i>Ronnel M. Quilantang Mechanic III CDMO Administrative and Transportation Section</i>
3. Purchase the needed materials and/or facilitate repair of parts which require external expertise.			3 Days (Paused Clock)	
	3.1 Implement the needed repair		1 Day	<i>Ronnel M. Quilantang Mechanic III CDMO Administrative and Transportation Section With Driver of the Vehicle</i>
	3.2 Inform requestor of the accomplished request and secure conformity of the requestor in the job order request form.		1 Hour	<i>Ronnel M. Quilantang Mechanic III CDMO Administrative and Transportation Section</i>
TOTAL		None	6 Days, 2 Hours, 15 Minutes	



18. Water Connection

The CDMO Sanitation and Water Utilities Section (SWUS) takes charge of the UPV Water System which supplies potable water to the whole Miag-ao Campus and extends to UPV employees and affected landowners in Miag-ao, Iloilo. The SWUS facilitates the processing and installation of water connection to qualified applicants.

Office	Campus Development and Maintenance Office	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizens G2G – Government to Government	
Who may avail	UPV employees and Affected landowners and their parents or children only whose residence is located within 500 meters from the nearest main line	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form (3 original)		1. UPV CDMO – Sanitation and Water Utilities Section
2. Certification as permanent employee (for UPV employee) (1 original, 2 photocopies)		2. UPV Human Resource and Development Office
3. Certification as Affected Landowners (for Affected Landowner) 1 original, 2 photocopies)		3. UPV Site Acquisition and Resettlement Project Office
4. Clearance or endorsement from Miag-ao Water District if the area is served by Miag-ao Water District (1 original, 2 photocopies)		4. Miag-ao Water District Office
5. Vicinity map of the area where the house is located to be connected with water service line indicating the distance from the nearest UPV main water distribution line (1 original, 2 photocopies)		5. Municipal Engineering Office
		6. Punong Barangay Office or Municipal Assessor's Office



6. Certification from Punong Barangay or Municipal Assessor's Office that the applicant is the owner of the house/lot (1 original, 2 photocopies) (If the applicant does not own the house/lot, the owner of the house/lot must issue a clearance or sign <i>conforme</i> to the application.)		7. Owner of the house/lot		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form together with the requirements listed above to the Sanitation and Water Utilities Section, CDMO Miag-ao	1.1 Receive and record the application form with attached requirements and forward to the Section Chief, SWUS		15 Minutes	<i>Shiela A. Fajarillo</i> <i>Administrative Aide I</i> Sanitation & Water Utilities Section
	1.2 Check and evaluate the application form and attached requirements		30 Minutes	<i>Roger E. Teves</i> <i>Engineer III</i> Sanitation & Water Utilities Section
	1.3 Inspect and validate the location for water connection.		2 Days	<i>Roger E. Teves</i> <i>Engineer III</i> <i>Pregrino Munion</i> <i>Plumber II</i> Sanitary & Water Utilities Section
	1.4 Prepare recommendation, sign the application form and forward to the CDMO		1 Hour	<i>Roger E. Teves</i> <i>Engineer III</i> Sanitation & Water Utilities Section



	Admin. Section			
	1.5 Review and sign the application form		15 Minutes	<i>Engr. Mario M. Morano</i> OIC Campus Development and Maintenance Office
	1.6 Record and forward the application form with attached requirements to the Office of the Vice Chancellor for Administration (OVCA)		30 Minutes	<i>Shiela A. Fajarillo</i> Administrative Aide I Sanitation & Water Utilities Section <i>Driver II (see attached list of names)</i> CDMO Administrative and Transportation Section
	1.7 Act on the request, forward the duly acted request to CDMO		2 Days (paused-clock)	<i>Prof. John Lorenz Belanio</i> Vice Chancellor for Administration Administrative Staff Office of the Vice Chancellor for Administration
	1.8 Notify the requestor and provide list of materials and specifications needed for water connection to the client.		2 Days	<i>Roger E. Teves</i> Engineer III Sanitation & Water Utilities Section
2. Pay the prescribed fees and present the Official Receipt to CDMO	2.1 Issue Official Receipt of payment to the client	Installation fee Php 500.00 plus deposit =	2 Minutes	<i>Amelin Natividad</i> Administrative Officer V



Sanitation and WaterUtilitiesSection		Number of persons in the household x 0.3 cu.m.per day x 60 days x tariff rate		Cash Office
3. Provide materials and labor for water connection and notify the Sanitation and WaterUtilitiesSection (SWUS) upon availability.			5 Days (paused-clock)	<i>Applicant</i>
	3.1 Schedule with the client the implementation of the request.		1 Day	<i>Roger E. Teves Engineer III Sanitation & Water Utilities Section</i>
	3.2 Implement the request and secure conforme of the requestor for the accomplished job.		2 Days	<i>Plumber II Sanitation & Water Utilities Section</i>
TOTAL		P 500.00 plus deposit = Number of person in the household x 0.3 cu.m. per day x 60 days x tariff rate	14 Days, 2 Hours, 32 Minutes	



19. Payment of Contractor's Billings for Maintenance Projects (First Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payments for the first billing of the Contractor.

Office	Campus Development and Maintenance Office	
Classification	Complex	
Type of Transaction	G2B – Government to Businesses	
Who may avail	UPV Contractors only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (5 original)		Contractor
2. Contract of Agreement (5 authenticated copy)		Contractor
3. Notice of Award (5 authenticated copy)		Contractor
4. Notice to Proceed (5 authenticated copy)		Contractor
5. Performance Bond callable on demand (1 original and 5 authenticated copy) with certification from Philippine Insurance Commission		Duly Registered Insurance and Surety Company
6. Contractor's Affidavit (5 original)		Contractor
7. Accomplishment Report (5 original)		Contractor
8. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor
9. Proof of payment for water and power deposit (if applicable) (1 original and 1 photocopy)		UPV Cash Office – Cashier Window



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the first billing.	None	1 Hour	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.2 Attach the following documents: Job Order Request, Obligation Request, Abstract of Bids, Approved Detailed Cost Estimates and Approved Plans and Specifications (5 photocopy each).		2 Days	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.3 Evaluate, verify and conforme the accomplishment report		2 Days	Mario M. Morano Engineer III CDMO Civil Works Section And / Or Reginald S. Monsale CDMO Electrical Section
	1.4 Prepare endorsement and online disbursement voucher		1 Hour	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.5 Review the endorsement and authenticate the attached supporting documents.		2 Hours	Melany T. Calcaben Administrative Officer V CDMO Admin. and Transportation Section
	1.6 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	Engr. Mario M. Morano OIC Campus Development and Maintenance Office



	1.7 Record and forward the complete documents to the Accounting Office		1 Hour	Jay Nuevaespaña (JO) Administrative Staff Driver II (see attached list of names) CDMO Admin. and Transportation Section
	1.8 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	Receiving and Outgoing Section Accounts Payable Section Accounting Office
	1.9 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	Gyca Magusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.10 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	Receiving and Outgoing Section Dr. Clement C. Camposano Chancellor Office of the Chancellor
	1.11 Record, obligate and forward the documents back to Accounting Office		4 hours	Receiving and Outgoing Section Budget Office
	1.12 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	Receiving and Outgoing Section Bookkeeping Section Accounting Office
	1.13 Record, sign and forward the		30 Minutes and/or	Gyca Magusara



	Disbursement Voucher to the Cash Office		upon availability of the approving official	<i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> <i>Office of the Vice Chancellor for Administration</i>
	1.14 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>Jenelie Acosa</i> <i>Administrative Officer III</i> <i>Cash Office</i>
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office	2.1 Release the check and receive the Official Receipt		2 Minutes	<i>Jenelie Acosa</i> <i>Administrative Officer III</i> <i>Cash Office</i>
TOTAL		None	6 Days, 2 Hours, 32 Minutes	

Payment of Contractor's Billings for Maintenance Projects qualified for multi-stage processing.



20. Payment of Contractor's Billings for Maintenance Projects (Progress Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payments for succeeding progress billings of the Contractor.

Office	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2B – Government to Businesses			
Who may avail	UPV Contractors only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (5 original)		Contractor		
2. Accomplishment Report (5 original)		Contractor		
3. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the succeeding progress billing.	None	1 Hour	<i>Jay Nuevaespaña (JO)</i> Administrative Staff CDMO Admin. and Transportation Section
	1.2 Evaluate, verify and conform the accomplishment report		2 Days	<i>Mario M. Morano</i> Engineer III CDMO Civil Works Section



				And / Or <i>Reginald S. Monsale</i> CDMO Electrical Section
	1.2 Prepare endorsement and online disbursement voucher		1 Hour	<i>Jay Nuevaespaña (JO)</i> <i>Administrative Staff</i> CDMO Admin. and Transportation Section
	1.3 Review the endorsement and authenticate the attached supporting documents		2 Hours	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.4 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Engr. Mario M. Morano</i> <i>Chief</i> Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Jay Nuevaespaña (JO)</i> <i>Administrative Staff</i> <i>Driver II (see attached list of names)</i> CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.7 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	<i>Gyca Magusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i>



				Office of the Vice Chancellor for Administration
	1.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	Receiving and Outgoing Section Dr. Clement C. Camposano Chancellor Office of the Chancellor
	1.9 Record, obligate and forward the documents back to Accounting Office		4 hours	Receiving and Outgoing Section Budget Office
	1.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	Receiving and Outgoing Section Bookkeeping Section Accounting Office
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	Gyca Magusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	Jenelie Acosa Administrative Officer III Cash Office
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office	2.1 Release the check and receive the Official Receipt		2 Minutes	Jenelie Acosa Administrative Officer III Cash Office
TOTAL		None	4 Days, 3 Hours, 32 Minutes	

Payment of Contractor's Billings for Maintenance Projects qualified for multi-stage processing.



21. Payment of Contractor’s Billings for Maintenance Projects (15% Advance Payment)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested 15% advance payment to the Contractor.

Office	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2B – Government to Businesses			
Who may avail	UPV Contractors only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (5 original)			Contractor	
Contract of Agreement (5 authenticated copy)			Contractor	
Notice of Award (5 authenticated copy)			Contractor	
Notice to Proceed (5 authenticated copy)			Contractor	
Surety Bond callable on demand (1 original and 5 authenticated photocopy) with certification from Philippine Insurance Commission			Duly Registered Insurance and Surety Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and	1.1 Check, receive and record the submitted documents pertinent to the payment of the 15% advance payment.	None	1 hour	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section



Maintenance Office, UPV Miag-ao Campus	1.2 Prepare endorsement and online disbursement voucher		1 Hour	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.3 Review the endorsement and authenticate the attached supporting documents.		2 Hours	Melany T. Calcaben Administrative Officer V CDMO Admin. and Transportation Section
	1.4 Review and sign the endorsement and disbursement voucher.		30 Minutes	Rolando S. Jamero Chief Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	Jay Nuevaespaña (JO) Administrative Staff Driver II (see attached list of names) CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	Receiving and Outgoing Section Accounts Payable Section Accounting Office
	1.7 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	GycaMagusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	Receiving and Outgoing Section Dr. Clement C. Camposano Chancellor



				Office of the Chancellor
	1.9 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>GycaMagusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>JenelieAcosa</i> <i>Administrative Officer III</i> Cash Office
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office	2.1 Release the check and receive the Official Receipt		2 Minutes	<i>JenelieAcosa</i> <i>Administrative Officer III</i> Cash Office
TOTAL		None	2 days, 3 hours, 32 minutes	

Payment of Contractor's Billings for Maintenance Projects qualified for multi-stage processing.



22. Payment of Contractor's Billings for Maintenance Projects (Final Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payment for final billing of the Contractor.

Office	Campus Development and Maintenance Office	
Classification	Highly Technical	
Type of Transaction	G2B – Government to Businesses	
Who may avail	UPV Contractors only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request (5 original)		Contractor
2. Contract of Agreement (5 authenticated copy)		Contractor
3. Notice of Award (5 authenticated copy)		Contractor
4. Notice to Proceed (5 authenticated copy)		Contractor
5. Surety Bond callable on demand (1 original and 5 authenticated copy) with certification from Philippine Insurance Commission		Duly Registered Insurance and Surety Company
6. Contractor's Affidavit (5 original)		Contractor
7. Accomplishment Report (5 original)		Contractor
8. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor
9. As-built Plans (1 original hard copy and soft copy)		Contractor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance Office, UPV Miag-ao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the final billing.	None	1 Hour	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.2 Attach the following documents: Job Order Request, Obligation Request, Abstract of Bids, Advertisement/Call for Bid, Approved Detailed Cost Estimates and Approved Plans and Specifications (5 photocopies each).		2 Hours	Jay Nuevaespaña (JO) Administrative Staff CDMO Admin. and Transportation Section
	1.3 Evaluate and verify the project's completion.		1 Day	Mario M. Morano Engineer III CDMO Civil Works Section And / Or Reginald S. Monsale CDMO Electrical Section
	1.4 Prepare punch list and send to the Contractor.		3 Hours	Mario M. Morano Engineer III CDMO Civil Works Section And / Or Reginald S. Monsale CDMO Electrical Section
2. Attend to the deficiencies listed in the punch list and inform the Campus Development and	15 Days (paused-clock)			
	2.1 Re-inspect the project's		1 Day	Mario M. Morano



Maintenance Office when the project is ready for inspection.	completion, conforme the accomplishment report, and the UPV Inspection Committee to issue a report.			<i>Engineer III</i> CDMO Civil Works Section And / Or <i>Reginald S. Monsale</i> CDMO Electrical Section
	2.2 Prepare endorsement and online disbursement voucher		1 Hour	<i>Jay Nuevaespaña (JO)</i> <i>Administrative Staff</i> CDMO Admin. and Transportation Section
	2.3 Review the endorsement and authenticate the attached supporting documents.		1 Hour	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	2.4 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Engr. Mario M. Morano</i> <i>Chief</i> Campus Development and Maintenance Office
	2.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Jay Nuevaespaña (JO)</i> <i>Administrative Staff</i> <i>Driver II (see attached list of names)</i> CDMO Admin. and Transportation Section
	2.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	2.7 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	<i>Gyca Magusara</i> <i>Junior Office Aide</i> <i>Prof. John Lorenz Belanio</i>



				Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	2.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	Receiving and Outgoing Section Dr. Clement C. Camposano Chancellor Office of the Chancellor
	2.9 Record, obligate and forward the documents back to Accounting Office		4 hours	Receiving and Outgoing Section Budget Office
	2.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	Receiving and Outgoing Section Bookkeeping Section Accounting Office
	2.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	Gyca Magusara Junior Office Aide Prof. John Lorenz Belanio Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	2.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	Jenelie Acosa Administrative Officer III Cash Office
3. Claim the check of payment and issue Official Receipt at the UPV Cash Office	3.1 Release the check and receive the Official Receipt		2 Minutes	Jenelie Acosa Administrative Officer III Cash Office
TOTAL		None	19 Days, 7 Hours, 2 Minutes	

Payment of Contractor's Billings for Maintenance Projects qualified for multi-stage processing.



Annex A: UPV Prescribed Rates for Use of Facilities

CDMO FACILITIES	RATES		
	Regular (Non-UPV)	Students	UPV Constituents/Alumni
Platforms	35.00/pc/day	25.00/pc/day	25.00/pc/day
Chairs	10.00/pc/day	5.00/pc/day	5.00/pc/day
H-Frame	30.00/pc/day	20.00/pc/day	20.00/pc/day
Risers/stairs	30.00/pc/day	20.00/pc/day	20.00/pc/day
Backdrop	200.00/lot/day	150.00/lot/day	150.00/lot/day
Generator set (250KVA)	2,000.00/hr		400.00/hr
microphone	100.00/pc/day	50.00/pc/day	20.00/pc/day
PA System (audi)	300.00 per hr	150.00 per hr	60.00 per hr
Industrial Fans	25.00 per hr	12.50 per hr	5.00 per hr



Annex B: List of CDMO Personnel

UPV MIAG-AO Campus								
	Storekeeper			Drivers		Carpenters		
	ALMANON, ANGELO			FIELDAD, JOSE ROLLY		MUYONG, PEDRO		
	SAPINOSA, BRIAN			GEPILGA, JOSE MARIO		EPISTOLA, ANGELITO		
				GESULGON, JESSIE		FREDECILLA, ARTHUR		
	Aircon Technician			JAMBORA, JOEBERT		HOJILLA, ALDEN		
	ARANGA, VECINTE			LASQUITE, RODOLFO, JR.		MOLEÑO, RONALD		
	NUFABLE, MARCELINO JR. M.			NOBLEZADA, MANNY		MONDANO, MAGDALINO		
						MORIT, LOPE		
	Draftsmen			Plumbers		MURILLO, ALFREDO		
	ARDAGON, DOMINIC			FLORECE, RONALD				
	FAMISARAN, JASON			MAGAYONDATO, NOEL				
	GARMAY, RUSSEL JAY			NIEVES, FLORENCIO		Grounds Personnel		
	HOJILLA, MICHAEL					VIDIOT, LODOVICO		
						POBLACION, SUNNY		
	Electricians			Utility Workers		NACUBUAN, ROGELIO JR.		
	BALGOS, RODRIGO			FREDECILLA, ROGER		NATAN, RONALDO		
	FALLARCO, JIMMY			HOJILLA, TOMAS		TOMAQUIN, BENJIE		
	FRIAS, RAY					LEGADA, ANTONIO		
	LEMANA, VICTORIO					ESTEVEZ, MICHAEL JAY		
	NARES, REYZARD							



<u>ILOILO CITY</u>				
	AV Technician		Grounds Personnel	
	AQUIDADO, JOSE		ACEDERA, CRISPIN EMMANUEL	
			SAJONIA, JOSEPH	
	Plumber/Water Pump Operator		SOQUEÑA, RAFFY	
	BASILIO, HERCULES		ESTREMER, CHRIS E.	
			AQUE, JAKE LLOYD P.	
	Utility Worker			
	LAS PINAS, EDWIN			
	Carpenter			
	SILAO, IAN			
	ALMANON, EMMANUEL			
	Electrician			
	TABOR, RONALD			



Annex B: List of Janitors

UPV Miag-ao Campus			
	Family Name	Given Name	M.I
1	FAULME	Arnel	V.
2	LEBUNA	Ronan Ralp	M.
3	ELMAGUIN	Angelita	D.
4	FAILANO	Analiza	D.
5	FREDECILLA	Alma	C.
6	NOBLEZADA	Luiza	G.
7	ASIS	Rosario	S.
8	MONDANA	Jeana	F.
9	CAMAYMAYAN	Ma. Elin	M.
10	NAGPATON	Joe An	N.
11	MOSURA	Thessa Pauline	J.
12	MOSURA	Henry	P.
13	NONATO	Rogelio Jr.	M.
14	JAWOD	Frederick	B.
15	NAPRATO	Elmer	R.
16	ABETONG	Mely Joy	N.
17	FAIGONES	Jene Boy	R.
18	NIONES	Michelle	N.
19	GAMILLA	Marlou	M.
20	MUYONG	Virgilio Jr.	N.

	Family Name	Given Name	M.I
21	MONDIDO	Jackylou	F.
22	NUFABLE	Joe Carlo	M.
23	SANQUILOS	Nicolas	F.
24	MONDREAL	John Stephen	J.
25	NIOGAN	Jimboy	A.
26	NIM	Rio John	F.
27	MARFIL	Lucina	C.
28	SABADO	Jaime Jr.	A.
29	ROMANO	Ricky	F.
30	NULADA	Richard	M.
31	BERTO	Elpidio Sr.	S.
32	NEBREJA	Jenebert	F.
33	NUÑEZA	John Kit	M.
34	NARIDA	Wilmer	N.
35	VILLOGA	Rena	M.
36	MONTALBAN	Edmar Paul	N.
37	FAINA	Jeane	G.
38	OÑATE	Loraine	
39	NUEVAESPAÑA	JC Ray	C.



UPV Iloilo City Campus			
	Family Name	Given Name	M.I
1	ABASTILLAS	Steven	S.
2	ABELLA	Arturo	D.
3	ALEGRE	Eduardo Jr.	A.
4	ALMANON	Lynne	L.
5	BAGOLCOL	Romnick	C.
6	BUSQUIT	Oliver	B.
7	DACUTAN	Noel	F.
8	FERNANDEZ	John Paul	A.
9	LAGANCE	Romar	M.
10	LAGANCE	Sidney	M.
11	NOGALES	Kert Karlson	T.
12	NOGALES	Vincent	T.
13	PARCIA	Garry	D.
14	PORILLO	Rhodney	A.
15	SEÑORIO	Michelle	M.
16	SUMAYO	Jenefer	B.
17	SUMIGCAY	Ma. Ruby	S.
18	ALTEJOS	Arjune Renz	T.
19	SAYNO	Jan Paul	J.



CASH OFFICE

Both External and Internal Services



1. Bond Application of UPV Officials and Employees to the Bureau of the Treasury

The Cash Office requires all officials and employees of the University with approved Authority to hold cash advance of more than P 5,000.00 or those University Officials whose position requires custody of funds or properties.

Office	CASH OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.General Form 57-A; 2. General Form 58-A 3. Authenticated copy of Administrative Order to Hold Cash Advance 4. Passport size pictures			1 & 2 Cash Office or Bureau of the Treasury 3. Office of the Chancellor 4. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Submits duly accomplished bond application form	1. Receives and checks duly filled-out application for bond and other requirements	None	5 minutes	Sheila T. Balenia Admin. Officer III, Cash Office
	2. Requests authenticated Statement of Assets, Liabilities, and Net Worth (SALN) and Certificate of Employment from HRDO	None	3 days	Sheila T. Balenia Admin. Officer III, Cash Office Jessie Monsale Admin. Officer II, HRDO Ella O. Tidon



	3. Forwards application form to the <u>Chancellor</u> for approval	None	1 day	Chief, HRDO
	4. Prepares Attachment B (List of Bonded Public Officer and Employees Form)	None	5 minutes	Sheila T. Balenia Admin. Officer III, Cash Office
	5. Submits Attachment B (List of Bonded Public Officer and Employees Form) to the <u>Vice Chancellor for Administration</u> for approval	None	1 day	Ricardo P. Babaran Chancellor, UPV
	6. Prepares Obligation Request (ObR) and Disbursement Voucher for payment of bond premium	None	5 minutes	Sheila T. Balenia Admin. Officer III, Cash Office
	7. Forwards ObR and DV to <u>Accounting Office</u> for Pre-Audit	None	2 days	Mary Ann T. Gumban VC for Administration
	8. Receives duly approved DV & prepares check for payment to the Bureau of the Treasury	None	10 minutes	Sheila T. Balenia Admin. Officer III, Cash Office
	9. Submits documents to the Bureau of the Treasury and secures Authority to Accept Payment		1 hour	Generose S. Quilantang Admin. Officer I, Cash Office
	10. Deposits checks/cash to Land Bank			Armida T. Titular Admin. Asst. III, Cash Office



	11. Submits validated deposit slip and Authority to Accept Payment to the Bureau of the Treasury	Corresponding bond premium	2 hours	Riezy Kate Gicaraya Admin. Aide II, Cash Office
		None	20 minutes	
	12. Secures confirmation letter of approved bonded officials and employees	None	1 day	Riezy Kate Gicaraya Admin. Aide II, Cash Office
				Riezy Kate Gicaraya Admin. Aide II, Cash Office
TOTAL		As specified above	8 days, 3 hours and 40 minutes	



2. Request for Cancellation of Check and/or Re-issuance of Check

Concerned units within the University may request for cancellation of check and request reissuance of the same due to stale, lost or cancelled checks, with justification, to pay the required fees and duly approved by the Chief of the Cash Office.

Office	Cash Office COA Accounting Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; G2G – Government to Government				
Who may avail	UPV Constituents, private individuals, suppliers and other government agencies				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter request			Requestor/client		
Official Receipt			UPV Cash Office, Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter requesting for cancellation of check or cancellation of check with issuance of new check. Client must state the reason for cancellation and reissuance.	1. Receive the letter, stamp date of receipt and verify the details of the check.	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office	
	1.1. Forward the letter of request together with the copy of the DV and check to the Chief of the Cash Office.	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office	
	1.2. Approve/Disapprove the request and forward the request to the concerned staff	None	2 minutes	Maureen Kay Ongo Chief, Cash Office	



	for releasing to the requestor.			
	1.3. Prepare letter for COA informing them of the cancellation of check with attached letter request from the requestor, check and DV. This must be prepared in 4 copies, 1 for Accounting, 1 for Cash Office, 1 as attachment for reissuance of check.	None	30 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.4. Receive the letter as file of the office	None	2 minutes	Receiving staff of COA and Accounting Office
	1.5. Inform the client regarding the status of the request	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
2. Receive the approval/disapproval of his/her request and if requesting for reissuance of check, pay the required fee.	2. Accept the payment and issue official receipt.	P50.00	2 minutes	Amelin Natividad Admin. Officer III, Cash Office
	2.1. Prepare the new check		7 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	2.2. Forward the check for signing of one (1) signatory and one (1) counter-signatory		2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	2.3. Verifies the accuracy of data on the check and sign the check		1 day	SIGNATORIES Maureen Kay Ongo Chief, Cash Office
				Or



				<p>Ernesita M. Alingalan SAO, Cash Office</p> <p>COUNTER SIGNATORIES Ricardo P. Babaran Chancellor, UP Visayas or Mary Ann T. Gumban VCA, UP Visayas or Martin G. Genodepa VCPD, UP Visayas or Rolly G. Fuentes VCRE, UP Visayas or Gay D. Defiesta VCAA, UP Visayas Arlene N. Avanceña Chief, Budget Office</p>
3. Return to the Cash Office to claim the reissued check and fill-up necessary documents	3. Evaluate the correctness of filled-up documents and release the check	None	5 minutes	<p>Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office</p> <p>Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office</p>
TOTAL		P50.00	1 day and 56 minutes	



3. Issuance of Car Sticker

The Cash Office issues car sticker to individual or company owned vehicle that enters the University Campus regularly.

Office	Cash Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity				
Who may avail	UPV Constituents and Outside Clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. UPV Car Pass/Sticker Application Form 2. Photocopy of Official Receipt 3. Photocopy of Certificate of Registration from LTO 4. Photocopy of Driver's License			1. UPV Guard House or Security Service Force Office or download at intranet.upv.edu.ph 2. Client/ LTO 3. Client/LTO 4. Client/LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present duly approved UPV Car Pass/Sticker Application Form	Check the completeness of application form and attached documents.	None	2 minutes	Amelin C. Natividad Admin. Officer V, Cash Office	
2. Accepts Official Receipt (OR) and UPV Car Sticker	Encode transaction data to the online collection system, receipt payment and print Official receipt to be issued to client.		3 minutes	Amelin C. Natividad Admin. Officer V, Cash Office	
	PRIVATE CAR/TRICYCLE	P 300.00			
	MOTORCYCLE	P 200.00			
TOTAL		As specified above	5 Minutes		



4. Request for Certification of Payment and Authentication of Duplicate Copy of Official Receipt (OR)

The Cash Office issues Certificate of Payment and or Authenticated Duplicate Copy of Official Receipt to the student for refund, scholarship or other purposes.

Office	Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; GTG – Government to Government			
Who may avail	UPV Constituents and Outside Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip for Certification and Lost OR			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished request slip	Check completeness of request slip.	None	1 minute	<u>Miaq-ao Campus in-charge:</u> Amelin C. Natividad Admin. Officer V, Cash Office <u>Iloilo City Campus in-charge:</u> Ma. Mitzi C. Calawigan Admin. Officer III, Cash Office
	Verify the payment made as per OR number to the Record and Collection Report on the month in which payment was made.	None	1 minute	
2. Accepts Official Receipt (OR)	Encode transaction data to the online collection system, receipt payment and print Official Receipt to be issued to client.		3 minutes	



3. Accepts Certification or Authenticated Copy of duplicate OR	Certification	P 40.00		
	Authentication	P 20.00	1 day	
	Prepare Certification of payment and/or Authenticated copy of duplicate copy of Official Receipt (OR).	None		
	Present OR as proof of payment of the request made upon release of certificate of payment and/or authenticated OR.	None	2 minutes	
TOTAL		As specified above	1 Day and 7 minutes	



5. Certification of Employee for: University Clearance, PhilHealth, and HDMF

Office	Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G Government to Government			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. University Clearance Form B. Philhealth Form No. CF1 & CSF C. HDMF Loan Forms			1. HRDO; Download at intranet.upv.edu.ph 2. Hospitals where the employee was admitted 3. HRDO/ HDMF Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. <u>University Clearance</u> 1. Submits University Clearance Form duly signed by the Head of Unit/Division/College	1.Receives the University Clearance Form, log the data needed of the employee (Name, Office, Purpose, Designation, Date) and check employee's outstanding accountabilities with Cash Office.	None	10 minutes	Ernesita M. Alingalan Supervising Admin. Officer Cash Office
	1.1. <i>With accountabilities:</i> Subject for compliance by the employee.			
	1.2 <i>No Accountabilities:</i> Forward to Chief, Cash Office for signature	None	1 minute	Maureen Kay C. Ongo, Chief, Cash Office
	2. Release to claimant.	None	1 minute	Generose S. Quilantang Admin. Officer I, Cash Office
		Total	12 minutes	



B. PHILHEALTH 1. Submits Philhealth Forms CF1 & CSF 2. Received the signed document. C. Pag-ibig Loan 1. Submits Pag-ibig Loan Form 2. Receives the signed document.	1. Receives the Philhealth Forms and forward to Chief, Cash Office for signature.	None	1 minute	Any of the Cash Office staff
	2. Check the completeness of Forms and sign.	None	1 minute	Maureen Kay C. Ongo, Chief, Cash Office
	3. Release to claimant by logging out to logbook.	None	1 minute	Generose S. Quilantang Admin. Officer I, Cash Office
		Total	3 minutes	
	1. Receives the Pag-ibig Loan Form and forward to authorized signatory whoever is available.	None	1 minute	Any of the Cash Office staff
	2. Check the completeness of Forms and sign.	None	1 minute	<u>Signatory:</u> Maureen Kay C. Ongo, (Miag-ao) Chief, Cash Office <u>or</u> Ma. Mitzi A. Calawigan (Iloilo) Admin. Officer III, Cash Office
	3. Release to claimant by logging out to logbook.	None	1 minute	Generose S. Quilantang Admin. Officer I, Cash Office
TOTAL		None	3 minutes	



6. Collection of Fees& Other Receivables throughOn LinePlatform

The Cash Office receives collection or payment deposited to UPV-LBP Bank Accounts.

Office	Cash Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity				
Who may avail	UPV Constituents and Outside Clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Billing Statement and Copy of Deposit Slip or Copy of List of Due and Demandable Accounts Payable (LDDAP) Advice or Letter of Advice of Bank Deposit			1. Billing Statement and Copy of deposit slip is issued and provided by the billing unit such as Dormitories, Registrar, Colleges, etc. or Government Agency concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present and provide Billing Statement and Deposit Slip or Copy of LDDAP Advice or Letter of Advice of Bank Deposit	Check and verify the date and amount deposited per copy of deposit slip or LDDAP advice or Letter of Advice of Bank Deposit to generated bank statement.	None	2 minutes	Ernesita M. Alingalan Supervising Admin. Officer, Cash Office	
2. Issue Official Receipt (OR)	Encode transaction data to the online collection system and print Official Receipt (OR) to be issued to client.	As per amount deposited	3 minutes	Amelin C. Natividad Admin. Officer V, Cash Office	
	Prepares Acknowledgement Letter		1 day	Ernesita M. Alingalan Supervising Admin. Officer, Cash Office	



3. Accepts Official Receipt and Acknowledgement Letter	Release or email the scanned Acknowledgement Letter and official receipt to the funding agency/client.		5 minutes	Maureen Kay C. Ongo Chief, Cash Office Ernesita M. Alingalan Supervising Admin. Officer, Cash Office
TOTAL		As per amount deposited	1 day and 10 minutes	



7. Collection of Fees (Walk-In)

The Cash Office receives payment or collect fees for official documents requested and or used of facilities or utilities of the University.

Office	Cash Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; GTG-Government to Government				
Who may avail	UPV Constituents and Outside Clientele				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Billing Statement; or 2. Temporary Form 5 or ID of student during enrolment.			1. Billing Statement is issued by the billing unit such as Dormitories, Registrar, Colleges, etc. 2. College Secretaries Office / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1 Present billing statement or	1.1 Check the accuracy and completeness of billing statement.	None	2 minutes	<u>Miaq-ao Campus in-charge:</u> Amelin C. Natividad Admin. Officer V, Cash Office <u>Iloilo City Campus in-charge:</u> Ma. Mitzi C. Calawigan Admin. Officer III, Cash Office	
1.2 Present temporary form 5/ student ID (for students during enrolment)	1.2 Check the assessment of student in the Computerized Registration System (CRS)	None	2 minutes		



2. Accepts Official Receipt (OR)	2. Encode transaction data to the online collection system, receipt payment and print Official receipt to be issued to client.	As per amount billed	3 minutes	
	Encode OR number to the student assessment form in the CRS	None	1 minute	
TOTAL		As specified above	8 Minutes	



8. Disbursement of Check thru Issuance of Acknowledgement Receipt

The Cash Office may disburse payment for utilities and cash on delivery (COD) transactions through permanent employees of the University by using the Acknowledgement Receipt (AR).

Office	Cash Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government; GTB – Government to Business Entity; GTG – Government to Government			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University issued ID			University	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of check for utility payment or COD transaction.	1. Verify the availability of the check/cash.	None	1 Minute	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office
	1.1. Prepare AR for signature of the client		3 minutes	Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office
	1.2. Prepare warrant register for signature of the client		1 minute	
2. Fill-up and sign the AR and the warrant register and surrender University issued ID	2. Check the documents for completeness and safe keep the ID and the AR.	None	3 Minutes	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office
	2.1. Issue the check together with the copy of DV to the client.		2 Minutes	Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office



3. Pay to concerned utility company or supplier and submit to the Cash Office the signed DV, official receipt and other documents required by the Accounting Office	3. Evaluate the correctness of the filled-up disbursement voucher, official receipt and other submitted documents. 3.1. Release the ID of the client and file the AR	None	5 Minutes	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office Reizy Kate Gicaraya (Iloilo Campus) Admin. Aide II, Cash Office
TOTAL		None	15 Minutes	



9. Disbursement by Cash

The Cash Office releases Socialized Tuition Allowances, CHED, DOST, V. BELLO Scholarship Grants to student grantees on a cash basis.

Office	Cash Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client;				
Who may avail	UPV Students (Graduate and Undergraduate)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
			<div>1. BIR; Post Office; DFA; SSS; GSIS; HDMF</div> <div>2. University’s Office of the Registrar</div> <div>1. Individual Client: Principal</div> <div>1.1. BIR; Post Office; DFA; SSS; GSIS; HDMF IDs</div> <div>2. Attorney/Legal Professional</div> <div>2.1. BIR; Post Office; DFA; SSS; GSIS; HDMF IDs</div>		
<div>Individual Clients: Principal</div> <div>1. Government Issued Identification Card/or</div> <div>2. University Issued Identification Card</div>					
<div>Individual Clients: Representative</div> <div>1. Authorization Letter (immediate Family Member only) with photocopy Of Government Issued Identification Card of both Claimant and Authorized Representative</div> <div>2. Special Power of Attorney with photocopy Of Government Issued Identification Card of both Claimant and Authorized Representative</div>					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present valid ID.</p> <p>1.1 For claims thru Representative: To present ID of the representative, and the person represented and the Authorization or SPA</p> <p>2. Accepts cash and payslip and sign in the payroll.</p>	<p>1. The Cashier encashed checks for payment of stipends/ allowances/ grants of UPV Students at the Land Bank of the Philippines</p> <p>1.1 The Cashier attaches the cash to claimant payslip. 1.2 Prepares copy of payroll.</p>	None	1 hour	<p>Maureen Kay C. Ongo, Chief, Cash Office or Ernesita M. Alingalan Supervising Admin. Officer Cash Office</p> <p>Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office</p>
	<p>2. Receive the document and verify the authenticity of the ID and other document and retrieve cash in the name of claimant.</p>	None	2 minutes	<p>Armida T. Titular (Miag-ao Campus) Admin. Asst. II, Cash Office</p>
	<p>3. Release cash to the claimant.</p>	None	1 minute	<p>Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office</p>
TOTAL		None	1 hour and 3 minutes	



10. Disbursement of Cash/Check through On-Line Deposit

The Cash Office may deposit claims or payment to the individual bank account at Land Bank or Other Banks.

Office	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government; GTB-Government of Business Entity			
Who may avail	UPV Constituents and Outside Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. On-Line Deposit: A.1 Bank Account Number (for non-UPV) A.2 Bank Service Fee (for inter-branch deposit)			A.1 Clients Depository Bank A.2 Pay P50 (P10,000 below); P 100 (P10,000 above)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<u>A. On-Line Deposit:</u> A.1 The Cashier prepares deposit slip to disbursement vouchers due for deposit to respective accounts in 4 copies.	For Inter-branch Acct. P 50 (10K below) & P 100 (10K above)	5 minutes	<u>Milagao Campus In-Charge:</u> Sheila T. Balenia Admin. Officer III, Cash Office
	2. The Cashier transact all for deposit transactions to the authorized depository bank.	None	1 hour	<u>Iloilo Campus In-Charge:</u> Riezy Kate Gicaraya Admin. Aide II, Cash Office
	3. The Cashier segregates copies of	None	5 minutes	



1. Claims copy of validated deposit slips at the Cash Office.	validated deposit slips. (1) –attached to DV; (1) copy for payee, & (1) file.		1 minute	
TOTAL		As specified above	1 hour and 11 minutes	



11. Disbursement of Check through Mail to Other UP Constituent University Cash Office

Office	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Constituents and Outside Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Office from Other UP Units receives mailed transmittal, Checks and DVs and returned the same to UPV upon receipt of claimant.	1. The Cashier prepared transmittal form for all checks to be mailed to respective UP Constituent Units Cash Office three (3) times a week. 2. The Cashier sends the mail/pouch through authorized courier of the University.	None	10 minutes 2 days	Generose S. Quilantang Admin. Officer I, Cash Office
TOTAL		None	2 days and 10 minutes	



12. Request for Letter of Introduction to Land Bank of the Philippines (for Opening a Payroll Account)

Office	Cash Office Land Bank of the Philippines			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTG – Government to Government			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Appointment 2. Tax Identification Number			1. Office of the Chancellor 2. BIR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for the preparation of Letter of Introduction.	1. Prepares Letter of Introduction to be signed by the Chief, Cash Office or any of the Authorized signatories in the absence of Chief, Cash Office.	None	5 minutes	Ernesita M. Alingalan SAO, Cash Office
2. Accepts Letter of Introduction	2. Chief, Cash Office or any Authorized Signatory to sign the Letter of Introduction and release to the requestor			Maureen Kay C. Ongo Chief, Cash Office or **Authorized Signatory and Counter- Signatory of UPV
TOTAL		None	5 minutes	



13. Preparation and Disbursement of Check

The Cash Office disburses all the payables of the University such as payment for goods (supplies, equipment, materials, etc.), services (salaries, allowances and honoraria), scholarships and refunds of projects from other Government Agencies (GA).

Office	Cash Office
Classification	Simple
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; G2G – Government to Government
Who may avail	UPV Constituents, private individuals, suppliers and other government agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Individual Clients: Principal	
Government Issued Identification Card	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
University Issued Identification Card	HRDO (University Employees) or OVCRE (Project-Based Employees)
Individual Clients: Representative	
Special Power of Attorney (SPA)	Person being Represented
Authorization (for immediate family of claimant only)	Person being Represented
Government issued Identification Card of the person being represented (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
Government issued Identification Card of the representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
Suppliers and other Government Agencies	
Official receipt	BIR



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives approved DV from OVCA or OC and verify completeness of signatories and stamp received the DV	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.1. Forward the DV for approval to the Chief of Cash Office	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.2. Approve the DV using UIS and forwards the same for encoding	None	2 minutes	Maureen Kay Ongo Chief, Cash Office
	1.3. Encode the details of the DV using the online portal and forwards the same to concerned staff	None	5 minutes	Armida Titular Admin. Asst II, Cash Office
	1.4. Encode the check number and check date using DV online and UIS and print the check	None	6 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.5. Forward the check for signing of one (1) signatory and one (1) counter-signatory	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.6. Verify the accuracy of data	None	1 day	SIGNATORIES



	on the check and sign the check			Maureen Kay Ongo Chief, Cash Office Or Ernesita Alingalan SAO, Cash Office COUNTER SIGNATORIES Ricardo P. Babaran Chancellor, UP Visayas or Mary Ann T. Gumban VCA, UP Visayas or Martin G. Genodepa VCPD, UP Visayas or Rolly G. Fuentes VCRE, UP Visayas or Gay D. Defiesta VCAA, UP Visayas Arlene N. Avanceña Chief, Budget Office
	1.7. Generate the check warrant register	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office
	1.8 Segregate checks for disbursement.	None	2 minutes	Jenelie A. Acosa Admin. Officer III, Cash Office



2. Inquire regarding the availability of check/cash in his/her name or business entity.	2. Verify the availability of the check/cash and requires the client of the required documents.	None	1 Minute	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office
3. For individual clients: Present valid ID and for claims thru representative present ID of the representative and the person represented and authorization or SPA For suppliers and other GAs: Present their official receipt.	3. Receive the documents and verify the authenticity of the ID and other documents or check the validity of the official receipt of the supplier. 3.1. Hand over to the client the copy of the disbursement voucher and warrant register (check disbursement) and payroll (cash disbursement) to be filled-up and signed.	None	2 Minutes 2 minutes	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office
4. For individual clients: Properly fill-up and sign the disbursement voucher and warrant register (check disbursement) and turn-over to the cashier	4. Evaluate the correctness of the filling-up of the disbursement voucher, payroll, warrant register and official receipt. 4.1. Issue the check to the client.	None	3 minutes 2 minutes	Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office Ma. Mitzi Calawigan (Iloilo Campus) Admin. Officer III, Cash Office Jenelie A. Acosa (Miag-ao Campus) Admin. Officer III, Cash Office



<i>For suppliers and other GAs</i> Issue official receipt, properly fill-up and sign the disbursement voucher and the warrant register and turn-over to the cashier.				Armida T. Titular (Miag-ao Campus) Admin. Assistant II, Cash Office Ma. Mitzi C. Calawigan (Iloilo Campus) Admin. Officer III, Cash Office
TOTAL		None	1 day, 33 minutes	



14. Collection of Tuition Fees through On-Line Platform

The Cash Office receives collection or payment deposited to UPV-LBP Bank Accounts.

Office	Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Constituents and Outside Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Deposit Slip from Land Bank or Personal Bank Account with fundTransfer facility				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Students to email the scanned copy of deposit slip or proof of payment to: <u>cash.upvisayas@up.edu.ph</u> indicating information of payee and nature of payment	Download and print payee's payment details and proof of payment	None	2 minutes	Amelin C. Natividad Admin. Officer V, Cash Office
	Check and verify in the on-line UPV Bank Statement if payment is already deposited	As per amount deposited	2 minutes	Ernesita M. Alingalan Supervising Admin. Officer, Cash Office
	Check correctness of the amount deposited against the amount reflected in the Computerized Registration and Student Information System (CRSIS)		3 minutes	Riezy Kate G. Gicaraya Admin. Aide, Cash Office
	Encode transaction data in the on-line		1 minute	



2. Receives Official Receipt (OR)	collection system and print Official Receipt (OR)			
	Encodes OR Number and clear students in the CRSIS.		5 minutes	
	Send scanned OR to payee.		2 minutes	
TOTAL		As per amount deposited	15 minutes	



CASH OFFICE

Internal Services



15. Release of Payslips to UPV Employees

The Cash Office releases folded payslip directly to employee or on a per unit/office/division through its authorized claimant.

Office	Accounting Office Cash Office				
Classification	Simple				
Type of Transaction	G2C – Government to Client;				
Who may avail	UPV Employees				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
A. Principal or Individual Release – No requirement B. Representative or Per Unit/Division/Office – List of Employees from authorized employee to Claim.			A. None B. Concerned Unit/Division/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Verbal request of employee to release payslip at Counter 4	1. Segregates payslips for Miag-ao and Iloilo based employees, including employees assigned to UPV Diliman Liaison Office, BAC and Batan, Aklan, upon receipt from the Accounting Office.	None	2 days	Armida T. Titular Admin. Asst. II, Cash Office	
	<u>A. Individual Release:</u> 2. Finds and releases payslip to employee	None	3 minutes.	Armida T. Titular Admin. Asst. II, Cash Office	



2. Accepts payslip and sign in the Payslip Logbook				
1. Submits names of employees per unit/division/office requesting for the release of payslip.	<u>B. Per Unit/Division Release:</u>			
2. Accepts payslips and sign in the payslip logbook.	1. Finds and releases individually folded payslips (in compliance with the data privacy law)	None	15 minutes	Armida T. Titular Admin. Asst. II, Cash Office
TOTAL		None	2 days and 18 minutes	



16. Sale of Bus Pass and Ticket

The University is providing transportation services for its faculty and staff going to and fro the main campus in Miag-ao, Iloilo for a minimal fee. The Cash Office is designated as custodian of the bus pass and ticket. UPV constituents may purchase the bus pass at P13.00 and the bus ticket at P25.00 from the Cash Office.

Office	Cash Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government; GTC - Government to Client			
Who may avail	UPV faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Bus Pass entitled UPV employee/faculty – P 13.00 2. Non-Bus Pass entitled UPV employee/faculty – P 25.00			Cash Office-Counter 2	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Office to purchase bus tickets/pass	1. Verify whether the employee is qualified to purchase a bus pass or bus ticket	P13.00each P25.00each	1 minute	<u>Miag-ao Campus In-Charge:</u> JenelieAcosa (Miag-ao Campus) Admin Officer III, Cash Office
	1.1. Accept payment and issue appropriate bus pass or ticket. Bus Pass Bus Ticket		2 minutes	<u>Iloilo City Campus In-Charge:</u> Reizy Kate Gicaraya (Iloilo Campus) Admin Aide II
2. Receive bus pass/ticket				
TOTAL		As specified above	3 minutes	



DATA INFORMATION SYSTEMS PROGRAM

Internal Services



1. Installation/Check up/ Troubleshooting/ Configuration of IT and other network related equipment

DISP provides technical support in the acquisition, installation and maintenance of computer hardware and network facilities of the University.

Office	DISP			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Job Request Form			DISP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and submit Job Request Form	DISP Personnel receives the signed Job Request Form and assign it to the corresponding personnel	None	1 minute	Johnna Malones Administrative Asst. II
	DISP perform any or all of the following, install, configure, diagnose, repair, test, troubleshoot or recommend to end user any of the following: request replacement, repair cannot be performed		2 hours	Dave Eslabra Job Order Personnel Wilfredo Palete Jr. Computer Maintenance Tech III
	For PC, Printer and Peripherals If unit needs to be referred for outside repair:		30 minutes	Wilfredo Palete Jr. Computer Maintenance Specialist III
	DISP personnel generate and print		5 minutes	Wilfredo Palete Jr.



	<p>technical specifications for the replacement unit</p> <p>DISP personnel signed the Pre-inspection and repair form and requesting unit submits to SPSO for further action.</p> <p>For network related equipment DISP personnel configures and test network (wired and wireless access) unit and servers for connectivity and network services, and integrates with University network infrastructure</p> <p>For diagnosis and fixing of web-based services, information systems, databases and online access to data of clients from other offices.</p>		<p>1 hour</p> <p>1 hour</p>	<p>Computer Maintenance Specialist III or Dave Eslabra Job Order Personnel</p> <p>Rico Hortillo IT Officer I</p> <p>Efrain Servento IT Officer I</p>
TOTAL		None	4 Hours and 36 Minutes	



2. Troubleshoot network connectivity issue

DISP is mandated to manage the UP inter-campus Network connectivity.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices/personnel in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Job Request Form			DISP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and submit Job Request Form	<p>DISP Personnel receives the signed Job Request Form and assign it to the corresponding personnel</p> <p>DISP personnel perform network troubleshooting of requesting office and restore network connectivity and access by checking network media inks, hardware units and software system of servers</p>	None	<p>3 minutes</p> <p>1 to 2 hours</p>	<p>Johnna Malones Administrative Asst. II</p> <p>Rico Hortillo IT Officer I Efrain Servento IT Officer I</p>
TOTAL		None	2 hours 3 Minutes	



3. Issuance of IT related equipment specification

The DISP provides technical support in the acquisition of computer hardware and network facilities of the university

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices/personnel in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Job Request Form			DISP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill up and submit Job Request Form	DISP Personnel receives the signed Job Request Form and assign it to the corresponding personnel	None	5 minutes	Johnna Malones Administrative Asst II
	DISP personnel generate and print Technical specifications of the requested IT related equipment		45 minutes	Wilfredo Palete Jr. Computer Maintenance Tech III
	DISP personnel scan the technical specifications and send to requesting unit or send via email		10 minutes	Rico Hortillo Johnna Malones Administrative Asst II
	TOTAL		1 Hour	



4. Evaluation of abstract of quotations

The DISP provides technical support in the acquisition of computer hardware and network facilities of the university.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices/personnel in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DISP receives Abstract of Quotation (AOQ) from SPSO	Receives the AOQ from SPSO for evaluation	None	3 minutes	Efrain Servento IT Officer I
	Evaluate the abstract, selecting the lowest and responsive offer from suppliers, recommend other actions to be taken by end-users and/or the award committee		30 minutes per AOQ	Efrain Servento IT Officer I
	Return the evaluated abstract to SPSO via email		10 minutes	Efrain Servento IT Officer I
TOTAL		None	45 Minutes per AOQ	



5. Inspection/Evaluation of IT related purchases of the University

The DISP provides technical support in the acquisition of computer hardware and network facilities of the university.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices/personnel in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPSO prepares IAR of IT equipment for Evaluation and call DISP once ready	DISP personnel, personally inspect the items at the SPSO office	None	3 minutes/IAR	Wilfredo Palete Jr. Comp. Maintenance Tech III Dave Eslabra Job order Personnel
TOTAL		None	3 Minutes per IAR	



6. Issuance and resetting of password of institutional email of Faculty, staff, REPS, students and offices

The DISP is responsible for the maintenance of Internet Accounts and connections of the UPV students, employees and offices.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All offices/personnel/students in UP Visayas			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter, Copy of UP ID or Student Form 5				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with scanned copy of UP ID or Form 5.	Receives request and verify credentials and encode complete name for email generation for new email requests, reset password and send link via email.	None	2 minutes/request	Wilfredo Palete Jr. Comp. Maintenance Tech III
TOTAL		None	2 Minutes per request	



7. Issuance of WIFI access to students

The DISP provides access to databases and internet and manages the UPV inter-campus network

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UP Visayas students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter, Copy of UP ID or Student Form 5				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with scanned copy of UP ID or Form 5.	Receives request and review credentials and issue username and password via email for WIFI access and instructions on how to connect	None	3 minutes/request	Rico Hortillo IT Officer I
TOTAL		None	3 Minutes per request	



8. Troubleshooting user accounts from web databases

The DISP is responsible for the maintenance of Internet Accounts and connections of the UPV students, employees and offices

Office	DISP			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UP Visayas employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Request or Letter Request duly endorsed by the Head of Unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Job Request, letter request or email request	Receives request and review its validity for processing	None	5 minutes	Efrain Servento IT Officer I
TOTAL		None	5 Minutes	



9. Uploading files to the web portal/Intranet

The DISP is responsible for the developing of data and information services and for the sustainable growth of IT resources of the University.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UP Visayas employees/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Request or Letter Request duly endorsed by the Head of Unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Job Request or letter request or request via email	Receives request and review the authenticity of necessary documents/ information to be published / attached to the Intranet pages	None	30 minutes	Efrain Servento IT Officer I
TOTAL		None	30 Minutes	



10. Technical Assistance during University events

The DISP personnel provide technical support services during the conduct of University activities.

Office	DISP			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request, Job Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Job request, letter request or Administrative order for committee membership of DISP personnel	Receives requests, AO for committee membership Check and test equipment to be used for the activity, setup equipment and peripherals at least 1 hour before the event and assist speakers, resource persons in the course of the activity	None	2 minutes Whole duration of the activity	Johnna Malones Administrative Asst II Wilfredo Palete Jr. Comp. Maintenance Tech III Rico Hortillo, IT Officer I Efrain Servento, IT Officer I Dave Eslabra, NGW staff
TOTAL		None	*Depending on the duration of the activity	



11. Analysis, design and planning of information systems, software, hardware and IT infrastructure to be implemented in the university

The DISP is responsible for the developing of data and information services and for the sustainable growth of IT resources of the University.

Office	DISP			
Classification	Highly technical			
Type of Transaction	G2C – Government to Client			
Who may avail				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request / administrative mandate/action / recommendations	Receives request / comply to mandate / validate the needs Onsite inspection of area/s where systems will be implemented, meet with clients and other related agencies, list the needs and design the necessary system and make a proposal to the administration if necessary	None	1 to 3 day/s	Efrain Servento IT Officer I Rico Hortillo IT Officer I
TOTAL		None	1 to 3 days	



HEALTH SERVICES UNIT

Both External and Internal Services



1. Annual Medical/Physical Examination

Office	UPV Health Services Unit				
Classification	G2C				
Type of Transaction	Simple				
Who may avail	UPV Students, Faculty and Staff				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
New student: UPCAT Notice, duly accomplished Medical Health Record, ID photo Old Student: UPV ID, duly accomplished Periodic Health Examination Form Employees: Birthday Notice for Annual PE			UPCAT notice - Office of the University Registrar Medical Health Record & Periodic Health Exam Forms-downloadable from CRS HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits self to triage/assessment Fills out health screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer	
Presents requirements (Student) Presents Birthday notice (Employee)	Receives and checks completeness of requirements		5 minutes	Administrative Aide III	
Obtains laboratory/x-ray request forms Signs charge slips and authority to deduct (for employees who opt for salary deduction of charges for additional tests)	Issues laboratory and x-ray request forms; Prepares charge slips and authority to deduct (for employees who opt for salary deduction of charges for additional tests)		5 minutes	Administrative Aide III	
Pays laboratory and x-ray fees and receives official receipt	Receives payment and issues official receipt	₱180.00 for new students ₱-800.00 for	3 minutes	Administrative Aide VI	



		employees charged to the University		
Undergoes laboratory and x-ray procedures	Performs laboratory or x-ray procedure		5 minutes	Medical Technologist and/or Radiologic Technologist
(Clock pause-results of laboratory tests done in the morning will be released in the afternoon while tests done in the afternoon will be released the following working day; x-ray results will be released the following day)				
Submits laboratory and x-ray results	Retrieves medical record and attaches laboratory and x-ray results then forwards them to medical staff		5 minutes	Administrative Aide III
Proceeds to the consultation/examination room	Takes vital signs, height/weight Performs Snellen's Test		5 minutes	Nurse on duty
Undergoes physical examination	Obtains pertinent medical history and performs physical examination Interprets laboratory/diagnostic test results Gives advice; provides treatment when indicated		10 minutes	Doctor on duty
Receives medical certificate or additional laboratory requests and prescriptions if needed	Issues medical certificate Gives prescriptions and additional laboratory/diagnostic tests if needed		2 minutes	Doctor on duty
TOTAL:	For new students For employees	₱ 180.00 ₱ 800.00 charged to the university	45 minutes	
End of Transaction				



2. Annual Dental Examination (Dental)

Office	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
New students: UPCAT Notice Old Students: UPV ID			Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits self to triage/assessment Fills out health screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer
New Student: Presents UPCAT notice Fills out Dental Recordform Old Student: Presents UPV ID	Prepares dental record Retrieves dental record		3 minutes	Dental Aide
Undergoes dental examination	Obtains pertinent dental history Performs dental examination Gives dental advise		15 minutes	Dentist
Receives dental certificate, prescription, dental x-ray requestif needed	Issues dental certificate Gives prescription/dental x-ray request if needed Schedules follow-up visit if needed		2 minutes	Dentist
TOTAL		None	25 minutes	
End of Transaction				



3. Medical Consultation and Treatment

Office	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	UPV Students, Faculty and Staff, Dependents, External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Birth Certificate of Children/ Marriage Certificate for Spouse (for dependents on first visit) Students: UPV ID			PSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits self to triage/assessment Fills out health screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer
Requests for consultation/treatment Student: Presents UPV ID Dependents: Presents birth certificate or marriage certificate on first visit Fills out Medical Health Record form on first visit	Retrieves Medical Health Record of returning patient Hands out Medical Health Record form to be filled out by patient on first visit		5 minutes	Administrative Aide/Triage Officer
Clock pause – Donning of PPE (Personal Protective Equipment) for 5 minutes				
Proceeds to the consultation/examination room	Takes vital signs, weight Asks for patient's chief complaint		5 minutes	Nurse on duty



Undergoes medical check-up	Obtains pertinent medical history Performs physical examination Makes appropriate diagnosis and gives treatment/management		15 minutes	Doctor on duty
Receives prescription and laboratory/ diagnostic test requests	Gives laboratory/diagnostic test requests, Gives prescription and advice Schedules follow-up visit when necessary		5 minutes	Doctor on duty
Receives starter dose of medicine if available	Provides starter dose of medicine if available (for faculty and staff)		2 minutes	Nurse on duty
Pays consultation fee and receive official receipt	Receives payment and issue official receipt		3 minutes	Administrative Aide VI
TOTAL		₱ 200.00 for external clients only	40 minutes	
End of Transaction				



4. Dental Consultation and Treatment

Office	UPV Health Services Unit				
Classification	G2C				
Type of Transaction	Simple case				
Who may avail	UPV Students, Faculty and Staff, Dependents, External clients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Birth Certificate of Children/ Marriage Certificate for Spouse (for first visit of dependents) UPV ID (for students)			PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits self to triage/assessment Fills out health screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer	
Requests for dental consultation/treatment Presents UPV ID (for students) Fills out Dental Record form (on first visit)	Retrieves dental record Gives out Dental Record form to be filled out by the patient (first visit)		3 minutes	Dental Aide	
Clock pause – Donning of PPE (Personal Protective Equipment) for 5 minutes					
Proceeds to the Dental Clinic	Prepares instruments to be used for dental examination/procedure Takes blood pressure Obtains relevant medical/dental history Secures consent for dental examination/procedure		5 minutes	Dental Aide Dentist	
Undergoes dental	Performs dental examination/procedure	Regular Rates:	45 minutes	Dentist	



<p>examination/procedure Receives prescription and request if any</p>	<p>Makes diagnosis and gives appropriate treatment/management Requests for tooth x-ray if needed Issues dental certificate when needed Schedules follow-up visit when necessary</p>	<p>Consultation-200</p> <p>Oral Prophylaxis: <i>Slight to Moderate Calcular Deposits-</i> 250 <i>Heavy Calcular Deposits -300</i></p> <p>Tooth Extraction: <i>Temporary Tooth-200 Permanent Tooth-</i> 300 Temporary Filling- 150 Permanent Filling- 300 Cementation-150</p> <p>Senior Citizen Rates Consultation-160</p> <p>Oral Prophylaxis: <i>Slight to Moderate Calcular Deposits-</i> 200 <i>Heavy Calcular Deposits -240</i> Tooth Extraction: <i>Temporary Tooth -</i> 160</p>		
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		<i>Permanent Tooth - 240</i> <i>Temporary Filling - 120</i> <i>Permanent Filling - 240</i> Employees and Dependents <i>Oral Prophylaxis: Slight to Moderate</i> <i>Calcular Deposits- 60</i> <i>Heavy Calcular Deposits- 60</i> <i>Tooth Extraction: Temporary Tooth-50</i> <i>Permanent Tooth-50</i> <i>Permanent Filling-50</i> <i>Cementation-30</i>		
Receives starter dose of medicine if available (for students, employees)	Provides starter dose of medicine if available (for students, employees)		2 minutes	Dental Aide
Pays dental procedure fees and receives official receipt	Receives payment and issues official receipt		3 minutes	Administrative Aide VI
TOTAL		Per procedure	63 minutes	
End of Transaction				



5. Laboratory Services

Office	Health Services Unit				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	Students Faculty, Staff and Dependents Non-UPV Constituents				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Laboratory Request			Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits self to triage/assessment Fills out health screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer	
Presents laboratory request to the Medical Technologist	Receives request and issues charge slip for laboratory fees		3 minutes	Medical Technologist	
Submits specimen for laboratory examination and/or submits self to blood extraction procedure	Receives specimen and/or extracts specimen (blood sample) from the patient		5 minutes	Medical Technologist	
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	FECALYSIS Regular Rate- ₱50.00 Senior Citizen-₱40.00	3 minutes	Administrative Aide VI (Cashier)	



		<p>UPV Student- ₱15.00 UPV Faculty/staff/de pendent-₱20.00</p> <p>URINALYSIS Regular Rate- ₱50.00 Senior Citizen- ₱40.00 UPV Student- ₱15.00 UPV Faculty/staff/de pendent-₱20.00</p> <p>PLATELET COUNT Regular Rate- ₱70.00Senior Citizen-₱56.00 UPV Student- ₱30.00UPV Faculty/staff/de pendent-₱40.00</p> <p>CT-BT Regular Rate-₱60.00 Senior Citizen- ₱48.00 UPV Student- ₱22.50 UPV Faculty/staff/de</p>		
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		<p>pendent-₱30.00</p> <p>Hematocrit Regular Rate- ₱50.00 Senior Citizen-₱40.00 UPV Student- ₱20.00UPV Faculty/staff/de pendent-₱25.00</p> <p>PREGNANCY TEST Regular Rate- ₱250.00 UPV Student- ₱200.00 UPV Faculty/staff/de pendent- ₱220.00</p> <p>BLOOD TYPING Regular Rate- ₱80.00 Senior Citizen-₱64.00 UPV Student- ₱20.00 UPV Faculty/staff/de pendent-₱25.00</p> <p>FBS Regular Rate-₱120.00</p>		
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		<p>Senior Citizen- ₱96.00 UPV Student- ₱40.00 UPV Faculty/staff/de pendent-₱50.00</p> <p>CHOLESTEROL Regular Rate- ₱145.00 Senior Citizen- ₱116.00 UPV Student- ₱70.00 UPV Faculty/staff/de pendent-₱90.00</p> <p>TRIGLYCERIDE S Regular Rate ₱155.00 Senior Citizen- ₱124.00 UPV Student- ₱100.00 UPV Faculty/staff/de pendent- ₱125.00</p> <p>CBC Regular Rate-₱100.00 Senior Citizen- ₱80.00 UPV Student-</p>		
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		<p>₱35.00 UPV Faculty/staff/de pendent-₱45.00</p> <p>LIPID PROFILE Regular Rate- ₱600.00 Senior Citizen- ₱480.00 UPV Student- ₱285.00 UPV Faculty/staff/de pendent- ₱380.00</p> <p>HDL Regular Rate ₱155.00 Senior Citizen- ₱124.00 UPV Student- ₱65.00 UPV Faculty/staff/de pendent-₱85.00</p> <p>URIC ACID Regular Rate- ₱150.00 Senior Citizen- ₱120.00 UPV Student- ₱65.00 UPV Faculty/staff/de</p>		
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		<p>pendent-₱85.00</p> <p>CREATININE Regular Rate- ₱130.00 Senior Citizen- ₱104.00 UPV Student- ₱60.00 UPV Faculty/staff/de pendent-₱75.00</p> <p>BUN Regular Rate-₱120.00 Senior Citizen- ₱96.00 UPV Student- ₱60.00 UPV Faculty/staff/de pendent- ₱75.00</p> <p>HEMOGLOBIN Regular Rate- ₱50.00 Senior Citizen- ₱40.00 UPV Student- ₱15.00 UPV Faculty/staff/de pendent-₱20.00</p> <p>SGPT</p>		
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		RegularRate- ₱220.00 Senior Citizen- ₱176.00 UPV Student- ₱117.00 UPV Faculty/staff/de pendent- ₱156.00		
Clock pause – processing of specimen and conduct of laboratory examination				
Presents official receipt to the Medical Technologist	Records official receipt number and releases laboratory results		2 minutes	Medical Technologist
TOTAL		Per Test	18 minutes	
End of Transaction				



6. X-Ray Services

Office	Health Services Unit			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students Faculty, Staff and Dependents Non-UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-Ray Request			Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits self to triage/assessment Fills out screening form	Hands out health screening form to be answered by client; performs triage Instructs/directs client to appropriate office/department		5 minutes	Administrative Aide/Triage officer
Presents x-ray request to the Radiologic Technologist	Receives request and issues charge slip for x-ray fee		2 minutes	Radiologic Technologist
Changes into a patient's gown	Prepares and mounts x-ray film to be used		3 minutes	Radiologic Technologist
Submits to x-ray procedure	Performs x-ray procedure		5 minutes	Radiologic Technologist
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	LUMBO SACRAL APL Regular Rate- ₱550.00 Senior Citizen-₱462.00	3 minutes	Administrative Aide VI (Cashier)



		<p>UPV Student- ₱285.00 UPV Faculty/ staff/dependent- ₱380.00</p> <p>CERVICAL (any view) Regular Rate-₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>PELVIS Regular Rate-₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>HIP Regular Rate-₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00</p>		
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		<p>UPV Faculty/ staff/dependent- ₱160.00</p> <p>FOOT APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>LEG (TIBIA, FIBULA) Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>KNEE APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPV Student-</p>		
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		<p>₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>THIGH (FEMUR APL) Regular Rate-₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>ANKLE Regular Rate-₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>CHEST PA-AP Regular Rate- ₱250.00 Senior Citizen- ₱210.00 UPV Student- ₱105.00</p>		
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		<p>UPV Faculty/ staff/dependent- ₱140.00</p> <p>CHEST LATERAL or APL Regular Rate- ₱250.00 Senior Citizen- ₱210.00 UPV Student- ₱105.00 UPV Faculty/ staff/dependent- ₱140.00</p> <p>CHEST BUCKY Regular Rate- ₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>CHEST LATERAL DECUBITUS Regular Rate- ₱250.00</p>		
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		<p>Senior Citizen- ₱210.00 UPV Student- ₱105.00 UPV Faculty/ staff/dependent- ₱140.00</p> <p>HAND Regular Rate-₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>WRIST APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>FOREARM APL Regular Rate-</p>		
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		<p>₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>ELBOW APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPV Student- ₱156.00 UPV Faculty/ staff/dependent- ₱208.00</p> <p>UPPER ARM APL Regular Rate-₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>SHOULDER Regular Rate-</p>		
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		<p>₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>CLAVICLE Regular Rate- ₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00</p> <p>ABDOMEN Regular Rate- ₱300.00 Senior Citizen- ₱252.00 UPV Student- ₱142.50 UPV Faculty/ staff/dependent- ₱190.00</p> <p>SCAPULA Regular Rate-</p>		
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		₱270.00 Senior Citizen- ₱226.80 UPV Student- ₱120.00 UPV Faculty/ staff/dependent- ₱160.00 SKULL APL Regular Rate- ₱500.00 Senior Citizen- ₱420.00 UPV Student- ₱240.00 UPV Faculty/ staff/dependent- ₱320.00		
Clock pause- manual processing of the film, sending it to the Radiologist for interpretation, typing and recording of the result				
Presents official receipt and receives x-ray result	Records official receipt number in the logbook and releases the x-ray result to the requestor		2 minutes	Radiologic Technologist
TOTAL		Per x-ray procedure	20 minutes	
End of Transaction				



7. Online Medical Consultation

Office	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple case			
Who may avail	UPV Students, Faculty and Staff, Dependents, External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee Identification Card Student Identification Card			Human Resource Development Office Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Calls or sends message to request for online consultation/treatment	Retrieves medical record		3 minutes	Nurse on duty
Submits to online consultation	Secures consent for online consultation and treatment Asks for patient's chief complaint		5 minutes	Nurse on duty
	Obtains pertinent medical history Makes diagnosis and gives appropriate treatment/management		10 minutes	Doctor on duty
Receives and understands explanation and instruction	Makes request for laboratory & diagnostic tests and explains their indication Writes prescription and gives instruction		5 minutes	Doctor on duty
Receives electronic prescription and/or laboratory request	Scans/takes photo of prescription and/or laboratory request		2 minutes	Nurse on duty
Pays consultation fee and receives official receipt	Receives payment and issue official receipt		3 minutes	Administrative Aide VI
TOTAL		P200.00 for external clients	28 minutes	
End of Transaction				



8. Annual Medical Health Evaluation via Online Submission of Health Declaration

Office	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple case			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
New student: UPCAT Notice, duly accomplished Medical Health Record, ID photo Old Student: UPV ID, duly accomplished Periodic Health Examination Form			Downloadable forms from CRS (Computerized Registration System)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends scanned copies of duly accomplished Health Forms and other requirements through official HSU medical email address	Receives email submission and endorses to doctor on duty Evaluates student's health status through the submitted health declaration		5 minutes	Nurse on duty Doctor on duty
Acknowledges receipt of medical clearance	Gives medical clearance and declares student as fit for enrollment Makes referral to specialists when needed		5 minutes	Doctor on duty
TOTAL		None	10 minutes	
End of Transaction				



Human Resources Development Office Internal Services



1. Issuance of University ID Card

ID card is a document which may be used to prove a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically include employee's name, photo, his/her office, employee number, tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status and the contact person during emergency. It is also used to facilitate access in the University.

Offices	1. Human Resources Development Office 2. Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form for University ID card 2. Official Receipt for payment of the fee for University ID card 3. ID picture (hard or soft copy) with appropriate background color			University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time Application: 1. Employee accomplishes the University ID application form in two (2) copies with the following documents:	1. HRDO receives the application form together with the ID picture and takes the following actions:	P 130.00	1 day	Administrative Assistant II



<ul style="list-style-type: none">a. Official Receipt issued by the UPV Cash Office for payment of the ID card feeb. ID picture with prescribed background color	<ul style="list-style-type: none">a. Validates the information provided in the application formb. Checks the completeness of the required documentsc. Forwards the application form to the Office of the University Registrar if the supporting documents are complete. <p>2. Office of the University Registrar takes the following actions:</p> <ul style="list-style-type: none">a. Receives the application form, together with the Official Receipt and ID pictureb. Takes\Downloads photoc. Edits photosd. Scans\Downloads and edit the signaturese. Inputs\Updates information of employee in the ID templatef. Prints and verifies correctness and condition of the IDs		5days	Administrative Aide III Information Systems Analyst II
	<p>3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.</p>		1 day	Administrative Assistant II



2. Employee or his/her representative receives the University ID card.	4. HRDO releases the University ID card to the employee or to his/her office representative.			
TOTAL		P 130.00	7 days including the waiting time.	



2. Issuance of Retiree's ID Card

ID card is a document which may be used to prove a person's identity. It simplifies retiree's identification and enhances the University's integrity and security. The retiree's University ID card typically include a retiree's name, photo, his/her tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status and the contact person during emergency. It is also used to facilitate access in the University.

Offices	1. Human Resources Development Office 2. Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client;			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form for University ID card 2. GSIS Retirement Number 3. ID picture (hard or soft copy) with appropriate background color			University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time Application: 1. Retiree accomplishes the University ID application form in two (2) copies with the following documents:	1. HRDO receives the application form together with the ID picture and takes the following actions:	None	1 day	Administrative Assistant II



<p>a. Official Receipt issued by the UPV Cash Office for payment of the ID card fee</p> <p>b. GSIS retirement number</p> <p>c. ID picture with prescribed background color</p>	<p>a. Validates the information provided in the application form</p> <p>b. Checks the completeness of the required documents</p> <p>c. Forwards the application form to the Office of the University Registrar if the supporting documents are complete.</p> <p>2. Office of the University Registrar takes the following actions:</p> <p>a. Receives the application form, together with the Official Receipt and ID picture</p> <p>b. Takes\Downloads photo</p> <p>c. Edits photos</p> <p>d. Scans\Downloads and edit the signatures</p> <p>e. Inputs\Updates information of retiree in the ID template</p> <p>f. Prints and verifies correctness and condition of the IDs</p> <p>3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.</p>		<p>5 days</p> <p>1 day</p>	<p>Administrative Aide III Information Systems Analyst II</p> <p>Administrative Assistant II</p>
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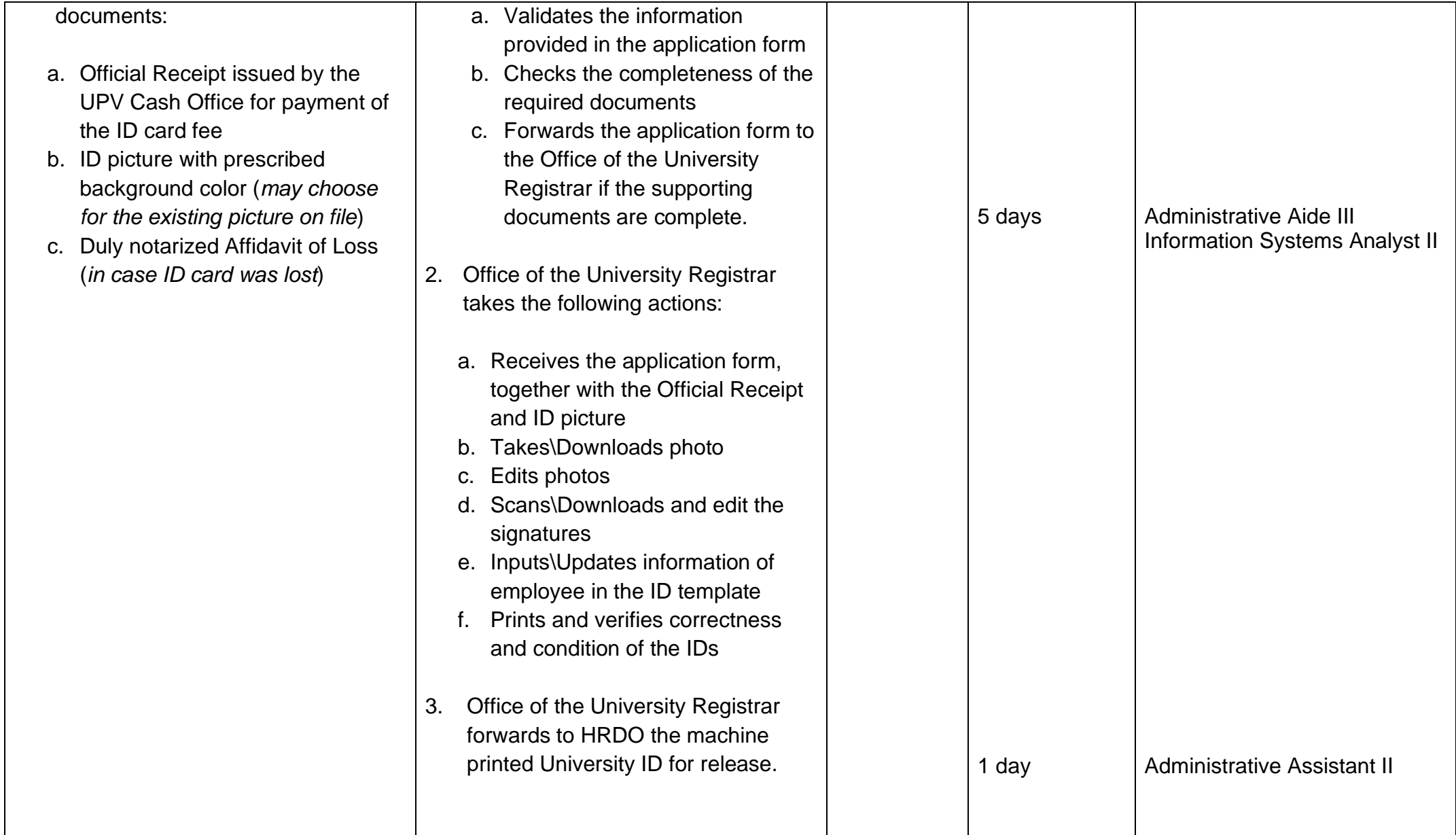
2. Retiree or his/her representative receives the University ID card.	4. HRDO releases the University ID card to the retiree or to his/her office representative.			
TOTAL		None	7 days including the waiting time.	



3. Replacement of University ID Card

ID card is a document which may be used to prove a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically include employee's name, photo, his/her office, employee number, tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status and the contact person during emergency. It is also used to facilitate access in the University.

Offices	1. Human Resources Development Office 2. Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client;			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form for University ID card 2. Official Receipt for payment of the fee for University ID card 3. ID picture (hard or soft copy) with appropriate background color 4. Duly Notarized Affidavit of loss (<i>if lost</i>)			University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For replacement of lost University ID card: 1. Employee accomplishes the University ID application form in two (2) copies with the following	1. HRDO receives the application form together with the ID picture and takes the following actions:	P 130.00	1 day	Administrative Assistant II





2. Employee or his/her representative receives the University ID card.	4. HRDO releases the University ID card to the employee or to his/her office representative.			
TOTAL		P 130.00	7 days including the waiting time.	



4. Issuance of ARTA ID Card: First-Time Application

All UPV employees are required to wear an *easy to read* identification card during office hours in compliance with RA 9485 (Anti-Red Tape Act) and RA 11032 (Ease of Doing Business and Efficient Government Service Delivery) such that the officials and employees concerned can be readily identified by the clients. The cost of ARTA ID card for first-time application shall be borne by the University. While the cost for re-printing to replace lost or worn out ARTA ID card shall be charged to the employee.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client;			
Who may avail	All new UPV employees and Job Hires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form for ARTA ID card 2. Recent colored 2x2 photo (printed or soft copy) with whited background of employee			ARTA ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time ARTA ID Application: 1. Employee accomplishes the ARTA ID application form and submits the form together with his/her recent colored 2x2 photo to HRDO.	1. HRDO receives the application form together with the photo and takes the following actions: a. Validates the information in the form accomplished by the employee. b. Prepares (scans the photo,	None	3 days	Supervising Administrative Officer Administrative Assistant II



2. Employee or his/her representative receives the ARTA ID card.	encodes the needed information in the ARTA ID template) c. Prints the ARTA ID for validation/signature of the HRDO Chief. 2. HRDO releases the ID to the employee or to his/her office representative.			
TOTAL		None	3 days	



5. Issuance of Replacement for ARTA ID Card

All UPV employees are required to wear an *easy to read* identification card during office hours in compliance with RA 9485 (Anti-Red Tape Act) and RA 11032 (Ease of Doing Business and Efficient Government Service Delivery) such that the officials and employees concerned can be readily identified by the clients. The cost of ARTA ID card for first-time application shall be borne by the University. While the cost for re-printing to replace lost or worn out ARTA ID card shall be charged to the employee.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client;			
Who may avail	All UPV employees and Job Hires			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form for University ID 2. Official Receipt 3. Recent colored 2x2 photo (printed or soft copy) with white background of employee			ARTA ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Subsequent applications: for ARTA ID card 1. Employee accomplishes the ARTA ID application form with recent colored 2x2 photo with white background and submits them to HRDO. Employee <i>may also opt to use his/her existing colored photo stored in the computer</i>	1. HRDO receives the application form together with the photo and takes the following actions: a. Validates the information in the form accomplished by the client. b. Informs the employee to pay the ARTA ID replacement fee to the	P 30.00 as replacement fee	1 day	Supervising Administrative Officer Administrative Assistant II



<i>file system.</i>	Cash Office		1 day	
	c. Prepares (scans/edits the photo, encodes the needed information in the ARTA ID template)			
	d. Prints the ARTA ID for validation/signature of the HRDO Chief.		35 minutes	
2. Employee pays the ARTA ID replacement fee to the Cash Office	2. Cash Office receives the fee and issues the OR to employee as proof of payment.		25 minutes	
3. Employee or his/her representative presents the OR issued for the payment of the fee and receives his/her ARTA ID card.	3. HRDO records the OR number in the application form and releases the ARTA ID card to the employee or to his/her office representative.			
TOTAL		P 30.00	3 days including waiting time	



6. Resetting of password of Employee’s University Information System (UIS) account

A Password is used to identify an employee when using a website, an email account, and the computer. It is essential in order to protect the security and identity of an employee and therefore, must not be disclosed to anyone. In case employee forgets his/her password, HRDO is given the authority to re-set employee’s temporary password for the employee to access to his/her UIS account.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV Faculty, REPS and Admin personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request through email or telephone call			Not Applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests through email or telephone call for the re-setting of his/her password for his/her UIS account. 2. Employee receives his/her temporary password for his/her UIS account.	1. HRDO receives the request. 2. HRDO resets the UIS password. 3. HRDO releases the temporary password, through email or telephone call, to the employee.	None	One (1) day	Administrative Assistant II
	TOTAL	None	1 day including waiting time	



7. Issuance of Certification of Performance Rating

The certification of performance rating attests the performance ratings obtained by an employee based on his/her Individual Performance Commitment Report (IPCR) Appraisal. IPCR is a tool used to measure the actual accomplishments based on targets set and agreed by the employee and his/her supervisor.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Administrative personnel, REPS and NGWs (Active/Inactive)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter or verbal request with the following information: <ul style="list-style-type: none">• performance rating period being requested• purpose of the request			Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits to HRDO a letter-request for the issuance of certificate of performance ratings. 2. Requestor receives his/her certificate of performance ratings	1. Receives the request. 2. Checks the completeness of the request. 3. Prepares the certificate of performance rating. 4. Secures the signature of the HRDO Chief. 5. Issues the certificate of performance rating to the requestor	PERSONNEL ON ACTIVE STATUS <ul style="list-style-type: none">• None if the purpose is work related• ₱20.00 for the first page and ₱10.00 for succeeding pages if purpose is not work related PERSONNEL ON	2 days	Administrative Assistant II



		INACTIVE STATUS <ul style="list-style-type: none">• ₱20.00 for the first page and ₱10.00 for succeeding pages if purpose is not work related		
TOTAL		As specified above	2 days including waiting time	



8. Issuance of Certificate of Leave Credits Earned

A Certificate of Leave Credits earned is issued to an employee who opts to transfer his/her non-commuted vacation and sick leave credits to the new agency that he/she is transferring to.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All UPV employees who will transfer to another government agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved transfer of the employee to another agency 2. Approved University Clearance			1. Office of the Chancellor or HRDO 2. University clearance application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee requests for certificate of leave credits that he/she earned. 2. Employee receives his/her certificate of leave credits earned.	1. HRDO receives the request and prepares the certificate. 2. HRDO issues the certificate to employee	None	3 days	Administrative Officer II Administrative Officer V
TOTAL		None	3 days including waiting time	



9. Issuance of Certificate of Leave Without Pay

Certificate of Leave Without Pay attests the period that the employee was on leave or absent without pay after he/she has exhausted his/her leave credits.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee requests for a certificate of leave without pay.	1. HRDO receives the request and prepares the certificate.	None	3 days	Administrative Officer II Administrative Officer V
2. Employee receives his/her certificate of leave without pay	2. HRDO issues the certificate to the employee.			
TOTAL		None	3 days	



10. Issuance of Certificate of Employment (and compensation) for personal purposes (active personnel)

The Certificate of Employment (and compensation) attests the position, office, employment status, and compensations of employees. This certificate is issued to employees who need the document to support transactions that are personal/not related to their work in the University.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request (letter/email/call) 2. Charge Slip 3. OR as proof of payment 4. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim			1. HRDO for the Charge slip 2. Cash Office for the Official Receipt as proof of payment 3. Requesting client for his/her ID or the authorization letter and ID of his/her representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for the certificate through telephone call, email, in writing, or in person 2. Receives the charge slip upon claim. 3. Pays the fee to the Cash Office	1. HRDO receives request and takes the following actions <ol style="list-style-type: none"> Verifies service record Prepares certificate Signs certificate Issues charge slip to client 2. Cash Office receives the payment and issues OR	P 20 per - page; P10 per additional page	1. 2 hours 2. 45 minutes	HRDO: Supervising Administrative Officer Administrative Assistant II Cash Office staff



4. Presents the following to HRDO to claim the certificate a. OR issued by the Cash Office b. authorization letter and copy of valid ID if to be claimed by a representative	3. HRDO records the OR presented by the employee.		3. 5 minutes	
5. Employee/representative receives the certificate of employment	4. HRDO releases the certificate of employment to employee/representative			
TOTAL		P 20 per page; P10 per additional page	2 Hours, 50 minutes including waiting time	



11. Issuance of Certificate of Employment (inactive personnel)

The Certificate of Employment attests the position, office, employment status, and other personal information requested. This certificate is issued to former employees who need the document to support post-UP endeavours/personal transactions.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to transacting public			
Who may avail	Former UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request (letter/email) 2. Approved university clearance 3. Charge Slip 4. OR as proof of payment 5. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim			1. HRDO for the inactive 201 records or personal copy of client for the approved University Clearance 2. HRDO for the Charge slip 3. Cash Office for the Official Receipt as proof of payment 4. Requesting client for his/her ID or the authorization letter and ID of his/her representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Former employee requests for the certificate through email, in writing, or in person 2. Receives the charge slip upon	1. HRDO receives request and takes the following actions a. Verifies from service record, 201 file and accomplishment of approved university clearance b. Prepares certificate c. Signs certificate d. Issues charge slip to client	P 20 per page; P10 per additional page	1. 2 hours	Supervising Administrative Officer



claim. 3. Pays the fee to the Cash Office 4. Presents the following to HRDO to claim the certificate a. OR issued by the Cash Office b. authorization letter and copy of valid ID if to be claimed by a representative 5. Former employee/representative receives the certificate of employment	2. Cash Office receives the payment and issues OR 3. HRDO records the OR presented by the client 4. HRDO releases the certificate of employment to former employee/representative		2. 45 minutes 3. 5 minutes	Amelin C. Natividad Administrative Officer V Supervising Administrative Officer
TOTAL		P 20 per page; P10 per additional page	2 Hours, 50 minutes including waiting time	



12. Issuance of Certificate of Employment (and compensation) for official travel/purposes (active personnel)

The Certificate of Employment (and compensation) attests the position, office, employment status, and compensations of employees. This certificate is issued to employees who need the document to support official/work-related transactions.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for travel authority/ request letter or email 2. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim			Authority to travel application form is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for the certificate through telephone call, email, in writing, or in person 2. Presents authorization letter and copy of valid ID if to be claimed by a representative.	1. HRDO receives request and takes the following actions a. Verifies service record b. Prepares certificate c. HRDO Chief signs certificate	None	2 hours	Supervising Administrative Officer



3. Employee receives the certificate of employment.	2. HRDO releases the certificate to employee.			
TOTAL		None	2 hours including waiting time	



13. Application for Expanded Maternity Leave (105 days) under RA 11210

The Expanded Maternity Leave is granted to a female employee to extend some measure of financial help and a period of rest and recuperation in connection with the pregnancy. It is a paid leave benefit granted to a qualified female employee for the duration of one hundred (105) days for live child birth, with an option to extend an additional fifteen (15) days if the female employee qualifies as a solo mother under RA 8972, and another thirty (30) days but the leave shall be without pay. In case of miscarriage and emergency termination of pregnancy, female employee is entitled to only sixty (60) days maternity leave. Employer must be notified in writing at least 45 days before the end of the maternity leave except for medical emergency.

Female employee may also allocate seven (7) days of her maternity leave to the father of her child not later than the period of her maternity; provided she submits a written notice to her employer. The father shall be excused from his work (leave without pay) but his leave without pay shall not be considered as a gap in the service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office the next higher supervisor 3. Human Resources Development Office 4. Office of the VC for Administration/Academic Affairs/Research & Extension 5. Accounting Office	
Classification	Technical	
Type of Transaction	G2C – Government to Client	
Who may avail	All qualified female employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Before the start of maternity leave: 1. Duly Accomplished Leave Application Form 2. Medical Certificate from attending physician (indicating the expected schedule of delivery)		CSC Leave application is downloadable at intranet.upv.edu.ph



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Female employee accomplishes three (3) copies of the CSC Leave application form with attached Medical Certificate and forwards the documents to her unit head/supervisor	1. Unit Head/authorized official evaluates the completeness of requirements and refers the maternity leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.	None	3 days	Unit Head/authorized official/supervisor of female employee
	2. The next higher supervisor (Dean) acts on the maternity leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		3 days	Dean
	3. HRDO receives the maternity leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates leave record of female employee b. Certifies pertinent leave balances c. Secures the signature of HRDO Chief d. Forwards the processed		3 days	Administrative Officer V Administrative Officer II NGW staff



2. Female employee receives her maternity leave application with action of the authorized Vice Chancellor.	maternity leave application to the authorized Office of the Vice Chancellor.		5 days	Vice Chancellor
	4. The authorized Vice Chancellor takes final action on the maternity leave application and sends back the maternity leave application to HRDO. 5. HRDO releases the processed maternity leave application to the female employee through her unit/office and furnishes another copy to Accounting Office.		5 Days	Administrative Officer V Administrative Officer II
TOTAL		None	19 days including waiting time	



14. Confirmation of Certificate of Report for Duty after a long-term Sick Leave, Maternity Leave, Rehabilitation Leave

Employee is required to accomplish a certificate of report for duty after a long-term sick leave, rehabilitation leave, and maternity leave.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Accounting Office			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees who are reporting back to duty after a long-term leave, sabbatical, special detail or secondment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for Certificate of Report for Duty 2. Medical Certificate from the attending physician that employee is fit to work after a long term sick leave, maternity leave, or rehabilitation leave		Form for certificate of report to duty is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the Certificate of Report for Duty with attached Medical Certificate from attending physician stating that he/she is fit to work and submits the documents to the unit head/immediate supervisor.	1. Unit Head/immediate supervisor certifies to the correctness of the date of actual report for duty of employee and forwards the documents to the next higher supervisor (Dean/VCA/VCAA).	None	2 days	Unit Head/immediate supervisor
2. Employee furnishes copies of	2. The Dean confirms the accuracy of		1 day	



Certificate of Report for Duty to Accounting and HRDO	the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			Dean
	3. The VCA/VCAA confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee.		3 days	Vice Chancellor
	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		1 day	Administrative Officer V Administrative Officer II
TOTAL		None	7 days including waiting time	



15. Confirmation of Certificate of Report for Duty after a long-term vacation leave, study leave, sabbatical, secondment, or special detail

Employee is required to accomplish a certificate of report for duty after a long-term vacation leave, study leave, sabbatical, secondment, or special detail.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Accounting Office			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees who are reporting back to duty after a long-term vacation leave, study leave, sabbatical, special detail or secondment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for Certificate of Report for Duty 2. Medical Certificate from the attending physician that employee is fit to work after a long term sick leave, maternity leave, or rehabilitation leave		Form for certificate of report to duty is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the Certificate of Report for Duty.	1. Unit Head/immediate supervisor certifies to the correctness of the date of actual report for duty of employee and forwards the documents to the next higher supervisor (Dean)	None	2 days	Unit Head/immediate supervisor



2. Employee furnishes copies of Certificate of Report for Duty to Accounting and HRDO	2. The Dean confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		1 day	Dean
	3. The VCA/VCAA confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee.		3 days	Vice Chancellor
	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		1 day	Administrative Officer V Administrative Officer II
TOTAL		None	7 days including waiting time	



16.Application for Ten-day Leave under R.A. 9262 (Anti-Violence Against Women and their Children Act of 2004)

The Ten-day Leave under R.A. 9262, otherwise known as AVAWC leave, is granted to the following: (1) any female employee in the government service, regardless of employment status, who is a victim of violence and (2) any female employee whose child is also a victim of violence and whose age is below eighteen (18) or above eighteen (18) but unable to take care of himself/herself.

Office	1. Office/Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All UP female employee victims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Leave Application Form 2. Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court 3. Barangay Protection Order (TPO/BPO) obtained from the barangay 4. Temporary Permanent Protection Order (TPO/PPO) obtained from the court 5. Police report specifying the details of the occurrence of violence on the victim 6. Medical Certificate		CSC Leave application form is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Victim female employee complies with all the requirements and accomplishes three (3) copies of the CSC Leave application.		None		



2. Victim female employee submits the AVAWC leave application together with the required documents to the unit head/authorized official.	1. Unit Head/authorized official evaluates the completeness of requirements and refers the AVAWC leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.		3 days	Administrative Officers/authorized officials of the college/ school/office
	2. The next higher supervisor (Dean) acts on the AVAWC leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		3 days	Administrative Officer V
	3. HRDO receives the AVAWC leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates leave record of victim female employee b. Certifies pertinent leave balances c. Secures the signature of HRDO Chief d. Forwards the processed AVAWC leave application to the Office of the Chancellor.		3 days	Administrative Officer V Administrative Assistant II



3. Victim female employee receives his/her AVAWC leave application with action of the Chancellor.	4. The Chancellor evaluates the exigency of service of victim female employee and then takes final action on the AVAWC leave application		5 days	Administrative Officer V
	5. The Chancellor sends back the AVAWC leave application to HRDO. 6. HRDO releases the processed AVAWC leave application to the victim female employee through her office/unit.		5 days	Administrative Officer V Administrative Assistant II
TOTAL		None	19 days including waiting time	



17. Application for long-term Vacation Leave (15 calendar days but not exceeding 30)

Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Leave Application Form			CSC Leave application is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for vacation leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/Dean acts on the vacation leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the</i>		2 days	Dean/Next higher supervisor



2. Employee receives his/her mandatory/vacation leave application with action of the authorized Vice Chancellor.	colleges/school)			
	3. HRDO receives the vacation leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances c. Secures the signature of HRDO Chief d. Forwards the processed vacation leave application to the authorized Office of the Vice Chancellor.		3 days	Administrative Officer V Administrative Officer II NGW staff
	4. The authorized Vice Chancellor takes final action on vacation leave exceeding 15 days but not less than 30 and sends back the leave application to HRDO.		3 days	Unit head/Dean
	5. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		3 days	NGW staff
TOTAL		None	13 days including waiting time	



18. Application for Sick Leave (15 calendar days but less than 30)

Sick Leave is granted on account of sickness or disability to officials and employees or any member of their immediate family.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Leave Application Form 2. Medical Certificate from attending physician			CSC Leave application is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave Application form.	1. Unit Head/authorized official recommends the application for sick leave of employee and forwards it to the next higher supervisor for appropriate action.	None	2 days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/dean takes final action on the sick leave application not exceeding 15 days based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		2 days	Dean/Next higher supervisor



2. Employee receives his/her mandatory/vacation leave application with action of the authorized Vice Chancellor.	3. HRDO receives the sick leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances c. Secures the signature of HRDO Chief d. Forwards the processed sick leave application exceeding 15 days (but less than 30 days) to the authorized Office of the Vice Chancellor.		3 days	Administrative Officer V Administrative Officer II NGW staff
	4. The authorized Vice Chancellor takes final action on the sick leave application more than 15 days, and sends back the leave application to HRDO.		3 days	Unit head/Dean
	5. HRDO releases the processed sick leave application to the employee through his/her unit/office.		3 days	Administrative Officer V Administrative Officer II
TOTAL		None	13 days including waiting time	



19. Application for Paternity Leave

Paternity Leave is granted to a married male employee for seven (7) days while continuing to earn compensation on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after child birth, as the case maybe, and assist in caring for his new-born child. Paternity Leave is granted for the first four (4) deliveries of the male employee's legitimate spouse with whom he is cohabiting.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Authorized Office of the Vice Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified married male employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Before the start of maternity leave: 1. Duly Accomplished Leave Application Form 2. Certificate of Live Birth of new born child			CSC Leave application is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Married male employee accomplishes three (3) copies of the CSC Leave application form with attached Certificate of Live Birth of new born child.	1. Unit Head/authorized official evaluates the completeness of requirements and refers the paternity leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.	None	2 days	Unit Head/authorized official/immediate supervisor



2. Married male employee receives his paternity leave application with action of the authorized Vice Chancellor.	2. The next higher supervisor (Dean) acts on the paternity leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		2 days	Dean/Next higher supervisor
	3. HRDO receives the paternity leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates leave record of married male employee b. Certifies pertinent leave balances c. Secures the signature of HRDO Chief d. Forwards the processed paternity leave application to the authorized Office of the Vice Chancellor.		3 days	Administrative Officer V Administrative Officer II NGW staff
	4. The authorized Vice Chancellor takes final action on the paternity leave application and sends back the paternity leave application to HRDO.		5 days	Vice Chancellor
	5. HRDO releases the processed		5 days	Administrative Officer V or



	paternity leave application to the married male employee through his unit/office.			Administrative Officer II
TOTAL		None	18 days including waiting time	



20. Application for Special Leave (CSC and CNA)

CSC and CNA Special Leaves are granted to an employee to mark personal milestones and/or attend to filial and domestic responsibilities, the approval of which is contingent upon the exigency of service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Leave Application Form			CSC Leave application is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for CSC or CNA special leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/Dean acts on the special leave application based on the recommendation of the		2 days	Dean/Next higher supervisor



2. Employee receives his/her processed CSC/CNA special leave application.	immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	3. HRDO receives the CSC/CNA special leave application including and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies CSC/CNA special leave balances		3 days	Administrative Officer V Administrative Officer II NGW staff
	4. HRDO releases the processed CSC/CNA special leave application to the employee through his/her unit/office.		5 days	Administrative Officer V Administrative Officer II
TOTAL		None	12 days including waiting time	



21. Application for short-term Vacation/Mandatory Leave

- Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.
- Mandatory leave of five (5) working days annually, whether continuous or intermittent, is required from all officials and employees who have ten (10) days or more vacation leave credits.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Leave Application Form			CSC Leave application is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for vacation/mandatory leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 days	Unit Head/authorized official/immediate supervisor



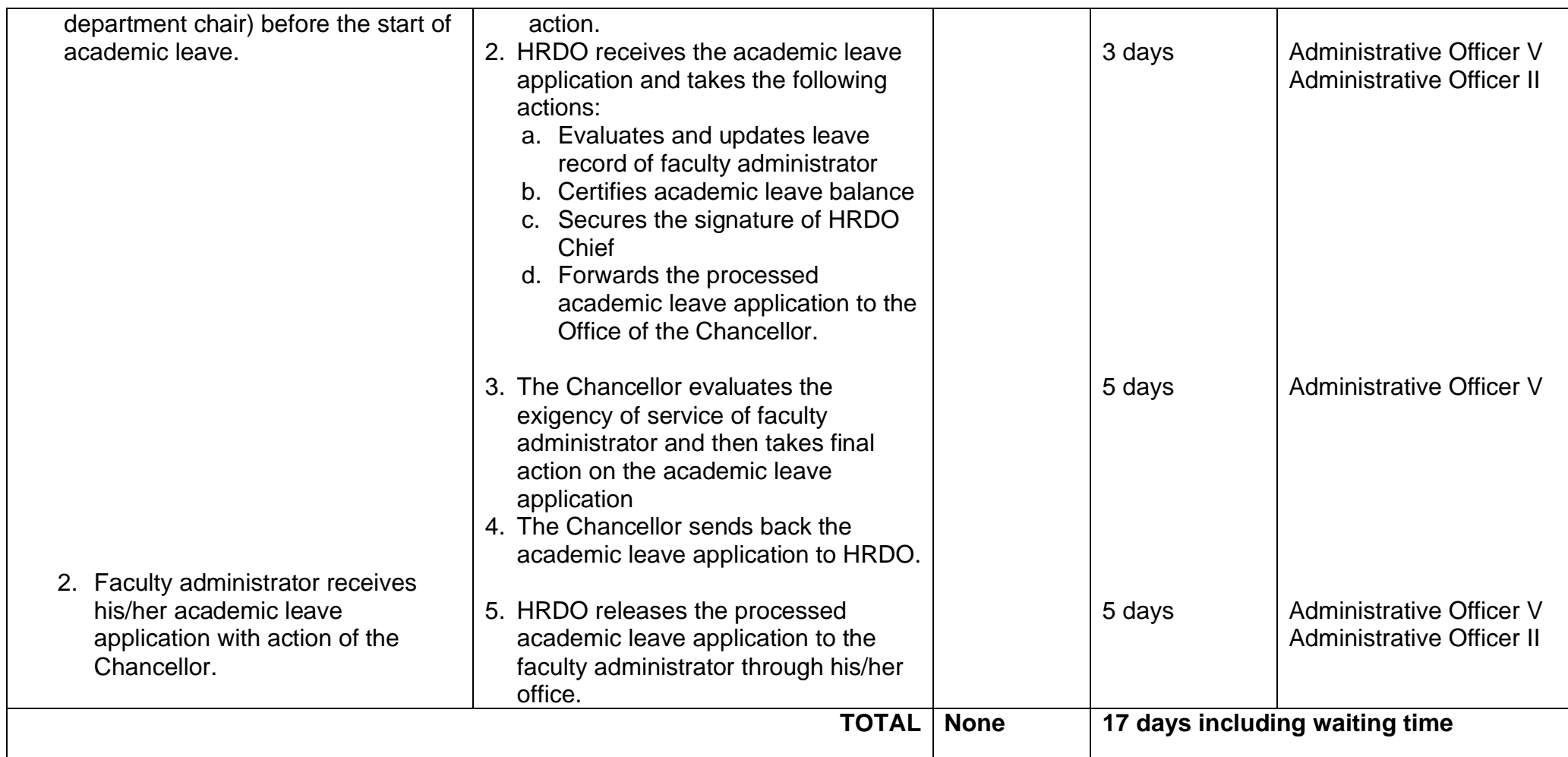
2. Employee receives his/her processed mandatory/vacation leave application.	2. The next higher supervisor/Dean takes final action on the vacation/mandatory leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		2 days	Dean/Next higher supervisor
	3. HRDO receives the vacation/mandatory leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances		3 days	Administrative Officer V Administrative Officer II NGW staff
	4. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		5 days	Administrative Officer V Administrative Officer II
	TOTAL	None	12 days including waiting time	



22. Application for Academic Leave (University Registrar, Deans, Vice Chancellors)

Academic Leave is an annual leave of ten (10) working days granted to faculty administrators with 9-12 units of administrative load credits to enable them to pursue their intellectual interests while performing administrative functions and somehow compensate for the loss in research time they would otherwise enjoy as faculty without administrative load. The grant of academic leave is subject to the terms and conditions set by the University.

Office	1. Unit Concerned 2. Human Resources Development Office 3. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished CSC Leave Application Form			CSC Leave application form is downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
University Registrar, Dean and Vice Chancellor designations: 1. Faculty administrator accomplishes three (3) copies of the CSC Leave application and submits application to the head of his/her mother unit (division chair, institute director, or	1. The immediate head of faculty administrator evaluates the exigency of service of faculty administrator and refers the application to HRDO for appropriate	None	3 days	Administrative Officers of the college/school





23. ISSUANCE OF CERTIFICATE OF CLEARANCE FOR LONG TERM LEAVE/RETIREMENT/SEPARATION

Certificate of Clearance is issued to employees when they go on leave for at least 30 calendar days, and separate or retire from service. The HRDO certifies that employee has been cleared of all academic/administrative responsibilities, money and property accountabilities and from administrative charges in the University. The issuance of the clearance is without prejudice to the employee’s liability for any accountability/charges reported to HRDO *after* the issuance date and subject to COA disallowance.

Offices	1. Offices/College Concerned 2. Human Resources Development Office 3. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All employees separating/retiring from service or going on leave for at least 30 calendar days			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client to accomplish the Request Form for Certificate of Clearance 2. Office heads/college deans to accomplish the following forms: a) Statement of Remaining Obligations that Employee Must Settle b) College/Office Clearance from Money and Property Accountabilities		1. The <i>request form for certificate of clearance</i> is downloadable at the intranet.upv.edu.ph. 2. The two following forms are provided by HRDO through email: a) <i>Statement of Remaining Obligations that Employee Must Settle</i> b) <i>College/Office Clearance from Money and Property Accountabilities</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee fills out the Certificate of Clearance Request Form and emails it to HRDO	12.HRDO checks the correctness of information provided in the form by the employee. 13.HRDO <i>simultaneously</i>	None	1 day 1 day	<ul style="list-style-type: none">Joy S, Moquera, Administrative Officer II (for assigned offices/colleges)Ann Gelyn N. Centina, Administrative Assistant II (for



	<p>emails the three (3) following forms to all the offices/college included in the clearance matrix form:</p> <ol style="list-style-type: none">The employee's duly filled out request form for certificate of clearance;The form for clearance from money and property accountabilities at the college/office level;The form stating the remaining obligations that employee must settle. <p>14. Office heads/authorized officials from offices included in the matrix form check the obligations/accountabilities of the requesting employee.</p> <ol style="list-style-type: none">If employee has remaining obligations/accountabilities: <ol style="list-style-type: none">The concerned office heads/college's		<p>Within 3 days reckoned from date of receipt of the office/college clearance form and the form for the statement of remaining obligations.</p>	<p>assigned offices/colleges)</p> <ul style="list-style-type: none">Annie S. Ilinon, Senior Office Aide (for assigned offices/college)Ralph Ruben C. Mueda, Junior Office Assistant (for personnel going on full-time study leave privilege) <p>Office heads/Authorized officials of the college</p>
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	<p>authorized officials accomplish the form stating the remaining obligations that the employee must settle and email the form to the employee. HRDO is furnished with a copy of the email for monitoring purposes</p> <p>2. Every time the employee has settled/resolved his/her accountabilities from any of the offices/college, the office heads /college dean sign/approve the form clearing the employee from money and property accountabilities and email the approved forms to HRDO.</p> <p>15. HRDO staff consolidates all approved</p>		<p>Within 2 days after the settlement of all the employee's accountabilities</p> <p><i>Note: the obligations may take a longer time to settle depending on the extent of the employee's accountabilities.</i></p> <p>Within 3 days after the receipt of the approved clearances from all offices</p> <p>Within 1 day</p>	<ul style="list-style-type: none">• Employee requesting for clearance• Office heads/Authorized officials of the college• Joy S, Moquera, Administrative Officer II (for assigned offices/colleges)• Ann Gelyn N. Centina, Administrative Assistant II (for assigned offices/colleges)• Annie S. Ilinon, Senior Office Aide (for assigned offices/college)
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	<p>office/college clearances and fills out the clearance matrix form;</p> <p>16. HRDO Chief verifies and signs the consolidated data. Then the HRDO staff forwards the verified clearance matrix to the Office of the Chancellor.</p> <p>17.Chancellor approves or disapproves the clearance matrix by affixing his/her signature in the said form and the OC staff forwards the approved clearance matrix form to HRDO.</p> <p>18.HRDO prepares, signs and releases the Certificate of Clearance to the employee, the office concerned, and the Accounting Office.</p>		<p>Within 3 days reckoned from date of receipt of the clearance matrix prepared and verified by HRDO</p> <p>Within 2 days reckoned from date of receipt of the approved clearance matrix</p>	<ul style="list-style-type: none"> • Ralph Ruben C. Mueda, Junior Office Assistant (for personnel going on full-time study leave privilege) • Ella O. Tidon, HRDO Chief • Above-listed HRDO staff • Chancellor • OC staff • Ella O. Tidon, HRDO Chief • Joy S, Moquera, Administrative Officer II (for assigned offices/colleges) • Ann Gelyn N. Centina, Administrative Assistant II (for assigned offices/colleges) • Annie S. Ilinon, Senior Office Aide (for assigned offices/college) • Ralph Ruben C. Mueda, Junior Office Assistant (for personnel going on full-time study leave)
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				privilege)
TOTAL		None	16 days including the waiting time; however, the settlement of the employee's remaining accountabilities may exceed 3 days and thus, the issuance of the <i>certificate of clearance</i> may also go beyond 16 days.	

Previous Process Flow

The assessment and clearing of accountabilities are **successively done by various offices** included in the clearance form. Thus, it will take 2-3 months or longer to process the University clearance depending on the extent of the employee's accountabilities.

Process Improvement

The assessment and clearing of accountabilities are **simultaneously done by all offices** included in the clearance matrix form. Thus, it will take 16 days to 1 month or longer to release the certificate of clearance depending on the extent of the employee's accountabilities.



SECURITY SERVICE FORCE

Both External and Internal Services



1. Application for UPV Car Sticker

Office	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty/staff/students/owners/drivers/operator of public and/or private vehicles			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
Request from CSC			CSC Regional Office No. 6	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application form to UPV Intranet. Inquire instructions to UPVSSF through email ssf.upvisayas@up.edu.ph	SSF Personnel give instruction to applicant on how to fill up through email.	Please refer to cost of UPV Car Stickers in attached form (Cost of UPV Car Sticker)	10 minutes	SSF Personnel
2. Fill up the application form. Scan the form including the attachments.				
3. Scan and submit the filled-out form with required attachment through email. Send to UPVSSFemailssf.upvisayas@up.edu.ph for approval.	3. Receives filled-out application form if it is in order and if the attachment is updated. 3.1 Conducts orientation on University rules and regulations in UPVSSF office. 3.2 Approves the application form and return to applicant for payment.			
4. Once approved pay directly to Cash office of corresponding	4. Cash Office issues OR and corresponding UPV CAR STICKER.			Cash Office



amount.			5 minutes	
5. Applicant receive sticker and return to SSF Office for signing at car sticker logbook. *Place UPV car sticker on the upper right front windshield of the vehicle.	5. Give Car Sticker Feedback Form to applicant and sign to the CAR STICKER LOGBOOK for recording.			SSF Personnel
TOTAL		As specified above	15 minutes	



SUPPLY AND PROPERTY SERVICES OFFICE

External Services



1. Posting of Procurement Activities @ PhilGEPS, UPV Website and Conspicuous premises of the University(Php50,000.00 and above per single transaction)

Office	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2G & G2C			
Who may avail	Outside Clients (suppliers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Request for Quotations (RFQ) for Php50,000.00 and above per single transaction 2. Signed ITB 3. Signed Purchase Order, NOA, Contract, Notice to Proceed		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks and downloads data atPhilGEPS, UPV Website and conspicuous premises of UPV	1. Posts RFQ, PO, ITB, NOA, Contract and NTP at PhilGEPS, UPV Website and conspicuous premises of UPV	None	1 day	Gorgonio Nuñal, III
TOTAL		None	1 day	



2. Issuance of Procurement Documents to Suppliers/Contractors and Delivery (Both Bidding and Alternative Mode)

Office	Supply and Property Services Office			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Client			
Who may avail	Outside Clients (Suppliers/Contractors)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed at least three (3) Request for Quotation (RFQ) 2. Signed Purchase Order/Job Contract/Notarized Contract 3. Signed NOA 4. Signed NTP			SPSO Procurement Office and OVCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accepts signed Request for Quotation (RFQ)	1. Prepares RFQ and forwards to AO	None	2 days	All SPSO Buyers
	2. AO reviews, controls, initials and forwards to SPSO Chief			Jo Ann Bedia
	3. SPSO Chief signs and forwards to monitoring staff			Emiliza Lozada
	4. Monitoring staff encodes transactions and forwards to Buyer, retaining copy for PhilGEPS posting.		1-28 days	RogemaMoncerate
	5. Distributes RFQs to suppliers and collects/retrieves them with price		1 day	BAC and BAC Secretariat SPSO Buyers



	quotations and delivery terms or if bidding, timelines and procedures as required by RA 9184 is being observed		1-7 days	All SPSO Buyers Kimar Gargaita
	6. Prepares Abstract of Quotation from at least three (3) suppliers, reflects delivery and payment terms observed or if bidding, subject to evaluation of TWG & End-User		2-3 days	BAC, BAC Secretariat, TWG and End-User
	7. Forwards AOQ to BAC Secretariat for evaluation of end-user and TWG		1 day	TWG/End-user BAC Chair, Members and Head, BAC Secretariat
	8. TWG and end-user assess and recommend award			KimarGargarita
			1-2 days	
	9. Head, BAC Sec reviews the recommendation, reflects the awardee, signs AOQ, and forwards to BAC		1 day	Emiliza Lozada
	10. BAC reviews, affixes signatures and returns to SPSO		1 day	BAC Members and Chair
	11. SPSO forwards documents to OVCA for approval		1 day	Ma. GladeeCocjin/KimarGargarita
	12. OVCA approves AOQ and returns to SPSO			Prof. John Lorenz Belanio
	13. Buyer prepares PO or Job Contract with NTP if amount is below			OVCA personnel



2. Accepts Purchase Order, NOA or Contract with NTP	Php100,000 and forwards to AO			SPSO Buyer
	14. AO reviews, indicate control number, initials and forwards to SPSO Chief SPSO Chief signs PO, forwards to monitoring procurement staff for recording and then to Buyers for release to supplier		1-2 days	Teresita Canto
			1-2 days	Emiliza Lozada RogemaMoncerate
	15. Buyer issues/releases PO or Job Contract with NTP to supplier for acceptance			SPSO Buyers
	16. If amount is beyond Php100,000, Buyer prepares PO and forwards to AO and BAC Sec with name of supplier's complete name & address			SPSO Buyer
	17. BAC Sec reviews documents and forwards to AO			Emiliza Lozada
	18. AO reviews documents, affixes initial and forwards to SPSO Chief		1 day	Jo Ann Bedia Emiliza Lozada
	19. SPSO Chief reviews documents, affixes initial and forwards to OVCA for issuance of NOA (goods) or Notarized Contract and NTP (Infra or other services)		1 day	Prof. John Lorenz Belanio



3. Delivers goods/services @ the date Specified in the approved Purchase Order, Job Contract / NOA/ NTP.	20. Signs PO, issues NOA or Notarized Contract and NTP and returns to SPSO 21. Encodes transaction at database and forwards to Buyer concerned 22. Buyer distributes PO/Award (if any), Job Contract or Notarized Contract with NTP to suppliers for acceptance and awaits delivery.		7 days delivery for ordinary/common goods 15 days delivery for printing & other services); 90-120 days for Indent orders or Infra Projects	OVCA Staff RogemaMoncerate SPSO Buyer
TOTAL		None	55 days minimum 175 days maximum	



3.Sale of Bid Documents to Prospective Bidders

Office	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2G & G2C- Government to Government & to Client			
Who may avail	Outside Clients (Suppliers)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Payment Order Slip 2. UPV Official Receipt 3. Bidding Documents			SPSO-BAC Secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Payment Order Slip from BAC Secretariat, SPSO 2. Pays at the Cash Office 3. Presents OR to SPSO BAC Secretariat	1. Prepares Bid documents and made available to bidders 2.Issues payment order slip reflecting the project and the amount 3.Issues Official Receipt (OR) 4.Photocopies the OR and releases bid documents	As prescribed in the Bid documents	1 day	Elizabeth Aquidado Jarem Espinosa Cash Office Staff Elizabeth Aquidado
TOTAL		As prescribed in the Bid documents	1 day	



4. Auction Sale of Unserviceable Properties of the University

Office	Supply and Property Services Office			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Client			
Who may avail	Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Auction Sale or Invitation to Bid 2. Auction proposal 3. Cash Bond			UPV Disposal Committee thru: SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calendars date of Viewing and Auction Sale based on Invitation to Bid 2. Views items at site 3. Submits Bid proposals and Cash Bond 4. Pays amount at the Cash Office and presents OR to ADC Secretariat 5. Pulls out the awarded items from the ADC Secretariat	1. Posts Notice of Auction Sale at various premises of the University 2. Assists in the viewing of items for sale at Site 3. Provides Auction Sale Documents for bidders 4. Conducts auction sale, evaluates bid offers and issues award 5. Photocopies the Official Receipt, prepares Gate Pass and schedule the pull out of items 6. Releases the items at designated schedule	Cash bond of 10% of total Bid	15 days	ADC Chair & Member ADC Secretariat
TOTAL		Cost of Bid Offers and Cash Bond	15 days	



5. Request for Payment of Delivered Good and Services

Office	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C- Government to Client			
Who may avail	UPV Constituents and Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. TIN of Supplier 2. Bank account number of supplier 3. Invoice/Delivery Receipt/Billing 4. Performance Bond 5. Retention Money 6. Warranty Security 7. PAR/ICS/Waste Materials Report (If any) 8. Inspection and Acceptance Report (IAR) 9. Certificate of Final Acceptance 10. Certificate of Inspection 11. Approved Purchase Request & Obligation Request 12. Signed RFQ or Bidding Documents 13. Approved Abstract of Quotations (AOQ) 14. Signed Purchase Order/Award/Notarized Contract 15. Signed & Acknowledged Notice to Proceed(NTP)			1. Supplier 2. SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier/Contractor calls SPSO and payment is available 2. Receives check as payment and issues Official Receipt (OR)	1. .Acknowledges call, confirms the supplier, Purchase Order or Contract, Invoice Number and amount of transaction 2. Checks the transaction if with DV	None	1 day	Julie Ann Cala-or



	or not			Julie Ann Cala-or SPSO Buyer
	3. If DV was already forwarded to Accounting for processing, informs supplier to wait		1-3 days	Julie Ann Cala-or Eva Dicar
	4. If DV was not yet forwarded to Accounting Office for processing, informs Buyer to collate and submit supporting documents for DV preparation			Teresita Canto
	5. DV in charge prepares check list of requirements, reflects data and prepares Disbursement voucher with Obligation Request (if any) and forwards to AO for review			Emiliza Lozada
	6. AO reviews and affixes signatures at the machine copies of supporting document and forwards to Chief, SPSO		1 day	Rogema Moncerate
	7. SPSO Chief review the documents, signs DV and Obligation Request (if any) and forwards to monitoring			Rey Candelon



	staff for recording			
	8. Monitoring staff encodes and forwards to staff in charge for scanning			
	9. Scans supporting documents for file and forwards DV and supporting documents to Accounting for processing			
TOTAL		None	5 days	



SUPPLY AND PROPERTY SERVICES OFFICE

Both External and Internal Services



6. Consolidation of Units' PPMP into UPV Annual Procurement Plan (APP) and Submission to UP System SPMO and DBM-PS

Office	Supply and Property Services Office			
Classification	Highly Technical			
Type of Transaction	G2C & G2G			
Who may avail	UP System-SPMO and DBM-PS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hard copies and soft copies of Indicative UPV-APP (Non-Common SME) 2. Hard copies and soft copies of UPV-APP (Common SME)		1. SPSO-BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System-SPMO and DBM-PS call for submission of APP 2. Units encodes PPMP and submits to SPSO thru eProcure	1. Issues memorandum to units for submission of unit's PPMP for both Common and Non-common supplies and materials and equipment. 2. Downloads and consolidates all units PPMPs into Indicative APP for both Common SME and Non-Common SME 3. Coordinates with Budget Office as to funding source 4. Secures approval of the Indicative APP Official on the hard copy, and 5. Submits Indicative APP for Non-common Supplies and	None	1 day 30 days	Prof. John Lorenz Belanio RogemaMoncerate



3. DBM receives on line and hard copies of APP (Common SME) and SPMO-UP System receives on line and hard copies of Indicative APP (Non-Common SME)	Equipment to UP System- SPMO and Common Supplies and Equipment to DBM-PSE.			
TOTAL		None	31 days	



7. Issuance of Waste Materials Report for Repaired/Rehabilitated Defective UPV Properties

Office	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C-Government to Client			
Who may avail	UPV Constituents and Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Obligated Purchase Request or Job Order Request 2. Sales Invoice/Delivery Receipt 3. Waste Materials			End-user	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV units submits Obligated Purchase Request/Job Order Request, Invoice and Waste materials	1. Receives Obligated Purchase Request or Job Order Request, Purchase Order, Invoice/Delivery Receipt and Waste materials 2. Reviews, encodes the newly replaced parts at database 3. Prints the Waste Material Report in three (3) copies and forwards to SPSO Chief for signature 4. SPSO Chief signs and forwards to OVCA for signature 5. OVCA signs and returns to SPSO 6. SPSO forwards to CDMO for signature	None	1 day	Annie Rose Acma Jovani Munion Samuel Nievaes Myra Nismal
			1 day	Emiliza Lozada VCA Belanio
			1 day	Annie Rose Acma Jovani Munion Samuel Nievaes



	<p>7. CDMO Chief signs the WMR and returns to SPSO</p> <p>8. Upon receipt of signed WMR from CDMO, detaches two (2) copies for DV, retains original copy, photocopies for ADC Secretariat and file</p>		<p>1 day</p> <p>1 day</p>	<p>Myra Nismal</p> <p>CDMO Chief CDMO staff</p> <p>Myra Nismal Samuel Nievaes Jovani Munion Annie Rose Acma Oliver Morano</p>
TOTAL		None	5 days	



8. Issuance of Gate Pass for Property/ies Brought Outside the University

Office	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C- Government to Clients			
Who may avail	UPV Constituents and Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Items for issuance of Gate Pass 2. Gate Pass			Requestor SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.End-user/Requestor submits list of items for issuance of Gate pass 2.Prepare items for inspection 3.End-User/Requestor secures the signature of Head of Office and signs the Gate Pass 4.Takes items out of the campus	1. Prepares Gate pass reflecting items to be sent out, controls, and signs the Gate Pass 2. Inspect the items, secures signature of requestor, and forwards to Chief, SPSO 3. SPSO Chief signs the Gate Pass and returns to person responsible 4. Forwards Gate Pass to Guard on Duty for signature 5. Guard on duty signs the Gate Pass and releases item/s to requestor retaining original copy for SPSO and duplicate copy for file	None	1 day	Myra Nismal Samuel Nievaes Jovani Munion Annie Rose Acma Oliver Morano Emiliza Lozada Myra Nismal Samuel Nievaes Jovani Munion Annie Rose Acma Oliver Morano Security Guard on Duty SPSO Person Responsible
TOTAL		None	1 day	



SUPPLY AND PROPERTY SERVICES OFFICE

Internal Services



9. Request for Procurement of Goods and Services through eProcure Application

Office	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C- Government to Client			
Who may avail	UPV Constituents and Research Projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request (PR) or Job Request (on-line and printed copies) 2. Obligation Request (on-line and printed copies)			SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks if items to be requested are included at PPMP	1. Classifies request by Category	None	1 day	Marietta Tunay
2. Requests for Inclusion if items are not included at PPMP	2. Budget obligates the request		1 day	Budget Officer
3. Coordinates with TWG for complete specifications, plans, design, etc.	3. Prepares Mode of procurement Summary (MPS) and submits to BAC secretariat		1 day	Rogema Moncerate
4. Encodes Purchase Request/JOR with Obligation Request through eProcure.	4. BAC Secretariat acts MPS, signs and forwards to BAC for action		3 days	Emiliza Lozada
			1 day	BAC Chair, Members & Secretariat



5. Prints obligated Purchase Request & Obligation Requests, and secures signature of approving authority	5. BAC reviews and recommends Mode of procurement (MPS) to VCA for approval 6. Vice Chancellor for Administration approves MPS			Prof. John Lorenz Belanio
TOTAL		None	7 days	



10. Inspection of Delivered Goods and Services

Office	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C- Government to Client			
Who may avail	End-user/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Inspection and Acceptance Report (IAR) for Goods or UPV Pre and Post Report Inspection for Services 2. Invoice/Delivery Receipt or Billing 3. Signed Purchase Order or Contract 4. PAR/ICS/WMR (if necessary)			SPSO Procurement Office End-User Units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspects delivered goods and services if in accordance with PO or Contract 2. Affixes signature and date at the IAR and returns IAR to SPSO 3. Inspection Chair signs the IAR and forwards to SPSO 4. Forwards IAR to SPSO	1. Upon delivery of goods or services, a. prepares Inspection & Acceptance Report (IAR) for goods or UPV Post c. Inspection Report for services. d. Informs UPV Inspection Team to inspect e. Secures signature of end-user at IAR f. Forwards IAR to the Chair, UPV Inspection Committee 2. Upon receipt of signed IAR, forwards original copy to Buyer and retains a copy for data encoding	None	1-3 days	Stephen V. Jolo SPSO Buyers Ma. Gladee Cocjin
TOTAL		None	3 days	



11. Procurement of Common Supplies and Equipment at DBM-PS

Office	Supply and Property Services Office			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who may avail	UPV Constituents and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved and signed Agency Purchase Request (APR) 2. Duly approved and signed Obligation Request (ObR)		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM responses to query of UP Diliman Liaison Office for availability of stocks 2. DBM issues Official Receipt, prepares stocks and facilitate shipment to Iloilo	1. Authorizes Cash Advance to Diliman Liaison Office care of Ms. Agnes Aquino for the purpose	None	1 day	Chancellor Clement Camposano
	2. SPSO prepares & secure approval of Disbursement Voucher for Cash Advance and forwards to Accounting Office for processing.		1 hour	Gorgonio Nuñal, III
	3. SPSO prepares Agency Purchase Request (APR), secures fund obligation and approval VCA		1 day	Gorgonio Nuñal, III Budget Office OVCA Staff
	4. Sends Original APR to DLO for confirmation of items available		1 day	DLO Staff
	5. DLO staff confirms and pays stocks available at DBM-PS and facilitates shipment to UPV-Iloilo		15 days	Stephen Jolo
	6. UPV-Iloilo receives delivery from Forwarder			
TOTAL		None	18 days and 1 hour	



12. Availment of Common Use Supplies and Materials at the SPSO Central Store

Office	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C- Government to Client			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved and Obligated RIS			https://intranet.upv.edu.ph/spsocentralstore/ and Budget Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.UPV unit prepares and prints On-line RIS reflecting available stocks	1.SPSO CS receives and records RIS (for both Miag-ao& Iloilo Campuses)	None	1 day	Eva Dicar /AmandoMooc
2.Prepare Obligation Request (ObR) and secures necessary signatures at the RIS and ObR	Checks availability of stocks requested Prepares items and informs requestor to pickup.			
3.Submits signed RIS and Obligation Request to Budget or Accounting Office for Funding	2.Prepare transmittal, packs and sends items thru Bus if Intended for Iloilo end-users		1 day	Budget Office AmandoMooc
4.Confirm schedule for pick up of stocks after receipt of call from SPSO Central Store	3.Release items to end user		1 day	AmandoMooc Eva Dicar
5.Checks items as to quantity and specs, signs the RIS and brought out stocks				
TOTAL		None	3 days	



13. Pull Out and Receipt of Unserviceable Properties for Condemnation

Office	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C-Government to Client			
Who may avail	UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Signed Request for Condemnation 2. Items for Condemnation			SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.UPV units accomplish Request for Condemnation Form or file letter request for condemnation reflecting the summary of Items to be condemned	1. Prepares I & I Report for reported Unserviceable Properties 2. Informs the end-user/requestor with the schedule for the gathering or pull-out of condemned items from the unit	None	1 day	Annie Rose Acma Jovani Munion Samuel Nievaes Myra Nismal
2.Submits unserviceable items for condemnation	3. Gathers the items from unit		1-2 days	Annie Rose Acma Jovani Munion Samuel Nievaes Myra Nismal
	4. Reviews, encodes items at database, prints I & I Report of condemned unserviceable properties and forwards to end-user for signature 5. Upon receipt of signed I&I Report, deletes condemned items from the database and PAR/ICS file, provides requestors/end-user a copy and file		1-2 days	
			1 day	



	6. Submits I&I Report to Appraisal and Disposal Committee with PAR/ICS Property Number Sticker form for disposal		1 day	Oliver Morano Annie Rose Acma Jovani Munion Samuel Nievaes Myra Nismal
TOTAL		None	7 days	

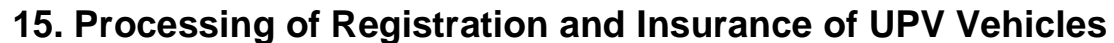


14. Processing of Insurance Coverage of Various UPV Buildings and Equipment

Office	Supply and Property Services Office			
Classification	Highly Technical			
Type of Transaction	G2G- Government to Government			
Who may avail	UPV Constituents and Outside Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. GSIS Billing 2. Photocopy of previous policy insurance 3. Disbursement Voucher 4. Obligation Request 5. Letter approval with approved budget 6. List of Buildings/Equipment to be insured			1. GSIS 2. SPSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GSIS acknowledges and evaluates documents submitted for insurance coverage	1. Identifies buildings and equipment due for renewal of insurance coverage.	As prescribed by GSIS	1 day	Myra Nismal
2. Issues Billing	2. Photocopy/scans previous policy insurance and other supporting documents needed and forwards to GSIS for assessment and billing		3-5 days	Myra Nismal
3. Accepts payment	3. Upon receipt of GSIS Billing, prepares draft letter request for insurance coverage and forwards to Chief, SPSO		1 day	
4. Issues insurance policy	4. Chief, SPSO reviews the letter request and forwards to person responsible for finalization			
	5. Person responsible finalizes the letter and forwards to Chief SPSO		1 day	Emiliza Lozada



	<p>6. Chief, SPSO signs the letter and forwards to OVCA for approval</p> <p>7. VCA approves the insurance coverage and returns to SPSO</p> <p>8.SPSO prepares DV and Obligation Request</p> <p>9.Forwards DV, Obligation Request and supporting documents to AO for review and initial</p> <p>10. AO reviews documents, affixes initial and forwards to Chief, SPSO for signature</p> <p>11.Chief, SPSO reviews and signs the DV and Obligation Request</p> <p>12. Forwards DV, Obligation Request and supporting documents to Accounting for processing</p> <p>13. DV processing and issuance of check</p> <p>14. Get check from Cash Office and pay to GSIS</p> <p>And accepts insurance policy for file</p>		<p>1 day</p> <p>3-5 days</p> <p>1 day</p>	<p>Prof. John Lorenz Belanio OVCA Staff Myra Nismal</p> <p>Emiliza Lozada</p> <p>Myra Nismal</p> <p>Accounting, Budget, OVCA and Cash Offices</p> <p>Myra Nismal</p>
TOTAL		As prescribed by GSIS	15 days	

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3. LTO evaluates, computes and Issues billing	5.Provides photocopies of vehicle's previous insurance policy document, Certificate of registration, latest LTO Official receipt and forwards the documents to LTO for computation.		1 day	Jovani Munion
	6.Provides photocopies of vehicle's previous insurance policy document, Certificate of registration, latest LTO Official receipt and forwards the documents to GSIS for computation		1 day	Samuel Nievaes Jo Ann Bedia Emiliza Lozada
	7.Prepare Obligation Request & Disbursement voucher for payment to LTO and forwards to AO for review		3-5 days	Samuel Nievaes Budget Office Accounting Office OVCA
	8.AO reviews, affixes initial and forwards to SPSO Chief			
	9. Chief SPSO reviews the documents and signs the DV and Obligation Request		1 day	Jovani Munion
	10. Forwards DV and supporting documents to Accounting Office for checking and processing, Budget office for funding, OVCA for approval and Cash Office for check issuance.		1 day 1 day	Jovani Munion Jovani Munion



	<p>11. Get Check, DV, billing, Vehicle Inspection Report (MVIR) from the Cash Office</p> <p>12. Pays check to LTO and secures new OR</p> <p>13. Prepares Obligation Request & Disbursement voucher for payment to GSIS and forwards to AO for review</p> <p>14. AO reviews, affixes initial and forwards to SPSO Chief</p> <p>15. Chief SPSO reviews the documents and signs the DV and Obligation Request</p> <p>16. Forwards DV and supporting documents to Accounting Office for checking and processing, Budget office for funding, OVCA for approval and Cash Office for check issuance.</p> <p>17. Get Check, DV, billing, Vehicle Inspection Report (MVIR) from the Cash Office</p> <p>18. Scans and prints new OR for file, provides copy to end-user with</p>		<p>3-5 days</p> <p>1 day</p> <p>1 day</p>	<p>Jo Ann Bedia</p> <p>Emiliza Lozada</p> <p>Jovani Munion Accounting Office Budget Office OVCA Cash Office</p> <p>Jovani Munion</p> <p>Jovani Munion</p>
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	Registration Sticker and returns voucher to Cash Office			
TOTAL		As prescribed by LTO and GSIS	20 days	



OFFICE OF THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION

External Services



1. Grant of Funding Support for Thesis and Dissertation Grant

Office	Office of the Vice Chancellor for Research and Extension			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2C – GOVERNMENT TO CITIZEN			
Who may avail	UPV GRADUATE STUDENTS (enrolled in UP Visayas only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter addressed to VCRE (through channels) 2. Copy of Approval of Thesis Defense 3. Copy of Approved Thesis Proposal 4. Line Item Budget			Copy of Approval of Thesis Defense are available at their respective College Secretaries	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits letter of request (through channels) with complete requirements	1. Receive and record the application with complete requirements	None	30 minutes	<i>Administrative Aide VI</i> OVCRE
	1.2 Check for completeness of the application and send acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	<i>URA</i> OVCRE



	1.3 Prepare endorsement for signature of VCRE	None	1 day	URA/Administrative Officer IV OVCRE VCRE
	1.4 Forward application to the Office of the Chancellor for approval	None	30 minutes	Administrative Aide VI OVCRE
2. Proponent receives copy of Chancellor's approval.	2. Receive copy of Chancellor's approval.	None	30 minutes	Administrative Aide VI OVCRE
	2.1 Issue a contract to be signed by the proponent, his/her adviser, VCRE and Chancellor. The contract shall be notarized by the Legal Office	None	30 minutes 3-5 days	URA OVCRE Proponents VCRE Chancellor Legal
	2.2 Receive a copy of notarized contract. Thesis Grant in-charge furnishes copy of the notarized contract to the proponent, Accounting Office, Budget	None	1 day	Administrative Aide VI OVCRE URA OVCRE



	Office, HRDO and COA.			
	2.3 Prepare the release of fund to the proponent.	None	1 day	URA OVCRE
TOTAL		None	13 days and 90 minutes	



2. Grant of Funding support for Small Budget In-House Research Grant (SBIRG)

SBIR grant is a financial assistance for use by undergraduate students with courses in Special Problem or Undergraduate Thesis.

Office	Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Faculty and Undergraduate Students (enrolled under Thesis or Special Problem classes)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Proposal showing 2-3 related studies duly endorsed by Institute/Division and College Dean 2. Evaluation forms from Student's Proposal Review Committee 3. Project Activity Budget 4. Student's Insurance + Parental Consent (should the students need to travel for sampling or information gathering) 5. Updated Curriculum Vitae (CV) of Faculty Adviser			Application forms/proposal, evaluation forms, and project activity budget are downloadable at the OVCRE website (www.upv.edu.ph/ovcre)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits application with complete requirements	1. Receives and records the application with complete requirements	None	30 minutes	Wenona Ober
	2. Checks for completeness of the application and sends acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	Kristine Charisse Muyong
	3. Prepares endorsement for signature of VCRE	None	1 day	Kristine Charisse Muyong/ Elora Belmonte, VCRE



	4. Forwards application to the Office of the Chancellor for approval	None	30 minutes	Wenona Ober
2. Proponent receives copy of Chancellor's approval	5. Receives copy of Chancellor's approval.	None	3-5 days	Wenona Ober
	6. Issues a contract to be signed by the proponent, his/her advisees, VCRE and Chancellor. The contract shall be notarized by the Legal Office.	None	3-5 days	Kristine Charisse Muyong, Proponents, VCRE Office of the Chancellor Legal Office
	7. Receives a copy of notarized contract. Furnishes a copy of the notarized contract to the proponent, his/her adviser, college dean and college secretary, Budget Office and COA.	None	1 day	Wenona Ober Kristine Charisse Muyong
	8. Prepares the release of fund for the first tranche of the project	None	3-5 days	Kristine Charisse Muyong
TOTAL		None	17 days and 90 minutes	



OFFICE OF THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION

Internal Services



3. Endorsements of Various Research-related Documents

Office	Office of the Vice Chancellor for Research and Extension				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	Faculty/REPS				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans			Respective home unit of the requestor		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send requests for endorsement of any of the following;		1. Accept and record the request of the faculty and/or the REPS	NONE	30 minutes	Administrative Aide VI OVCRE
Doc1. Research Load Credit (RLC)		1.1 Refer the document to the following person or office concerned for comments;		30 minutes	Administrative Officer IV OVCRE
Doc2. Realignment of budget for both external and internal funded researches		Doc1 - OVCRE staff in charge of RCWPPS		1 day	Administrative Officer II OVCRE
Doc3. Actual cost of travel		Docs2 to 4 - Accounting/Budget			
Doc4. Extension of research projects					



Doc5. Proposals for externally funded researches			[3 days]	<i>Ms. Jocelyn Genesila - Acctg. or</i>
Doc6. Application for funding of other research-related activities, i.e., trainings, seminars, conferences, etc.	1.3 Prepare the draft of endorsement for signature of VCRE 1.4 Recommend to Chancellor for approval		1 day 5 minutes	<i>Ms. Arlene Avancena - Budget</i> <i>Administrative Officer IV OVCRE</i> <i>VCRE –Dr. Harold M. Monteclaro</i>
TOTAL		None	2 days, 1 hr & 5 mins. (For OVCRE)	



4. Application for Project Personnel ID

This is in compliance with memorandum No. 2009-01-06: implementation of ID System.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Project Personnel (Research Assistant, Lab Aide, Admin Staff, etc.)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form 2. Photocopy of contract 3. 2 pcs 1X1 ID picture 4. Official receipt of payment issued by Cash office			Application form can be downloaded from OVCRE website at ovcre.upv.edu.ph or at OVCRE office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant / Project personnel fills- up application form 2. Pays the application fee amounting to P20.00 to Cash office 3. Submits filled up form with 2 pcs 1X1 ID picture, photocopy of project contract and Official Receipt as a proof of payment	1. Receives application and logs-in name of the project personnel in the master list 2. Checks the completeness of the application and prepares ID	P20.00	30 minutes 1- 2 days (depends on	Cash Office Maria Rotsen A. Cayanan Maria Rotsen A. Cayanan



	3. Verifies the information and forwards the ID to VCRE for signature 4. Messages or informs applicant for the availability of ID for release or for pick-up		the workload of staff-in-charge 15 - 30 minutes or depends on the availability of the VCRE	VCRE Maria Rotsen A. Cayanan
TOTAL		P20.00	3 days including waiting time	



5. UPV Expanded/Enhanced Research Dissemination Grant (ERDG)

UPV support for researchers' presentation in international conferences.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Faculty/REPS with OVCRE registered projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none">Letter of application addressed to the Chancellor, endorsed by the Department/Division Head, Institute Director, and DeanAccomplished ERDG application formCompleted manuscript (Full paper)Letter of acceptance from Conference Committee/ OrganizerCertificate of pre-presentation committee (c/o Dean's Office)			ERDG Application form can be downloaded from OVCRE website at ovcre.upv.edu.ph or at OVCRE office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	1. 1 Receives and records application.	None	30 minutes	Wenona A. Ober
	1.2 Checks the completeness of application with attachments and if the project has been encoded in RCWPPS.		30 minutes	Maria Rotsen A. Cayanan



	1.3 Forwards to Budget Office for checking of the availability of funds.		(3 days)	Budget Office
	1.4 Recommends to the Chancellor for approval.		1 day	VCRE
	1.5 Prepares contract upon receipt of the approval from the Office of the Chancellor.		1 day	Maria Rotsen A. Cayanan
	1.6 Contract signing.		(5 – 10 days)	Applicant Dean VCRE Chancellor Legal
	1.7 Releases 80% funding upon receipt of notarized contract.		1 day	Maria Rotsen A. Cayanan
TOTAL		None	3 days& 1 hr (for OVCRE)	



6. Issuance of Certification for Progress/ Terminal /Annual Report of Projects, Public Service, Creative Work and Publication

Office	Office of the Vice Chancellor for Research and Extension				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	Faculty/REPS conducting research, public service and creative work				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Electronic and hard copy of report Cover letter addressed to the Chancellor, thru channels (Division/ Department Head, Institute Director, and Dean)			Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Faculty and REPS requests for issuance of certification for Progress/ Terminal / Annual Report of projects/ Publication/ RCWPPS related outputs with attached copy of report through channels	1.1 Receives and records report,	None	15-30 minutes	Wenona A. Ober	
	1.2 Forwards to VCRE for notation		1 day	VCRE	
	1.3 Updates record in RCWPPS		30 minutes	Maria Rotsen A. Cayanan	
	1.4 Issues certification through RCWPPS		15- 30 minutes	Maria Rotsen A. Cayanan	
	1.5 Sends email to proponent		15-30 minutes	Maria Rotsen A. Cayanan	



	acknowledging submission of report and informing of the availability of online certification			
TOTAL		None	1day& 2 hrs	



7.Publication Support

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Faculty-Researchers and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Accomplished publication support form signed by the division chair and college dean 2.Full-copy of Manuscript or galley proof 3.Table of content of the journal where the article was included 4.Complete Billing statement 5.Official receipts			Application form can be downloaded from the OVCRE Website (ovcre.upv.edu.ph) or could be availed from OVCRE by emailing ovcre.upvisayas@up.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the required documents	1. Receives and records the application. 2. Checks and verifies the application and its attachments.	None	30 minutes 30 minutes- one hour *varies depending on the amount of work-load at hand	Wenona Ober Mary Li Nulada



	3. Forwards application to VCRE for approval.		10 minutes	Mary Li Nulada VCRE
	4. Endorses and forwards application paper to the Chancellor's Office for signature.		(2-3 days)	Chancellor's Office
	5. Receives the approved application from the Chancellor and process the DVs and ORs through UIS.		30 minutes	Wenona Ober Mary Li Nulada
TOTAL		None	3 days, 1 hr& 40 mins.	



8. Technical Assistance for OVPAA’S Enhanced Creative Work and Research Grant (ECWRG)

OVPAA’s ECWRG is a financial assistance to faculty and REPS who wish to undertake research or creative work that will lead to publications, exhibitions, performances of creative work or other significant output such as patents, new software, and advanced technologies. UPV OVCRE only facilitates the evaluation of the proposals.

Office	Vice Chancellor for Research and Extension			
Classification	Highly technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV faculty and reps (tenured)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter addressed to Chancellor (through channels) 2. Accomplished Application Form/ Proposal 3. Updated Curriculum Vitae (CV) 4. Softcopy (MS Word format) of proposal without names for double-blind review			Application forms are downloadable at the OVCRE website (www.upv.edu.ph/ovcre)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits application with complete requirements	1. Receives and records the application with complete requirements	None	30 minutes	Wenona Ober
	2. Checks the completeness of the application and sends an acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	Kristine Charisse Muyong
	3. Checks the duplication of proposal topic against the on-going or completed research projects	None	1 day	Kristine Charisse Muyong/ Maria RotsenCayanan
	4. Refers to evaluators for review	None	7-21 days	Kristine Charisse Muyong



	5. Consolidates comments of evaluators and sends them to the proponent	None	1 day	Kristine Charisse Muyong
2. Submits revised proposal in hard copy and also in MS Word format without names (through channels)	6. Receives and records the revised proposal.	None	30 minutes	Wenona Ober
	7. Prepares endorsement of revised proposal for signature of VCRE	None	1 day	Kristine Charisse Muyong/ Elora Belmonte/ VCRE
	8. Forwards endorsement of revised proposal to the Office of the Chancellor for endorsement	None	30 minutes	Wenona Ober
TOTAL		None	24 days and 2 hours	



9. Grant of Funding Support for Public ServiceActivities

The Public Service Window caters to faculty and REPS who would like to undertake initiatives to address a public need or respond to calls for the delivery of services by the public.

Office	Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Faculty, Reps and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form/proposal 2. Application letter addressed to Chancellor (through channels) 3. Invitation letter by community/LGU (case-to-case basis)			Application forms/proposal format are downloadable at the OVCRE website (www.upv.edu.ph/ovcre)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits application/proposal with complete requirements	1. Receives and records the application with complete requirements	None	30 minutes	Wenona Ober
	2. Checks the completeness of the application and sends acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	Kristine Charisse Muyong
	3. Forwards application to the Office of Continuing Education and Pahinungod (OCEP) for evaluation	None	1 day	Wenona Ober OCEP: ThyrzaCababasay
	4. Receives the evaluation from OCEP	None	30 minutes	Wenona Ober



	5.Pre pares an endorsement for signature of VCRE	None	1 day	Kristine Charisse Muyong/ Elora Belmonte, VCRE
	6. Forwards endorsement and application/proposal to the Office of the Chancellor for approval	None	30 minutes	Wenona Ober
2. Applicant receives copy of Chancellor's approval	7. Receives copy of Chancellor's approval	None	10 minutes	Wenona Ober
	8. Issues a contract to be signed by the proponent, his/her college dean, VCRE and Chancellor. The contract shall be notarized by the Legal Office	None	30 minutes 3-5 days	Kristine Charisse Muyong, Proponents, VCRE Office of the Chancellor Legal Office
	9. Receives a copy of notarized contract. Furnish copy of the notarized contract to the proponent, Accounting Office, Budget Office, HRDO and COA.	None	1 day	Wenona Ober, Kristine Charisse Muyong
3. Proponent shall process the APP, PPMP, e-procure account and Basic Paper (for appointment) for his/her research project.	10. Endorses the request for APP, PPMP, and Basic Paper of the proponent to the Chancellor	None	1 day (3-5 days)	VCRE
TOTAL		None	14 days, 2 hours and 40 minutes	



10. Grant of Funding Support for Regular In-House Research (RIR), Mentored Research (MR), Leveraged Research (LR) and Creative Work

RIR, MR and LR are financial assistance to faculty and REPS who want to conduct research projects in the fields of pure and applied sciences, social sciences, management and humanities.

Office	Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Faculty and Reps (tenured)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter addressed to Chancellor (through channels) 2. Accomplished Application Form/ Proposal 3. Updated Curriculum Vitae (CV) 4. Softcopy (MS Word format) of proposal without names for double-blind review			Application forms are downloadable at the OVCRE website (www.upv.edu.ph/ovcre)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits application with complete requirements	1. Receives and records the application with complete requirements	None	30 minutes	Wenona Ober
	2. Checks for completeness of the application and send an acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	Kristine Charisse Muyong
	3. Sends soft copy of proposal to University Research Board (URB) for evaluation 1. Merit	None	1 day	Kristine Charisse Muyong



	2. Research Ethics/IACUC 3. TTBD			
	4. Sends invitation to evaluators to review the proposal <i>(Note: evaluators take days to reply to invitation and 2 weeks for them to evaluate the proposal depending on their availability)</i>	None	30 minutes 7-21 days	Kristine Charisse Muyong
	5. Consolidates comments of evaluators and send them to the proponent	None	1 day	Kristine Charisse Muyong
2. Proponent submits revised proposal in hard copy and also in MS Word format without names (through channels)	6. Receives and records the revised proposal.	None	30 minutes	Wenona Ober
	7. Sends the revised proposal to the evaluator for the second round of review	None	3-5 days	Kristine Charisse Muyong
	8. Consolidates final comments of evaluators and sends them to the proponent	None	1 day	Kristine Charisse Muyong
	9. Sends the revised proposal to the University Research Board (URB)	None	1 day (3-5 days)	Kristine Charisse Muyong
	10. Forwards the revised proposal to Chancellor for recommendation	None	30 minutes	Wenona Ober



	11. Issues a research contract to be signed by the proponent, his/her college dean, VCRE and Chancellor. The contract shall be notarized by the Legal Office.	None	1 hour (3-5 days)	Kristine Charisse Muyong, Proponents VCRE Office of the Chancellor Legal Office
	12. Receives copy of notarized contract. Furnishes copy of the notarized contract to the proponent/s, Accounting Office, Budget Office, HRDO and COA.	None	30 minutes 30 minutes	Wenona Ober Kristine Charisse Muyong
3. Proponent shall process the APP, PPMP, e-procure account and Basic Paper (for appointment) for his/her research project.	13. Endorses the request for APP, PPMP, and Basic Paper of the proponent.	None	1 day (3-5 days)	VCRE
TOTAL		None	41 days, 4 hrs& 30 minutes	



11. Technical assistance for OVPAAs International Publication Award (IPA)

OVPAAs IPA is an award given to the faculty, REPS, and students who were able to contribute to the body of knowledge in their respective fields/discipline by publishing in internationally respected journals that are peer-reviewed and adhere to high standards of scholarship.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Faculty-Researchers, REPS and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Accomplished Form 4.1 and signed by the Dean or Institute/Unit head 2.Complete data on Form 4.2 (Laymanized version), Form 4.3 Unit share (signed by the Institute/Unit Head with complete annexes (Annex 1- 3) 3.Full-copy of Manuscript			Application forms can be downloaded from the OVPAAs Website or could be availed from OVCRE by emailing ovcre.upvisayas@up.edu.ph Due to pandemic all submissions are sent online through the portal provided by the OVPAAs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the required documents	1.Receives and records the application 2.Checks and verifies the application and its attachments; forward the application to VCRE for endorsement 3.Endorses the application 4. Scans and sends approved documents to the author applicant/s once signed by	None	20 minutes 30 minutes 1-2 days 20 minutes	Wenona Ober/ Mary Li Nulada Mary Li Nulada VCRE Mary Li Nulada



	VCRE 5. Emails OVPAA to inform about the submission once the author-applicant sent the application <i>*Note: processing time varies on the correctness and completeness of applications</i>		10 minutes	Mary Li Nulada
TOTAL		None	2 days, 1 hr& 20 mins.	



12. Technical assistance for paper submission to UPV Journals (PJNS and PJSSH)

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	UPV Faculty-Researchers, REPS and students, Non-UPV and Non- UP authors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter 2. Accomplished Submission form 3. Full copy of the paper (word form and PDF)		Submission form could be secured from OVCRE by emailing ovcre.upvisayas@up.edu.ph , pjns@upv.edu.ph , pjssh@upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the required documents	1. Receives and acknowledges the submission.	None	20 minutes	Mary Li Nulada
	2. Checks and verifies the application and its attachments.		20 minutes	Mary Li Nulada
	3. Forwards application to the Editor. <i>*Editors initially screen the submission including the list of reviewers.</i>		10 minutes	Mary Li Nulada
	4. Codes paper submission after the initial approval from the editor.		20 minutes	Mary Li Nulada
	5. Drafts and sends invitation with conforme and article abstract to the		20 minutes	Mary Li Nulada / Journals' editors



<p>2. Authors revise the article (revision timelines vary on the evaluation of the reviewers) <i>Minor comments- 1-2 weeks</i> <i>Major comments- 1 month (or depends on the comments and suggestions of evaluators)</i></p>	<p>potential reviewers. <i>*Note: Once the invitation is accepted by the evaluator/s, the review of the paper takes at least a month or it may extend depending on the status of the paper.</i> <i>If the evaluator has no response within the timeframe the OVCRE emails the editor.</i></p>		(1 month and a week)	Invited Evaluators
	6. Consolidates comments and forward to the editor.		20 minutes	Mary Li Nulada
	7. Forwards to the author/s once the editor has given his/her final comments.		1-2 hours	Mary Li Nulada
	8. Receives revised paper and submit to the editor for final decision.		20 minutes	Mary Li Nulada
	9. Lays-out papers galley proof.		2-3 days	Mary Li Nulada
TOTAL		None	3 months, 3 days, 4 hrs & 10 mins.	



13. Application for Other Research-related Activities (e.g., seminars, trainings, conferences, etc.)

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans. 2. Copy of the proposal			The letter is provided by the requestor, attached to the proposal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send soft copy of the requests to the Division/Institute for their respective endorsements.	1. OVCRE receives and records submitted requests.	None	30 minutes	Wenona Ober
	2. Checks the completeness of the documents and refer to the VCRE for comments /appropriate action.		1 day	Ma. Rotsen Cayanan
	3. VCRE recommends the request to the Chancellor.		1 day	VCRE
TOTAL		None	2 days & 30 minutes	



14. Endorsement of Request for Extension of RCWPPS-funded Research Projects

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans. 2. Copy of projects/accomplishment report 3. Current Financial report			The letter is provided by the requestor, attached to the proposal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send soft copy of the requests to the Division/Institute for their respective endorsements.	1. Receives and records submitted requests.	None	30 minutes	Wenona Ober
	2. Checks the completeness of the documents and refer to the VCRE for comments /appropriate action.		1 day	Ma. Rotsen Cayanan
	3. VCRE approves the request.		1 day	VCRE
TOTAL		None	2 days & 30 minutes	



15. Endorsement of Request for Realignment of Research Projects (for both external and internal funded researches)

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans. 2. Original Budget 3. Copy of realigned Budget vis-à-vis original budget			The letter is provided by the requestor, attached to the proposal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send/s soft copy of the requests to the Division/Institute for their respective endorsements.	1. OVCRE receives and records submitted requests.	None	30 minutes	Wenona Ober
	2. Checks the completeness of the documents and refer the documents to the following offices for comments; Accounting Office – for external funding Budget Office – RCWPPS funding.		1 day	Ma. Rotsen Cayanan
			(2-3 days)	Jocelyn Genesila – Chief, Accounting Officer.
	3. VCRE recommends the requests to the Chancellor for approval		1 day	Arlene Avanceña – Chief, Budget Office VCRE
TOTAL		None	5 days & 30 minutes	



16. Endorsement for Submission of Proposal for Externally-funded Research Projects

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans. 2. Complete copy of proposal duly revised and other attachments required by the funding agency.			The letter is provided by the requestor, attached to the proposal and other documents.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send/s soft copy of the requests to the Division/Institute for their respective endorsements.	1. OVCRE receives and records submitted requests.	None	30 minutes	Wenona Ober
	2. For proposals received online, the documents are forwarded to the VCRE for comments /appropriate action.		1 day	Ma. Rotsen Cayanan
	3. VCRE recommends the proposal to the Chancellor.		1 day	VCRE
TOTAL		None	2 days & 30 minutes	



17. Endorsement of Request for Extension of Externally-funded Research Projects

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request from faculty and REPS duly endorsed by the Division Chair/Institute Director and the College Deans.			The letter is provided by the requestor.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/REPS send soft copy of the requests to the Division/Institute for their respective endorsements.	1. OVCRE receives and records submitted requests.	None	30 minutes	Wenona Ober
	2. Forwards the request to the VCRE for comments /appropriate action.		1 day	Ma. Rotsen Cayanan
	3. VCRE recommends the request to the Chancellor for approval.		1 day	VCRE
TOTAL		None	2 days & 30 minutes	



	3. Forwards cleared request to VCRE for endorsement		2 to 4 hours <i>(varies on the workload of in-charge)</i>	Ma. Rotsen Cayanan
	4. VCRE endorses the request and forwards recommendation to the Chancellor		4 hours to 1 day <i>(varies on the workload of VCRE)</i>	VCRE
TOTAL		None	1 day, 8 hrs& 30 mins.	



19. Application for Basic Paper for Issuance of Appointment

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS/ Admin Staff with Research involvement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">➤ Fully filled-up Basic paper form (Green for Faculty and REPs; Blue for Admin Staff) and endorsed by Project Leader; Division Chair/ Institute Director; College Dean with following attachments:➤ Approved MOA, Contract or Approved renewal of the project➤ Approved LIB➤ Terms of Reference (TOR) if honorarium is Php 4,000.00 and above (regardless of monthly honorarium or straight fee) <i>Note: Project must be encoded in RCWPPS</i>			Basic paper form: Respective home unit of the requestor or HRDO Terms of Reference: can be downloaded at ovcre.upv.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits accomplished basic Paper with signatures of project Leader, Division Chair/ Institute Directors; and College Deans with complete attachments and encoded in RCWPPS.	1. Receives and records letter of request and forwards to the assigned personnel.	None	30 minutes to 1 hour	Wenona Obera / Elora Belmonte



	<p>2. Checks the completeness of request and prepares checklist.</p> <p>3. VCRE signs basic paper.</p> <p>4. Logs out the document and forwards the basic paper to HRDO.</p>		<p>4 hours to 1 day <i>(varies on the workload of in-charge)</i></p> <p>4 hours to 1 day <i>(varies on the workload / availability of VCRE)</i></p> <p>30 minutes to 1 hour <i>(varies on the workload of in-charge)</i></p>	<p>Maria Rotsen Cayanan</p> <p>VCRE</p> <p>Wenona Ober</p>
TOTAL		None	2 days & 2 hrs	



20. Technical assistance of research projects and/or reports in RCWPPS

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Faculty/REPS conducting research, public service, publication, publication and creative work			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Application Form			Application form - downloadable at ovcre.upv.edu.ph or at OVCRE office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up application form available at the OVCRE website.	1. Receives application, check completeness of application.	None	30 minutes	Dale Chua
2. Submits the required documents online as attachment.	2. Conducts technical assistance/request.		1 to 3 days	Dale Chua
TOTAL		None	3 days& 30 mins.	



21. Grant of Funding Support for Thesis and Dissertation Grant

This grant is a financial assistance to provide support for Theses or Dissertations of graduate students of UPV.

Office	Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Graduate Students (enrolled in UP Visayas only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter addressed to VCRE (through channels) 2. Copy of Approval of Thesis Defense 3. Copy of Approved Thesis Proposal 4. Line Item Budget			Copy of Approval of Thesis Defense are available at their respective College Secretaries	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent submits letter of request (through channels) with complete requirements	1. Receives and records the application with complete requirements	None	30 minutes	Wenona Ober
	2. Checks for completeness of the application and sends acknowledgement receipt of proposal to the proponent (via email)	None	30 minutes	Kristine Charisse Muyong
	3. Prepares endorsement for signature of VCRE	None	1 day	Kristine Charisse Muyong/ VCRE
	4. Forwards application to the Office of the Chancellor for approval	None	30 minutes	Wenona Ober



2. Proponent receives a copy of the Chancellor's approval.	5. Receives copy of Chancellor's approval.	None	30 minutes	Wenona Ober
	6. Issues a contract to be signed by the proponent, his/her adviser, VCRE and Chancellor. The contract shall be notarized by the Legal Office	None	30 minutes 3-5 days	Kristine Charisse Muyong, Proponents VCRE Office of the Chancellor Legal Office
	7. Receives a copy of notarized contract. Thesis Grant in-charge furnishes copy of the notarized contract to the proponent, Accounting Office, Budget Office, HRDO and COA.	None	1 day	Wenona Ober Kristine Charisse Muyong
	8. Prepares the release of fund to the proponent.	None	1 day	Kristine Charisse Muyong
TOTAL		None	8 days, 2 hrs & 30 mins.	



GENDER DEVELOPMENT PROGRAM

External Services



1. Conduct of Gender Sensitizing Activities, Capacity Building Seminars and Fora Related to Raising Awareness on Gender Concerns

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Constituents, Employees, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			GDP GDP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days	Dana Lee Durana, URA- GDP OVCRE Budget OC
	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days	Joanne Hinayan, Admin-GDP SPSO Budget
	1.2 Send invitation to the different offices, units or student organizations and confirm attendance of participants.	None	2 days	Anne Lloyd Leysa- GDP Staff
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days	Joanne Hinayan-Admin- GDP Accounting Office Cash Office
TOTAL		None	44 days	



2. Virtual/Remote Transactions/Processes: Conduct of Gender Sensitizing Activities, Capacity Building Seminars and Fora Related to Raising Awareness on Gender Concerns

Conducting these activities enables Gender and Development Program to disseminate information about gender programs, formulate and implement gender-sensitive and gender responsive programs all throughout UP Visayas. Presently, activities are conducted through virtual media platforms to adopt zero contact policy.

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Constituents, Employees, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached Line-Item Budget to conduct activities Invitation letter			GDP GDP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participate in the activities organized and conducted by the unit through virtual media.	1. Prepare and submit proposal through channels with attached Line-Item Budget for approval to conduct the activity.	None	10 days	URA- GDP OVCRE Budget OC
	1.1. Facilitate update on the approval of proposal through email, phone and instant messaging/chat.	None	2 days after submission of the document	Admin-GDP
				Admin-GDP



	1.2. Secure the approved proposal and Line Item Budget for procurement of Items needed to conduct the activity.	None	2 days	SPSO Budget
	2. Send invitation/links of the activity through email to the different office/units/college and student organization as well as confirm attendance of participant through phone and email.	None	2 days	Admin-GDP
	3. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of each activity through email/phone.	None	30 days	Admin- GDP Accounting Office Cash Office
TOTAL		None	36 days	



3. In the conduct of activities with face-to-face interaction [prior to year 2020]:

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Constituents, Employees, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			GDP GDP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participate in the activities organized and conducted by the unit	1. Prepare and submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	12 days	URA- GDP OVCRE Budget OC
	2. Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days	Admin-GDP SPSO Budget
	3. Send invitation to the different offices, units or student organizations and confirm attendance of participants.	None	2 days	GDP Staff
	4. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days	Admin- GDP Accounting Office Cash Office
TOTAL		None	36 days	



4. BalayBalay Child-Minding Center Operations: Virtual/Remote Transactions and Processes

BalayBalay Child-Minding Center (BBCMC) is an extension service of Gender and Development Program to employees of UPV where working parents/guardians leave their children/ward in a secure, gender and culture fair environment to socialize, develop their personality, good values and attitudes through developmentally appropriate activities. Presently, BBCMC is adopting modular distance learning.

Enrollment of Children

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Employees, Students, Job Hires, Contracting Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached Line-Item Budget for BBCMC annual operation Enlistment Forms Child's Information Sheet Health Assessment Record Birth Certificate 2x2 ID picture w/ white background BBCMC Handbook		BalayBalay Child Minding Centers / GDP BBCMC BBCMC Parents Parents Parents BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire about BBCMC	1. Prepare and submit BBCMC proposalfor its annual operation through channels.	None	10 days	URA- GDP OVCRE Budget OC
	1.1. Secure the approved proposal and	None	2 days	Admin-GDP



<p>2. Inquire availability of slots for enlistment through phone, email and Facebook page of BalayBalay Child Minding Center.</p> <p>3. Meet with the Day Care Workers for interview if the child is qualified for enrollment</p>	<p>Line-Item Budget for procurement of Items needed for the annual operation of BBCMC before enrollment begin.</p> <p>2. Respond to queries of parents/guardians for enlistment</p> <p>2.1. Enlistment of child aged 3-5 yrs. old is in 1st come 1st serve basis.</p>	None	5 Min. after inquiry	<p>SPSO Budget</p> <p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus Iloilo City- Raquel Ningas, Jasmin Faca, Miag-ao- Denise Tumugdan</p>
	<p>3. Inform and set –up interview schedule to parents/guardians of children qualified to avail the services through phone, email and chat.</p>	None	1 month before the enrollment date	<p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus</p>
	<p>3.1. Interview the parents/guardians virtually through video conferencing and assist them to fill-up registration forms for enrollment of the child. Day Care Workers inform the parents/guardians regarding policies, guidelines, BBCMC schedule of module distribution and submission, payment schedule of tuition fees, and other fees upon enrollment of the child.</p>	<p>None</p> <p>Php150.00 upon enrollment and 1st month Tuition fee (UPV direct dependents tuition is based on the SG level)</p>	<p>1 day</p> <p>10 days (2 parents/day)</p>	<p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus</p> <p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus Cash Office</p>
	TOTAL	<p>Php150.00 upon enrollment and 1st month Tuition fee</p>	45 Days & 5 Min.	



5. Enrollment of Children through face-to-face interaction w/ parents [prior to year 2020]:

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Employees, Students, Job Hires, Contracting agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached LIB Enlistment Forms Child's Information Sheet Health Assessment Record Birth Certificate 2x2 ID picture w/ white background BBCMC Handbook		BalayBalay Child Minding Centers / GDP BBCMC BBCMC Parents Parents Parents BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about BBCMC	1. Prepare and submit BBCMC proposal for its annual operation through channels	None	10 days	URA- GDP OVCRE Budget OC
Inquire availability of slots before enrollment of their children	1.1. Secure the approved proposal and Line-Item Budget for procurement of Items needed for the annual operation of BBCMC before enrollment begin 2. Enlistment of child aged 3-5 yrs. old as the basis of prioritizing for enrollment in 1 st come 1 st serve basis	None	2 days	Admin-GDP SPSO Budget
		None	1 month before the enrollment date	Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus Iloilo City- Raquel Ningas, Jasmin
		None		



	<p>3. Inform and set –up interview schedule to parents/guardians that are qualified to avail the services.</p> <p>4. Interview of Parents/Guardians and Fill-up registration forms for enrollment of the child.</p>	<p>Php150.00 upon enrollment and 1st month Tuition fee (UPV direct dependents tuition is based on the SG level)</p>	<p>1 day</p> <p>10 Days 5 parents/day</p>	<p>Faca, Miag-ao- Denise Tumugdan</p> <p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus.</p> <p>Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus Cash Office</p>
TOTAL		As specified above	1 month and 23 days	



6. Conduct of BalayBalay Child-Minding Center Activities: Virtually/Remote Transactions & Processes

BBCMC activities stimulate children’s imagination, creativity and promote cultural and gender sensitive education. Presently, activities are conducted through virtual media platforms to adopt zero contact policy.

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Parents/Guardians whose children are enrolled at BBCMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached Line-Item Budget to conduct BBCMC activities Invitation letter		BBCMC/GDP BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participate in the gender sensitizing activities through virtual media.	1.Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days	Day Care Workers of BalayBalay Child Minding Centers in Iloilo City and Miag-ao campus URA- GDP OVCRE Budget OC
	1.1. Facilitate update on the approval of the proposal through email, phone and messenger.	None	2 days after submission of the document	Admin-GDP
	1.2. Secure the approved proposal and Line-Item Budget for procurement of items needed to conduct the activity.	None	2 days	Admin-GDP SPSO Budget



	2. Send invitation/links of the activity through email and FB page of BBCMC to parents/guardians as well as confirmation of their attendance to the said activity.	None	1 day	BBCMC Day Care Workers
	3. Conduct the activity through virtual media.	None	1 day	BBCMC Day Care Workers
	3.1. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of each activity.	None	20 days	GDP Personnel Admin- GDP Accounting Office Cash Office
TOTAL		None	36 Days	



7. In the conduct of BBCMC activities with face-to-face interaction [prior to year 2020]:

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Parents/Guardians whose children are enrolled at BBCMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached LIB invitation letter		GDP BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Participate in the gender sensitizing activities.	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days	Raquel Ningas, Jane Bernadette Sansolis Dana Lee Durana, URA- GDP OVCRE Budget OC
	2. Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days	Admin-GDP SPSO Budget
	3. Conduct of the activity	None	1 day	BBCMC Day Care Workers
	4. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity.	None	30 days	Admin- GDP Accounting Office Cash Office
TOTAL		None	43 days	



8. Hostel Accommodation

GDP “Puluy-an” is a facility that provide affordable and secure accommodation for transient visitors. However, employees of the university which are in dire need of a place to stay or for extreme emergencies, are allowed with Director’s approval.

Acceptance of guests for accommodation

Office	Gender and Development Program			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, GAD Advocates, CUs, Others who are recommended by UPV constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip Official Receipt		GDP GDP GDP Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation through phone and/or email.	1. Identify the availability of rooms for reservation on the date specified by the guest and fill- up reservation form	None	30 mins upon receiving the inquiry	GDP Staff Raquel Ningas



2. Payment of accommodation	1.1. Facilitate guests in filling up registration and inform them regarding the house rules upon check-in	None	1 hr upon confirming the availability of room	GDP Staff Raquel Ningas
	2. Issuance of payment slip	None	1 hr upon confirming the availability of room	GDP Staff Raquel Ningas
	2.1. Payment and issuance of Official receipt	250.00/pax	10 mins.	Cash Office
TOTAL		Php 250.00	2 Hrs. & 40 Mins.	



9. Use of GDP Library

GDP Library provides gender related materials available for researchers, teachers and students. **Borrowing of genderrelated materials is currently suspended/disallowed to ensure zero contact policy.**

Office	Gender and Development Program			
Classification	G2C- Government to Client, G2G- Government to Government			
Type of Transaction	Simple			
Who may avail	UPV constituents, GAD Advocates, Alumni, SUCs, LGUs other gov't agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Logbook			GDP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to use library for research through phone and email. 2. Request to borrow books in the library	1. Inform clients regarding rules and regulations in the use of library.	None	5 mins. upon receiving the request	GDP Staff
	1.1. Assists client during research	None	5 mins. upon request	GDP Staff
	2. Inform clients that books are allowed to be borrowed for photocopy but not for take home.	None	5 mins upon receiving the request	GDP Staff
	2.1. Assist clients to fill-up the logbook and request them to leave their ID's upon releasing the books for photocopy.	None	5 mins. upon request	GDP Staff
TOTAL		None	20 Mins.	



10. Secretariat of *Ugsad* Regional Gender Resource Network: Virtually/Remote Transactions & Processes

UGSAD Regional Gender Resource Network functions as coordinating body of all efforts and resources in providing gender responsive services and facilitates gender mainstreaming in national government agencies, non-government organizations, local government units, academic institutions and other entities. Currently, all meetings, communications and activities are conducted through virtual platforms.

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Client; G2G – Government to Government			
Who may avail	Various Government Agencies, Academic Institutions, LGUs, NGOs and NGAs who are members ofUGSAD Regional Gender Resource network			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached Line-Item Budget to conduct UGSAD activities Invitation letter Permits			GDP GDP Responsible Gov't. Agencies	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Propose Gender Sensitizing Activities, Forums, Seminars to strengthen gender advocacy in Western Visayas.	1.Organize series of virtual meetings to decide activities to be conducted.	None	[Meetings are done twice a month] before the scheduled activity	GDP Director serves as coordinator of UGSAD GDP Staff
	1.1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	Contributions of UGSAD members	10 days	URA- GDP OVCRE Budget Office Accounting Office OC
	1.2. Secure the approved proposal and			



2. Participate in various gender related activities conducted by UGSAD.	Line-Item Budget for procurement of Items needed to conduct the activity	None	2 days	Admin-GDP SPSO Budget Office Accounting Office
	1.3. Process permits and other documents necessary to conduct the activity	Permit fee as identified by concerned agencies	2 days	GDP Staff
	2. Send invitation/links through emails to UGSAD member agencies and confirm the attendance of participants.	None	2 days	GDP Staff URA-GDP
	3. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after conducting the activity.	None	15 days	Admin- GDP Accounting Office Cash Office
TOTAL		UGSAD Contribution Permit Fee	33 days	



11. In the conduct of UGSAD activities with face-to-face interaction: [prior to year 2020]:

Office	Gender and Development Program			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Client; G2G – Government to Government			
Who may avail	Various Government Agencies, Academic Institutions, LGUs, NGOs and NGAs who are members of UGSAD Regional Gender Resource network			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached Line-Item Budget Invitation letter Permits			GDP GDP Responsible Gov't. Agencies	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Propose Gender Sensitizing Activities, Forums, Seminars to strengthen gender advocacy in Western Visayas	1. Organize series of meetings to decide what activities to be conducted	None	Twice a month before the scheduled activity	GDP Director GDP Staff
Participate in various gender related activities	2. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	Contributions of UGSAD members	10 days	URA- GDP OVCRE Budget Office Accounting Office OC
	3. Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity	None	2 days	Admin-GDP SPSO Budget Office Accounting Office



	4. Facilitate and process permits and Other documents necessary for the Activity to be conducted	Permit fee	2 days	GDP Staff
	5. Send invitation to the different LGUs, Government Agencies, Academic Institutions, NGOs and NGAs as well as confirm the attendance of participants	None	2 days	GDP Staff URA-GDP
	6. Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of activity	None	15 days	Admin- GDP Accounting Office Cash Office
TOTAL		As specified above	32 days	



12. Secretariat of *WINFISH* National Network of Women in Fisheries in the Philippines

The National Network on Women in Fisheries in the Phil. Inc. (WINFISH) is a network of professionals and individuals interested in improving the Status of Women especially in the fisheries industry.

Office	Gender and Development Program			
Classification	G2C- Government to Client, G2G- Government to Government			
Type of Transaction	Highly Technical			
Who may avail	Various Government Agencies, Academe, NGOs and Individuals who are members of the network			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation letters BIR Form SEC Registration Form		GDP, WINFISH website, email WINFISH WINFISH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Participate in the various activities organized and conducted by WINFISH	1. Facilitate, organize and participates in gender related activities conducted by WINFISH	None	30 days before the conduct of the activity	GDP Director GDP Staff
	1.1. Receive and delivers communications of the organization.	None	1 day upon receiving the documents for delivery to WINFISH officers and	GDP Staff



			members	
	2. Provides office space and equipment	None	None	GDP Director GDP Staff
	3. Process transactions pertaining to renewal of business registration, payment of annual taxes, etc.	Renewal Fee as determined by SEC Income Tax Fee	7 days	GDP Staff Responsible agencies
	4. Extend capacity development with WINFISH members, such as on strengthening of research capability	None		GDP Director GDP Staff
	5. Share information and Data which can enhance WINFISH functions	None		GDP Director GDP Staff
TOTAL		SEC renewal fee, Tax fee	38 days	



NATIONAL INSTITUTE OF MOLECULAR BIOLOGY AND BIOTECHNOLOGY

External Services



1. Use of Laboratory Space and Equipment

The UPV-NIMBB recognizes the rights and needs of the students and researchers to utilize its laboratory space (wet and dry) and equipment for a convenient, efficient, and safe conduct of experiments. Assistance will be provided by authorized and trained personnel of the Institute when handling chemicals and operating equipment.

Office	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Graduate and Undergraduate Students (UP and non-UP); University Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (clearly specifying the list of equipment and glassware to be used) 2. Copy of Form 5 3. Copy of Proposal 4. Laboratory Forms 5. Client Feedback Form		Requirements 1-3 should be provided by the Requestor; Laboratory and feedback forms will be made available upon request/notice. Kindly send the request and other necessary documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits letter of request specifying a full list of equipment, glassware, and laboratory space to be used; copy of Form 5; and copy of the proposal via online transaction	1. Administrative Aide IV (AA IV) receives letter and other necessary documents/attachments and forwards to University Research Associate I (URA I)	None	10 minutes	<i>Administrative Aide IV</i> NIMMB
	1.1 URA I reviews documents and gives comments and recommendations		30 minutes	<i>University Research Associate I</i> NIMBB
	1.2 URA I forwards request letter to Director for approval			



	1.3 Director approves/disapproves letter		3 days	<i>Director, NIMBB</i>
	1.4 Director forwards letter to AA IV (with corresponding action)			
	1.5 AA IV forwards letter (with corresponding action) to URA I for attachment of laboratory forms		10 minutes	<i>Administrative Aide IV NIMMB</i>
	1.6 URA I attaches laboratory forms and informs the client		15 minutes	<i>University Research Associate I NIMBB</i>
	1.7 Client signs laboratory forms together with Adviser/authorized personnel		3 days	
	1.8 Client returns signed laboratory forms to URA I			
	1.9 URA I schedules laboratory orientation for client		10 minutes	
	1.10 URA I orients client		1 hour	
	1.11 Client receives orientation, fills out and submits client's feedback form		15 minutes	
TOTAL		None	6 days, 2 hours, 30 minutes	



2. Trainings

The institute offers a selection of trainings related to molecular biology and biotechnology. Topics include: (1) Training on Basic Molecular Biology Techniques, (2) Nucleic Acid Extraction, (3) Introduction to Enzyme Assays, and (4) Training on Basic Aseptic Techniques. Other molecular biology and biotechnology-related topics may also be catered upon request, given the availability of the materials, chemicals/reagents, equipment, and lab space.

Office	National Institute of Molecular Biology and Biotechnology (NIMBB)				
Classification	Highly Technical				
Type of Transaction	G2C – Government to Citizen				
Who may avail	Graduate and Undergraduate Students (UP and non-UP); University Researchers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Request Letter for Training 2. Request Form 3. Client Feedback Form			Requirement 1 should be provided by the Requestor; Requestand feedback forms will be made available upon notice. Kindly send the request and other necessary documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Requestor submits Letter of Request for Training and fills out Request Form	1. AA IV receives request letter/form and forwards to University Research Associate I (URA I)	(Depends on the type of training to be conducted and equipment	10 minutes	<i>Administrative Aide IV</i> NIMMB	
	1.1 URA I reviews request letter/form		30 minutes	<i>University Research Associate I</i> NIMBB	
	1.2 URA I forwards request letter to Director for approval		10 minutes		



	<p>1.3 Director approves/disapproves request letter</p> <p>1.4 Director forwards letter to AA IV (with corresponding action)</p> <p>1.5 AA IV forwards letter (with corresponding action) to URA I for immediate and appropriate response</p> <p>1.6 URA I informs client, recommends possible training schedule</p> <p>1.7 URA I finalizes schedule, informs and provides approved copy of request letter to client</p> <p>1.8 NIMBB staff prepares training modules, lectures, certificates, etc.</p> <p>1.9 NIMBB staff conducts training</p> <p>1.10 NIMBB staff issue certificates to successful trainees/participants</p>	to be used)	<p>3 days</p> <p>10 minutes</p> <p>1 day</p> <p>10 days</p> <p>3 days</p> <p>2 days</p>	<p><i>Director</i> NIMBB</p> <p><i>Administrative Aide IV</i> NIMBB</p> <p><i>University Research Associate I</i> NIMBB</p> <p>NIMBB Staff</p> <p>NIMBB Staff</p> <p>NIMBB Staff</p>
	TOTAL	As specified above	19 days, 1 hour	



3. Request for Technical Service

The Institute, through its authorized and trained personnel, provides technical services to both UP and non-UP constituents of all levels upon request. Clients may file a request for technical advice and be catered accordingly by authorized personnel of the laboratory. Advice may range from different topics depending on the concern of the requestor.

Office	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Graduate and Undergraduate Students (UP and non-UP) ; University Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form for Technical Advise 2. Client Feedback Form			Requestand feedback forms will be made available upon notice. Kindly send the request and other necessary documents via email to: nimbb.upvisayas@up.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills up and submits Request Form for Technical Service	1. AA IV receives request form and forwards to URA I	None	10 minutes	<i>Administrative Aide IV</i> NIMMB
	1.1 URA I reviews request and recommends schedule		10 minutes	<i>University Research Associate I</i> NIMMB
	1.2 URA I forwards request to Director for approval			



	1.3 Director approves/disapproves request		2 days	<i>Director</i> NIMBB
	1.4 URA I informs client		10 minutes	<i>University Research Associate I</i> NIMMB
	1.5 NIMBB Staff give/provide technical service to client		1 hour	NIMBB Staff
	1.6 Client receives technical service, fills out and submits client's feedback form		15 minutes	
	TOTAL	None	2 days, 1 hour & 45 minutes	



SENTRO NG WIKANG FILIPINO

External Services



1. Conduct of Filipino Language Activities, Capacity Building Seminars and Fora Related to Raising Awareness on Filipino Language Concerns (Buwan ng Wika, HanasansaWika, LakbayWika, Buwan ng Panitikan)

The Filipino Language Activities, Capacity Building Seminars and Fora Related to Raising Awareness on Filipino Language Concerns is an activity to raise public awareness on the specific importance of the month long celebration and expression of deep love for language and culture as Filipino citizen. Buwan ng Wika is celebrated every August to commemorate the triumph of having a National Language as mandated in the Philippine Constitution of 1987. Hanasan sa Wika is a training program design to upgrade teachers skills and competence in teaching Filipino Language. The program was awarded Gawad Pangulo: Excellence in Public Service by the UP System. LakbayWika aims to help the public school student to be well oriented of the cultural icons of the province as well as the whole of the regions by bringing them to sites and at same time, having them aware of the importance and significance of these icons to the historico-cultural aspects of Language and the relationship to being a Filipino. Buwan ng Panitikan is celebrated on the month of April to coincide with the birth anniversary of Francisco Balagtas known to be the Filipino prince of Literature. A month long activity dedicated to the life of the Philippine literature icon.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Constituents, Employees, Students, SUCs, Private Sector, Government Office, General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			SWF SWF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the	1. Submit proposal through channels with attached Line-Item Budget for approval to	None	10 days For Agency	Prof. Jonevee B. Amparo, Program Director/Proponent



unit	conduct the activity		action	OVCRE Budget OC Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO Budget OC
	1.1 Secure the approved proposal and Line Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	
	1.2 Send invitation to the different offices, units or student organizations and confirm attendance of participants.	None	10 days	Admin Assistant, Meryl C. Sasana Admin Aide-SWF
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



2. Conduct of Teachers Training for Filipino Language and Literature Teachers for Enhancement and advancement of Teaching of Language and Literature.

Teachers Training for Filipino Language and Literature Teachers for Enhancement and advancement of Teaching of Language and Literature designed to promote Filipino as the National Language and to help improve the quality of teaching in both the primary and secondary education. This will also enable the faculty of UP Visayas to share their expertise in Language and Literature teaching in the region as a form of public service activity of the university.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Client	
Who may	SUCs and Dep Ed Teachers, Public and Private Sector,	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request letter w/ attached LIB Invitation letter		SWF



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC
	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO Budget OC
	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



3. Conduct of Translation Training for Teachers and Translator

Translation Training for teachers and translator will help the participants to enhance and advance their skills and Technique in the process of translation from the original language to the target language. This will also update them on the theories and practice of translation as a discipline.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	SUCs and Dep Ed Teachers, Public and Private Sector, Gen. Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			SWF SWF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC
	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE



	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	SPSO Budget OC Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



4. Conduct of Module Writing for Teachers and Educator

Module writing for teachers and educators is designed to enhance and advance the teaching, writing skills and technique as well as exposed them to the process of module writing as a form of material for teaching the specific area of discipline. This will also introduce to the participants the values of a professional writer in the curriculum.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	SUCs and Dep Ed Teachers, Public and Private Sector, Gen. Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached LIB Invitation letter		SWF SWF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE; Budget; OC



	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO Budget OC
	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



5. Conduct of Teaching Material Writing and Production

The program will help the teachers in the preparations for teaching Materials to be used in the classroom and will enable them to produce a relevant output which is timely and appropriate for teaching in the primary and secondary education. Teachers and Educator skills and technique in teaching material design and production will be developed on the process of training and workshop activities.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	SUCs and Dep Ed Teachers, Public and Private Sector, Gen. Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			SWF SWF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC



	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO Budget OC
	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



6. Conduct of Trainers Training for Filipino Language and Literature Teachers

The program will help to develop teachers to be future trainers in the regions and will help their fellow teacher and educator as well to enhancement and advance the teaching in the primary and secondary education within the region. This will also organize a pool of trainers in the region to upgrade teacher competence in teaching language and literature.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	SUCs and Dep Ed Teachers, Public and Private Sector, Gen. Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached LIB Invitation letter		SWF SWF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC



	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aid-SWF OVCRE SPSO Budget OC
	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



7. Conduct of MTB-MLE Material Writing and Production

The program will train teacher to write and produced local material for MTB-MLE which is culturally appropriate for learners of the mother tongue in the multi lingual community in the region.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Dep Ed Teachers, Public and Private Sector from K-3.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			SWF SWF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC
	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE



	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	SPSO Budget OC Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



8. Conduct of Teachers Training for MTB-MLE Teachers

The program will train teachers on how to use effective teaching strategies and technique to enhance their skill in Teaching of K-Grade 3.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Dep Ed Teachers, Public and Private Sector from K-3.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter w/ attached LIB Invitation letter			SWF SWF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC
	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO



	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Budget OC Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



9. Conduct of Culture-Based Education Teachers Training for Filipino Language and Literature Teachers

The program will expose teachers on how to prepare and produce culture based materials for teaching Filipino Language and literature in a multi lingual set up of the region. It will also help them promote a culturally appropriate responsive teacher-student relationship in higher education institutions in the region.

Offices	Sentro ng Wikang Filipino OVCRE Budget Office Office of the Chancellor SPSO Accounting Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	SUCs and DepEd Teachers, Public and Private Sector,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter w/ attached LIB Invitation letter		SWF SWF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted by the unit	1. Submit proposal through channels with attached Line-Item Budget for approval to conduct the activity	None	10 days For Agency action	Prof. Jonevee B. Amparo, Program Director/Proponent OVCRE Budget OC



	1.1 Secure the approved proposal and Line-Item Budget for procurement of Items needed to conduct the activity.	None	2 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF OVCRE SPSO Budget OC
	1.2 Send invitation to the Speakers/Trainors and to different SUCs and Dep Ed Schools, Division and Regional units or Teacher organizations and confirm attendance of participants and Trainors	None	10 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Dep Ed. SUCs.
	1.3 Facilitate and process documents for payments of suppliers, resource speakers and reimbursements of expenses after the conduct of the activity	None	30 days For Agency action	Admin Assistant, Meryl C. Sasana Admin Aide-SWF Accounting Office Cash Office
TOTAL		None	52 days	



10. Issuance of Certification for Certified Translation of the Original Texts

The Sentro ng Wikang Filipino is an agency recognized by the university through the UP Language Policy to promote Filipino as the National Language thereby it also certify if the translation of material is faithful to the original text of the source language. As an academic institution, it has a mandate to translate language from the original text to Filipino as provided in the 1987 Constitution to propagate and develop Filipino and as a support agency of the government office.

Office	Sentro ng Wikang Filipino			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Gen. Public and those who need the certification for translated materials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy and soft copy of the original and translated text with a cover letter addressed to the Director/Head of Unit.		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual request for issuance of certification for translation of the text from the original language.	1. Receive and record request	None	5 minutes For Agency action	<i>Meryl C. Sasana, Admin Aide-SWF Admin. Assistant/</i>
	1.1 Issues billing to be paid	Php150.00	5 minutes Employees action	<i>CASH Office for Issuance of OR</i>
	1.2 Update record in logbook		20 mins. For Agency action	<i>Prof. Jonevee B. Amparo SWF-Director</i>



	1.3 Issue certification 1.4 Send email and notice to requestor for the availability of certification that can be now claim.		1- 2 days For Agency action	<i>Admin Assistant/Meryl C. Sasana</i> <i>Admin Aid-SWF</i>
TOTAL		Php150.00	1-2 days	



11. Translation of the Original Texts to Filipino/Hiligaynon

Translation from the original text language to Filipino/Hiligaynon is a mandate of the SWF to promote and develop Filipino as medium of instruction in teaching and as National Language of the country.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Gen. Public and those who need translations materials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy and soft copy of the original and translated text with a cover letter addressed to the Director/Head of Unit.		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual request for translation of the text from the original language to Filipino/Hiligaynon/Ilonggo/Kinarray-a	1. Receive and record request	*For Questionnaire 1,000-1,500 per page	5 minutes For Agency action 1.1	<i>Meryl C. Sasana, Admin Aide-SWF/ Admin. Assistant</i> <i>CASH Office for Issuance of OR</i> Prof. Jonevee B. Amparo <i>SWF-Director</i>
	1.1 Issues billing to be paid	Technical Text 1,500 per page	5 minutes For Agency action 1.2	
	1.2 Update record in logbook	Manuals-30,000	20 minutes For Agency action 1.4	
	1.3 Issue certification			
	1.4 Send email and notice to requestor for the availability of certification that can be now claim.	BOOK-40,000-75,000 depending on the thickness of the text	1- 2 days For short materials	



		With 50% discount for UP Constituents and Alumni	For Manuals and Books, minimum of 1 month. For Agency action	
TOTAL		*	1-2 days	

**For Questionnaire: 1,000-1,500 per page; Technical Text 1,500 per page; Manuals-30,000; BOOK-40,000-75,000 depending on the thickness of the text; with 50% discount for UP Constituents and Alumni*



12. BalayWika Accommodation

Acceptance of guests for accommodation as IGP of the SWF and also as service to the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation	1. Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For agency action	SWF Staff Enrile B. Lavilla
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For agency action	SWF Staff Enrile B. Lavilla



	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room For Agency action	SWF Staff Enrile B. Lavilla
	1.3 Payment of bill and issuance of Official Receipt	500/pax for UP Client and 1000/pax for Non-UP Client	10 mins.	Cash Office
Total		500/pax for UP Client 1000/pax for Non-UP Client	2 hours, 40 minutes	



13. Sentro ng Wikang Filipino SilidPandayan (Conference Room)

Acceptance of Conference Room accommodation as service to the university and the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQ UIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip OR		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation	1. Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For agency action	SWF Staff Enrile B. Lavilla
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For Agency action	SWF Staff Enrile B. Lavilla
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room	Cash Office



	1.3 Payment of bill and issuance of Official Receipt	200/hr for UP Client and 400/hr for Non-UP Client Use of Equipment will be charge based on the University approved rate for use of Equipment	10 mins. For Agency action	
Total		200/hr for UP Client 400/hr for Non-UP Client Use of Equipment will be charge based on the University approved rate for use of Equipment	2 hours, 40 minutes	



14. Sentro ng Wikang Filipino Aklatang Bayan (Filipiniana Community Learning Resource Center)

Acceptance of Aklatang Bayan (Filipiniana Community Learning Resource Center) Researcher as a public service of the university to the community and general public.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, CUs, Others who are recommended by UPV constituents, Public, Dep Ed. And SUCs Teachers and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of Books	1. Identify the availability of books for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For Agency action	SWF Staff Enrile B. Lavilla
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon borrowing of books on room use only.	None	1 hr upon confirming the availability of room For Agency	SWF Staff Enrile B. Lavilla



	1.2 Issuance of payment slip	None	action 1 hr upon confirming the availability of room For Agency action	SWF Staff Enrile B. Lavilla
	1.3 Payment of bill and issuance of Official Receipt	Free of Use provided books are not for sale items from the collections	10 mins. For Agency action	Cash Office
Total		None	2 hours, 40 minutes	



15. Request for Technical Advice

Technical Advice for Thesis and Research Writing as a form of public service to the community. Technical advice is given by authorized and trained personnel of the Sentro ng Wikang Filipino. It is granted to both UP and non-UP constituents of all levels. Client may file a request for technical advice and be catered accordingly by authorized personnel of the SWF. Advice may range from different topics depending on the concern of the requestor.

Office	Sentro ng Wikang Filipino			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Graduate and Undergraduate Students (UP and non-UP) ; University Researchers, Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Feedback Form 2. Request Form for Technical Advise		Forms are available at the Sentro ng Wikang Filipino		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills up and submits Request Form for Technical Advise and Feedback Form for Technical Advise/Lecture/Instructions/Thesis/ Research	1. Admin Aide receives request form and forwards to Admin Assistant 1.1 Admin Assistant reviews request and recommends schedule 1.2 Admin Assistant forwards request to Director for approval 1.3 Director approves/disapproves request	None	3 days For Agency action	Meryl C. Sasana Administrative Aide, SWF Admin Assistant SWF Admin Assistant SWF Prof. Jose Julie E. Ramirez SWF-Director



	1.4 Admin Assistant informs the requestor 1.5 Director gives technical advise to requestor 1.6 Requestor fills up feedback form			Admin Assistant SWF Prof. Jonevee B. Amparo SWF-Director
TOTAL		None	3 days	



OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT

External Services



1. Provision of UPV Master Plan, and Use Plan and Other Planning Related Information

Offices	Office of the Vice Chancellor for Planning and Development			
Classification	Highly Technical			
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office)			
Who may avail	UP System, UPV constituents and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for planning related information (stating the agency/organization and purpose)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requestor electronic email addressed to the Chancellor through the Office of the Vice Chancellor for Planning and Development	1. The Office of the Chancellor receives the letter, send an acknowledgement emailand forwards to the OVCPD for comments/ appropriate action.	None	2 hours (receives the letter and reviewed by the AO)	OC: Lisa Marie J. Selibio
2. Follow-up letter request	2. The OVCPD receives the letter, forwards to the Planning Officer for comments/ provide pertinent information/ documents		1 hour to 1 day (depends on the required information)	OVCPD: Beverly C. Nuevaespaña Leilanie G. Geduspan
3. Received response and the requested information/ planning related documents	3. Drafts letter reply for the Chancellor		30 mins	OVCPD: Leilanie G. Geduspan
	4. Forward the documents to the VCPD			



	for comments/ appropriate action/ recommendation with the attached draft letter and requested information/ documents 5. Returns the letter to the Chancellor with comments/ requested information/ documents and the draft letter reply (soft and hard copies) 6. The OC finalized the letter and send letter to the requestor, copy furnished the OVCPD for file		30 mins 30 mins 3hrs to 1 day (depending on the availability of the Chancellor and its OIC)	OVCPD: Mybelle G. Zulueta OVCPD: Beverly C. Nuevaespaña OC: Lisa Marie J. Selibio
TOTAL		None	1 – 2 days	



OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT (SITE ACQUISITION RESETTLEMENT PROGRAM)

External Services



1. Issuance of Certification for Land or House Ownership and Tenancy Covered by UPV Miag-ao Properties

Office	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	Government to Private Client			
Who may avail	Affected Landowners/ Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request from client (written or verbal)			Client/ Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor come to office and verbally request or have written request for a land ownership certification	1. Accept the request either written or verbal.	None	1 day	SARP Personnel/Cherlie Rose Ripani
	2. Interview what is the purpose for the certification, checks and confirms request if he/she is truly an affected heir (what is the degree of relation to the affected landowner).			SARP Personnel/Cherlie Rose Ripani
	3. If he/she is a bonafide heir, encode certification in the computer.			SARP Personnel/ Vice Chancellor for Planning and Dev't



	4. Secure the signature(s) of authorized UPV official(s). 5. Issue certification to the client.			SARP Personnel/ Vice Chancellor for Planning and Dev't SARP Personnel/Cherlie Rose Ripani
TOTAL		None	1 day	



2. Issuance of Legal Documents such as Maps, Technical Description, Sketch Plans, Conveyances of UPV Land Properties of Iloilo City and Miag-ao Campuses

Office	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	Government to Government/ Government to Private Client			
Who may avail	Other Government Offices/ Affected Landowners or Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from client			Requestor/ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor come to office and submit letter request.	1. Accept letter request. 2. Interview the client what is the purpose for such request. 3. Assess the request depending on the requestor if authorized and purpose if documents being requested are appropriate or necessary. 4. If officially authorized, photocopy the documents and office issues a copy of document to the requestor.	None	1 day	SARP Personnel/Cherlie Rose Ripani SARP Personnel/Cherlie Rose Ripani
TOTAL		None	1 day	



3. Issuance of Reports or Generation of Data related to Illegal Cutting of Trees in UPV Miag-ao Campus and Illegal Structures of UPV Iloilo City and Miag-ao Campuses

Office	Site Acquisition and Resettlement Project (SARP) Office of the Chancellor Legal Office			
Classification	Complex			
Type of Transaction	Government/ UPV to Private Clients			
Who may avail	UPV or Other Government Offices/ Affected Landowners or Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Incident Report from Complainant and SARP Office			Clients/ Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP Police/ Security Service Force/ SDRP Personnel/ Affected Landowner/ Co-heirs/ concerned citizen informs thru verbal or written incident report	1. Office accepts incident report.	None	3-7 to 10 days (depending on the case)	SARP Personnel/Cherlie Rose Ripani
	2. Seek assistance from UP Police or Security Force for an ocular inspection.			
	3. Inform and call the attention of the illegal cutter/perpetrator.			SARP Personnel/Cherlie Rose Ripani
	4. Do the field investigation and make a written report based on actual observations in the field/ site and letter from the AO.			SARP Personnel/Cherlie Rose Ripani
	5. Forward covering letter with the			Cherlie Rose Ripani/



	attached incident report to the authorized officials for comments and action (VC, Chancellor, Legal Office. etc.) 6. If proven illegal, OC issues the final signed letter and reply to the perpetrator for instruction to cease the illegal cutting or construction. 7. Issue reply/letter to the perpetrator.			OVCPD, Legal Office OC/ Legal SARP Personnel/Cherlie Rose Ripani
TOTAL		None	At least 3-10 days (depends on the case)	



4. Use of UPV Properties for Personal, Barangay and LGU Purposes

Office	Site Acquisition and Resettlement Project (SARP) Office of the Vice chancellor for Planning and Development Office of the Chancellor Legal Office			
Classification	Highly Technical			
Type of Transaction	Government to Government or Government to Private			
Who may avail	Public or Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from client			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits letter of request indicating complete details such as purpose, quantity, location, and others	1. Accept letter request.	None	10-15 days	SARP Personnel/Cherlie Rose Ripani
	2. Interview the requestor other details and issues re the request.			
	3. Assess the request depending on its legality and validity based on the University policies.			SARP Personnel/Cherlie Rose Ripani
	4. Draft and finalize a reply letter,			OVCPD, OC, Legal Office



	pointing out details, policies, comments then attach supporting documents. 5. Forward the letter to authorized officials (VC, Chancellor, Legal) for actions and comments. 6. Letter of action from the OC 7. Issuance of reply letter to the requestor.			Office of the Chancellor SARP Personnel
TOTAL		None	At least 10 working days	



5. Issuance of Documents (Tax Declarations, Land Title, etc.) Needed to Support Application for Permit to Cut Trees in UPV Properties (Miag-ao and Iloilo City Campus)

Office	Site Acquisition and Resettlement Project (SARP); Office of the Vice Chancellor for Planning and Development			
Classification	Simple			
Type of Transaction	Government to Government or Government to Private			
Who may avail	Public or Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from client /requestor		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits letter of request indicating complete details such as purpose, quantity., location, and others	1. Accept the letter request. 2. Assess the request depending on the requestor if authorized and purpose if documents being requested are appropriate or necessary. 3. Refer the request to higher or authorized official (optional) 4. If officially endorsed, authorized and approved.	None	1 – 2 days	SARP Personnel/Cherlie Rose Ripani OVCPD SARP Personnel/Cherlie Rose Ripani / Vice Chancellor for Planning &Dev't



	5. SARP office issues a copy of document to the requestor.			SARP Personnel
TOTAL		None	2 days	



6. Settlement of disputes among relocated families, landowners, and tenants concerning land issues, tenancy matter and relocation guidelines covered by UPV properties

Office	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex			
Type of Transaction	Government to Private Clients			
Who may avail	Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Verbal or written report from the complainant			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant(s)/ Affected landowner/ heir(s) come to the Office to report certain issues may be verbal or with written report.	1. Accept the complaint either verbal or written.	None	2-5 days	SARP Personnel/Cherlie Rose Ripani
2. Complainant explains the disputes or issues in connection to a particular concern	2. Inform complainant and other party to a scheduled meeting.			SARP Personnel/Cherlie Rose Ripani
	3. Prepare legal documents needed prior to the scheduled meeting.			SARP Personnel/Cherlie Rose Ripani
	4. During the meeting, each party should explain their sides and issues.			SARP Personnel/Cherlie Rose Ripani
	5. The SARP personnel analyze and explain the policies that will solve the			



	issues and disputes, showing documents. 6. If both parties are well informed and clarified, written agreement will be made. If issues and concerns need legal advice and action, it is referred to Legal Office and authorized officials thru written report 7. Wait for the reply from authorized Officials.			SARP Personnel/Legal (optional) SARP Personnel/Cherlie Rose Ripani/ Chancellor/ Legal Office
TOTAL		None	2-5 days	



7. Conduct of survey or resurvey of UPV properties (Iloilo City and Miag-ao)

Office	Site Acquisition and Resettlement Project (SARP) Office of the Vice Chancellor for Planning and Development Office of the Chancellor UP System			
Classification	Highly Technical			
Type of Transaction	UPV Office to Office (UPV) or Government to Private			
Who may avail	Public or Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approval of the request of survey or resurvey/ UPV communication or UP System request/ Approved UPV Projects			UPV Offices (OVCPD)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV requests to UP System for the approval of a particular survey or resurvey of UPV properties either in UPV Miag-ao or Iloilo City Campus	1. SARP or OVCPD submits a letter request through channels (UPV to UP System) for survey/ resurvey for a particular area in UPV property indicating the purpose, budget needed, surveyor, and other details.	None	At least 15 days	OVCPD/ SARP Personnel
2. Wait for the approval from the System	2. Wait for the feedback from the authorized officials.			OC/ UP System
	3. If approved, contact and assist surveyor in terms of documents needed			SARP/ OVCPD/ Surveyors



	and other concerns to start the survey works. 4. Start of Survey. 5. Have a copy of survey results and other documents for file.			Surveyor/ SARP SARP/ OVCPD
TOTAL		None	15 days or more	



8. Assistance in the field investigation related to illegal cutting of trees, illegal structures, and other illegal activities in UPV properties

Office	Site Acquisition and Resettlement Project (SARP) Office of the Vice Chancellor for Planning and Development Office of the Chancellor Legal Office			
Classification	Highly Technical			
Type of Transaction	UPV to Private Individuals			
Who may avail	UPV			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incident report from SSF or concerned citizen		UPV SSF/ Private Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal or written report from the complainant or UPV Security Service Force	1. Office accepts incident report. 2. Actual/ field investigation. Informs and explains to the perpetrator. If proven, report to Police Station for a police blotter report. 3. Makes written incident report based on actual observations in the field signed by the staff 4. The perpetrator is being called to report and explain in the office. (optional)	None	5-8 days	SARP Personnel SARP Personnel/ Cherlie Rose Ripani OVCPD/ OC/ Legal office



	<p>5. Incident report to be forwarded to the authorized official with endorsement (to OVCPD, OC, and Legal Office).</p> <p>6. Authorized official makes a final action letter.</p> <p>7. A copy of action letter to OC, OVCPD, and SARP</p> <p>8. Serve the letter of action to the perpetrator or person accountable for.</p>			<p>OC</p> <p>OC/ SARP</p>
TOTAL		None	5-8 days	



9. Payment for the purchase of lot covered by UPV properties

Office	Site Acquisition and Resettlement Project (SARP) Accounting Office Budget Office Cash Office			
Classification	Highly Technical			
Type of Transaction	UPV to Private Individuals/ Affected Landowners and Heirs			
Who may avail	Landowners/ Co-Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complete signed and subscribed original legal documents such as: SPA, WRR, DEJP, signed DAS, Tax Declarations, Approval to Purchase, Approved Budget			Co-heirs and UPV SARP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor come to the Office to submit Letter of Offer to Sell 2. Submit legal documents as proof of ownership 3. Sign all legal documents for payment purpose	1. Complete signed and subscribed original legal documents such as: Deed of Sale, SPA, DEJP, Tax Declaration, Approval to Purchase, Approved Budget and other supporting documents signed by the heirs and landowners forward to Accounting Office. 2. Follow up Accounting Office for the status. 3. Check to different Offices for the status update.	None	At least 2- 3 weeks	SARP Personnel Accounting office Budget Office/ OVCA



	4. Check Cash Office for check payment. 5. Cash Office releases check. 6. Inform payee if the check payment is ready for release. 7. Issue the check payment to the payee. 8. Record the payment.			Cash Office SARP Personnel SARP Personnel
TOTAL		None	At least 2-3 weeks	



10. Acquisition of Land

Office	Site Acquisition and Resettlement Project (SARP) Office of the Chancellor Office of the Vice Chancellor for Planning and Development UPV Legal Office UP System Accounting Office Budget Office Cash Office				
Classification	Highly Technical				
Type of Transaction	UPV to Private Individuals/ Affected Landowners and Heirs				
Who may avail	Landowners/ Co-Heirs				
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE		
Offer to Sell letter, Complete signed and subscribed original legal documents such as: SPA, WRR, DEJP, signed DAS, Tax Declarations, Approval to Purchase, Approved Budget			UPV SSF/ Private Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Clients come to the Office to submit Letter of Offer to Sell	1. Interview and check the co-heirs re the Offer to Sell Letter.	None	At least 3 months	SARP Personnel	
2. Submit legal documents as proof of ownership	2. Refer to the map the site of the offered to sell lot.			SARP Personnel	
3. Coordinate with SARP Office for other	3. Check ownership documents			SARP Personnel	



documents that need to be passed or signed	<p>submitted.</p> <p>4. Informs the co-heirs the complete requirements needed.</p> <p>5. Investigation at site for the area and the inventory of land improvements such as structures and growing trees</p> <p>6. Land and improvement costing computation</p> <p>7. Follow up co-heirs the documents to complete.</p> <p>8. List the name of heirs for the computation of individual share</p> <p>9. Endorsement letter to the Chancellor, request letter for Budget allocation with supporting documents such as costing</p> <p>10. Approval of endorsement letter</p> <p>11. Preparation of Deed of Sale and other supporting documents signed by the heirs and landowner</p> <p>12. If documents are already completely signed, forward to the authorized offices (OVCPD, Chancellor's Office and UP</p>			<p>SARP Personnel</p> <p>OVCPD/ OC</p> <p>SARP Personnel/ Budget Office/ OVCPD/ OC/</p> <p>Chancellor</p> <p>Legal Office/ UP System Accounting/ OC/ SARP Personnel</p> <p>Budget Office/ Accounting Office/ Cash Office</p>
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	System) for the endorsement for payment and notarization of Legal Office. 13. Transact/ check with Accounting, Budget, Cash Office for check payment. 14. Issue check to the payee. 15. Record payment			SARP Personnel
TOTAL		None	At least 3 months	



11. Costing of land and trees by UPV properties

Office	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex or can be Highly Technical			
Type of Transaction	Government to Private Client			
Who may avail	Affected Landowners/ Heirs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Offer to Sell Letter of Landowner or Co-Heirs and Recent List of Provincial Assessor's Schedule of Market Values for Land, Trees, and Structures			Client/ Requestor and Municipal Assessor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor come to the office and verbally request or have written request for a land ownership certification.	1. Accept Offer to Sell from Landowner or Co-heirs. 2. Check in the parcellary map the location of the property to be sold. 3. Verify the family tree of the landowner and co-heirs. Interview the co-heirs. 4. Check the ownership documents submitted. 5. The next working day, conduct site inspection and inventory of land improvements such as structures and trees.	None	2-4 days	SARP Personnel/Cherlie Rose Ripani



	6. Analyze the costing based on land classification, materials used for structures and the size and number of trees present in the land. 7. Compute the total costing of land and its improvement. 8. Recheck the computation.			SARP Personnel
TOTAL		None	2- 4 days	



OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT (SITE DEVELOPMENT AND REFORESTATION PROJECT)

External Services



1. Conduct of Tree Planting Activity in UPV Properties

Offices	Office of the Vice Chancellor for Planning and Development Office of the Chancellor Site Development and Reforestation Project Legal Services Office				
Classification	Highly Technical (with MOA)				
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity; G2G – Government to Government				
Who may avail	All internal and external clients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter Request, MOA			N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	
1. Clients forwards communications or electronic email in relation to the conduct of tree planting addressed to OVCPD for recommendation, action and approval	<p>1. Receive and download letter request for comments/takes appropriate action. Send an acknowledgement email. Authorized personnel logs in the communication</p> <p>1.1 AO checks, sorts the communication if it is for approval, for comment or for referral</p> <p>1.2 VCPD makes referral to the communication for SDRP. Staff in charge forwards the communication with SDRP</p>	None	<p>2 days for agency actions 1 to 1.3</p> <p>13 days for agency actions 1.4 to 2.2</p>	<p>OVCPD: Mybelle G. Zulueta Beverly Nuevaespaña</p> <p>Vice Chancellor for Planning & Dev't</p>	



2. Clients drafts and submits MOA with considerations as suggested.	1.3 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD.			Asst. to the VCPD for SDRP/ Mr. Felipe Tunay, Jr.
	1.4 VCPD will take action based on the suggestions of the SDRP personnel. For requests that requires MOA especially with specific areas requested with considerations as suggested by VCPD.			Vice Chancellor for Planning &Dev't
	2. MOA is forwarded to the Legal Services Office for comment/action.			Legal Services Office
	2.1 OVCPD staff-in-charge will finalize MOA for approval and for signing.			
	2.2 After approval/action of the communications, authorized personnel logs out them and forwards the approval to the requestor.			Office of the Chancellor
TOTAL		None	15 Days	



2. Identification of Tree Species in UPV Properties

Offices	Office of the Vice Chancellor for Planning and Development Office of the Chancellor Site Development and Reforestation Project			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail	All internal and external clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request, MOA			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Clients forwards communications or electronic email in relation to the conduct of Identification of Tree Species addressed to OVCPD for recommendation, action and approval	1. Receive and download letter request for comments/takes appropriate action. Send an acknowledgement email. Authorized personnel logs in the communication 2. AO checks, sorts the communication if it is for approval, for comment or for referral 3. VCPD makes referral to the communication for SDRP. Staff in charge forwards the communication with SDRP 4. Asst. to the VCPD for SDRP or SDRP	None	4 days	OVCPD: Mybelle G. Zulueta Beverly Nuevaespaña Vice Chancellor for Planning & Dev't Asst. to the VCPD for SDRP/



	<p>personnel would comment on the communication and return the said communication to OVCPD.</p> <p>5. VCPD will take action based on the suggestions of the SDRP personnel. After approval/action of the communications, authorized personnel logs out them and forwards the approval to the requestor.</p> <p>6. SDRP personnel schedule the conduct of the activity.</p>			<p>Mr. Felipe Tunay, Jr.</p> <p>Vice Chancellor for Planning & Dev't</p> <p>SDRP Personnel</p>
TOTAL		None	4 Days	



3. Issuance of Permit to Cut Trees/harvest agricultural yields in UPV properties

Offices	Office of the Vice Chancellor for Planning and Development Site Development and Reforestation Project Security Service Force Cash Office				
Classification	Complex				
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity; G2G – Government to Government				
Who may avail	All internal and external clients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter Request/Request Form, Permit to Cut			Request Form – SDRP Cutting Permit - OVCPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	
1. Clients/Requestor secures and fill up request form for issuance of permit to cut/harvest agricultural yields from SDRP.	1. SDRP personnel prepare request form with the information on areas where to cut and amount intended to pay.	P 20.00/ bamboo pole	2 days for agency actions 1 to 3	OVCPD: Mybelle G. Zulueta Beverly Nuevaespaña	
2. Requestor will pay the exact amount at the Cash Office.	2. OVCDP staff prepares 4 copies of cutting permit as specified in the request form for approval of VCPD.	P5.00/ young coconut		OVCPD Personnel	
3. Requestor will present the request form with OR to OVCPD for issuance of cutting permit.	3. VCPD approves the cutting permit.			Vice Chancellor for Planning & Dev't	
4. Client/requestor coordinates with SDRP personnel during and after the	4. After approval, OVCPD issues cutting permit to the client/requestor. Copy		2 days for agency actions	OVCPD Personnel	



conduct of cutting.	<p>furnished to SDRP and SSF.</p> <p>5. SDRP and SSF personnel inspects, checks and verify the number of bamboo poles cut as indicated in the cutting permit.</p> <p>6. SDRP and SSF personnel sign the cutting permit before releasing the requested bamboo poles.</p>		4 to 6	<p>SDRP and SSF Personnel</p> <p>SDRP and SSF Personnel</p>
TOTAL		None	4 Days	



5. Conduct of Orientation on Vermicomposting

Offices	Office of the Vice Chancellor for Planning and Development Office of the Chancellor Site Development and Reforestation Project			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail	All internal and external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Requestor submits letter request or electronic email for orientation on Vermicomposting addressed to OVCPD for recommendation, action and approval	1. Receive and download letter request for comments/takes appropriate action. Send an acknowledgement email.	None	3 mins	OVCPD: Beverly Nuevaespaña Mybelle G. Zulueta
	2. Refer letter to SDRP for comments/suggestions.		30 mins	Vice Chancellor for Planning & Dev't
	3. Provide comments/suggestions and return letter to OVCPD.		1 day	Asst. to the VCPD for SDRP/ Felipe Tunay, Jr.
	4. Take action based on the suggestions provided by the SDRP personnel.		1 hour	Vice Chancellor for Planning & Dev't
	5. Issue approval/action to the requestor.		1 to 2 hours	Beverly Nuevaespaña
			1 day	



	6. Coordinate with the requestor to set schedule of orientation and arrange preparations.			Felipe Tunay, Jr.
TOTAL		None	4 Days	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES
OFFICE OF THE DEAN**

Both External and Internal Services



1. Use of Facilities and Equipment at Pidlaoan AV Hall and Umali Hall

The use of Conference Rooms in Villadolid Hall and Umali Hall is intended to provide venue for conferences, meetings of various college/university committees, graduate student theses defense and other academic and research related activities.

Office	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client; G2B-Government to Business Entity; G2G-Government of Government			
Who may avail	UPV Constituents; Private Individual and Private Business Institutions; Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form Letter Request if Necessaryfor Outside Clients Billing Statement for Paying Users 6(<i>For Paying Clients only</i>) Official Receipt		Office of the Dean, Facebook Account (CFosUPVisayas), CFOS Website and Facebook Page (College of Fisheries and Ocean Sciences, UP Visayas) Cash Office, UPV		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills out form from/ submits letter request if necessary for outside clients	1. Evaluates and validates the accomplished form	P375/hour for paying clients	30 minutes	1. Remy M. Villoga Audio-Visual Technician
	2. Checks the availability of the facility and equipment requested	P165/hr for overtime pay of the Technician for services during holidays and weekends and	10 minutes	2. Remy M. Villoga Audio-Visual Technician
	3. Approves the request	P126.25/hour for	20 minutes	3. Ma. Teresa P. Gabon



2. Pays the fee 3. Presents the receipt	4. Issues billing for paying client 5. Records the payment receipt	services beyond office hours		Administrative Officer V (under normal circumstances) Prof. Encarnacion Emilia S. Yap Dean (for overnight requests and during COVID-19 Quarantine Period) 4. Remy M. Villoga Audio-Visual Technician 5. Remy M. Villoga Audio-Visual Technician
TOTAL		P375/hour for paying clients; P165/hr for overtime pay of the Technician for services during holidays and weekends and P137.50/hour for services beyond office hours	1 hour or within the day (excluding the issuance of the bill to the requestor and recording of the payment receipt)	



COLLEGE OF FISHERIES AND OCEAN SCIENCES OFFICE OF THE DEAN

External Services



2. Issuance of Certificate of Appearance (By Appointment, Scheduled Visit or Walk-in Clients)

This certificate is being issued in compliance with the standing regulations provided under Republic Act No. 3847 duly implemented by the Commission on Audit for the purpose of establishing the evidence and duration of his/her appearance.

Office	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client			
Who may avail	All visitors and clients transacting with the Office of the Dean			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request for the certificate after the visit/transaction		Office of the Dean, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Appearance	1. Prepares the Certificate 2. Checks and initial the document 3. Signs the Certificate	None	1 Day	1. Roberto G. Lacsamana Administrative Assistant III 2. Ma. Teresa P. Gabon Administrative Officer V 3. Prof. Encarnacion Emilia S. Yap Dean, CFOS
TOTAL		None	1 Day	



3. Request for Tour of Facilities and Benchmarking Activities

The Office of the Dean grants approval for requests of tour of facilities and benchmarking activities especially for SUCs and other government agencies for mentoring purposes.

Office	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2B -Government to Business Entities; G2G-Government to Government			
Who may avail	Any Private Business Entity; Any Government Owned and Controlled Corporation; State Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request to visit the College to tour the facilities or conduct benchmarking activities with itinerary/schedule		Office of the Dean, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes request to visit CFOS for purpose of tour of facilities/benchmarking activity	1. Receives and logs the request 2. Screens communication and coordinates with the concerned Institute/unit/tour-in-charge 3. Approves the request and give instruction when necessary	None	3 days	1. Ma. Cecilia M. Monaya Administrative Aide VI 2. Ma. Teresa P. Gabon Administrative Officer V 3. Prof. Encarnacion Emilia S. Yap Dean, CFOS
2. Requestor coordinates with the Office regarding	4. Coordinates with the requestor to informsofthe approval and other			4. Ma. Teresa P. Gabon Administrative Officer V



the visit and provides Itinerary of travel and other details	details regarding the visit.			
3. The requestor/client visits the College and its facilities	5. Gives copy of the approval to the Institutes/office concerned for information			5. Ma. Cecilia M. Monaya Administrative Aide VI
TOTAL		None	3 Days	



COLLEGE OF FISHERIES AND OCEAN SCIENCES OFFICE OF THE DEAN

Internal Services



4. Issuance of Travel Order for Local Travels within the Authority of the Dean

The Office of the Dean issues travel order to CFOS constituents who will go for official travel outside their official station.

Office	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client			
Who may avail	CFOS Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UIS Account on-line application or manual application in case the UIS is down		UIS Portal; Institute Office; Office of the Dean, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access to UIS Portal and fills out the form and submits the application	1. Institute Directors/Direct Supervisor recommends for approval the request	None	2 Days	1. Institute Directors/Direct Supervisor
2. Requestor prints the approved Travel Order	2. Approves the request			2. Prof. Encarnacion Emilia S. Yap Dean, CFOS
TOTAL		None	2 Days	



COLLEGE OF FISHERIES AND OCEAN SCIENCES (MUSEUM OF NATURAL SCIENCES)

External Services



1. Conduct of Tour and/or Orientation on the Museum Collection

Visitors are provided with orientation regarding the biological specimen collection and tour around Museum facilities and laboratory. It aims to enrich public awareness on the country's rich biota, ecological status and historical account of the museum collection. The museum also serves as a venue for student's researches and source of information.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	General public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting school or institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office via email or hard copy	1. Receives / prints and records the request 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Acts on the request.	Entrance fee of Php 5.00/pax	1 Day	<i>Museum Technician II</i> Museum <i>Museum Coordinator</i>
TOTAL		Entrance fee of Php 5.00/pax	1 Day	



2. Identification or processing of biological specimens and Issuance of Certificate

As a support unit to various courses in the university and other institutions, the Office conducts / accepts requests for identification, especially in the field of taxonomy, for research purposes. Identification is the process of assigning a pre-existing taxon name to an individual organism (based on natural body features, measurements, individual markers, color, etc.).

Office	UPV Museum of Natural Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	Students, Faculty, Staff, Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request 2. Biological Specimen			From the requesting school or institution/agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office.	1. Receives and records the request.	None	30 - 40 Days	<i>Administrative Aide I</i> Museum of Natural Sciences
2. If approved, client submits biological specimen for identification.	1.1 Checks the request.			<i>Museum Coordinator</i> Museum of Natural Sciences
3. Client waits for the result / issuance of certificate of identified biological specimen.	1.2 Deliberates on the request.			<i>Museum Technician II</i> Museum of Natural Sciences
4. Client receives the Certificate of	1.3 Acts on the request.			
	1.4 Fix, documents, prepares and stores the specimen.			



identified biological specimen.	1.5 Gathers data / references necessary for species identification 1.6 Issues Certificate of the identified biological specimens			
TOTAL		None	40 Days	



3. Taxidermy and Preservation of Specimen

Taxidermy is the process of preserving an animal's body through mounting or stuffing and restoring specimen to its original form for the purpose of display or study. It is practiced primarily on vertebrates. It is also a method to record or document species, including those that are extinct and threatened.

Office	UPV Museum of Natural Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	Students, Faculty, Staff, Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Biological Specimen		From the requesting school or institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office. 2. If approved, client submits biological specimen for taxidermy and preservation. 3. Client waits for the issuance of Certification.	1. Receives and records the request. 1.1 Checks the request. 1.2 Deliberates on the request. 1.3 Acts on the request 1.4 Fix documents and prepares the specimen. 1.5 Process the specimen for preservation 1.6 Issues Certificate to the client.	None	30 - 40 Days	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences
TOTAL		None	40 Days	



4. Evaluation of Condition of Stranded Animal

The museum serves to assist the different coastal barangays in Miag-ao and nearby communities/town to assess stranded animal including any external injuries or body condition and gather necessary information.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting school/municipality/institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request to the Office. 2. Client communicates through phone for immediate response	1. Receives and records the request. 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Immediately acts on the request. 1.5 Gathers and records data regarding the stranded animal	None	Five (5) minutes or upon request depending on the proximity or accessibility of place	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences
TOTAL		None	5 mins or as specified above	



5. Conduct of Short-term Training on Fixation and Preservation Techniques of Finfishes

This training aims to educate and provide technical know-how to students, faculty and staff on fish handling and preservation techniques according to museum protocol.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	Students, Faculty, Staff, Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none">Letter Request			From the requesting school/municipality/institution	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request to the Office.	1. Receives and records the request. 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Acts on the request.	None	2 days	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences
TOTAL		None	2 Days	



6. Conduct of Short-term Training / Technical Advisory

This training aims to educate and develop skills to students, faculty and staff on the collection, documentation and processing of fish collected from the field for educational and research purposes.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	Students, Faculty, Staff, Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From the requesting school/municipality/institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request to the Office.	1. Receives and records the request. 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Acts on the request.	None	2 days	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences
TOTAL		None	2 Days	



7. Use of Museum Lobby for Exhibits and Student Activities

The Museum allows students, faculty and staff to use the facilities including the lobby as venue for exhibits and other activities particularly topics pertaining to fish conservation.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, Faculty, Staff, Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request / Request Form		UPV Museum Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request / Request Form to the Office.	1. Receives and records the request. 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Acts on the request.	None	10 mins.	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences
TOTAL		None	10 mins.	



8. Use of Museum Laboratory, Facilities and Chemical Reagents

The Museum laboratory serves as a venue for students, faculty and staff in conducting their research studies. Existing museum laboratory equipment and chemical/reagents (if needed) in the laboratory are allowed to be used on the condition that chemicals/reagents will be replaced, done with the assistance of the Staff-in-charge.

Office	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, Faculty, Staff/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request / Request Form		UPV Museum Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request / Request Form to the Office.	1. Receives and records the request. 1.2 Checks the request. 1.3 Deliberates on the request. 1.4 Acts on the request.	None	20 mins.	<i>Administrative I</i> Museum of Natural Sciences <i>Museum Technician II</i> Museum of Natural Sciences <i>Museum Coordinator</i> Museum of Natural Sciences
TOTAL		None	20 mins.	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES
(OFFICE OF THE COLLEGE SECRETARY)**

EXTERNAL SERVICES



1. Pre-Registration of Students

Pre-registration is a service intended to provide information to students before the registration proper.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the schedule from the CRS	1. (No Action)	None	None	None
2. Presents the schedule to the adviser for evaluation	2. Evaluates the schedule	None	30 Minutes	<i>Program Adviser</i>
3. Prints temporary form 5 for validation of subjects by Program Adviser	3. (No Action)	None	15 Minutes	<i>Program Adviser</i>
TOTAL		None	45 Minutes	



2. Issuance of permit for Cross-registration

This is a service provided to students who intend to cross-register to another constituent university.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cross-registration form			Office of the College Secretary	
Copy of grades			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up 3 copies of cross-registration form (crf)	1. Issues cross-registration form	None	10 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Brings the duly filled up crf to adviser for signature	2. Evaluates and assesses the student records and recommends the subjects to be taken	None	20 Minutes	<i>Program Adviser</i>
3. Submits the duly signed form to the Office of the College Secretary (OCS)	3. Recommends cross-registration of the students and forwards the same to the Office of the University Registrar (OUR) for approval. Wait for OUR approval. (Waiting time is approximately 1 day)	None	20 Minutes	<i>College Secretary</i> Office of the College Secretary
4. Claims the approved/disapproved CRF	4. Issues the approved/disapproved CRF	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	1 Day & 55 Minutes	



3. Enrollment/Registration for Regular Students

This is a service provided to students who have approved pre-registration.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of grades			Office of the College Secretary (OCS)	
Adviser Validation			CRS (If online registration, adviser validation will be eliminated)	
Medical Certificate (every first semester)			Health Services Unit (HSU)	
Admission Slip (every first semester for Freshmen and Transferees)			Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OCS.	1. Checks and assesses the completeness of the required documents and tags the student to a pre-assigned program adviser.	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Proceeds to the program adviser for validation of subjects.	2. Validates the subjects.	None	15 Minutes	<i>Program Adviser</i>



3. Proceeds to assessment	3. Assesses the students for payment and prints form 5	None	5 Minutes	OCS Staff Office of the College Secretary
4. Goes to Program Adviser for signature	4. Signs the form 5	None	2 Minutes	Program Adviser
5. Returns the form 5 to OCS to finalize the enrolment.	5. Stamps the registration form 5 with "registered".	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		None	29 minutes	



4. Application for transfer from other Colleges within UPV

This service is provided to students who intend to transfer from other colleges within UPV.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form to transfer			Supplied by students	
OSA Evaluation			Office of the Student Affair (OSA)	
Copy of grades			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents.	1. Convenes the college admissions committee	None	1 - 3 Days	<i>College Secretary</i> Office of the College secretary
	1.1 Evaluates the request for transfer of the students	None	1 Day	<i>College Admission Committee</i>
2. Claims the notice of action	2. Releases the notice of action	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	4 Days, 2 Minutes	



5. Application for shifting of course

This service is provided to students who intend to shift course.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form for shifting			Office of the College Secretary (OCS)	
Copy of grades			Office of the University Registrar (OUR)	
OSA Recommendation on certain cases			Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with requirements	1. Receives application	None	2 Minutes	<i>Administrative Aide VI</i> Office of the College Secretary
	1.1 Evaluates student's records and forwards request form to College Admissions Committee or Division/Department/Institute offering the Program	None	7 Days	<i>Student Records Evaluator 2 or Student Records Evaluator 1</i> Office of the College Secretary
	1.2 College Admissions Committee or Division/Department head acts on the application	None	30 Minutes	<i>College Admissions Committee or Department/Division Head</i> Office of the College Secretary



	1.3 Forwards recommendation action to Office of the College Secretary (OCS)	None	5 Minutes	College Admissions Committee or Department/Division Head Office of the College Secretary
	1.4 Signs the request	None	5 Minutes	College Secretary Office of the College Secretary
2. Receives notice of action	2. Issues notice of action	None	5 Minutes	Administrative Aide VI Office of the College Secretary
TOTAL		None	7 Days, 47 Minutes	



6. Change/Add of Matriculation

This service is provided to students who want to change/add matriculation.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)				
Classification	Simple				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Change/Add Matriculation form			Office of the College Secretary (OCS)		
Registration form			Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secures form from the Office of the College Secretary	1. Issues forms	None	1 Minute	OCS Staff Office of the College Secretary	
2. Fills out Change of Matriculation form (UP Form 26) and secures the signature of the Program Adviser of the subject authorized	2. Checks, evaluates and signs the request form	None	5 Minutes	Program Adviser	
3. Submits the duly accomplished Change of Matriculation form to the Office of the College Secretary	3. Receives the duly accomplished Change of Matriculation form	None	1 Minute	OCS Staff Office of the College Secretary	
	3.1 Adds/changes/cancels courses	None	10 Minutes	OCS Staff Office of the College Secretary	



	3.2 Assesses and bills fees then returns the form together with the billing statement	None	5 Minutes	OCS Staff Office of the College Secretary
4. Proceeds to Cash Office and presents the form and billing statement together with the payment	4. Accepts the form and billing statement together with the payment then issues an OR	*P1,000/unit	5 Minutes	Cashier Cash Office
5. Returns the form and OR to the OCS	5. Receives the form and OR	None	1 Minute	OCS Staff Office of the College Secretary
	5.1 Forwards the form and OR to College Secretary for action	None	1 Minute	OCS Staff Office of the College Secretary
	5.2 Signs the form	None	5 Minutes	College Secretary Office of the College Secretary
6. Receives copy of form with action	6. Issues the student's copy of form with action	None	1 Minute	OCS Staff Office of the College Secretary
TOTAL		*P1,000/ unit	35 Minutes	

* Note: These are for students not eligible under RA 10931.



7. Student request for overload

This service is provided to students who want to have overload subjects.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Overload request form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished overload request form	1. Receives the duly accomplished overload request form and forwards it to School Credits Evaluator for evaluation	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
	1.1 Evaluates the request of student for overload and forwards to College Secretary for recommendation	None	1 Hour	<i>School Credits Evaluator</i> Office of the College Secretary
	1.2 Recommends and forwards request to the Dean for final action	None	15 Minutes	<i>College Secretary</i> Office of the College Secretary
	1.3 Acts on the request and returns the letter to the OCS	None	10 Minutes	<i>Dean</i> Office of the Dean
2. Receives copy of the action	2. Issues the notice of action to the student	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	1 Hour and 32 Minutes	



8. Substitution of courses

This service is provided to students who want to substitute courses

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Substitution of Courses form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Submits form	2. Evaluates request and validates grade (s) and forwards to Division/Department	None	15 Minutes	<i>OCS Staff</i> Office of the College Secretary
3. Secures recommendation of Program Adviser and Division/Department/Institute Chair/Director	3. Recommends request for substitution	None	15 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
4. Submits request to OCS	4. Acts on the request	None	5 Minutes	<i>College Secretary</i> Office of the College Secretary
5. Receives copy of action	5. Issues the student's copy of action and forwards a copy to OUR	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	41 Minutes	



9. Application for Waiver of Pre-requisite

This service is provided to students who wish to apply for waiver of pre-requisite.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-requisite waiver form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits to the Division/Department/Institute of Pre-requisite course	1. Signs Certification	None	3 Minutes	<i>Faculty of Pre-requisites course</i>
2. Secures recommendation and approval	2. Validates grades and recommends on the request	None	10 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
3. Submits duly signed waiver	3. Receives and checks the waiver and forward to College Secretary for action	None	3 Minutes	<i>OCS Staff Office of the College Secretary</i>
	3.1 Acts on the request	None	5 Minutes	<i>College Secretary Office of the College Secretary</i>
4. Receives a copy of action	4. Issues a copy of action	None	2 Minutes	<i>OCS Staff Office of the College Secretary</i>
TOTAL		None	23 Minutes	



10. Issuance of Permit for Removal of 4.0 and Completion of Incomplete grade

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completion/Removal Permit			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completion/removal permit and proceeds to the Cash Office for payment	1. Bills and issues Official Receipt	If within removal period: none If not: ₱20 for removal & ₱10 for completion	5 Minutes	Cashier Cash Office
2. Submits permit for completion/removal	2. Recommends permit	None	2 Minutes	College Secretary Office of the College Secretary
3. Receives approved permit	3. Issues approved permit	None	1 Minute	OCS Staff Office of the College Secretary
4. Presents permit before	4. Approves permit	None	2 Minutes	Faculty concerned



completion/removal exam				
TOTAL		If within removal period: none If not: ₱20 for removal & ₱10 for completion	10 Minutes	



11. Dropping of subjects/courses

This service is provided to students who want to drop subjects/courses.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dropping form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Secures signature of teacher	2. Evaluates class standing and signs form	None	5 Minutes	Faculty-In-Charge of the course
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	Adviser
4. Presents form for assessment	4. Assesses and bills fee	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
5. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	₱10/unit	5 Minutes	<i>Cashier</i> Cash Office
6. Submits duly accomplished dropping form with OR	6. Checks and verifies student's record	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
7. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	28 Minutes	



12. Application for Leave of Absence (LOA)

This service is provided to students who want to leave.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LOA Form		Office of the College Secretary (OCS)		
Medical Certificate (if for health reasons)		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out form	1. Issues form	None	1 Minute	OCS Staff Office of the College Secretary
2. Submits duly filled out LOA form	2. Receives and evaluates records and bills fees	None	5 Minutes	OCS Staff Office of the College Secretary
3. Pays fee	3. Accepts billing statement together with payment and issues OR	₱150.00	5 Minutes	Cashier
4. Submits form with OR	4. Accept forms and forwards to the Division/Department/Institute concerned	None	5 Minutes	OCS Staff Office of the College Secretary
	4.1 Acts on the request and forwards to OCS	None	5 Minutes	Division/Department/Institute Chair/Director College Secretary Office of the College Secretary
	4.2 Acts on the request	None	5 Minutes	
5. Receives copy of the request for LOA with action	5. Issues copy of the request for LOA with action	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		₱150.00	28 Minutes	



13. Re-admission from AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request for readmission from AWOL addressed to the Dean			Supplied by students	
OSA Recommendation for delinquent students			Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for readmission from AWOL addressed to the Dean	1. Records and forwards letter of request to OCS	None	2 Minutes	<i>OD Staff</i> Office of the Dean
	1.1 Evaluates student's records and forwards to: - College Admission Committee for delinquent students - College Secretary for non-delinquent students	None	20 Minutes	<i>OCS Staff</i> Office of the College Secretary
	1.2 Acts on the request and forwards to the Dean (for AWOL, Probation); If delinquent, goes through counselling via OSA	None	1 Hour	<i>College Secretary</i> Office of then College Secretary; <i>Admission Committee</i> ; OSA for counselling



	1.3 Acts on the request and forwards to OCS	None	5 Minutes	Dean Office of the Dean
	1.4 Informs student of the result	None	2 Minutes	OCS Staff Office of the College Secretary
2. Pays fee	2. Accepts payment and issues OR	₱225.00	5 Minutes	Cashier Cash Office
3. Presents OR and receives copy of approved request	3. Issues student's copy of approved request	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		₱225.00	1 Hour and 36 Minutes	



14. Validation of subjects for transferees

This service is provided to validate subject for transferees.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records			Office of the University Registrar (OUR)	
Syllabus and Validation Request Form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for verification of what courses to be validated	1. Checks and verifies courses to be validated, prepares and issues permit for validation	None	20 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Pays fee at Cash Office	2. Accepts payment and issues Official Receipt (OR)	₱20.00	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for validation	3. Accepts permit for validation exam and forwards to faculty concerned	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	3.1 Acts on request and schedules the exam, then, informs the student/s the date and venue of the exam	None	4-5 days	<i>Faculty Concerned</i>
4. Takes the Exam	4. Gives the exam and checks the paper after the exam	None	3 hours	<i>Faculty Concerned</i>



	4.1 Forwards the result of the exam to the OCS	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	3 Minutes	<i>OCS Staff</i> <i>Office of the College Secretary</i>
	4.3 Acts on the result of the exam	None	2 Minutes	<i>Dean</i> <i>Office of the Dean</i>
	4.4 Forwards result of the exam to the OCS	None	2 Minutes	<i>Office of the Dean Staff</i> <i>Office of the Dean</i>
5. Inquires the result of the validation exam	5. Issues a copy of the result of the validation exam	None	3 Minutes	<i>OCS Staff</i> <i>Office of the College Secretary</i>
TOTAL		₱20.00	4-5 days and 39 Minutes	



15. Request for Waiver of Maximum Residency Rule (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for waiver of MRR addressed to the VCAA, if applying for waiver is on AWOL status			Supplied by students	
Application for waiver of MRR form			Office of the College Secretary (OCS)	
Approved readmission, if applicable			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out MRR form and prepares study plan with adviser	1. Evaluates records, prepares study plan and affixes signature	None	1 Hour	<i>Faculty Adviser</i>
2. Submits duly accomplished form	2. Evaluates records, accomplishes page 2 of the form and forwards request to College Admission Committee	None	1 Hour	<i>Student Records Evaluator</i> Office of the College Secretary
	2.1 Acts on the request and forwards to the Dean for action	None	2 Days	<i>College Admission Committee</i>
	2.2 Acts on the request and forwards to the Office of the University Registrar (OUR)/Graduate Program Office (GPO)	None	1 Hour	<i>Dean</i> Office of the Dean <i>Student Records Evaluator</i>



	2.3 Evaluates and prepares recommendation ad forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	30 Minutes	OUR/GPO
	2.4 Acts on request and issues Notice of Action (NOA)	None	30 Minutes	OVCAA Staff OVCAA
3. Receives copy of NOA	3. Issues copy of NOA	None	2 Minutes	Student Records Evaluator OCS/GPO
TOTAL		None	2 Days; 4 Hours & 2 Minutes	



16. Application for Graduation

This service is provided to evaluate the student if he/she is qualified for graduation.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form	1. Receives and checks the duly accomplished application form, evaluates student's records and signs form then forwards to Chair/Director of Division/Department/Institute for endorsement	None	10 Minutes	<i>Program Adviser</i>
	1.1 Endorses student's application for graduation	None	2 Minutes	<i>Division/Department/Institute Chair/Director</i> <i>Division/Department/Institute Staff</i>
	1.2 Forwards the endorsed application for graduation form to the Office of the College Secretary	None	5 Minutes	<i>College Secretary</i>



	1.3 Checks, verifies and submits student's application for graduation to the Office of the University Registrar (OUR)	None	10 Minutes	Office of the College Secretary
TOTAL		None	27 Minutes	



17. Issuance of requests of students for true copy of grades and certificates e.g., good moral character, enrolment/residency, and other certifications

This service is provided to students who are requesting for a certain document.

Office	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the College Secretary (OCS)		
Official Receipt (OR)		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished request form	1. Receives request form and bill fees	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Presents request form and pays fees	2. Accepts request form together with payment and issues Official Receipt (OR)	₱20/₱40 per copy	5 Minutes	<i>Cashier</i> Cash Office
3. Submits request form with Official Receipt (OR)	3.1 Receives request form with OR and prepares the document(s) requested and forwards to the College Secretary for signature	None	10 Minutes	<i>OCS Staff</i> Office of the College Secretary
	3.2 Signs the document(s) requested	None	10 Minutes	<i>College Secretary</i> Office of the College Secretary
4. Receives requested document(s)	4. Releases the requested document(s)	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		₱20/₱40 per copy	32 Minutes	



COLLEGE OF FISHERIES AND OCEAN SCIENCES (INSTITUTE OF AQUACULTURE)

External Services



1. Analytical Laboratory Services (AA Analysis; FAME; SFE, etc.)

Office	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business entity; G2G – Government to Government; G2C – Government to Client			
Who may avail	Researchers; Research Institutions; private hatchery corporations; private feed millers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Laboratory Analyses			Institute of Aquaculture	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Analytical Laboratory Services <ul style="list-style-type: none"> • Proximate analysis; • crude protein; • soil analysis; • water analysis; • amino acid analysis-HPLC-AA; fatty acid methylester (FAME)-GC_MS; • supercritical fluid extraction (SFE); • Fish Diseases Tests; • Neutralizing value of lime – 	1. Accepts letter request from NGO's & NGA; researchers 2. Forward for referral the laboratory request to concerned 3. Schedule analyses requested and requires specification of samples brought for analyses 4. Release of laboratory results upon payment to UPV Cashier's Office	P 20,000 AA, SFE, FAME per sample P 1,500 Crude protein P 350 for H ₂ O and soil samples P 550- lime test; SFE	7 Days	F.E. Carmen & R.E. Cadiz Nutrition Laboratory & Microbiology Lab & Physiology Lab



	5. Forward a copy of Official Receipts to IA Office for encoding of income			
	TOTAL	P 20,000 AA, SFE, FAME per sample P 1,500 Crude protein P 350 for H₂O and soil samples P 550- lime test; SFE	7 Days	



2. Technical consultancy services (e.g., site selection; pond preparation; water culture, grow-out hatchery designs)

Offices	1. Institute of Aquaculture 2. Office of the Dean 3. Private hatchery operators 4. Private milkfish/shrimp operators 5. Government institutions 6. Researchers			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may avail	All UPV employees qualified to the eHOPE benefit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			Submit request to the Director, Institute of Aquaculture through email: ia.upvisayas@up.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1. Referral to concerned faculty/REPS for comments /recommendation 2. Schedule visits or ocular inspection 3. Feedback/evaluation of services	Pro bono	3 days upon request and finalization of activities will require 7 working days	Administrative Officer Faculty/REPS Director Cc: CFOS Dean
TOTAL		None	10 days	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES
(INSTITUTE OF FISHERIES POLICY AND DEVELOPMENT STUDIES)**

External Services



1. Conduct public service activities (i.e., Lakbay Turo; lectures; training-workshops)

Office	Institute of Fisheries Policy and Development Studies			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	LGU's; Elementary pupils in Southern Iloilo and other gov't agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Approval of Proposal 2 Invitations/ Letter Request 3 Notice to conduct public service 4 MOA/MOU			UPV	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with IFPDS personnel re: public service needs	1. IFPDS staff makes public service proposal & submits for approval. 2. Request for cash advance 3. Sends notice/ notification (i.e., LGU, schools, fisherfolks) to conduct training/ public service 4. Conducts public service	None	5 days 3 days 2 days	IFPDS Director and personnel OVCRE personnel
TOTAL		None	10 days	



2. Assistance in the Class Field Trip

Office	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	IFPDS Students and UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Letter Request 2 Statement of Understanding (SOU) 3 Medical Certificate 4 Photocopy of Insurance 5 TO & IT 6 Course Syllabi		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Students secures/ fills up SOU 2 Submits required papers (i.e., Medical Certificate and Photocopy of Insurance)	1. Faculty-in-charge submits letter request, SOU, medical certificate and photocopy of insurance 2. IFPDS faculty/ staff coordinates/ arrange transportation and accommodation of field trip participants	None	3 days	Faculty –in-charge of the course/ subject



	3. Submits request for approval to conduct field trip along with required documents to Dean's Office			
TOTAL		None	3 days	



3. Consultancy Services (from LGU and other gov't agencies)

Office	Institute of Fisheries Policy and Development Studies			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	LGU's and other gov't agencies in Iloilo			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request for consultation	1. Director consults faculty/staff who is in expertise with the problem of the client 2. Coordinate/ discuss problem with client 3. Conduct consultancy with the client agency	None	3 days 2 days	IFPDS Director & personnel
TOTAL		None	5 days	



4. Use of IFPDS Library (Room use only)

Office	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may avail	All UPV students and employees; Non-UPV constituents as long as they present gov't issued ID (for room use only)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student/ Library ID Card		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs-in and presents student/ library ID or any identification card	1. Provide client with library slip	None	10 mins	Institute Librarian
2. Fills-up and presents title of materials/ book needed	2. Checks availability of materials needed (if not recommend related materials)			
3. Checks/ browse/ study materials needed	3. Verifies client satisfaction (if not, recommend more related materials)			
TOTAL		None	10 mins	



5. Use of facilities and equipment (e.g., AV 102, IFPDS Conference Room, diving equipment and institute vehicles)

Office	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students and other UPV Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Letter Request 2 IFPDS Loan Form 3 Trip tickets			IFPDS, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request to borrow/use facilities or equipment 2. If available, client fills-up IFPDS Loan Forms 3. Returns loaned equipment/ use of facilities	1. IFPDS staff checks availability of requested facilities or equipment 2. Staff informs Director of the request and status of equipment 3. Director acts on the request 4. Informs clients of Director's action 5. Staff provides client with a loan form/ prepares trip ticket	None	2 days	IFPDS personnel
TOTAL		None	2 days	



6. Collaboration within UPV and/or with other government agencies

Office	Institute of Fisheries Policy and Development Studies			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client G2G – Government to Government			
Who may avail	Any UPV offices and/ or other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Letter Requests 2 MOA/MOU		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends out response to IFPDS, CFOS	1. Sends out letter for research / public service collaboration 2. Meet/ discuss possible research/ public service collaboration 3. Drafts proposal/ MOA/ MOU 4. Signing of MOA/MOU 5. Collaboration starts	None	15 days 15 days 10 days	IFPDS Director & personnel
TOTAL		None	40 days	



COLLEGE OF FISHERIES AND OCEAN SCIENCES (INSTITUTE OF FISH PROCESSING TECHNOLOGY)

External Services



1. IFPT Analytical Service Laboratory

The Analytical Service Laboratory of the Institute provides the following: Proximate composition, physico-chemical analysis, and microbiological tests for fish and fishery products.

Offices	1. IFPT 2. Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All individuals, Private or Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Institute form 2 Sample specimen			3 Form from IFPT Office; 4 Sample specimen from Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplishes Request form and submits it to the Admin Office together with the sample	1. Accepts the form and the sample and issues billing statement.	Fees will depend on the type of analysis (refer to Annex A)	30 mins.	Admin clerk
2. Pays the bill at the Cash Office and presents the Official Receipt to the Office	2. Photocopies Official Receipt		5 mins.	Admin clerk
	3. Forwards the form and the sample to the laboratory-in-charge		15 mins.	Admin clerk/driver
	4. Laboratory-in-charge will conduct the		Processing time	Laboratory-in-charge



3. Receives results	analysis		depends on the analysis being requested	
	5. Results will be forwarded to the ASL-in-charge		15 mins.	Laboratory-in-charge
	6. Reviews and certifies the results		1 day.	Faculty/REPS (ASL-in-charge)
	7. Results will be forwarded to the Director for signature		15 mins.	AO/Admin clerk/driver
	8. Director will sign the results		15 mins.	Director
	9. Releasing of results		15 mins	Admin Clerk
TOTAL		Fees will depend on the type of analysis (refer to Annex A)	1 day, 1 hour, 50 mins (processing time for analysis not yet accounted)	



2. Processed Fishery Products Available for Sale

The Institute produces and sells value-added fishery products.

Offices	IFPT			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All individuals, Private or Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Contacts the IGP-in charge for available fishery products on sale	1. IGP-in charge will inform the client of the available fishery products with corresponding price 2. Orders products are delivered within the day 3. Clients pay to the IGP-in charge as soon as they receive the products	Fees will depend on the product (refer to Annex B)	Products ordered are delivered within the day	IGP-in-charge IGP-in-charge/Driver
TOTAL		Fees will depend on the product (refer to Annex B)	1 day	



3. Use of Facilities/Equipment

Facilities/equipment of the Institute may be used by students, by private, or government institutions.

Offices	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2B/G2G			
Who may avail	students, Private or Government Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request			From Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter request to the IFPT Admin Office	1. Letter request is referred to the Laboratory-in-charge for recommendation/schedule	Fees depend on the facilities/equipment requested (refer to Annex C)	30 mins.	Laboratory-in-charge
2. Client pays the bill and presents the Official receipt to IFPT	2. Issuance of billing statement		1 hour	AO/Admin Aide
	3. Letter request with the recommendation of the Laboratory-in-charge and billing statement will be submitted to the Director for approval		1 day	AO
	4. Forwards approval to the client		15 mins 1 hour	Admin Aide Admin Aide
	5. IFPT gets a copy of the Official		Depends on the duration of the request	Laboratory-in-charge



3. Client use the facilities/equipment requested as per agreed schedule	receipt 6. Assists in the use of facilities/ equipment			
TOTAL		Fees depend on the facilities/ equipment requested (refer to Annex C)	1 day, 1 hour, 45 mins (processing time for analysis not yet accounted)	



4. Use of IFPT Library

The Institute Library caters to students and private individuals.

Offices	1. IFPT			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	students, Private individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library card/Form 5 for UPV students 2. Letter request from private individuals			From Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. UPV students presents Library card or Form 5 to the Library-in-charge 2. Client submits letter request to the IFPT Admin Office	1. IFPT allows the student/s to use the library 2. Letter request is submitted to the Director for approval 3. Approved letter request is referred to the Library-in-charge	P2.00/day for overdue fee	5 mins. 1 day	Library-in-charge
TOTAL		P2.00/day for overdue fee	1 day, 5 mins	



5. Issuance of Overtime Permit, Certificate of Appearance, etc.

Overtime permits, certificate of appearance and other similar documents are being facilitated/issued by the Institute as part of its regular operation.

Offices	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2G/G2B			
Who may avail	Students, Private/Government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up form			IFPT OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits filled-up form to the IFPT Admin Office	1. Filled-up form is submitted to the Director for approval/signature	None	Within the day	AO/Director
TOTAL		None	1 day	



6. Conducts Trainings

As part of its mandate, the Institute conducts trainings in the field of Post-Harvest Fisheries.

Offices	IFPT			
Classification	Complex			
Type of Transaction	G2C/G2B/G2G			
Who may avail	Private/Government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client submits the letter request to the Admin Office	1. Letter request will be forwarded to the Director	Fees depend on the type of training being requested (list of trainings in Annex D)	1 day	AO/Admin Aide
2. Coordinates with IFPT regarding the conduct of the training	2. The Director will refer the letter request to the appropriate personnel		1 day	Director/Faculty/REPS/Admin Staff
	3. Preparation of training program in accordance to the need of the client		5 days	Faculty/REPS
3. Sends trainees to the venue of the training	4. Conducts training activity		Depends on the duration of the training requested	Faculty/REPS/Admin Staff
TOTAL		As specified above	7 days (duration of training not yet accounted)	



7. Internship Program for Senior High School Students

The Institute assists senior high school students through its Internship Program by conducting activities to enhance/augment the implementation of the K-12 program.

Offices	IFPT			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Public Secondary Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and MOA		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter request and MOA to the IFPT Admin Office	1. Letter request will be referred to the IGP-in charge re schedule 2. MOA will be referred to the Legal Office 3. Legal Office review MOA 4. MOA will be sent back to IFPT Office 5. MOA for the signature of the Director	None	30 mins. 1 day 5 days 1 day 1 day 3 days 15 days 5 days	Director AO/Admin Aide IGP-in-charge Legal Office AO



2. School concerned will facilitate the notarization of the MOA 3. Gives IFPT a copy of the notarized MOA 4. Sends students at IFPT Laboratories for work immersion	6. MOA for the signature of the Dean 7. MOA for the signature of the Chancellor 8. Forwards the MOA to the school concerned 9. Accepts the copy of MOA for filing 10. Assists students during the work immersion		1 day Depends on the duration of the program	Laboratory-in-charge
TOTAL		None	30-60 Days	



8. Technical Consultancy Services

Inquiries from clients are entertained and responded to by the Institute personnel as part of its Technical Consultancy service.

Offices	IFPT			
Classification	Highly technical			
Type of Transaction	G2C/G2B/G2G			
Who may avail	walk-in clients, industry, researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter-request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client may come directly to the office, submit a letter request, send an email or a text message or any other form of communication either to the IFPT Office or a particular faculty or REPS	1. Inquiries in any form may be responded directly by the personnel concerned or may be referred by the Director 2. Personnel concerned will discuss with the client re his/her needs	None	At least within three (3) working days 1-20 days depending on the need/s of the client	Faculty/REPS/Admin
TOTAL		None	25 to 30 days	



9. Tour of IFPT Facilities

Request for the tour of the Institute facilities is being facilitated.

Offices	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2B/G2G			
Who may avail	Private/Government agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter-request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Client requests/informs IFPT office of the schedule for tour of IFPT facilities	1. The Office facilitates the tour in accordance with the request	None	1 day	Engineer/Laboratory-in-charge/REPS
TOTAL		None	1 day	



ANNEX A

IFPT ANALYTICAL SERVICE RATES

Analysis	Rate per Sample
Proximate Composition	
Moisture	525
Ash	520
Crude fat (solvent extraction)	550
Crude protein (Kjeldahl)	980
Physico-chemical Analysis	
pH	150
Peroxide value	560
TVB-N/TMA-N	625
Indole	1,620
Thiobarbituric acid	550
K-value	850



Microbiological Tests	
Total viable count	1,200
<i>E. coli</i> (Presumptive)	1,300
<i>E. coli</i> (Confirmatory)	1,950
Coliform	650
Mold and Yeast Count	550
<i>Salmonella</i> (presumptive)	1,900
<i>Staphylococcus aureus</i>	1,800
<i>Vibrio cholerae</i>	1,200
<i>Vibrio parahaemolyticus</i>	1,200

Gnp/2019



ANNEX B

List of IFPT Fishery Products

Product Description	Cost
1. Surimi Nuggets	P 85.00/pack
2. Smoked deboned Bangus (100-150g)	95.00/pc
3. Smoked deboned Bangus (151-200g)	115.00/pc
4. Bottled Bangus in Canola Oil (Regular)	135.00/bot
5. Bottled Bangus in Canola Oil (Hot and spicy)	135.00/bot
6. Fish Surimi Kikiam	100.00/pack



ANNEX C

RATES FOR USE OF EQUIPMENT

EQUIPMENT	LOCATION*	RATE PER HOUR USE		
		UPV	SUC/GA	PI/I
Autoclave 'Hirayama'	FML	90.00	100.00	110.00
Autoclave 'Hynoter'	FML	55.00	60.00	70.00
Autoclave 'Hysc'	FML	85.00	95.00	105.00
Drier 'Hereus'	FML	45.00	50.00	55.00
Electronic balance 'Ohaus'	FML	25.00	30.00	35.00
Gel electrophoresis	FML	75.00	80.00	95.00
Hotplate Stirrer	FML	25.00	30.00	35.00
Incubator	FML	30.00	35.00	40.00
Laminar clean bench 'Biobase'	FML	165.00	185.00	205.00
Laminar flow	FML	110.00	120.00	140.00
Magnetic Stirrer	FML	20.00	25.00	20.00
Microcentrifuge 'Hercuvan'	FML	75.00	85.00	95.00
Non-UV transilluminator	FML	85.00	95.00	110.00
Oil bath	FML	45.00	50.00	55.00
Oven 'Memmert'	FML	45.00	50.00	55.00
Oven 'WT-Binder'	FML	45.00	50.00	60.00



Shaker	FML	25.00	30.00	35.00
Thermal cycler 'Hercuvan'	FML	140.00	155.00	180.00
Water bath	FML	45.00	50.00	55.00
Analytical balance 'Sartorius'	FCL	90.00	95.00	110.00
Centrifuge 'Centurion'	FCL	70.00	75.00	85.00
Centrifuge 'Hermle'	FCL	125.00	140.00	165.00
Digester	FCL	85.00	95.00	105.00
Digester 'Foss'	FCL	100.00	110.00	130.00
Distiller 'Foss'	FCL	160.00	175.00	200.00
Fumehood	FCL	35.00	40.00	45.00
Furnace	FCL	80.00	90.00	110.00
Hotplate stirrer 'Ika'	FCL	55.00	60.00	70.00
Multimedia	FCL	70.00	75.00	90.00
Oven dryer	FCL	50.00	55.00	65.00
pH Meter	FCL	70.00	75.00	90.00
Soxhlet heater	FCL	55.00	60.00	70.00
Spectrophotometer 'Cary 60'	FCL	180.00	195.00	225.00
Texture analyser	FCL	165.00	180.00	210.00
Topload balance	FCL	65.00	70.00	80.00
Ultrasonic homogenizer	FCL	100.00	110.00	130.00
Waterbath 'Cole Parmer'	FCL	80.00	85.00	100.00



Can seam projector	SPL	35.00	40.00	45.00
Chiller 'Fujidenzo'	SPL	40.00	45.00	50.00
Climate chamber	SPL	60.00	65.00	75.00
Deep fryer	SPL	65.00	70.00	80.00
Dish sterilizer	SPL	45.00	50.00	60.00
Electric can opener	SPL	40.00	45.00	50.00
Electronic weighing scale	SPL	40.00	45.00	50.00
Food dehydrator	SPL	260.00	280.00	325.00
Food processor	SPL	40.00	45.00	50.00
Hammer mill	SPL	40.00	45.00	50.00
Hydraulic press, manual	SPL	35.00	40.00	45.00
Meat and bone separator	SPL	100.00	110.00	125.00
Meat cutter	SPL	100.00	105.00	125.00
Mincer	SPL	50.00	55.00	60.00
Mixer, 110	SPL	45.00	50.00	60.00
Mixer, 220	SPL	70.00	80.00	90.00
Oven 'Heraeus'	SPL	60.00	65.00	75.00
Oven 'Kyowa'	SPL	55.00	60.00	70.00
Plastic sealer	SPL	40.00	45.00	50.00
Potentiometer	SPL	210.00	230.00	270.00
Refrigerator 'Condura'	SPL	35.00	40.00	45.00



Sausage stuffer, manual	SPL	40.00	45.00	50.00
Silent cutter, big	SPL	60.00	70.00	80.00
Silent cutter, small	SPL	60.00	65.00	75.00
Spray dryer	SPL	260.00	285.00	325.00
Universal pulverizer	SPL	50.00	55.00	60.00
Upright freezer	SPL	40.00	45.00	50.00
Vacuum packaging machine	SPL	80.00	85.00	100.00
Washing machine	SPL	40.00	45.00	50.00
Weighing scale, manual	SPL	35.00	40.00	45.00
Boiler "Coates"	SPP	225.00	250.00	285.00
Boiler "Hotshot"	SPP	175.00	195.00	225.00
Can Sealer	SPP	120.00	135.00	155.00
Chest freezer	SPP	220.00	240.00	280.00
Compressor	SPP	105.00	115.00	135.00
Distilling unit	SPP	235.00	260.00	295.00
Dough mixer	SPP	125.00	135.00	155.00
Exhauster	SPP	125.00	140.00	160.00
Fish Meal Plant	SPP	380.00	415.00	485.00
Hoist	SPP	120.00	135.00	155.00
Meat & Bone Separator	SPP	135.00	150.00	170.00
Meat cutter	SPP	135.00	150.00	170.00



Pulverizer	SPP	120.00	135.00	160.00
Sprayer	SPP	140.00	155.00	180.00
Torry kiln	SPP	690.00	750.00	865.00
Vacuum can seamer	SPP	135.00	150.00	170.00

**FML- Fisheries Microbiology Lab, FCL- Fisheries Chemistry Lab, SPL- Seafood Processing Lab, SPP- Seafood Pilot Plant*



ANNEX D

List of Frequently Requested Trainings

1. Training on Bangus Deboning and Smoking
2. Training on Value-Addition of Fish and Fishery products
3. Training on Thermally Processed Products
4. Training on Product Development
5. Training on Quality Management System and Food Safety
6. Training on Improved Fish Processing Technologies



**COLLEGE OF FISHERIES AND OCEAN SCIENCES
(INSTITUTE OF MARINE FISHERIES AND OCEANOLOGY)**

External Services



1. Use of Histological Services

The histological laboratory is a repository of specimen for histology purposes. It caters to various internal and external clients of the University who requests for services. The acceptance of request is on first come first served basis.

Office	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Researchers; Research Institutions, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Histological Services			Institute of Marine Fisheries and Oceanology	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request duly noted by the Faculty-In-Charge (FIC) for histological services	1. Staff receives inquiry/issues request and job order form 2. Staff checks completeness of entries, signatures and records request 3. Staff acts on the requests with approval from the FIC 4. Staff forwards requests to Lab-In-Charge	P100/slide	1 day	Lab Technician/Lab Staff of Histology Lab



2. Client submits samples, approved request and job order form to Lab-In-Charge	5. Staff receives and processes the samples and issues billing statements			
3. Client pays the bill at the Cash office and submits Official Receipt (OR)				
4. Client checks and accepts final slides	6. Staff records Official receipt and releases final slides			
TOTAL		P100/slide	1 day	



2. Use of IMFO Library Facilities

IMFO Library is a storehouse of books for our graduate and undergraduate students. It also provides various other sources of information for reading in its premises as well as borrowing for home. The IMFO collection of **library** materials include books, manuscripts, magazines, periodicals, videos, audios, DVDs and various other formats.

Office	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Researchers; Research Institutions, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for use of library facilities			Institute of Marine Fisheries and Oceanology	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires availability of books/other library materials	1. Library Staff responds to inquiries 2. Checks availability of books/reference materials - If not available (Library staff advises clients to check inquired materials to main library) - If available	N/A	20 mins	IMFO Library Staff
2. Client signs borrower's card and presents library ID	3. Staff checks borrower's card, affix signature and stamp due date			



3. Client receives and returns borrowed materials on specified due date	4. Releases requested library materials, and reminds accountability after due date			
TOTAL		N/A	20 mins	



3. Use of Instructional and Research Facilities

The IMFO instructional and research facilities allow graduate and undergraduate students to interact directly with the data gathered. They get a first-hand experience by performing various experiments on their own. It helps students to remember concepts better. It helps to transfer the experience to other learning situations. It is a facility that provides controlled conditions in which scientific research experiments and measurement may be performed. It makes teaching and learning easy both for faculty as well students.

Office	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Researchers; Research Institutions, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for use of instructional facilities			Institute of Marine Fisheries and Oceanology	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on how to use IMFO Instructional Facilities	1. Staff responds to inquiries	P250 per hour	1 hour	IMFO Staff
2. Submits letter request (Non-IMFO and external clients only) - submits request form	2. Receives and records requests			
3. Submits approved request	3. Checks completeness of entries, signatures and attachments			
4. Pays computed fees (computer,	4. Acts on request			
	5. Receives and records approved			



LCD)	requests			
5. Submits OR	6. Prepared requested facilities and equipment			
	7. Bills and payments			
	8. Receives and records OR			
	9. Clears accountability			
TOTAL		P250 per hour	1 hour	



COLLEGE OF ARTS AND SCIENCES
DEAN'S OFFICE
External Services



1. Issuance of Certificate of Appearance (By appointment, Scheduled Visit and Walk-in-clients)

Certificate of appearance are issued to the visitors of the College who are on official business.

Office	Office of the Dean, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All visitors and clients transacting with the Office of the Dean			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written or verbal request for the certificate after the visit/transaction			Office of the Dean, CAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate of appearance	1.1 Prepares the Certificate	None	10 minutes	Ma. Cristina S. Molano Administrative Assistant II Office of the Dean, CAS
	1.2 Checks and initial the document			Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS
2. Receives copy of the request	1.3 Signs the Certificate			Alice Joan G. Ferrer Dean, CAS
TOTAL		None	10 minutes	



2. Issuance of Appointment of Panel Members for Special Problem/Thesis

The Unit Head concerned shall recommend the composition of the Special Problem Committee and the student's Special Problem topic for action by the Dean. The student's Special Problem topic should be within the primary discipline or field of the degree program pursued. Appointment of Panel Members for Special Problem/Thesis are issued to Faculty Members who will guide the students in their capstone project

Office	Office of the Dean, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	CAS Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request stating the proposed panel members and date of proposal defense			Office of the Dean, CAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request stating the proposed panel members and date of proposal defense	1.1 Receives the letter of request (hard copy) or thru email (print the letter of request) 1.2 Evaluates the request and forwards to the Dean for action 1.3 Approves the request	None	1 Day	Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS Alice Joan G. Ferrer Dean, CAS



2. Receives copy of the request	1.4 Person-in-charge issue the appointment of panel members 1.5Furnishes copies of the appointment to panel members and students via email thru the Division/Department			Ma. Cristina S. Molano Administrative Assistant II Office of the Dean, CAS Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS
TOTAL		None	1 Day	



3. Issuance of Travel Order for Local Travels within the Authority of the Dean (Manual – Requestor do not have a UIS account)

Faculty members and staff are required to request for travel order whenever they leave their official station during official time. For faculty members with teaching assignments in Iloilo City campus, requests for travel order should be done at the start of the semester. Students who will travel for seminars, workshops, conferences, competitions, and others are also required to request for travel order. Request must be submitted 5 calendar days before the scheduled date of travel.

Office	Office of the Dean, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, staff and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Manual application in case the UIS is not available Letter of Request			UIS Portal; Divisions/Departments/Offices; Office of the Dean, CAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the request form	1.1 Division/Department Chair/Unit Heads recommends the request for approval 1.2 Checks and evaluates the request for travel order 1.3 Approves the request for Travel Order	None	2 Days	Division/Department Chairs/Unit Heads CAS Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS Alice Joan G. Ferrer



2.Receives copy of the Travel Order	1.4 Issue Travel Order 1.5Furnishes copy to faculty/staff concerned			Dean, CAS Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS
TOTAL		None	2 Days	



4. Issuance of Travel Order for Local Travels within the Authority of the Dean

Faculty members and staff are required to request for travel order whenever they leave their official station during official time. For faculty members with teaching assignments in Iloilo City campus, requests for travel order should be done at the start of the semester. Students who will travel for seminars, workshops, conferences, competitions, and others are also required to request for travel order. Request must be submitted 5 calendar days before the scheduled date of travel.

Office	Office of the Dean, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, staff and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online application		UIS Portal; Divisions/Departments/Offices; Office of the Dean, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the UIS Portal and fills out the form 2. Requestor prints the Travel Order	1.1 Division/Department Chair/Unit Heads recommends the request for approval 1.2 Approves the request for Travel Order	None	2 Days	Division/Department Chairs/Unit Heads CAS Alice Joan G. Ferrer Dean, CAS
TOTAL		None	2 Days	



5. Requests for flexi time of CAS Administrative Staff

CAS Administrative Staff requests for flexi time to be able to cater to the needs of the students and the faculty.

Office	Office of the Dean, College of Arts and Sciences			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	UPV CAS Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Office of the Dean, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for flexi time	1.1 Division Chair/Unit Head recommends the request for flexi time 1.2 Receives the request via email or hard copy (if via email, print the request) 1.3 Checks and evaluates the request for flexi time 1.4 Approves the request 1.5 Furnishes copies of the approval thru	None	1 Day	Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS Alice Joan G. Ferrer Dean, CAS Maria Regina M. Montevirgen



2. Receives copy of the request	the Division via email			Administrative Assistant II Office of the Dean, CAS
TOTAL		None	1 Day	



6. Use of CAS Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Office	1. Office of the Dean, College of Arts and Sciences 2. Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	CAS Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Overtime/Overnight Permit Form			Office of the Dean, CAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/overnight permit form	1.1 Receives the request form and forwards to person in-charge 1.2 Evaluates the request and determines the availability of the requested facility/equipment 1.3 Endorses the request to the Dean for approval	None	1 Day	Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS Hannah Liza Novesteros Student Records Evaluator I Office of the College Secretary, CAS Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS



2. Receives copy of the Approved/Disapproved Permit Form	1.4 Approves/Disapproves the request			Alice Joan G. Ferrer Dean, CAS
	2.1 Gives a copy of the Approved/Disapproved Permit Form			Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS
TOTAL		None	1 Day	



7. Use of CAS Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as borrowed.

Office	1. Office of the Dean, College of Arts and Sciences 2. Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form 2. Letter of Request		Office of the Dean, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request form /Submit letter of request	1.1 Receives the request form and forwards to person in-charge 1.2Evaluates the request and determines the availability of the requested facility/equipment 1.3Endorses the request for action of the Dean	None	1 Day	Maria Regina M. Montevirgen Administrative Assistant II Office of the Dean, CAS Hannah Liza Novesteros Student Records Evaluator I Office of the College Secretary Ma. Susan C. Otero Administrative Officer V Office of the Dean, CAS



2. Receives copy of the request	1.4 Approves/Disapproves the request			Alice Joan G. Ferrer Dean, CAS
TOTAL		None	1 Day	



COLLEGE OF ARTS AND SCIENCES
OFFICE OF THE COLLEGE SECRETARY
External Services



1. *Pre-registration of Students

Pre-registration is a service intended to provide information to students before the registration proper.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the schedule from the CRS	1. (No Action)	None	None	None
2. Presents the schedule to the adviser for evaluation	2. Evaluates the schedule	None	30 Minutes	<i>Program Adviser</i>
3. Prints temporary form 5 for validation of subjects by Program Adviser	3. (No Action)	None	15 Minutes	<i>Program Adviser</i>
TOTAL		None	45 Minutes	

**CAS uses online validation of subjects and it is the adviser who will do that. The purpose of this is for a paperless transaction.*



2. Issuance of permit for Cross-registration

This is a service provided to students who intend to cross-register to another constituent university.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cross-registration form		Office of the College Secretary		
Copy of grades		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up 3 copies of cross-registration form (crf)	1. Issues cross-registration form	None	10 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Brings the duly filled up crf to adviser for signature	2. Evaluates and assesses the student records and recommends the subjects to be taken	None	20 Minutes	<i>Program Adviser</i>
3. Submits the duly signed form to the	3. Recommends cross-registration of	None	20 Minutes	<i>College Secretary</i> Office of the College Secretary



Office of the College Secretary (OCS)	the students and forwards the same to the Office of the University Registrar (OUR) for approval. Wait for OUR approval. (Waiting time is approximately 1 day)			
4. Claims the approved/disapproved CRF	4. Issues the approved/disapproved CRF	None	5 Minutes	OCS Staff Office of the College Secretary
TOTAL		None	1 Day & 55 Minutes	



3. Enrollment/Registration for Regular Students

This is a service provided to students who have approved pre-registration.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of grades		Office of the College Secretary (OCS)		
Adviser Validation		CRS (If online registration, adviser validation will be eliminated)		
Medical Certificate (every first semester)		Health Services Unit (HSU)		
Admission Slip (every first semester for Freshmen and Transferees)		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OCS.	1. Checks and assesses the completeness of the required documents and tags the student to a pre-assigned program adviser.	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Proceeds to the program adviser for validation of subjects.	2. Validates the subjects.	None	15 Minutes	<i>Program Adviser</i>



3. Proceeds to assessment	3. Assesses the students for payment and prints form 5	None	5 Minutes	OCS Staff Office of the College Secretary
4. Goes to Program Adviser for signature	4. Signs the form 5	None	2 Minutes	Program Adviser
5. Returns the form 5 to OCS to finalize the enrolment.	5. Stamps the registration form 5 with "registered".	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		None	29 minutes	



4. Application for transfer from other Colleges within UPV

This service is provided to students who intend to transfer from other colleges within UPV.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form to transfer		Supplied by students		
OSA Evaluation		Office of the Student Affair (OSA)		
Copy of grades		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents.	1. Convenes the college admissions committee	None	1 - 3 Days	<i>College Secretary</i> Office of the College secretary
	1.1 Evaluates the request for transfer of the students	None	1 Day	<i>College Admission Committee</i>
2. Claims the notice of action	2. Releases the notice of action	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	4 Days and 2 Minutes	



5. Application for shifting of course

This service is provided to students who intend to shift course.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for shifting		Office of the College Secretary (OCS)		
Copy of grades		Office of the University Registrar (OUR)		
OSA Recommendation on certain cases		Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with requirements	1. Receives application	None	2 Minutes	<i>Administrative Aide VI</i> Office of the College Secretary
	1.1 Evaluates student's records and forwards request form to College Admissions Committee or Division/Department/Institute offering the Program	None	7 Days	<i>Student Records Evaluator 2 or Student Records Evaluator 1</i> Office of the College Secretary
	1.2 College Admissions Committee or	None	30 Minutes	<i>College Admissions Committee or</i>



	Division/Department head acts on the application			<i>Department/Division Head</i> Office of the College Secretary
	1.3 Forwards recommendation action to Office of the College Secretary (OCS)	None	5 Minutes	<i>College Admissions Committee or</i> <i>Department/Division Head</i> Office of the College Secretary
	1.4 Signs the request	None	5 Minutes	<i>College Secretary</i> Office of the College Secretary
2. Receives notice of action	2. Issues notice of action	None	5 Minutes	<i>Administrative Aide VI</i> Office of the College Secretary
TOTAL		None	7 Days and 47 Minutes	



6. Change/Add of Matriculation

This service is provided to students who want to change/add matriculation.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change/Add Matriculation form		Office of the College Secretary (OCS)		
Registration form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures form from the Office of the College Secretary	1. Issues forms	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Fills out Change of Matriculation form (UP Form 26) and secures the signature of the Program Adviser of the subject authorized	2. Checks, evaluates and signs the request form	None	5 Minutes	<i>Program Adviser</i>



3. Submits the duly accomplished Change of Matriculation form to the Office of the College Secretary	3. Receives the duly accomplished Change of Matriculation form	None	1 Minute	OCS Staff Office of the College Secretary
	3.1 Adds/changes/cancels courses	None	10 Minutes	OCS Staff Office of the College Secretary
	3.2 Assesses and bills fees then returns the form together with the billing statement	None	5 Minutes	OCS Staff Office of the College Secretary
4. Proceeds to Cash Office and presents the form and billing statement together with the payment	4. Accepts the form and billing statement together with the payment then issues an OR	*P1,000/unit	5 Minutes	Cashier Cash Office
5. Returns the form and OR to the OCS	5. Receives the form and OR	None	1 Minute	OCS Staff Office of the College Secretary
	5.1 Forwards the form and OR to College Secretary for action	None	1 Minute	OCS Staff Office of the College Secretary
	5.2 Signs the form	None	5 Minutes	College Secretary Office of the College Secretary
6. Receives copy of form with action	6. Issues the student's copy of form with action	None	1 Minute	OCS Staff Office of the College Secretary
TOTAL		*P1,000/unit	35 Minutes	

* Note: These are for students not eligible under RA 10931.



7. Student request for overload

This service is provided to students who want to have overload subjects.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overload request form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished overload request form	1. Receives the duly accomplished overload request form and forwards it to School Credits Evaluator for evaluation	None	2 Minutes	OCS Staff Office of the College Secretary
	1.1 Evaluates the request of student for overload and forwards to College Secretary for recommendation	None	1 Hour	School Credits Evaluator Office of the College Secretary
	1.2 Recommends and forwards request to the Dean for final action	None	15 Minutes	College Secretary Office of the College Secretary
	1.3 Acts on the request and returns the letter to the OCS	None	10 Minutes	Dean Office of the Dean
2. Receives copy of the action	2. Issues the notice of action to the student	None	5 Minutes	OCS Staff Office of the College Secretary
TOTAL		None	1 Hour and 32 Minutes	



8. Substitution of courses

This service is provided to students who want to substitute courses.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Substitution of Courses form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Submits form	2. Evaluates request and validates grade (s) and forwards to Division/Department	None	15 Minutes	<i>OCS Staff</i> Office of the College Secretary
3. Secures recommendation of Program Adviser and Division/Department/Institute Chair/Director	3. Recommends request for substitution	None	15 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
4. Submits request to OCS	4. Acts on the request	None	5 Minutes	<i>College Secretary</i> Office of the College Secretary
5. Receives copy of action	5. Issues the student's copy of action and forwards a copy to OUR	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	41 Minutes	



9. Application for Waiver of Pre-requisite

This service is provided to students who wish to apply for waiver of pre-requisite.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-requisite waiver form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits to the Division/Department/Institute of Pre-requisite course	1. Signs Certification	None	3 Minutes	<i>Faculty of Pre-requisites course</i>
2. Secures recommendation and approval	2. Validates grades and recommends on the request	None	10 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
3. Submits duly signed waiver	3. Receives and checks the waiver and forward to College Secretary for action	None	3 Minutes	<i>OCS Staff Office of the College Secretary</i>
	3.1 Acts on the request	None	5 Minutes	<i>College Secretary Office of the College Secretary</i>
4. Receives a copy of action	4. Issues a copy of action	None	2 Minutes	<i>OCS Staff Office of the College Secretary</i>
TOTAL		None	23 Minutes	



10. Issuance of Permit for Removal of 4.0 and Completion of Incomplete grade

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion/Removal Permit		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completion/removal permit and proceeds to the Cash Office for payment	1. Bills and issues Official Receipt	If within removal period: none If not: ₱20 for removal & ₱10 for completion	5 Minutes	<i>Cashier</i> Cash Office
2. Submits permit for completion/removal	2. Recommends permit	None	2 Minutes	<i>College Secretary</i> Office of the College Secretary
3. Receives approved permit	3. Issues approved permit	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
4. Presents permit before completion/removal exam	4. Approves permit	None	2 Minutes	<i>Faculty concerned</i>



	TOTAL	If within removal period: none If not: ₱20 for removal & ₱10 for completion	10 Minutes	
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11. Dropping of subjects/courses

This service is provided to students who want to drop subjects/courses.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dropping form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Secures signature of teacher	2. Evaluates class standing and signs form	None	5 Minutes	Faculty-In-Charge of the course
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	Adviser
4. Presents form for assessment	4. Assesses and bills fee	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
5. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	₱10/unit	5 Minutes	<i>Cashier</i> Cash Office
6. Submits duly accomplished dropping form with OR	6. Checks and verifies student's record	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
7. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		₱10 per unit for dropping fee	28 Minutes	



12. Application for Leave of Absence (LOA)

This service is provided to students who want to leave.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
LOA Form			Office of the College Secretary (OCS)	
Medical Certificate (if for health reasons)			Health Services Unit (HSU)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out form	1. Issues form	None	1 Minute	<i>OCS Staff</i> Office of the College Secretary
2. Submits duly filled out LOA form	2. Receives and evaluates records and bills fees	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
3. Pays fee	3. Accepts billing statement together with payment and issues OR	₱150.00	5 Minutes	<i>Cashier</i>
4. Submits form with OR	4. Accept forms and forwards to the Division/Department/Institute concerned	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
	4.1 Acts on the request and forwards to OCS	None	5 Minutes	<i>Division/Department/Institute Chair/Director</i>



	1.2 Acts on the request	None	5 Minutes	College Secretary Office of the College Secretary
5. Receives copy of the request for LOA with action	5. Issues copy of the request for LOA with action	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		₱150.00 for LOA Fee	28 Minutes	



13. Re-admission from AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for readmission from AWOL addressed to the Dean		Supplied by students		
OSA Recommendation for delinquent students		Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for readmission from AWOL addressed to the Dean	1. Records and forwards letter of request to OCS	None	2 Minutes	<i>OD Staff</i> Office of the Dean
	1.1 Evaluates student's records and forwards to: - College Admission Committee for delinquent students - College Secretary for non-delinquent students	None	20 Minutes	<i>OCS Staff</i> Office of the College Secretary
	1.2 Acts on the request and forwards to the Dean (for AWOL, Probation); If delinquent, goes through counselling via	None	1 Hour	<i>College Secretary</i> Office of then College Secretary; <i>Admission Committee</i> ; OSA for counselling



	OSA			
	1.3 Acts on the request and forwards to OCS	None	5 Minutes	Dean Office of the Dean OCS Staff Office of the College Secretary
	1.4 Informs student of the result	None	2 Minutes	
2. Pays fee	2. Accepts payment and issues OR	₱225.00	5 Minutes	Cashier Cash Office
3. Presents OR and receives copy of approved request	3. Issues student's copy of approved request	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		₱225.00	1 Hour and 36 Minutes	



14. Validation of subjects for transferees

This service is provided to validate subject for transferees.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		Office of the University Registrar (OUR)		
Syllabus and Validation Request Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for verification of what courses to be validated	1. Checks and verifies courses to be validated, prepares and issues permit for validation	None	20 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Pays fee at Cash Office	2. Accepts payment and issues Official Receipt (OR)	₱20.00	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for validation	3. Accepts permit for validation exam and forwards to faculty concerned	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	3.1 Acts on request and schedules the exam, then, informs the student/s the date and venue of the exam	None	4-5 days	<i>Faculty Concerned</i>



4. Takes the Exam	4. Gives the exam and checks the paper after the exam	None	3 hours	<i>Faculty Concerned</i>
	4.1 Forwards the result of the exam to the OCS	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	3 Minutes	<i>OCS Staff</i> <i>Office of the College Secretary</i>
	4.3 Acts on the result of the exam	None	2 Minutes	<i>Dean</i> <i>Office of the Dean</i>
	4.4 Forwards result of the exam to the OCS	None	2 Minutes	<i>Office of the Dean Staff</i> <i>Office of the Dean</i>
5. Inquires the result of the validation exam	5. Issues a copy of the result of the validation exam	None	3 Minutes	<i>OCS Staff</i> <i>Office of the College Secretary</i>
TOTAL		₱20.00	4-5 days, 3 hrs & 39 Minutes	



15. Request for Waiver of Maximum Residency Rule (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for waiver of MRR addressed to the VCAA, if applying for waiver is on AWOL status		Supplied by students		
Application for waiver of MRR form		Office of the College Secretary (OCS)		
Approved readmission, if applicable		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out MRR form and prepares study plan with adviser	1. Evaluates records, prepares study plan and affixes signature	None	1 Hour	<i>Faculty Adviser</i>
2. Submits duly accomplished form	2. Evaluates records, accomplishes page 2 of the form and forwards request to College Admission Committee	None	1 Hour	<i>Student Records Evaluator Office of the College Secretary</i>
	2.1 Acts on the request and forwards to the Dean for action	None	2 Days	<i>College Admission Committee</i>



	2.2 Acts on the request and forwards to the Office of the University Registrar (OUR)/Graduate Program Office (GPO)	None	1 Hour	Dean Office of the Dean
	2.3 Evaluates and prepares recommendation ad forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	30 Minutes	Student Records Evaluator OUR/GPO OVCAA Staff OVCAA
	2.4 Acts on request and issues Notice of Action (NOA)	None	30 Minutes	
3. Receives copy of NOA	3. Issues copy of NOA	None	2 Minutes	Student Records Evaluator OCS/GPO
TOTAL		None	2 Days, 4 Hours & 2 Minutes	



16. Application for Graduation

This service is provided to evaluate the student if he/she is qualified for graduation.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form	1. Receives and checks the duly accomplished application form, evaluates student's records and signs form then forwards to Chair/Director of Division/Department/Institute for endorsement	None	10 Minutes	<i>Program Adviser</i>
	1.1 Endorses student's application for graduation	None	2 Minutes	<i>Division/Department/Institute Chair/Director</i>
	1.2 Forwards the endorsed application for graduation form to the Office of the College Secretary	None	5 Minutes	<i>Division/Department/Institute Staff</i>
	1.3 Checks, verifies and submits student's application for graduation to the Office of the University Registrar (OUR)	None	10 Minutes	<i>College Secretary Office of the College Secretary</i>
TOTAL		None	27 Minutes	



17. Issuance of requests of students for true copy of grades and certificates e.g., good moral character, enrolment/residency, and other certifications

This service is provided to students who are requesting for a certain document.

Office	College of Arts and Sciences – Office of the College Secretary (CAS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of the College Secretary (OCS)		
Official Receipt (OR)		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished request form	1. Receives request form and bill fees	None	5 Minutes	OCS Staff Office of the College Secretary
2. Presents request form and pays fees	2. Accepts request form together with payment and issues Official Receipt (OR)	₱20/₱40 per copy	5 Minutes	Cashier Cash Office
3. Submits request form with Official Receipt (OR)	3.1 Receives request form with OR and prepares the document(s) requested and forwards to the College Secretary for signature	None	10 Minutes	OCS Staff Office of the College Secretary



	3.2 Signs the document(s) requested	None	10 Minutes	College Secretary Office of the College Secretary
4. Receives requested document(s)	4. Releases the requested document(s)	None	2 Minutes	OCS Staff Office of the College Secretary
TOTAL		P20/P40 per copy	32 Minutes	



**COLLEGE OF ARTS AND SCIENCES
(CENTER FOR WEST VISAYAN STUDIES)**

External Services



1. CWVS Library Services

The CWVS maintains a Library, Archives and Special Collections providing services to both UPV and Non-UPV users. These services cater foreign and local scholars, researchers and students in terms of generating resources for their researches and publication works. The CWVS special collections include ethnographic materials of West Visayan historians like Henry Funtecha and Demy Sonza as well as anthropologists such as Felipe Jocano and Alicia Magos. Also, literary works of West Visayan novelists such as Magdalena Jalandoni, Ramon Muzones, and Conrado Norada.

Office	Center for West Visayan Studies/CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV and Non-UPV Teachers, Students and Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter to the Director (for Non- UPV Clients) 2. Valid ID (for UPV and Non-UPV Clients) 3. Official Receipt (Non-UPV Clients)			CWVS Director	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of request.	1.1. Admin Staff receives and records the request.	None	1 Day	Faith O. Reforma Admin. Asst. II, CWVS
	1.2. CWVS Director approves/disapproves the letter of request depending on the merits of the purpose.	None		Prof. Frances Anthea R. Redison Director, CWVS
2. Approved Request forwarded to Scientific Documentation Officer II for recording and	2.1. SDO II records and files the approved request.	P 50.00		



<p>filing.</p> <p>3. Non-UPV Client is requested to pay Library Fee at Cash Office and Official Receipt should be secured and presented to the SDO II. SDO II check receipt and valid ID, and provides the materials needed by the client (for NON-UPV Client)</p> <p>4. SDO II directly provides the material needed by the client after presenting the valid ID (for UPV Client).</p>	<p>3.1. Cash Office receives payment and issues Official Receipt to Non-UPV Client.</p> <p>3.2. Both UPV and Non-UPV Clients avail the Library Services.</p>	<p>None</p>		<p>Ophelia G. Balogo SDO II, CWVS</p> <p>Cash Office Staff, UPV</p> <p>Ophelia G. Balogo SDO II, CWVS</p>
TOTAL		None	1 Day	



2. Tour of CWVS Museums

The CWVS maintains memory hubs such as Habol and Humay Museums, which showcase in its material form the rich heritage of Western Visayas in terms of its weaving traditions and the staple livelihood – rice farming. The Habol Museum contains more than two dozen collections of patadyong, hablon, sinamay, piña, jusi, and other traditional textiles in the region. On the other hand, the Humay Museum is a repository of traditional farming tools and implements as well as fishing gears and traps. The Indigenous Peoples Resource Hub provides a glimpse of the rich culture of the IP Communities in Panay and Negros, especially samples of *tinubok* (indigenous needle craft) and *suguidanon* (epics).

Office	Center for West Visayan Studies/CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV and Non-UPV Teachers, Students and Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for reservation to avail Museum 2. Valid ID			CWVS Director	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client sends letter of reservation to CWVS Director for approval of request.</p> <p>2. Approved Request forwarded to University Research Associates II/Designated Tour Guides for the schedule of the tour.</p> <p>3. Clients avails the Museum Services.</p>	1.1. Admin Staff receives and records the request.	None	5 minutes	Faith O. Reforma Admin. Asst. II, CWVS
	1.2. CWVS Director approves/disapproves the letter of request depending on the merits of the purpose.	None	5-10 minutes	Prof. Frances Anthea R. Redison Director, CWVS
	2.1. URA II/Designated Tour Guides schedule and prepare Itinerary of the tour.			
	3.1. URA II/Designated Tour Guides delivers Museum Services.	Donations for the maintenance of Museum	45 minutes	<p>Darlene Joy D. Calsado/Sashah B. Dioso/URA II, Prof. Frances Anthea R. Redison /Director, Ophelia G. Balogo/ SDO II, Faith O. Reforma/Admin. Asst. II, CWVS</p> <p>Darlene Joy D. Calsado/Sashah B. Dioso/URA II, Prof. Frances Anthea R. Redison /Director, Ophelia G. Balogo/ SDO II, Faith O. Reforma/Admin. Asst. II, CWVS</p>
TOTAL		None	1 hour	



3. Request to Conduct Lecture, Seminar and Conferences

The CWVS annually conducts its Regional Conference on West Visayan History and Culture in partnership with LGUs or Educational/Cultural Institutions in the region (e.g. LGU Pandan and Office of the Deputy Speaker Loren Legarda, and holds lectures and seminars geared towards the preservation, propagation and dissemination of West Visayan History and Heritage among various stakeholders, especially teachers, cultural workers, artists, scholars, and researchers on topics of mutual concern such as local and oral history, cultural heritage, child-centered disaster risk reduction and climate adaptation, small island resiliency, indigenous peoples and communities, cultural tourism and tour guiding, museology and preservation of archival materials).

Office	Center for West Visayan Studies/CAS				
Classification	Highly Technical				
Type of Transaction	G2C – Government to Client: G2G – Government to Government				
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter of request.			CWVS Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client sends letter of request to CWVS Director for approval.	1.1. Admin Staff receives and records the request.	None	2 Months	Faith O. Reforma Admin. Asst. II, CWVS	
	1.2. CWVS Director approves/disapproves the letter of request depending on the merits of the purpose.	None		Prof. Frances Anthea R. Redison Director, CWVS	
2. Approved Request forwarded to University Research Associates	2.1. URA II/Available Resource Person schedules lecture, seminar and	None		Darlene Joy D. Calsado/Sashah B. Dioso	



II/Available Resource Person.	conference and coordinates with Client on the preparation and implementation of the event.			URA II, CWVS
3. Client avails the lecture, seminar and conference.	3.1. URA II/available Resource Person delivers lecture, seminar and conference.	None		Darlene Joy D. Calsado/Sashah B. Dioso URA II, CWVS
TOTAL		None	2 Months	



4. Request to Conduct Training and Workshop

The CWVS regularly conducts trainings and workshops in partnerships with various educational institutions, LGUs, NGOs and other stakeholders sharing concerns on the environment, history, heritage, IP communities, folk arts and crafts, cultural and memory institutions (e.g., local museums and archives), youth and children, and other facets of the region’s historico-cultural legacies. Most of these workshops and trainings are aimed at capacitating and empowering partners and stakeholders as well as providing knowledge and updates, enhancing skills, and developing platforms for collaborations and synergy in the preservation, propagation, and dissemination of West Visayan history and culture.

Office	Center for West Visayan Studies/CAS			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client: G2G – Government to Government			
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request to the Director.			CWVS Director	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client sends letter of request to CWVS Director for approval.	1.1. Admin Staff receives and records the request.	None	2 Months	Faith O. Reforma Admin. Asst. II, CWVS
2. Approved Request forwarded to University Research Associates II/Available Trainor.	1.2. CWVS Director approves/disapproves the letter of request depending on the merits of the purpose.	None		Prof. Frances Anthea R. Redison Director, CWVS
	2.1. URA II/Available Trainor schedules training and workshop and coordinates with Client on the preparation and implementation of the event.	None		Darlene Joy D. Calsado/Sashah B. Dioso URA II, CWVS
3. Client avails the training and workshop.	3.1. URA II/conducts training and workshops.	None		Darlene Joy D. Calsado/Sashah B. Dioso URA II, CWVS
TOTAL		None	2 Months	



5. Consultancy and Technical Assistance

The Center for West Visayan Studies Consultancy and Technical Assistance include areas on Local and Oral History, Cultural Heritage (e.g., Cultural Mapping), Child-Centered Disaster Risk Reduction And Climate Adaptation, Small Island Resiliency (e.g., Gigantes Island) Indigenous Peoples and Communities, Cultural Tourism and Tour Guiding, Museology and Preservation of Archival Materials.

Office	Center for West Visayan Studies/CAS			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client: G2G – Government to Government			
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request.			CWVS Director	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter of request to CWVS Director for approval.	1.1. Admin Staff receives and records the request.	None	2 Months	Faith O. Reforma Admin. Asst. II, CWVS
	1.2. CWVS Director approves/disapproves the letter of request depending on the merits of the purpose.	None		Prof. Frances Anthea R. Redison CWVS Director
	2.1. URA II/Available Technical Consultant schedules consultancy and technical assistance and coordinates with Client on the schedule of consultation/technical assistance.	None		Darlene Joy D. Calsado/Sashah B. Dioso URA II, CWVS
2. Approved Request forwarded to University Research Associates II/Available Technical Consultant.				



3. Client avails consultation/technical assistance.	3.1. URA II/ Available Technical Consultant provides technical assistance to the client.	None		Darlene Joy D. Calsado/Sashah B. Dioso URA II, CWVS
TOTAL		None	2 Months	



COLLEGE OF ARTS AND SCIENCES (COMMUNITY OUTREACH PROGRAM)

External Services



1. COP Technical Consultancy for Program/Project/Activity

As one of the public service units of the University of the Philippines Visayas – College of Arts and Sciences, COP/BIDANI’s personnel may be invited to render services for programs/projects/activities (PPAs) of other institutions and entities. Availing of the Unit’s technical consultancy means that the client is requesting one (or more) COP/BIDANI personnel to render services as a resource person, facilitator, secretariat member, adviser, evaluator/reviewer, monitor, consultant, specialist, or committee member.

Office	Community Outreach Program (COP)/BIDANI			
Classification	Complex			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may avail	All Government Agencies, LGUs, GOCCs, Other Government Instrumentalities, NGOs, CSOs, Professional Organizations, and Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Program/Project/Activity (PPA) Profile		1. COP/BIDANI 2. COP/BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to COP/BIDANI.	1.1. Accepts the complete requirements from client. 1.2. Deliberates if the Unit can render technical consultancy vis-à-vis the personnel’s schedule, available resources, and other considerations. 1.3. If Unit can render service, reflects the PPA in COP/BIDANI’s Public Service Calendar.	None	3 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI Prof. Josephine T. Firmase Director, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI



	1.4. Notifies client of the dis/approval of their request.			Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
2. Confirms receipt of notification from COP/BIDANI.	2.1. Logs the details in COP/BIDANI's list of successful transactions.			Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
TOTAL		None	3 Days	



2. Learning & Development (L&D) Management Services

As one of the public service units of the University of the Philippines Visayas – College of Arts and Sciences, COP/BIDANI’s personnel may be requested to plan, implement, monitor, and evaluate programs/projects/activities (PPAs) of other institutions and entities. Availing of the Unit’s L&D management services means that the client requests COP/BIDANI to facilitate the PPAs from end-to-end. Depending on the client’s specifications, COP/BIDANI may design the PPAs, prepare the materials, secure the equipment, identify resource persons and secretariat members, implement and document the PPAs, and monitor/evaluate the proceedings.

Office	Community Outreach Program (COP)/BIDANI			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may avail	All Government Agencies, LGUs, GOCCs, Other Government Instrumentalities, NGOs, CSOs, Professional Organizations, and Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Program/Project/Activity (PPA) Profile		COP/BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to COP/BIDANI.	1.1. Accepts the complete requirements from client. 1.2. Deliberates if the Unit can render L&D management service vis-à-vis the personnel’s schedule, available resources, and other considerations.	None	3 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI Prof. Josephine T. Firmase Director, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI



	<p>1.3. If Unit can render service, reflects the PPA in COP/BIDANI's Public Service Calendar.</p> <p>1.4. Notifies client of the dis/approval of their request.</p>			<p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p>
2. Acknowledges receipt of notification from COP/BIDANI.	<p>2.1. Logs the details in COP/BIDANI's list of successful transactions.</p> <p>2.2. If request is approved, prepares the L&D design and materials.</p> <p>2.3. Requests for client's approval of the L&D design and materials.</p>		5 Days	<p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p> <p>Marianito M. Ramirez, Jr/John Bert C. Tutisura University Extension Associate I, COP/BIDANI</p> <p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p>
3. Expresses approval of the L&D design and materials (if client's request was approved).	<p>3.1. Finalizes L&D design and produces the materials.</p> <p>3.2. Logs the details in COP/BIDANI's list of successful transactions.</p>		3 Days	<p>Marianito M. Ramirez, Jr/John Bert C. Tutisura University Extension Associate I, COP/BIDANI</p> <p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p>
TOTAL		None	11 Days	



3. Public Service Data Management

UPV-CAS' other Divisions, Departments, and Units conduct their own public service programs/projects/activities (PPAs). After a PPA, clients/recipients usually submit evaluation forms and activity outputs. Availing of the Unit's public service data management services means that the client requests COP/BIDANI to digitize the hard copy of the forms/outputs, consolidate and analyze the data, and prepare a summary/report of the consolidation/analysis.

Office	Community Outreach Program (COP)/BIDANI			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Other UPV-CAS Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Program/Project/Activity (PPA) Profile 3. Raw Data		1 and 2. COP/BIDANI 3. Client-Prepared		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to COP/BIDANI.	1.1. Accepts the complete requirements from client.	None	1 Day	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
	1.2. Assigns priority number to client.			Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
2. Receives priority number from COP/BIDANI.	2.1. Creates digital copy of the raw data.		2 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
	2.2. Manages the data per the		2 Days	Marianito M. Ramirez, Jr./John Bert C.



	<p>specifications of the client.</p> <p>2.3. Uploads digitized copy of raw data to COP/BIDANI cloud storage.</p> <p>2.4. Generates report/summary of data.</p> <p>2.5. Notifies client of the completion of the request and grants them access to the uploaded data and report/summary.</p>		<p>1 Day</p> <p>1 Day</p>	<p>Tutisura University Extension Associate I, COP/BIDANI</p> <p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p> <p>Marianito M. Ramirez, Jr./John Bert C. Tutisura University Extension Associate I, COP/BIDANI</p> <p>Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI</p>
3. Acknowledges receipt of notification from COP/BIDANI and verifies access to the uploaded data and report/summary.	3.1. Logs the details in COP/BIDANI's list of successful transactions.			Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
TOTAL		None	7 Days	



4. Logistical/Transportation Services

The Community Outreach Program (COP)/BIDANI own a vehicle and one of the administrative personnel is a Driver. Availing of the Unit’s logistical/transportation services means that the client rents the vehicle for a specified duration and/or requests for the chauffeuring services of COP/BIDANI’s Driver.

Office	Community Outreach Program (COP)/BIDANI			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Other UPV Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Travel Order 3. Trip Ticket		1. COP/BIDANI 2. Client-Prepared 3. COP/BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to COP/BIDANI.	1.1. Accepts the complete requirements from client.	None	2 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
	1.2. Deliberates if the Unit can render logistical/transportation service vis-à-vis the personnel’s schedule, available resources, and other considerations.			Joemar C. Cagampang Administrative Aide III, COP/BIDANI
	1.3. If Unit can render service, generates billing statement (fuel) and			Elna Mariel M. Nanta



	reflects booking in COP/BIDANI's list of Transportation Services Calendar. 1.4. Notifies client of dis/approval of their request.			Administrative Assistant II, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
2. Acknowledges receipt of notification from COP/BIDANI and if request is approved, pays the fee as reflected in the billing statement.	2.1. Receives the payment and provides acknowledgment receipt to the client (official receipt to be released after the trip).	PHP 500.00/ 50 KM Round-Trip		Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
TOTAL		PHP 500.00/ 50 KM Round-Trip	2 Days	



5. Partnership/Assistance With/For Students and Organizations

As one of the public service units of the University of the Philippines Visayas – College of Arts and Sciences, COP/BIDANI’s personnel may be requested to plan, implement, monitor, and evaluate programs/projects/activities (PPAs) of UPV-CAS’ students or student organizations. Availing of the Unit’s partnership services/assistance means that the students/organizations’ request COP/BIDANI to co-facilitate the PPAs from end-to-end. Depending on the students’/organizations’ specifications, COP/BIDANI may design the PPAs, prepare the materials, secure the equipment, identify resource persons and secretariat members, implement and document the PPAs, and monitor/evaluate the proceedings.

Office	Community Outreach Program (COP)/BIDANI			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Students and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Program/Project/Activity (PPA) Profile		1. Client-Prepared 2. COP/BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to COP/BIDANI.	1.1. Accepts the complete requirements from client. 1.2. Deliberates if the Unit can grant partnership/assistance vis-à-vis the personnel’s schedule, available resources, and other considerations. 1.3. If Unit can grant request, reflects the PPA in COP/BIDANI’s Public	None	3 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI Prof. Josephine T. Firmase Director, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI



	Service Calendar. 1.4. Notifies client of the dis/approval of their request.			Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
2. Acknowledges receipt of notification from COP/BIDANI.	2.1. Logs the details in COP/BIDANI's list of successful transactions. 2.2. If request is approved, prepares the activity design and materials. 2.3. Requests for client's approval of the activity design and materials.		5 Days	Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI Marianito M. Ramirez, Jr./John Bert C. Tutisura University Extension Associate I, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
3. Expresses approval of the activity design and materials (if client's request was approved).	3.1. Finalizes activity design and produces the materials. 3.2. Logs the details in COP/BIDANI's list of successful transactions.		3 Days	Marianito M. Ramirez, Jr./John Bert C. Tutisura University Extension Associate I, COP/BIDANI Elna Mariel M. Nanta Administrative Assistant II, COP/BIDANI
TOTAL		None	11 Days	



**COLLEGE OF ARTS AND SCIENCES
(DEPARTMENT OF CHEMISTRY)**

External Services



1. Use of Department of Chemistry Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as when borrowed.

Offices	Department of Chemistry, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Request form is available at the Department of Chemistry	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment 3. Endorses the request to the Division Chairperson for approval 4. Approves/disapproves the request	None	1 day	Faculty/Student Suzanne T. Terre Administrative Aide Leandro T. Gamarcha University Research Assistant Leandro T. Gamarcha University Research Assistant



2. Receives a copy of the Approved/Disapproves Request Form	5. Gives a copy of the Approved/Disapproved Request Form			Dr. Kurt Waldo E. Sy Piecco Department Chairperson Suzanne T. Terre Administrative Aide
TOTAL		None	1 day	



2. Use of Department of Chemistry Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Offices	1. Department of Chemistry, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Researchers, Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the Department of Chemistry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits overtime/overnight permit form	1. Receives the request and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment 3. Endorses the request to the Department Chairperson for	None	1 day	Faculty/Student requestor Suzanne T. Terre Administrative Aide Leandro T. Gamarcha University Research Assistant



2. Receives a copy of the Approved/Disapproves Permit Form	approval 4. Recommends approval/disapproval of the request 5. Forwards the request to the CAS Dean's Office for the approval/disapproval of the Dean 6. Receives and logs the request and forwards to the Dean for approval/disapproval 7. Approves/disapproves the request 8. Gives a copy of the Approved/Disapproved Permit Form			Leandro T. Gamarcha University Research Assistant Dr. Kurt Waldo E. Sy Piecco Department Chairperson Suzanne T. Terre Administrative Aide Maria Regina M. Montevirgen Administrative Assistant Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences Maria Regina Madrid-Montevirgen Administrative Assistant
TOTAL		None	1 day	



3. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip is usually observation for education, non-experimental research or to provide students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of class.

Offices	1. Department of Chemistry 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Class list		All forms are available at the Office of the College Secretary, CAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form the OCS	1. Receives and logs the field trip application form and all requirements and forwards to the Department	None	2 days	Faculty/Staff/Students requestor



<p>2. Fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information from the students</p>	<p>2. Gathers field trip policy form and medical information form from students, attached to field trip application form and submits to the Department Chairperson for signature</p> <p>3. Signs field trip application form</p> <p>3. Forwards field trip application form to the OCS</p> <p>4. Receives and counterchecks field trip application form and all requirements</p> <p>5. Forwards to the Office of the Dean</p> <p>6. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature</p> <p>7. Signs the field trip application form</p>			<p>Suzanne T. Terre Administrative Aide</p> <p>Dr. Kurt Waldo E. Sy Piecco Department Chairperson</p> <p>Suzanne T. Terre Administrative Aide</p> <p>Student Records Evaluator</p> <p>Student Records Evaluator</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p>
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3. Receives approved/disapproved request	8. Issues travel order duly signed by the Dean to faculty concerned and chaperones 9. Returns approved field trip application form and all requirements to the OCS 10. Issues approved field trip application form to faculty concerned			Maria Regina M. Montevirgen Administrative Assistant Student Records Evaluator
TOTAL		None	2 days	



4. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects the students earned when they enrolled in the University. A syllabus is an academic document that serves to outline information about a specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams. The syllabus is usually given to alumni who opted to enroll in Masters/PhD and to students transferred from other Schools/University.

Offices	Department of Chemistry, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		From the requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Submits letter requesting for a copy of syllabus to Division/Department concerned	1.Receives letter and forwards to Division/Department Chair for approval	P10/page	1 day	Suzanne T. Terre Administrative Aide
	2.Acts on the request			Dr. Kurt Waldo E. Sy Piecco Department Chairperson
	3.Issues assessment slip			Suzanne T. Terre Administrative Aide
2. Pays corresponding	4.Accepts payment			Cash Office Staff



fee to the Cash Office	5.Receives Official Receipt			Suzanne T. Terre Administrative Aide
3. Provides proof of payment/receipt	6.Checks the official receipt and issues requested copy of syllabus			Suzanne T. Terre Administrative Aide
Claims copy of syllabus				
TOTAL		P10/page	1 day	



5. Analytical Services Laboratory (ASL)

The Analytical Service Laboratory provides services for both UPV and non-UPV. The laboratory performs chemical analyses of water, soil, food products, minerals, ores, fine chemicals, oil, fertilizer and feeds. It also provides water extraction of natural products and analysis of phytochemicals. Only approved method of analysis for the sample can be performed and fees are subject to approved rates. The results of analysis are kept confidential.

Offices	Department of Chemistry, CAS			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students/Researchers (UP and Non-UP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request, method proposal and request form		Secure approval from the Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter request indicating method proposal	1. Receives request, forwards request for evaluation/approval	(*)	5 days	Suzanne T. Terre Administrative Aide
2. Fills out request form	2. Receives charge slip with OR, records OR No., returns OR and ask for sample			Leandro T. Gamarcha University Research Assistant
3. Submits sample	3. Receives sample, record sample details and stores the sample in designated area			Leandro T. Gamarcha University Research Assistant
	4. Performs chemical analysis			Leandro T. Gamarcha University Research Assistant



4. Receives copy of the result	5. Calculates result of analysis 6. Reviews and prepares result of analysis 7. Releases the result			Leandro T. Gamarcha University Research Assistant Leandro T. Gamarcha University Research Assistant Leandro T. Gamarcha University Research Assistant
TOTAL		(*)	5 days	

Note: (*) Rates varies depending on the equipment and duration of use



**COLLEGE OF ARTS AND SCIENCES
(DEPARTMENT OF PHYSICAL EDUCATION)**

External Services



1. Use of PE Classroom/s

Use of PE classroom is issued upon the request of the faculty/s, student/s, or staff/s for committee meetings, college and university-based organization meetings, catering venues and quarters of guests/VIPs for activities held in the covered court.

Offices	1. Department of Physical Education, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, Students and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			Department Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit letter request address to PE Head	1. Receives the letter request and forwards to person in-charge	None	1 day	Nica M. Molo, Administrative Aide
	2. Evaluates the request and determines the availability of the requested room.		1 day	Prof. Brenda Lynn B. Arroyo, Department Head
	3. Approves/disapproves the request			Prof. Brenda Lynn B. Arroyo, Department Head
2. Get a copy of the approved request.	4. Gives a copy of the approved letter request to the requestor/s.		1 day	Nica M. Molo, Administrative Aide
TOTAL		None	3 days	



2. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip is usually observation for education, non-experimental research or to provide students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of classes.

Offices	1. Department of Physical Education, CAS 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, REPS and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Class List		All forms are available at the Office of the College Secretary, CAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form and conforme		None	2 days	Faculty/Staff/Students requestor



from the OCS				
2. Fills up field trip application form, secure signature of chaperones and distributes conforme to students	<ol style="list-style-type: none">1. Receives and logs the field trip application form and all requirements and forwards to the Department Head for signature2. Gathers conforme from students, attached to field trip application form and submits to the Department Head for signature3. Signs field trip application form4. Forwards field trip application form to the OCS5. Receives and counterchecks field trip application form and conforme with the class lists6. Forwards to the Office of the Dean7. Receives and logs the field trip application form and conforme and forwards to the Dean for signature8. Signs the field trip application form			<p>Nica M. Molo Administrative Aide</p> <p>Prof. Brenda Lynn B. Arroyo, Department Head</p> <p>Nica M. Molo Administrative Aide</p> <p>Student Records Evaluator</p> <p>Student Records Evaluator</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences</p>



3. Receives approved/disapproved request	9. Issues travel order duly signed by the Dean to faculty concerned and chaperones			Maria Regina M. Montevirgen Administrative Assistant
	10. Returns approved field trip application form and conforme to the OCS			Maria Regina M. Montevirgen Administrative Assistant
	11. Issues approved field trip application form and conforme to faculty concerned			Student Records Evaluator
TOTAL		None	2 days	



3. Proficiency Examination in Physical Examination (PEPE)

Proficiency examination (or credit by examination) in PE courses are given to students who are already skillful in one or more sports to acquire advanced units in PE. Any student who passes the PEPE shall be given credit for one or more PE courses. [1997 UP Diliman Academic Information]

A student who is graduating at the end of a given semester but who failed to enroll in a required PE course may take a special proficiency examination upon presentation of a certificate of candidacy for graduation from his College Secretary. The fee for the special PEPE is double the regular fee. [1997 UP Diliman Academic Information]

Offices	1. Department of Physical Education, CAS 2. Office of the College Secretary, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PEPE Form, Official Receipt		Secure approval from the Department Head and College Secretary, CAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Writes letter of request for PEPE	1. Receives, logs, and forwards to the Department Head.	None	1 day	Nica M. Molo Administrative Aide
	2. Evaluates the request, interviews the requestor, and acts on the request.			Prof. Brenda Lynn B. Arroyo, Department Head
2. Receives and	3. Gives a copy of PEPE form.			Nica M. Molo Administrative Aide



<p>accomplishes PEPE form</p> <p>3. Pays the fee.</p> <p>4. Submits PEPE form with the official receipt</p> <p>5. Takes the exam on schedule (Written Exam for PE 1, Practical Exam for other PE courses)</p> <p>6. Inquires on the result of the exam.</p>	<p>4. Accepts payment and issues official receipts.</p> <p>5. Receives, logs, and forwardsthe PEPE form to the Department Head</p> <p>6. Acts on the request and sets the schedule of the practical/written exam of the student (requestor)</p> <p>7. Administers the exam and reports the result to the Department</p> <p>8. Encodes grade and prints the grade sheet</p> <p>9. Signs the grade sheet</p> <p>10. Informs the requestor of his/her grades and forwards the approved PEPE to the OCS</p>	P20.00	1 day	<p>Cash Office</p> <p>Nica M. Molo Administrative Staff</p> <p>Prof. Brenda Lynn B. Arroyo, Department Head</p> <p>Faculty-in-Charge</p> <p>Nica M. Molo Administrative Aide</p> <p>Faculty-in-Charge and Prof. Brenda Lynn B. Arroyo, Department Head</p> <p>Nica M. Molo Administrative Aide</p>
TOTAL		None	2 days	



4. Use of Sports Equipment

Only officially enrolled students may borrow sports equipment (i.e., balls of basketball, volleyball, football, and softball; nets of badminton, table tennis, tennis, volleyball, football; and softball equipment like bats, gloves, helmets, bases, body protector, etc.). Request to borrow should be made 5 working days prior to the activity. Should the equipment be lost or damaged, the requestor must replace the lost/damage equipment with the exact specification of the equipment borrowed.

Sports equipment may be borrowed for not more than 5 working days.

Offices	Department of Physical Education, CAS			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student/s, Faculty/s, and Staff/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request, Contract for Borrowed Sports Equipment			Secure approval from the Department Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Write a letter request address to the Department Head	1. Receives, logs, and forwards the request to the Department Head 2. Evaluates the request and determines the availability of the requested sports equipment 3. Approves/Disapproves the request.	None	1 day 3 days for agency action 2 to 3	Nica M. Molo Administrative Aide Prof. Brenda Lynn B. Arroyo Department Head



2. Fill up the contract for borrowed sports equipment and sign.	4. Gives a copy of the approved request and a contract for borrowed sports equipment.		1 day	Nica M. Molo Administrative Aide
3. Receives the sports equipment and return it on or before the returning date as indicated in the contract.	5. Lends the sports equipment to the requestor/s			Nica M. Molo Administrative Aide
TOTAL		None	5 days	



5. Issuance of Copy of Syllabus

A syllabus is an academic document that serves to outline information about a specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams.

Offices	1. Department of Physical Education, CAS 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request, official receipt			Secure approval from the Department Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Department Head for approval	P10/page	1 day	Nica M. Molo Administrative Aide
	2. Acts on the request			Prof. Brenda Lynn B. Arroyo Department Head
	3. Issues assessment slip			Nica M. Molo Administrative Aide
2. Pays corresponding fee to the Cash Office	4. Accepts payment			Cash Office Staff
3. Provides proof of	5. Receives Official Receipt			Nica M. Molo



payment/receipt				Administrative Aide
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus			Nica M. Molo Administrative Aide
TOTAL		P10/page	1 day	



COLLEGE OF ARTS AND SCIENCES

(Division of Biological Sciences)

External Services



1. Use of Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as borrowed.

Offices	Division of Biological Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Request Form is available at the Division of Biological Sciences	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	<ol style="list-style-type: none">1. Receives the request form and forwards to person in-charge2. Evaluates the request and determines the availability of the requested facility/equipment3. Endorses the request to the Division Chairperson for approval4. Approves/disapproves the request	None	1 day	Faculty/Student requestor Gene Ann F. Camaymayan, Administrative Asst Maria Theresa G. Romey, Medical Technologist Maria Theresa G. Romey, Medical Technologist Prof. Marie Frances J. Nievaes, Division Chairperson



2. Receives a copy of the Approved/Disapproves Request Form	5. Gives a copy of the Approved/Disapproved Request Form			Gene Ann F. Camaymayan, Administrative Asst
TOTAL		None	1 day	



2. Use of Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Offices	1. Division of Biological Sciences, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the Division of Biological Sciences		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits overtime/overnight permit form	1. Receives the request and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment 3. Endorses the request to the Division Chairperson for approval	None	1 day	Faculty/Student requestor Gene Ann F. Camaymayan Administrative Assistant Maria Theresa G. Romey Medical Technologist Maria Theresa G. Romey Medical Technologist



2. Receives a copy of the Approved/Disapproves Permit Form	<p>4. Recommends approval/disapproval of the request</p> <p>5. Forwards the request to the CAS Dean's Office for the approval/disapproval of the Dean</p> <p>6. Receives and logs the request and forwards to the Dean for approval/disapproval</p> <p>7. Approves/disapproves the request</p> <p>8. Gives a copy of the Approved/Disapproved Permit Form</p>			<p>Prof. Marie Frances J. Nievaes, Division Chairperson</p> <p>Gene Ann F. Camaymayan Administrative Assistant</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p>
TOTAL		None	1 day	



3. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip is usually observation for education, non-experimental research or to provide students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of classes.

Offices	1. Division of Biological Sciences 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Classlist			All forms are available at the Office of the College Secretary, CAS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form from the OCS		None		Faculty/Staff/Students requestor



<p>2. Fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students</p>	<p>1. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature</p> <p>2. Gathers field trip policy form and medical information form from students, attached to field trip application form and submits to the Division Chairperson for signature</p> <p>3. Signs field trip application form</p> <p>4. Forwards field trip application form to the OCS</p> <p>5. Receives and counterchecks field trip application form and all requirements</p> <p>6. Forwards to the Office of the Dean</p> <p>7. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature</p> <p>8. Signs the field trip application form</p>		<p>2 days</p>	<p>Gene Ann F. Camaymayan Administrative Assistant</p> <p>Prof. Marie Frances J. Nievaes, Division Chairperson</p> <p>Gene Ann F. Camaymayan Administrative Assistant</p> <p>Student Records Evaluator</p> <p>Student Records Evaluator</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p>
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3. Receives approved/disapproved request	9. Issues travel order duly signed by the Dean to faculty concerned and chaperones 10. Returns approved field trip application form and all requirements to the OCS 10. Issues approved field trip application form to faculty concerned			Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences Maria Regina M. Montevirgen Administrative Assistant Maria Regina M. Montevirgen Administrative Assistant Student Records Evaluator
TOTAL		None	2 days	



4. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects the students earned when they enrolled in the university. A syllabus is an academic document that serves to outline information about specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams. The syllabus is usually given to alumni who opted to enroll in Masters/PhD and to students who transferred from other Schools/University.

Offices	1. Division of Biological Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request			From the requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval 2. Acts on the request 3. Issues assessment slip	P10/page	1 day	Gene Ann F. Camaymayan Administrative Assistant Prof. Marie Frances J. Nievaes, Division Chairperson Gene Ann F. Camaymayan Administrative Assistant
2. Pays corresponding fee to the Cash Office	4. Accepts payment			Cash Office Staff
3. Provides proof of payment/receipt	5. Receives Official Receipt			



4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus			Gene Ann F. Camaymayan Administrative Assistant Gene Ann F. Camaymayan Administrative Assistant
TOTAL		P10/page	1 day	



5. Use of Dormitory Facilities in the Marine Biological Station

The Marine Biological Station in Taklong Island, Nueva Valencia, Guimaras provides services for both UPV and non-UPV. The dormitory primarily provides sleeping and residential quarters for large numbers of people such as college or university students and other government agencies. Generally, researchers, faculty and students come to conduct field sampling for their research, and students who have their field trips in the Station.

Offices	1. Division of Biological Sciences, CAS 2. Marine Biological Station, Taklong Island National Marine Reserve, Nueva Valencia, Guimaras			
Classification	Simple			
Type of Transaction	G2C - Government to Client; G2G – Government to Government			
Who may avail	Faculty, Staff, Students and other Government Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request 2. Approved Travel Order (for UPV personnel only/Approved Field Trip Application)		From the Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request letter/approved Travel Order 2. Claims approved request for payment	1. Receives request, forwards request for evaluation/approval 2. Checks availability, evaluates, records, (activity plans, date of trip, no. of days, persons), approves request, signs request and issues billing			Gene Ann F. Camaymayan Administrative Assistant Marie Frances J. Nievaes Station Head, MBS



	statement			
3. Pays fees	3. Accepts payment/issues OR	P180/person/night	2 days	Cash Office
4. Submits form with OR reflected	4. Accepts form/record OR#, amount paid, forwards to the Station Head, MBS			Gene Ann F. Camaymayan Administrative Assistant
5. Claims approved request form and other instructions to bring to MBS	5. Issues Flyer of MBS and Marine Protected Area (MPA), Permit to visit the MPA; verbal instructions/orientation and list of written instructions to Faculty/Staff in-charge of trip on code of conduct			Marie Frances J. Nievaless Station Head, MBS
	6. Informs the MBS Staff in Taklong of trip schedule other information and gives reiterate instructions			Marie Frances J. Nievaless Station Head, MBS
	7. Informs (call/email) DENR-Guimaras			Marie Frances J. Nievaless Station Head, MBS
6. Shows copy of OR to MBS Staff	8. Examines OR, records and registers visiting group in the MBS visitor's logbook			Joseph G. Gajo Marine Engineman I/ Ma. Junaly B. Gargalicana Administrative Aide III
TOTAL		P180/ Person/ night	2 days	



COLLEGE OF ARTS AND SCIENCES (DIVISION OF HUMANITIES)

External Services



1. Use of CAS-Humanities Division’s Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as borrowed.

Offices	Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Request Form is available at the Division of Humanities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	<ol style="list-style-type: none">1. Receives the request form and forwards to person in-charge2. Evaluates the request and determines the availability of the requested facility/equipment3. Endorses the request to the Division Chairperson for approval4. Approves/disapproves the request	None	1 day	Faculty/Student requestor Administrative Aide VI Ruperto P. Quitag AVR- Aide Technician I Ruperto P. Quitag AVR- Aide Technician I Prof. Jude Vincent E. Parcon Division Chairperson



3. Receives a copy of the Approved/Disapproves Request Form	5. Gives a copy of the Approved/Disapproved Request Form			Administrative Aide VI
TOTAL		None	1 day	



2. Use of CAS-Humanities Division’s Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Offices	1. Division of Humanities, CAS 2. College of Arts and Sciences, Dean’s Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Overtime/Overnight Permit Form			Overtime/Overnight Permit Form is available at the Division of Humanities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits overtime/overnight permit form	1. Receives the request and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment	None	1 day	Faculty/Student requestor Administrative Aide VI Ruperto P. Quitag AVR- Aide Technician I



2. Receives a copy of the Approved/Disapproves Permit Form	3. Endorses the request to the Division Chairperson for approval			Ruperto P. Quitag AVR- Aide Technician I
	4. Recommends approval/disapproval of the request			Prof. Jude Vincent E. Parcon Division Chairperson
	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean			Administrative Aide VI
	6. Receives and logs the request and forwards to the Dean for approval/disapproval			Maria Regina M. Montevirgen Administrative Assistant
	7. Approves/disapproves the request			Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences
	8. Gives a copy of the Approved/Disapproved Permit Form			Maria Regina M. Montevirgen Administrative Assistant
TOTAL		None	1 day	



3. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip may either be (1) observation for education, (2) non-experimental research or (3) providing students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of classes.

Offices	1. Division of Humanities 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Classlist			All forms are available at the Office of the College Secretary, CAS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form from the OCS	1. Receives and logs the field trip	None		Faculty/Staff/Students requestor
2. Fills up field trip application form,				Administrative Aide VI



secures signature of chaperones and distributes field trip policy and medical information form to students	<p>application form and all requirements and forwards to the Division Chairperson for signature</p> <p>2. Gathers field trip policy form and medical information form from students, attached to field trip application form and submits to the Division Chairperson for signature</p> <p>3. Signs field trip application form</p> <p>4. Forwards field trip application form to the OCS</p> <p>5. Receives and counterchecks field trip application form and all requirements</p> <p>6. Forwards to the Office of the Dean</p> <p>7. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature</p> <p>8. Signs the field trip application form</p>		2 days	<p>Prof. Jude Vincent E. Parcon Division Chairperson</p> <p>Administrative Aide VI</p> <p>Student Records Evaluator</p> <p>Student Records Evaluator</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p>
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2. Receives approved/disapproved request	9. Issues travel order duly signed by the Dean to faculty concerned and chaperones 10. Returns approved field trip application form and all requirements to the OCS 11. Issues approved field trip application form to faculty concerned			Maria Regina M. Montevirgen Administrative Assistant Student Records Evaluator
TOTAL		None	2 days	



4. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects that students have earned when they enrolled in the university. A syllabus is an academic document that serves to outline information about specific subjects. Generally, it includes course description, required textbooks, references, topics covered, and schedule of exams. The syllabus is usually given to alumni who opted to enroll in Masters/PhD and to students who transferred from other Schools/University.

Offices	1. Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request			From the requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval 2. Acts on the request 3. Issues assessment slip	P10/page	1 day	Administrative Aide VI Prof. Jude Vincent E. Parcon Division Chairperson
2. Pays corresponding fee to the Cash Office	4. Accepts payment			Administrative Aide VI Cash Office Staff



3. Provides proof of payment/receipt	5. Receives Official Receipt			Administrative Aide VI
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus			Administrative Aide VI
TOTAL		P10/page	1 day	



5. Use of Multimedia Hub Facilities/Equipment

The Multimedia Hub is intended for the use of CMS students for their classes, production, performance and reserved rehearsals. Use of laboratory beyond laboratory hours should have an approved request signed by the faculty, ISBL Faculty-in-Charge and the Chairperson. ISBL facilities and equipment should be returned properly to its designated storage area after use.

Offices	Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	CMS Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Request Form is available at the Division of Humanities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request form	1.Receives the request form and forwards to person in-charge 2.Evaluates the request and determines the availability of the requested facility/equipment 3.Recommending Approval	None	1 day	Student Joelie Anne N. Nono Administrative Aide VI Ruperto P. Quitag AVR- Aide Technician I Ruperto P. Quitag AVR- Aide Technician I



2.Receives a copy of the Approved/Disapproved Request Form	4.Endorses the request to the ISBL Faculty-in-Charge/Division Chairperson for Approval 5.Approves/Disapproves the request 6.Gives a copy of the Approved/Disapproved request form			Ruperto P. Quitag AVR- Aide Technician I Robert L. Rodriguez ISBL Faculty-in-Charge/ Prof. Jude Vincent E. Parcon Division Chairperson Joelie Anne N. Nono Administrative Aide VI
TOTAL		None	1 day	



**COLLEGE OF ARTS AND SCIENCES
(DIVISION OF PHYSICAL SCIENCES AND MATHEMATICS)**

External Services



1. Use of DPSM Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as borrowed.

Offices	Division of Physical Sciences and Mathematics, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Request Form is available at the Division of Physical Sciences and Mathematics	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	<ol style="list-style-type: none">1. Receives the request form and forwards to person in-charge2. Evaluates the request and determines the availability of the requested facility/equipment3. Endorses the request to the Division Chairperson for approval	None	1 day	Faculty/Student requestor Administrative Aide Administrative Aide Administrative Aide



2. Receives a copy of the Approved/Disapproves Request Form	4. Approves/disapproves the request 5. Gives a copy of the Approved/Disapproved Request Form			Dr. Arnel L. Tampus Division Chairperson Administrative Aide
TOTAL		None	1 day	



2. Use of DPSM Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Offices	1. Division of Physical Sciences and Mathematics, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Overtime/Overnight Permit Form			Overtime/Overnight Permit Form is available at the Division of Physical Sciences and Mathematics	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits overtime/overnight permit form	1. Receives the request and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment 3. Endorses the request to the Division Chairperson for approval	None	1 day	Faculty/Student requestor Administrative Aide Administrative Aide Administrative Aide



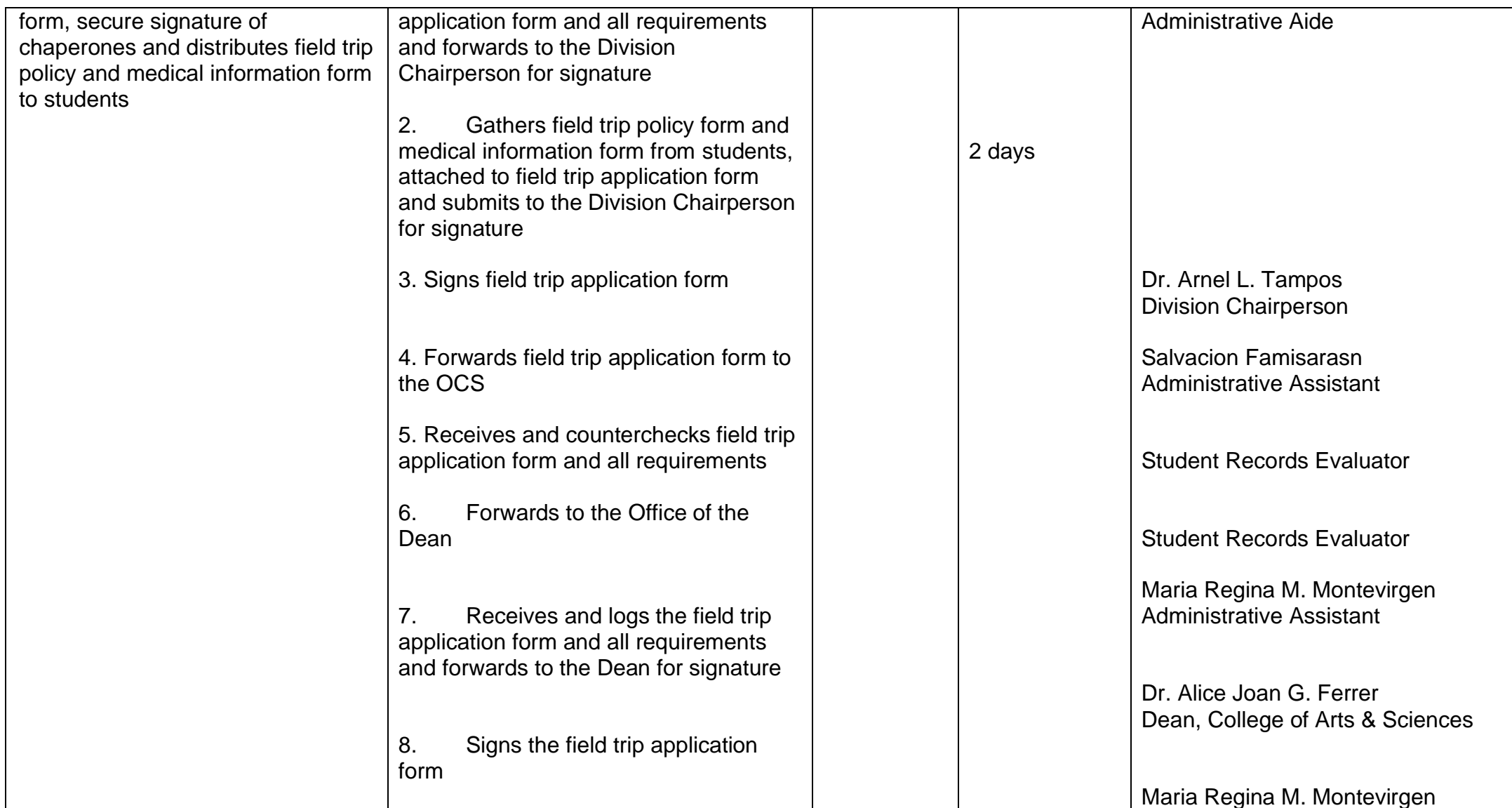
2. Receives a copy of the Approved/Disapproves Permit Form	4. Recommends approval/disapproval of the request 5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean 6. Receives and logs the request and forwards to the Dean for approval/disapproval 7. Approves/disapproves the request 8. Gives a copy of the Approved/Disapproved Permit Form			Dr. Arnel L. Tampus Division Chairperson Administrative Aide Maria Regina M. Montevirgen Administrative Assistant Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences Maria Regina M. Montevirgen Administrative Assistant
TOTAL		None	1 day	



3. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip is usually observation for education, non-experimental research or to provide students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of classes.

Offices	1. Division of Physical Sciences and Mathematics 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Classlist		All forms are available at the Office of the College Secretary, CAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form from the OCS		None		Faculty/Staff/Students requestor
2. Fills up field trip application	1. Receives and logs the field trip			Salvacion C. Famisaran





3. Receives approved/disapproved request	9. Issues travel order duly signed by the Dean to faculty concerned and chaperones 10. Returns approved field trip application form and all requirements to the OCS 10. Issues approved field trip application form to faculty concerned			Administrative Assistant Maria Regina M. Montevirgen Administrative Assistant Student Records Evaluator
TOTAL		None	2 days	



4. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects the students earned when they enrolled in the university. A syllabus is an academic document that serves to outline information about specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams. The syllabus is usually given to alumni who opted to enrol in Masters/PhD and to students who transferred from other Schools/University. This is also needed by alumni as requirement for skill assessment in migration to other countries, and as proof of fulfilling specific entry requirements as part of master's degree program application.

Offices	1. Division of Physical Sciences and Mathematics, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request			From the requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval 2. Acts on the request 3. Issues assessment slip		1 day	Administrative Aide Dr. Arnel L. Tampus Division Chairperson Salvacion C. Famisaran Administrative Aide
2. Pays corresponding fee to the	4. Accepts payment	P10/page		Cash Office Staff



Cash Office				
3. Provides proof of payment/receipt	5. Receives Official Receipt			Salvacion C. Famisaran Administrative Aide
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus			Salvacion C. Famisaran Administrative Aide
TOTAL		P10/page	1 day	



5. Request for the Use of DPSM Computer Laboratory

Use of DPSM Computer labs is restricted to the currently enrolled students, faculty, and staff of the Division of Physical Sciences and Mathematics. Other units of the College of Arts and Sciences may use the laboratories subject to the approval of the DPSM Chair and in some cases, the Dean of CAS. Maintenance procedures must be carried out by Technician who is trained to perform maintenance safely.

Offices	Division of Physical Sciences and Mathematics, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Secure approval from the Division Chairperson	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	1 day	Faculty/Student
	2. Evaluates the request and determines the availability of the Computer Laboratory			Admin Aide
	3. Endorses the request to the Division Chairperson for approval			Gerard Cabunducan System Administrator
	4. Approves/disapproves the request			Admin Aide
	5. Gives a copy of the Approved/Disapproved Request Form			Dr. Arnel L. Tampos Division Chairperson
2. Receives a copy of the Approved/Disapproves Request Form				Admin Aide
TOTAL		None	1 day	



COLLEGE OF ARTS AND SCIENCE (DIVISION OF SOCIAL SCIENCES)

External Services



1. Use of CAS Facilities and Equipment during Office Hours

The use of facilities and equipment is intended for make-up classes of faculty and to cater the requests of students, organizations and other units for the conduct of their activity/event. The request should be made at least one day before date of use and should be returned in good condition and in order as borrowed.

Offices	Division of Social Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Request Form is available at the Division of Social Sciences	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit request form	<ol style="list-style-type: none">1. Receives the request form and forwards to person in-charge2. Evaluates the request and determines the availability of the requested facility/equipment3. Endorses the request to the Division Chairperson for approval4. Approves/disapproves the request	None	1 day	<p>Faculty/Student requestor</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Dr. Johnrev B. Guilaran</p>



2. Receives a copy of the Approved/Disapproves Request Form	5. Gives a copy of the Approved/Disapproved Request Form			Division Chairperson Administrative Aide
TOTAL		None	1 day	



2. Use of CAS Facilities and Equipment beyond Office Hours

The use of facilities and equipment is intended for the use of researchers and to cater the requests of students, organizations and other units for the conduct of their activity/event beyond office hours. The request should be made at least one day before date of use. The requestor will exercise care and observe safety precaution in the use of facilities to prevent fire or damage of equipment. He/she answer for all damages that may arise due to carelessness or negligence.

Offices	1. Division of Social Sciences, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Overtime/Overnight Permit Form			Overtime/Overnight Permit Form is available at the Division of Social Sciences	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits overtime/overnight permit form	1. Receives the request and forwards to person in-charge 2. Evaluates the request and determines the availability of the requested facility/equipment 3. Endorses the request to the Division Chairperson for approval	None	1 day	Faculty/Student requestor Administrative Aide Administrative Aide Administrative Aide



2. Receives a copy of the Approved/Disapproves Permit Form	4. Recommends approval/disapproval of the request			Dr. Johnrev B. Guilaran Division Chairperson
	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean			Administrative Aide
	6. Receives and logs the request and forwards to the Dean for approval/disapproval			Maria Regina M. Montevirgen Administrative Assistant
	7. Approves/disapproves the request			Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences
	8. Gives a copy of the Approved/Disapproved Permit Form			Maria Regina M. Montevirgen Administrative Assistant
TOTAL		None	1 day	



3. Issuance of Permit for Field Trip

The issuance of permit for Field Trip is for the students to secure approval before they can go on field trip. Field trips are important components of the experiential learning advocated in the University. The purpose of the trip is usually observation for education, non-experimental research or to provide students with experiences outside their everyday activities, such as going camping with teachers and their classmates. It is part of class syllabus/requirement and shall be announced on the first day of classes.

Offices	1. Division of Social Sciences 2. Office the College Secretary, CAS 3. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Faculty, Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Field Trip Application Form 2. Report of Compliance 3. Field Trip Policy (Statement of Understanding Form for Field Trips) 4. Medical Information Form 5. Insurance 6. Course Syllabus 7. Class list			All forms are available at the Office of the College Secretary, CAS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Secure field trip application form from the OCS	1. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature	None		Faculty/Staff/Students requestor



<p>2. Fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students</p>	<p>Gathers field trip policy form and medical information form from students, attached to field trip application form and submits to the Division Chairperson for signature</p> <p>2. Signs field trip application form</p> <p>3. Forwards field trip application form to the OCS</p> <p>4. Receives and counterchecks field trip application form and all requirements</p> <p>5. Forwards to the Office of the Dean</p> <p>6. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature</p> <p>7. Signs the field trip application form</p> <p>8. Issues travel order duly signed by the Dean to faculty concerned and</p>		<p>2 days</p>	<p>Meekela N. Jain Administrative Assistant</p> <p>Dr. Johnrev B. Guilaran Division Chairperson</p> <p>Meekela N. Jain Administrative Assistant</p> <p>Student Records Evaluator</p> <p>Student Records Evaluator</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Dr. Alice Joan G. Ferrer Dean, College of Arts & Sciences</p> <p>Maria Regina M. Montevirgen Administrative Assistant</p> <p>Maria Regina M. Montevirgen</p>
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3. Receives approved/disapproved request	chaperones			Administrative Assistant
	9. Returns approved field trip application form and all requirements to the OCS 10. Issues approved field trip application form to faculty concerned			Student Records Evaluator
TOTAL		None	2 days	



4. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects the students earned when they enrolled in the university. A syllabus is an academic document that serves to outline information about specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams. The syllabus is usually given to alumni who opted to enrol in Masters/PhD and to students who transferred from other Schools/University.

Offices	Division of Social Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request			From the requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval 2. Acts on the request 3. Issues assessment slip	P10/page	1 day	Administrative Aide Dr. Johnrev B. Guilaran Division Chairperson Meekela N. Jain Administrative Assistant
2. Pays corresponding fee to the	4. Accepts payment			Cash Office Staff



Cash Office				
3. Provides proof of payment/receipt	5. Receives Official Receipt			Meekela N. Jain Administrative Assistant
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus			Meekela N. Jain Administrative Assistant
TOTAL		P10/page	1 day	



COLLEGE OF ARTS AND SCIENCES (Language Program)

External Services



1. Language Training/Tutorial

Enhances the abilities of foreign and local clients to read, write, speak and comprehend the English language. Equips participants to exchange ideas and opinions, express emotions, and present information.

Office	1. Language Program 2. CAS Office of the Dean			
Classification	Complex			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may avail	All Government Agencies, LGUs, GOCCs, NGOs, Professional Organizations, and Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter of customer/applicant for a specific training/tutorial			1. Language Program	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements to Language Program.	1. Receives letter of request and logs in the record book.	None	2 Days	Marian Janice M. Mediana Administrative Aide VI
	2. Drafts/prepares training proposal			Marian Janice M. Mediana Administrative Aide VI
2. Client pays the training/tutorial package	3. Forwards the proposal to the Faculty-in-Charge for evaluation, comments, suggestions and signature.			Prof. John Ray A. Hontanar Faculty-in-Charge
	4. Transmits the document to the CAS			Marian Janice M. Mediana



	Dean's Office			Administrative Aide VI
	5. Follows-up proposal at the CAS Dean's Office		2 days	Dr. Alice Joan G. Ferrer Dean, CAS
	6. Receives and logs in the approved proposal from the CAS Dean		2 days	Marian Janice M. Mediana Administrative Aide VI
	7. Contacts lecturers/tutors for the implementation of the activity			Marian Janice M. Mediana Administrative Aide VI
	8. Prepares course outline of the activity and sends copies to client and lecturers/tutors			Marian Janice M. Mediana Administrative Aide VI
	9. Prepares and sends conforme and billing statement to the client and client pays the training/tutorial package			Marian Janice M. Mediana Administrative Aide VI
	10. Orients the lecturer/tutor on the activity			Marian Janice M. Mediana Administrative Aide VI
	11. Implements the activity			Prof. John Ray A. Hontanar Faculty-in-Charge
	12. Prepares certificate of training/tutorial and forwards to FIC for signature			Marian Janice M. Mediana Administrative Aide VI
	13. Logs out and forwards the certificates to the CAS Dean for			Marian Janice M. Mediana Administrative Aide VI



3. Receives certificate of completion	signature 14. Follows-up and logs in certificates from the CAS Dean 15. Prepares and conducts evaluation before the end of the training/tutorial period 16. Prepares venue and certificates for the closing program 17. Distributes certificates during Closing Program			Marian Janice M. Mediana Administrative Aide VI Marian Janice M. Mediana Administrative Aide VI Prof. John Ray A. Hontanar Faculty-in-Charge Dr. Alice Joan G. Ferrer Dean, CAS
TOTAL		None	6 days	



**COLLEGE OF ARTS AND SCIENCES
(DIVISION OF PROFESSIONAL EDUCATION)**

External Services



1. Conduct of Public Service/Training

Office	Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may avail	LGUs/NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requestors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requestors send letter of request to conduct public service / training.	Receive letter of requests for public service/training.	None	Within the day	Marie Christine B. Tilde – AO II
Receives approval of request	Checks availability of trainers to conduct the training.		Within the day	Prof. Pepito R. Fernandez, Jr.– Chair, Div. of Prof. Ed.
	Plan topics and activities for the training.		1-2 days	Trainors:
	Approves request to conduct public service/training.			Prof. Pepito R. Fernandez, Jr. Dr. Sanley S. Abila – Asst. Prof. – Asst. Prof. 6 Prof. Ma. Arve B. Bañas – Asst. Prof. 2 Dr. Amy Luz U. Catalan – Asst. Prof. 1 Prof. Aileen C. Chong – Asst. prof. 1 Dr. Lovella S. Divinagracia – Asst. Prof. 4



				Prof. Pedro P. Galeno, Jr. – Asst. prof. 2 Prof. Jessie L. Labiste, Jr. – Asst. prof. 1 Dr. Randy M. Madrid – Asst. Prof. 7
TOTAL		None	1-2 days	



2. CHED Annual Higher Education Data Collection

Office	Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C –Government to Government			
Who may avail	CHED			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescribed Official Forms			CHED	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received Memorandum from CHED to accomplish the Higher Education Data Collection Report	<p>Accepts request for Data Collection from CHED</p> <p>Gathers and encode data needed.</p> <p>Forward data for approval of the Chair.</p> <p>Accomplishes the CHED form and submits to CAS Secretary's Office for consolidation.</p>	None	1 – 2 days	<p>Marie Christine B. Tilde – AO II</p> <p>Prof. Pepito R. Fernandez, Jr. Chair, Prof. Ed.</p> <p>Susan C. Otero AO V</p>
TOTAL		None	1-2 days	



3. Other Services

Office	Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			GPO/ Prof. Ed.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of request and prescribed form for: 1. Change of Study Plan 2. Waiver of MRR 3. Leave of Absence (LOA) 4. Completion/Removal of Grades 5. Change Matriculation 6. Dropping 7. Readmission 8. Residency 9. Application for Graduation 10. Endorsement for Graduation	1. Receives letter of requests with accomplished prescribed forms 2. Endorses the request for approval 3. Forwards the requests to the College Dean/College Secretary 4. Receive actions on the requests 5. Releases action on the requests.	150.00 10.00 10.00 30.00 225.00 200.00	Within the day 1 day 1 day Within the day	Marie Christine B. Tilde – AO II Prof. Pepito R. Fernandez, Jr., Chair Dr. Alice Joan G. Ferrer – Dean Prof. Steve P. Janagap – College Sec. Marie Christine B. Tilde – AO II
TOTAL		As specified above	2 days	



COLLEGE OF ARTS AND SCIENCES (UP HIGH SCHOOL IN ILOILO)

External Services



1. Registration

A student is considered officially enrolled when he/she can present a Registration Form 5 stamped REGISTERED and is in the official list of enrollees for the subject.

Office	UP High School in Iloilo			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students / Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Slip/Conforme (for incoming Grade 7 and Grade 11) 2. Elementary School Card (for incoming Grade 7) 3. High School Card (for incoming Grade 8 to 12) 4. Medical Certificate (for Grade 7 to 12)		UPHSI Office (Admission Slip/Conforme) Medical Certificate (UP Health Services Unit)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online the requirements to assigned UPHSI Staff 2. Updates CRS data (for Grade 8 to 12) Enroll CRS Account (for Grade 7 and Grade 11- New Student)	1.1 Checks the requirements 2.1 Checks data for completeness of entries and assesses school fees		10 minutes 45 minutes	UPHSI Staff Annabelle Escarza, SRE I, UPHSI Maria Fe Ciasico, Admin Asst I, UPHSI



3. Pays the fees to Cash or Landbank	3.1 Receives payment and issues official receipt	School paper – P100.00 School fund – P10.00 Student ID card – P130.00 (for incoming Grade 7 and 11 only)	15 minutes	Ma. Mitzi Calawigan, Cash Office Staff
4. Present the official receipt for issuance of Registration Form 5	4.1 Check the official receipt and print the Registration Form 5		5 minutes	Airvin Genesila, CMT I, UPHSI
5. Presents the Registration Form 5 to Class Adviser for signature	5.1 Check the correctness of data in the Registration Form 5 and affix signature		10 minutes	Class Adviser
6. Presents Registration Form 5	6.1 Stamps “REGISTERED” and issues students copy of the Registration Form 5		5 minutes	Airvin G. Genesila, Admin Aide VI, UPHSI
7. Receives copy of Registration Form 5				
TOTAL		P240.00 (for Grade 7	1 hour and 30 minutes	



	and 11-New student) P110.00 (for Grade 8 to 12)		
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2. Scholarship

Private Scholarships are awarded to students who possess the following qualifications: financial need, academic potential and good moral standing. Each recipient has to attain an average grade of at least 85% at the end of each school year to qualify for renewal of the scholarship; otherwise, the slot will be deemed open and be awarded to the next qualified applicant

Office	UP High School in Iloilo			
Classification	Highly Technical Transactions			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students / Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Scholarship Application Form			UPHSI Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits online the Application form for scholarship to the committee	1.1 Accepts student's application for Scholarship	None	Half day	Prof. Leopoldo Ayukil III, Prof. Raphael Belleza, Prof. Pilar Mercedes Retiracion Scholarship Committee, UPHSI
2. Waits for the schedule of interviewer, if the applicant is accepted	2.1 Interviews and scores the applicants based on the set criteria		1 day	Prof. Leopoldo Ayukil III, Prof. Raphael Belleza, Prof. Pilar Mercedes Retiracion Scholarship Committee, UPHSI
	2.2 Ranks all applicants based on the		Half day	Prof. Leopoldo Ayukil III,



3. Waits for the result of the interview to be given out by the committee	scores and identifies a donor for every applicant that best fit the selection criteria of the donors 3.1 Gives donors a list of applicants to consider and schedules an interview if requested by donors 3.2 Identifies scholars and schedules for interviews		3 days 3 days	Prof.RaphaelBelleza, Prof. Pilar Mercedes Retiracion Scholarship Committee, UPHSI Prof. Leopoldo Ayukil III, Prof.RaphaelBelleza, Prof. Pilar Mercedes Retiracion Scholarship Committee, UPHSI Donors
4. Receives stipends	4.1 Provides scholars with stipend			Donors
TOTAL		None	8 days	



3.Issuance of Replacement for Lost High School Card

The High School Card is essential in the transaction of the students in their academic status; hence, issuance of the said document is effectively done to satisfy the request of the client.

Office	UP High School in Iloilo			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students / Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form, Affidavit of Loss Form			UPHSI Office (Request Form)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and send online request form together with the Affidavit of Loss	1.1 Receives the form and affidavit of loss and bills the fees through email	P20.00	5 minutes	Maria Fe Ciasico, Admin Asst I, UPHSI Annabelle Escarza, SRE I, UPHSI
2. Pays the replacement fee	2.1 Accepts payment and issues Official Receipt		15 minutes	Ma. Mitzi Calawigan, Cash Office Staff
3. Send online request form with receipt	3.1 Prepares the card		1 day	Maria Fe Ciasico, Admin Asst I, UPHSI Annabelle Escarza, SRE I, UPHSI
4. Receives the card through email or pick up at the office	4.1 Release the card			Maria Fe Ciasico, Admin Asst I, UPHSI Annabelle Escarza, SRE I, UPHSI
TOTAL		P20.00	1 day &20 mins.	



4. Junior /Senior High School Entrance Examination

The University of the Philippines Visayas has adopted a policy of democratized admission for students in the high schools of the U.P. System. Under this policy, “Every high school in U.P. is a program for helping **economically disadvantaged but deserving students** gain access to tertiary education in U.P.” *

Pursuant to the U.P. Policy for Democratization of Admission, the UP High School in Iloilo admits incoming Grade Seven and Eleven students from **low-income families**. As such, the High School is an experimental laboratory for innovative teaching strategies designed to make up for this disadvantaged group’s training in order to better prepare them for access to tertiary education, particularly in U.P.

Office	UP High School in Iloilo			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	Students / Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application form 2. Certified True Copy of Elementary / High School Card 3. Standardized Class Ranking 4. Birth Certificate (PSA) 5. ITR or Authenticated Certificate of Tax Exemption and Solo Parent Certification 6. 2 copies 2x2 picture			UPHSI Office / UPHSI Facebook Page (Application form only)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form or download application form atUPHSI Facebook Page	1.1 Distributes application form		5 minutes	Airvin Genesila, Admin Aide VI, UPHSI



2. Submit online accomplished application form and requirements or drop-off at UPHSI Office	2.1 Checks, evaluates, approves/disapproves application and forwards action to Principal's Office If approved, bills entrance exam fee If disapproved, informs the applicant		40 minutes	Admissions Committee, UPHSI
3. Pays entrance examination fee c/o Landbank and send scanned copy to UPV Cash Office and UPHSI	3.1 Receives payment	P170.00	10 minutes	Ma. Mitz Calawigan, Cash Office Staff
4. Receives test permit through email or pick up at the office	4.1 Issues test permit		5 minutes	Maricar A. Gebucion, Admin Asst II, UPHSI
TOTAL		P170.00	1 hour	

*Excerpt from the minutes of the 1018th meeting of the UP Board of Regents held on January 30, 1989



5. Issuance of Transcript of Records (Form 137a), Certification and Authenticated Diploma

The issuance of the requested documents is one of the services rendered by the UPHSI and is effectively done in compliance with the CSC rules and regulations.

Office	UP High School in Iloilo				
Classification	Simple				
Type of Transaction	G2C - Government to Citizen				
Who may avail	Students / Applicants				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request form			UPHSI Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out and send online request form to the UPHSI Office	1.1 Verifies records, assesses and returns the forms for payment	OTR-P60.00 per page	5 minutes	Annabelle Escarza, SRE I, UPHSI	
2. Pays the fee	2.1 Receives payment and issues official receipt	Certification-P20.00	15 minutes	Ma. Mitzi Calawigan, Cash Office Staff	
3. Send online requests form with the Official Receipt attached	3.1 Verifies the form and receipt and prepares the document	Authenticated Diploma-P30.00	2 days	Annabelle Escarza, SRE I, UPHSI	
4. Receives document through email or pick up at the office and signs the logbook	4.1 Email / Releases the document			Annabelle Escarza, SRE I, UPHSI	
TOTAL		As specified above	2 days and 20 minutes		



6. Use of Laboratory Facilities and Equipment

Students who are currently enrolled in Laboratory subjects are free to use the laboratory. However, use of laboratory facilities and equipment beyond laboratory hours should have an approved request signed by the faculty-in-charge of the lab and the Principal.

Offices	UP High School in Iloilo			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			UPHSI Science Supply and Equipment Room Secure approval from the Principal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits request form	1.1 Receives the request form	None	5 minutes	JumeleeMoleta, Lab Aide, UPHSI
	1.2 Evaluates the request and determines the availability of the requested facility/equipment		60 minutes	JumeleeMoleta, Lab Aide, UPHSI
	1.3 Forwards the request for approval at the Principal's office		5 minutes	JumeleeMoleta, Lab Aide, UPHSI
	1.4 Approves/disapproves the request		15 minutes	Prof. Anelyn O. Yabillo, OIC Principal, UPHSI
2. Receives the copy	2.1 Gives a copy of the Approved/Disapproved Request Form			JumeleeMoleta, Lab Aide, UPHSI
TOTAL		None	1 hour and 25 minutes	



7. Request for Issuance of Travel Order

Faculty members, Staff and students are required to request for travel order whenever they leave their official station during official time. For faculty members with teaching assignments in the Iloilo City Campus, request for travel order should be done at the start of the semester. Students who will travel for seminars, workshops, conferences, competitions and others are required to request for travel order. Request must be submitted five calendar days before the scheduled date of travel.

Offices	UP High School in Iloilo				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail	Faculty, Staff and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Form 9a with attachments			UPHSI Office (Form 9a) Secure approval from the Dean, CAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE	
1. Submit send online request form for travel order	1.1 Receives/reviews and forwards request to the Principal 1.2 Acts on the request 1.3 Forwards request to Office of the Dean, CAS 1.4 Receives request	None	1 day	Maricar A. Gebucion, Admin Asst II - UPHSI Prof. Anelyn O. Yabillo, OIC Principal, UPHSI Maricar A. Gebucion, Admin Asst II - UPHSI Maria Regina Montevirgen, Admin Asst II – CAS-OD	



2. Receives copy of the approved/disapproved Travel Order	1.5 Acts on the request 1.6 Returns approved/disapproved Travel Order to the Division through email 2.1 Furnishes copy to faculty, staff and student concerned; Keeps one copy for filing		1 day	Dr. Alice Joan G. Ferrer, Dean, CAS Maria Regina Montevirgen, Admin Asst II –CAS-OD Maricar A. Gebucion, Admin Asst II - UPHSI
TOTAL		None	2 days	



COLLEGE OF MANAGEMENT

External Services



1. Use of facilities and equipment (Classrooms and Multi-Media Projector)

The Office the Dean grants the use of classrooms and multi-media projector for meetings, and other academic-related activities (face-to-face on a limited number of attendees).

Office	CM-Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail	UPV Constituents; Private Individual/Institution; Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sends request thru email/online 2. Letter request for outside clients 3. Billing Statement for paying users 4. Official Receipt		Supplied by the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to the Office of the Dean; for outside client, submit letter request thru email	1. Evaluates the accomplished form and check availability of venue and signs form for the use of the facilities/ equipment 1.1. Validates and approves the request 1.2. Prepares billing statement	P100.00/hr (venue & aircon) P50.00/hr (multi-media projector)	2 days for agency action 1 to 3	Administrative Aide VI Administrative Officer V OR Dean (for outside client) Administrative Aide VI



2. Pays bill thru Cash Office	2. Accepts payment and issue Official Receipt			Administrative Officer III Cash Office
3. Presents official receipt (OR) and receives copy of approved request	3. Photocopy Official Receipt; Issue approved copy to Security Guard			Administrative Aide VI
TOTAL		P100.00/hr (venue & aircon) P50.00/hr (multi-media projector)	2 days	



2. Issuance of Local Travel Order within the authority of the Dean

The Office of the Dean issues Travel Order to CM constituents who go for official travel outside of their official station.

Office	CM-Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	CM Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Application or Manual in case the UIS is not available		UIS Portal/Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies thru UIS Portal /thru email	1. Department Chair recommends for the approval of the request 1.1 Approves the request for Travel	None	1-2 days for agency action 1 to 2	Chair, Dept. of Management/ OR Chair, Dept. of Accounting
2. Prints approved Travel Order and provide copy to the Office of the Dean	2. Provides approved copy of manual Travel Order			Dean Administrative Aide VI
TOTAL		None	1-2 days	



3. Issuance of Certificate of Appearance

This Certification is being issued in compliance with the standing regulations provided under Republic Act No. 3847 duly implemented by COA for the purpose of establishing the evidence and duration of his/her appearance.

Office	CM-Office of the Dean			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All visitors and clients transacting with the Office of the Dean			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written or verbal request for the certificate after the visit/transaction		Supplied by the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Appearance	1. Prepares the Certificate of Appearance	None	15 minutes for agency actions 1 to 2	Administrative Officer V
	1.1 Signs the Certificate of Appearance			Dean
2. Receives copy of Certificate of Appearance	2. Provides duly signed copy of Certificate of Appearance			Administrative Aide VI Office of the Dean
TOTAL		None	15 minutes	



COLLEGE OF MANAGEMENT
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES



1. Pre-registration of Students

Pre-registration is a service intended to provide information to students before the registration proper.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Views the schedule from the CRSIS	1. Pre-enlist subjects of students	None	5 Minutes	Administrative Aide VI
2. Confirms subjects thru CRSIS	2. No Action	None	None	
TOTAL		None	5 Minutes	



2. Issuance of permit for Cross-registration

This is a service provided to students who intend to cross-register to another constituent university.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cross-registration form			Office of the College Secretary	
Copy of grades			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads cross-registration form, fills out and forwards to Program Adviser thru email	1. No Action	None	None	
2. Verifies subjects to enroll, signs in the form and forwards to OCS thru email	2. Evaluates and assesses the student records and recommends the subjects to be taken	None	15 minutes	Program Adviser
3. Submits the duly signed form to the Office of the Dean	3. Evaluates records, attaches copy of grades and makes recommendation	None	20 Minutes	College Secretary



	of the cross-registration of the students			
4. Forwards the duly signed form to the Office of the University Registrar (OUR) for approval	4. Recommends cross-registration form. Wait for OUR approval.	None	1 day	Dean
5. Claims the approved/disapproved CRF	5. Issues the approved/disapproved CRF thru email	None	5 Minutes	OCS Staff
TOTAL		None	1 Day and 40 Minutes	



3. Enrollment/Registration for Regular Students

This is a service provided to students who have approved pre-registration.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of grades			Office of the College Secretary (OCS)	
Adviser Validation			CRSIS (If online registration, adviser validation will be eliminated)	
Medical Certificate (every first semester)			Health Services Unit (HSU)	
Admission Slip (every first semester for Freshmen and Transferees)			Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OCS thru email	1. Checks and assesses the completeness of the required documents and tags the student to a pre-assigned program adviser.	None	5 Minutes	OCS Staff
2. Views validated subjects thru CRSIS	2. Validates all of the confirmed subjects thru CRSIS	None	5 min/student	Program Adviser



3. View generated statement of account	3. Assesses /bills the students for payment	None	5 Minutes	Administrative Aide VI Administrative Assistant III
4. Pays thru LBP, if applicable	4. Confirms payment and issues OR	Variable	2 minutes	Administrative Officer III Cash Office
5. Submits Official Receipt (OR) thru email	5. Receives OR thru email	None	2 minutes	OCS Staff
6. View generated Form 5 thru CRSIS	6. Generates Form 5 of student thru CRSIS	None	5 minutes	Administrative Aide VI Administrative Assistant III
7. Confirms Form 5 thru CRSIS	7. Confirms Form 5 of student thru CRSIS	None	1 minute	Program Adviser
8. Views and print official Form 5 thru CRSIS	8. Confirms Form 5 of student thru CRSIS	None	1 Minute	Administrative Aide VI Administrative Assistant III
	9. Prints and Stamps "REGISTERED" in Form 5	None	2 minutes	OCS Staff
TOTAL		None	28 minutes	



4. Application for transfer from other Colleges within UPV

This service is provided to students who intend to transfer from other colleges within UPV.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form to transfer		Supplied by students		
OSA Evaluation		Office of the Student Affair (OSA)		
Copy of grades		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents thru email	1. Convenes the college admissions committee	None	1 - 3 Days	College Secretary
	1.1 Evaluates the request for transfer of the students	None	1 Day	College Admission Committee
2. Claims the notice of action thru email	2. Releases the notice of action thru email	None	2 Minutes	OCS Staff
TOTAL		None	4 Days, 2 Minutes	



5. Application for shifting of course

This service is provided to students who intend to transfer to another college/school of UPV.

Office	College of Management – Office of the College Secretary (CM-OCS)				
Classification	Complex				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Application form for shifting			Office of the College Secretary (OCS)		
Copy of grades			Office of the University Registrar (OUR)		
OSA Recommendation on certain cases			Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Downloads and fills out shifting forms, secures copy of grades and submits form with requirements thru email	1. Receives application thru email	None	2 Minutes	Administrative Aide VI	
	1.1 Evaluates student's records and forwards to Program Adviser	None	10 Minutes	Student Records Evaluator II Student Records Evaluator I	
	1.2 Signs and sends documents to OSA thru email	None	15 Minutes	Program Adviser	
2. Undergoes consultation with Guidance Counselor	2.1 Conducts student consultation and forwards results to OCS of host college/unit	None	1 day	OSA Staff	
	2.2 Forwards documents to College Admission Committee for evaluation	None	1 day	OCS staff	



	2.3 Evaluates, acts on the application and return documents to OCS	None	15 Minutes	College Admission Committee
3. Receives approval/disapproval for application for shifting thru email	3. Informs student of result of application thru email	None	5 Minutes	OCS Staff
TOTAL		None	2 Days & 47 Minutes	



6. Change/Add of Matriculation

This service is provided to students who want to change/add matriculation.

Office	College of Management – Office of the College Secretary (CM-OCS)				
Classification	Simple				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Change/Add Matriculation form			Office of the College Secretary (OCS)		
Registration form			Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Downloads and fills out Change of Matriculation form (UP Form 26) and secures the signature of the Program Adviser of the subject authorized	1. Checks, evaluates and signs the request form	None	5 Minutes	Program Adviser	
2. Submits the duly accomplished Change of Matriculation form to the Office of the College Secretary thru email	2. Receives the duly accomplished Change of Matriculation form thru email	None	5 Minutes	OCS Staff	
	2.1 Adds/changes/cancels courses thru CRSIS	None	5 Minutes	OCS Staff	
	2.2 Assesses and bills fees thru email				
3. Pays online thru Landbank	3. Receives OR and confirms payment	*P1,000/unit	5 Minutes	Administrative Officer III	



	thru email	for additional course P10.00 add/change matriculation fee/subject		Cash Office
4. Forwards OR to the OCS thru email	4. Receives OR and tags added/ changed subjects as “enrolled” 4.1 Forwards the form and OR to College Secretary for action 4.2 Signs the form	None None None	2 Minutes 1 Minute 1 Minute	OCS Staff OCS Staff College Secretary
5. Receives copy of form with action thru email	5. Issues the student’s copy of form with action thru email	None	1 Minute	OCS Staff
TOTAL		*P1,000/ Unit P10.00/ subject	25 Minutes	

** Note: These are for students not eligible under RA 10931.*



7. Student request for overload

This service is provided to students who want to have overload subjects.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Overload request form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out overload form and forwards form to Program Adviser thru email	1. Evaluates, acts on the request and forwards signed form to Department Chair	None	15 Minutes	Program Adviser
	1.1 Recommends approval/ disapproval on the request	None	5 Minutes	Chair, Dept. of Accounting/ Department of Management
	1.2 Acts on the request	None	5 Minutes	College Secretary
2. Receives copy of the action thru email	2. Issues the notice of action to the student thru email	None	5 Minutes	OCS Staff
TOTAL		None	30 Minutes	



8. Substitution of courses

This service is provided to students who want to substitute courses

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Substitution of Courses form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out substitution form and submits form thru email	1.Checks and verifies records and forwards accomplished form thru email to student's respective Department	None	15 Minutes	OCS Staff
2. Secures recommendation of Program Adviser	2. Evaluates, acts on the request and forwards form to concerned/offering unit	None	5 Minutes	Program Adviser
	2.1 Evaluates, acts on the request and forwards to the OCS	None	5 Minutes	Department/Division Chair of Offering Unit
	2.2 Acts on the request and forwards form to the Dean	None	5 Minutes	College Secretary
	2.3 Acts on the request and forwards to OCS	None	5 minutes	Dean



3.Receives copy of action thru email	3. Issues the student's copy of action thru email and forwards a copy to OUR	None	5 Minutes	OCS Staff
TOTAL		None	40 Minutes	



9. Application for Waiver of Pre-requisite

This service is provided to students who wish to apply for waiver of pre-requisite.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-requisite waiver form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out waiver of pre-requisite form and emails form to Program Adviser	1. Evaluates, signs and forwards to the course offering Division/Department/	None	3 Minutes	Program Adviser
	1.1 Signs certification and forwards form to Offering Division/Department	None	2 Minutes	Faculty of Pre-requisite course
2. Secures recommendation and approval	2. Validates grades and recommends on the request	None	10 Minutes	Program Adviser and Department Chair
	2.1 Acts on the request and forwards signed form to OCS	None	5 Minutes	Dean
3. Receives a copy of action thru email	3. Issues a copy of action thru email	None	2 Minutes	OCS Staff
TOTAL		None	22 Minutes	



10. Issuance of Permit for Removal of 4.0 and Completion of Incomplete grade

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office	College of Management – Office of the College Secretary (CM-OCS)				
Classification	Simple				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Completion/Removal Permit			Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Downloads and fills out completion/removal permit and forwards to the program adviser thru email	1. Evaluates, recommends request and forwards to the OCS	None	3 Minutes	Faculty Concerned	
2. Receives billing statement thru email	2. Informs student of payment requirement thru email	If within removal period: none If not: Removal of 4.0 fee: ₱20/subject Completion fee: ₱10/subject	5 Minutes	OCS Staff	
3. Pays through Cash Office or Land Bank	3. Confirms payment and issues official receipt (OR)	None	5 Minutes	Administrative Officer III Cash Office	
4. Forwards OR to the OCS	4. Confirms payment	None	2 minutes	OCS Staff Office of the College	



				Secretary
5. Submits permit for completion/removal	5. Recommends permit	None	2 Minutes	College Secretary Office of the College Secretary
6. Receives approved permit thru email	6. Issues approved permit thru email	None	2 Minute	OCS Staff Office of the College Secretary
7. Presents permit before completion/removal exam thru email	7. Approves permit	None	2 Minutes	Faculty concerned
TOTAL		If within removal period: none If not: Removal of 4.0 fee: ₱20/subject Completion fee: ₱10/subject	21 Minutes	



11. Dropping of subjects/courses

This service is provided to students who want to drop subjects/courses.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dropping form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out dropping form and forwards to the Course Instructor thru email	1. Evaluates class standing and signs form and forward to Program Adviser	None	10 Minutes	Faculty Concerned
2. Receives signed form thru email	2. Signs and forwards form thru email	None	5 Minutes	Program Adviser
3. Pays fee through Cash Office or Land Bank	3. Confirms payment and issues official receipt (OR)	Dropping fee: ₱10/unit	5 Minutes	Administrative Officer V Cash Office
4. Submits duly accomplished dropping form with OR thru email	4. Checks and verifies student's record and forwards to the College Secretary 4.1 Signs dropping form	None	5 Minutes	OCS Staff College Secretary
5. Receives copy of action thru email	5. Issues student's copy of action thru email	None	2 Minutes	OCS Staff
TOTAL		₱10/unit	27 Minutes	



12. Application for Leave of Absence (LOA)

This service is provided to students who want to leave.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
LOA Form			Office of the College Secretary (OCS)	
Medical Certificate (if for health reasons)			Health Services Unit (HSU)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out LOA form and forwards form and required documents to OCS	1. Receives and evaluates records and fills in form	None	10 Minutes	OCS Staff
2. Receives information if eligible for LOA thru email	2. Inform student if eligible for LOA thru email	None	3 Minutes	OCS Staff
3. Pays fee thru Cash Office or Land Bank	3. Confirms payment and issues OR	₱150.00	5 Minutes	Administrative Officer III Cash Office
4. Submits OR to OCS thru email	4. Receives OR from student thru email	None	2 Minutes	OCS Staff
5. Request thru email class standing from all course instructors, and forwards the complete set of responses to OCS	5. Receives form and forwards to the Department concerned	None	5 Minutes	OCS Staff
	5.1 Acts on the request and forward document to OCS	None	5 Minutes	Department Chair
	5.2 Acts on the request, encodes, DRP with LOA as remarks	None	5 Minutes	OCS Staff



6. Receives copy of the request for LOA with action thru email	6. Issues copy of the request for LOA with action thru email	None	2 Minutes	OCS Staff
TOTAL		₱150.00	37 Minutes	



13. Re-admission from AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request for readmission from AWOL addressed to the Dean			Supplied by students	
OSA Recommendation for delinquent students			Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads, fills out readmission form from AWOL and submits to OCS thru email	1. Evaluates student's records and forwards to: - College Admission Committee for delinquent students - College Secretary for non-delinquent students	None	20 Minutes	OCS Staff
	1.1 Acts on the request and forwards to the Dean (for AWOL, probation); If delinquent, goes through counselling via OSA	None	1 Hour	College Secretary College Admission Committee; OSA for counselling
	1.2 Acts on the request and forwards to OCS	None	5 Minutes	Dean Administrative Aide VI



	1.3 Informs student of the result thru email	None	2 Minutes	OCS Staff
2. Pays fee thru Cash Office or Land Bank	2. Confirms payment and issues OR	Readmission from AWOL fee: ₱225.00	5 Minutes	Administrative Officer III Cash Office
3. Submits OR and receives copy of approved request thru email	3. Notifies the student thru email on the action of the Dean	None	2 Minutes	OCS Staff
TOTAL		₱225.00	1 Hour & 34 Minutes	



14. Validation of subjects for transferees

This service is provided to validate subject for transferees.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records			Office of the University Registrar (OUR)	
Syllabus and Validation Request Form			Office of the College Secretary (OCS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for verification of what courses to be validated thru email	1. Checks and verifies courses to be validated, prepares and issues permit for validation	None	20 Minutes	OCS Staff
2. Pays fee thru Cash Office or Land Bank	2. Confirms payment and issues Official Receipt (OR)	Validation fee: ₱20.00/ course	5 Minutes	Administrative Officer III Cash Office
3. Submits permit for validation thru email	3. Accepts permit for validation exam and forwards to faculty concerned	None	2 Minutes	Department Staff
	3.1 Acts on request and schedules the exam, then, informs the student/s the date and venue of the exam	None	4-5 days	Faculty Concerned
4. Takes the Exam (online)	4. Gives the exam and checks the paper	None	3 hours	Faculty Concerned



	after the exam			
	4.1 Forwards the result of the exam to the OCS	None	2 Minutes	Division/Department/Institute Staff
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	3 Minutes	OCS Staff
	4.3 Acts on the result of the exam	None	2 Minutes	Dean
	4.4 Forwards result of the exam to the OCS	None	2 Minutes	Administrative Aide VI Office of the Dean
5. Inquires the result of the validation exam thru email	5. Issues a copy of the result of the validation exam thru email	None	3 Minutes	OCS Staff
TOTAL		₱20.00/ course	4-5 days, 3 hours and 39 Minutes	



15. Request for Waiver of Maximum Residency Rule (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for waiver of MRR addressed to the VCAA, if applying for waiver is on AWOL status		Supplied by students		
Application for waiver of MRR form		Office of the College Secretary (OCS)		
Approved readmission, if applicable		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out MRR form and forwards to the Program Adviser thru email	1. Verifies the deficiencies, recommends, attaches plan of study, and forwards to OCS thru email	None	1 Hour	Program Adviser
	1.1 Attaches academic history and forwards form/document thru email to the Department	None	1 Hour	OCS Staff
	1.2 Evaluates and recommends for approval/disapproval and	None	30 Minutes	Department Chair



	forwards to the Dean for action			
	1.3 Recommends approval/ disapproval and forwards to the OUR/GPO	None	1 Hour	Dean
	1.4 Evaluates and prepares recommendation and forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	1 Hour	OUR/GPO
	1.5 Acts on request and issues Notice of Action (NOA) to OCS and OUR thru email	None	30 Minutes	OVCAA Staff
3. Receives copy of NOA thru email	3. Issues copy of NOA thru email	None	2 Minutes	OCS/GPO
TOTAL		None	5 Hours & 2 Minutes	



16. Application for Graduation

This service is provided to evaluate the student if he/she is qualified for graduation.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form in the CRSIS	1. Checks the duly accomplished application form, evaluates student's records and signs	None	10 Minutes	Program Adviser
	1.1 Endorses student's application for graduation	None	2 Minutes	Department Chair
	1.2 Checks, verifies and endorses student's application for graduation	None	5 minutes	Student Records Evaluator
	1.3 Prints, signs and forwards students' application for graduation to the Office of the University Registrar (OUR)	None	10 Minutes	Student Records Evaluator
TOTAL		None	27 Minutes	



17. Issuance of requests of students for true copy of grades and certificates e.g., good moral character, enrolment/residency, and other certifications

This service is provided to students who are requesting for a certain document.

Office	College of Management – Office of the College Secretary (CM-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Supplied by students	
Official Receipt (OR)			Cash office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of request thru email	1. Receives letter of request and sends bill statement to the student thru email	None	5 Minutes	OCS Staff
2. Pays fees thru Cash Office or Land Bank	2. Confirms payment and issues Official Receipt (OR)	Document authentication fee: ₱20 /copy Certification fee: ₱40 / copy	5 Minutes	Administrative Officer III Cash Office
3. Submits Official Receipt (OR) thru email	3.Receives ORandprepares the document(s) requested and forwards	None	10 Minutes	OCS Staff



	to the College Secretary for signature			
	3.1 Signs the document(s) requested	None	5 Minutes	College Secretary
4. Receives requested document(s) thru email	4. Releases the requested document(s) thru email	None	2 Minutes	OCS Staff
TOTAL		₱20/₱40 per copy	27 Minutes	



COLLEGE OF MANAGEMENT (DEPARTMENT OF ACCOUNTING)

External Services



1. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide copy of syllabus of courses/subjects the students earned when they enrolled in the university. A syllabus is an academic document that serves to outline information about specific subject. Generally, it includes course description, required textbooks, references, what topics to be covered, and schedule of exams. The syllabus is usually given to alumni who opted to enrol in Masters/PhD and to students who transferred from other Schools/University. This is also needed by alumni as requirement for skill assessment in migration to other countries, and as proof of fulfilling specific entry requirements as part of master's degree program application.

Offices	Department of Accounting / Department of Management, College of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students, Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request			From the Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submits electronic letter requesting for a copy of syllabus to Department of Accounting/ Department of Management	1. Receives letter and forwards to Department Chairperson for approval 1.1 Acts on the request		1 day	Administrative Aide VI Department of Accounting OR Administrative Assistant II Department of Management Chair, Department of Accounting OR



	1.2 Issues assessment slip			Chair, Department of Management Administrative Aide VI Department of Accounting OR Administrative Assistant II Department of Management
2. Pays corresponding fee	2. Cash Office Staff accepts payment and issue Official Receipt	P10/page		Administrative Officer III Cash Office
3. Presents official receipt (OR) and receives copy of syllabus	3. Checks the official receipt and issues requested copy of syllabus			Administrative Aide VI Department of Accounting OR Administrative Assistant II Department of Management
TOTAL		P10/page	1 day	



SCHOOL OF TECHNOLOGY
DEAN'S OFFICE
External Services



1. Request for the Use of Facilities/Equipment by SOTECH Faculty/Students

The use facilities or equipment is provided for SOTECH faculty having make - up classes, students performing their thesis and special problems, SOTECH student organizations holding activities within the premises of SOTECH

Office	SOTECH Dean's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students/Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Dean's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form 2. Secures signature of Faculty/Adviser 3. Secures signature of staff in-charge (laboratory technician/ admin staff) 4. Secures approval from the AO 5. Distributes approved work permit to the laboratory technician and guard on duty their copies of the work permit	1. Provides Form 2. Checks the filled up form, checks the availability of the equipment/room to be used during the date and signs it. 3. Validates the filled up form and approve it. 4. Gives the personal copy to the applicant along with the copy for the laboratory technician and the guard on duty.	None	1 day	Mr. Tomas P. Momville - Lab Tech Mr. Rodolfo F. Nobleza, Jr. Admin Staff Ms. Melanie N. Mondeja - Admin Officer
TOTAL		None	1 day	



2. Request for Travel Order

Travel Order is provided for the faculty, staff and students of the School of Technology who will go on travel on official time without financial implication

Office	SOTEC Dean's Office				
Classification	Simple				
Type of Transaction	G2C - Government to Client				
Who may avail	Faculty, Staff, Students under the School of Technology				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Travel Request Form/Letter Request Invitation Proposed Itinerary of travel			SOTECH Dean's Office Sponsored Agency/Requester Provided by the Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Obtains form 2. Submits request form, letter request with supporting documents (invitation, itinerary, etc.) 3. Secures signature of the Dean	1. Issues Travel Request Form 2. Receives/records the request together with required attachments 3. Validates the letter and check attachments are complete 4. Prepares the Travel Order and submit it to the Dean together with the supporting documents for his	None	1 day	Mr. Rodolfo F. Nobleza, Jr. Admin Staff Ms. Melanie N. Mondeja - Admin Officer Dr. Ramer P. Bautista - Dean	



	signature 1. The Dean signs it 2. Provide 1 copy of the Travel Order to the requester			
TOTAL		None	1 day	



3. Request for Analysis of Food Samples

Analytical Service Laboratory is an income generating project (IGP) of the School of Technology. It provides analytical services to private individuals, business establishment, post-graduate students and other government agencies

Office	SOTECH Dean's Office Cash Office			
Classification	Highly Technical			
Type of Transaction	G2B - Government to Business entity, G2G - Government to Government			
Who may avail	Private Individuals, Government Institution, Other SUCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form for Analysis (2 copies) Sample for Analysis			SOTECH Dean's Office Provided by the Requester	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain form from the office and fills it up.	1. Issues form	Y&M/TPC - P450.00	1 day for actions 1-3	Mr. Tomas P. Momville, Jr. Laboratory Technician
2. Submit form together with the sample/s	2. Accepts the sample/s and validates the filled form.	E. coli – P 650.00	1 day for action 4	Ms. Melanie N. Mondeja - Admin Officer
3. Paid the bill to the Cash Office	3. Compute the amount to be paid by the client. Sign the request form and provide one copy for the client.	Proximate Analysis – P 2,200.00;	5 days for actions 5 -7	Ms. Maureen Ongo Chief, Cash Office
4. Provide photocopy of the OR to the SOTECH staff	4. Cashier accepts the payment and issue the Official Receipt	AW – P 250.00		



5. Receive the results and verifies it	5. Admin staff accepts the copy of the OR and attached it to the retained request form 6. Analyse the sample and record the result 7. Issues the result to the client	pH – P150.00		
TOTAL		As specified above	7 days	



4. Request for the Use of Laboratory Facilities by Non-SOTECH Students

Laboratory facilities are provided to other students from other SUCs and Special Science High Schools as well other government agencies like DA, DTI, and FDA in order for them to conduct their research/training activities.

Office	SOTECH Dean's Office Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client, G2G- Government to Government			
Who may avail	Students/Faculty, Private individuals, Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the office specifying the facilities and equipment to be used and the date needed 2. Pays the stated amount	1. Receives and records letter request submitted 2. Forwards request to the laboratory technician to check the availability of the facilities/equipment to be used 3. Refers request to the Faculty In-charge for laboratory facilities for comments/ recommendations 4. Submit to the Dean for approval 5. Computes the amount to be paid 6. Provide copy of the approval and computation of the fees to the requester	P1,250.00/ 4 hours	2 days	Mr. Tomas P. Momville - Lab Tech Engr. Francis Eric P. Almaquer Faculty In-charge for Laboratory Facilities Ms. Melanie N. Mondeja - Admin Officer Dr. Ramer P. Bautista Dean



	7. Cashier receives the payment and issues Official Receipt 8. Requester provide copy of the OR to the Office			Ms. Arlene Avancena Chief, Budget Office
TOTAL		P1,250.00/ 4 hours	2 days	



5. Request for Extension Services

As part of the mandate of the University, the School of Technology provides extension services/ technical assistance to other government agencies like DA, DTI, FDA, EMB, business sectors and NGOs thorough the conduct of training/serve as Resource Person on food product development, GMP/HACCP, Food Safety, climate and disaster risk assessment, GIS applications, Solid Waste Management

Office	SOTECH Dean's Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government, G2B - Government to Business Entity, G2C - Government to Client			
Who may avail	Other government agencies (DA, DTI, FDA, EMB) business sectors and NGOs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the office specifying the training needs and the date needed	1. Receives and records letter request submitted 2. Refers to the Dean for comments/recommendation 3. Forward to the faculty concerned as recommended by the Dean 4. Inform the requester on the action of the Dean thru email or phone call	None	2 days	Mr. Rodolfo Nobleza Jr. Admin Staff Ms. Melanie N. Mondeja - Admin Officer Dr. Ramer P. Bautista Dean
TOTAL		None	2 days	



SCHOOL OF TECHNOLOGY – OFFICE OF THE SCHOOL SECRETARY

External Services



1. Pre-registration of Students

Pre-registration is a service intended to provide information to students before the registration proper.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule			CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the schedule from the CRS	1. (No Action)	None	None	None
2. Presents the schedule to the adviser for evaluation	2. Evaluates the schedule	None	30 Minutes	<i>Program Adviser</i>
3. Prints temporary form 5 for validation of subjects by Program Adviser	3. (No Action)	None	15 Minutes	<i>Program Adviser</i>
TOTAL		None	45 Minutes	



2. Issuance of permit for Cross-registration

This is a service provided to students who intend to cross-register to another constituent university.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cross-registration form			Office of the School Secretary	
Copy of grades			Office of the School Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up 3 copies of cross-registration form (crf)	1. Issues cross-registration form	None	10 Minutes	<i>OSS Staff</i> Office of the School Secretary
2. Brings the duly filled up crf to adviser for signature	2. Evaluates and assesses the student records and recommends the subjects to be taken	None	20 Minutes	<i>Program Adviser</i>
3. Submits the duly signed form to the Office of the School Secretary (OSS)	3. Recommends cross-registration of the students and forwards the same to the Office of the University Registrar (OUR) for approval. Wait for OUR approval. (Waiting time is approximately	None	20 Minutes	<i>School Secretary</i> Office of the School Secretary



	1 day)			
4. Claims the approved/disapproved CRF	4. Issues the approved/disapproved CRF	None	5 Minutes	OSS Staff Office of the School Secretary
TOTAL		None	1 Day and 55 Minutes	



3. Enrollment/Registration for Regular Students

This is a service provided to students who have approved pre-registration.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of grades			Office of the School Secretary (OSS)	
Adviser Validation			CRS (If online registration, adviser validation will be eliminated)	
Medical Certificate (every first semester)			Health Services Unit (HSU)	
Admission Slip (every first semester for Freshmen and Transferees)			Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OSS.	1. Checks and assesses the completeness of the required documents and tags the student to a pre-assigned program adviser.	None	5 Minutes	OSS Staff Office of the School Secretary
4. Proceeds to the program adviser for validation of subjects.	2. Validates the subjects.	None	15 Minutes	Program Adviser



3. Proceeds to assessment	3. Assesses the students for payment and prints form 5	None	5 Minutes	<i>OSS Staff</i> Office of the School Secretary
4. Goes to Program Adviser for signature	4. Signs the form 5	None	2 Minutes	<i>Program Adviser</i>
5. Returns the form 5 to OSS to finalize the enrolment.	5. Stamps the registration form 5 with "registered".	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
TOTAL		None	32 minutes	



4. Application for transfer from other Colleges within UPV

This service is provided to students who intend to transfer from other colleges within UPV.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form to transfer			Supplied by students	
OSA Evaluation			Office of the Student Affair (OSA)	
Copy of grades			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents.	1. Convenes the college admissions committee	None	1 - 3 Days	<i>School Secretary</i> Office of the School Secretary
	1.1 Evaluates the request for transfer of the students	None	1 Day	<i>College Admission Committee</i>
2. Claims the notice of action	2. Releases the notice of action	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
TOTAL		None	4 Days and 2 Minutes	



5. Application for shifting of course

This service is provided to students who intend to shift course.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form for shifting			Office of the School Secretary (OSS)	
Copy of grades			Office of the University Registrar (OUR)	
OSA Recommendation on certain cases			Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with requirements	1. Receives application	None	2 Minutes	<i>Administrative Aide VI</i> Office of the School Secretary
	1.1 Evaluates student's records and forwards request form to College Admissions Committee or Division/Department/Institute offering the Program	None	7 Days	<i>Student Records Evaluator 2 or Student Records Evaluator 1</i> Office of the School Secretary <i>College Admissions</i>



	1.2 College Admissions Committee or Division/Department head acts on the application	None	30 Minutes	<i>Committee or Department/Division Head Office of the School Secretary</i>
	1.3 Forwards recommendation action to Office of the School Secretary (OSS)	None	5 Minutes	<i>College Admissions Committee or Department/Division Head Office of the School Secretary</i>
	1.4 Signs the request	None	5 Minutes	<i>School Secretary Office of the School Secretary</i>
2. Receives notice of action	2. Issues notice of action	None	5 Minutes	<i>Administrative Aide VI Office of the School Secretary</i>
TOTAL		None	7 Days, 47 Minutes	



6. Change/Add of Matriculation

This service is provided to students who want to change/add matriculation.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Change/Add Matriculation form			Office of the School Secretary (OSS)	
Registration form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures form from the Office of the School Secretary	1. Issues forms	None	1 Minute	<i>OSS Staff</i> Office of the School Secretary
2. Fills out Change of Matriculation form (UP Form 26) and secures the signature of the Program Adviser of the subject authorized	2. Checks, evaluates and signs the request form	None	5 Minutes	<i>Program Adviser</i>
3. Submits the duly accomplished Change of Matriculation form to the Office of the School Secretary	3. Receives the duly accomplished Change of Matriculation form	None	1 Minute	<i>OSS Staff</i> Office of the School Secretary
	3.1 Adds/changes/cancels courses	None	10 Minutes	<i>OSS Staff</i> Office of the School Secretary



	3.2 Assesses and bills fees then returns the form together with the billing statement	None	5 Minutes	OSS Staff Office of the School Secretary
4. Proceeds to Cash Office and presents the form and billing statement together with the payment	4. Accepts the form and billing statement together with the payment then issues an OR	*P1,000/unit	5 Minutes	Cashier Cash Office
5. Returns the form and OR to the OSS	5. Receives the form and OR	None	1 Minute	OSS Staff Office of the School Secretary
	5.1 Forwards the form and OR to School Secretary for action	None	1 Minute	OSS Staff Office of the School Secretary
	5.2 Signs the form	None	5 Minutes	School Secretary Office of the School Secretary
6. Receives copy of form with action	6. Issues the student's copy of form with action	None	1 Minute	OSS Staff Office of the School Secretary
TOTAL		*P1,000/ Unit	35 Minutes	

* Note: These are for students not eligible under RA 10931.



7. Student request for overload

This service is provided to students who want to have overload subjects.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Overload request form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished overload request form	1. Receives the duly accomplished overload request form and forwards it to School Credits Evaluator for evaluation	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
	1.1 Evaluates the request of student for overload and forwards to School Secretary for recommendation	None	1 Hour	<i>School Credits Evaluator</i> Office of the School Secretary
	1.2 Recommends and forwards request to the Dean for final action	None	15 Minutes	<i>School Secretary</i> Office of the School Secretary
	1.3 Acts on the request and returns the letter to the OSS	None	10 Minutes	<i>Dean</i> Office of the Dean



2. Receives copy of the action	2. Issues the notice of action to the student	None	5 Minutes	OSS Staff Office of the School Secretary
TOTAL		None	1 Hour and 32 Minutes	



8. Substitution of courses

This service is provided to students who want to substitute courses

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)				
Classification	Simple				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request for Substitution of Courses form			Office of the School Secretary (OSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out form	1. Issues form	None	1 Minute	OCS Staff Office of the School Secretary	
2. Submits form	2. Evaluates request and validates grade (s) and forwards to Division/Department	None	15 Minutes	OSS Staff Office of the School Secretary	
3. Secures recommendation of Program Adviser and Division/Department/Institute Chair/Director	3. Recommends request for substitution	None	15 Minutes	Program Adviser and Division/Department/Institute Chair/Director	
4. Submits request to OSS	4. Acts on the request	None	5 Minutes	School Secretary Office of the School Secretary	



5. Receives copy of action	5. Issues the student's copy of action and forwards a copy to OUR	None	5 Minutes	OSS Staff Office of the School Secretary
TOTAL		None	41 Minutes	



9. Application for Waiver of Pre-requisite

This service is provided to students who wish to apply for waiver of pre-requisite.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-requisite waiver form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits to the Division/Department/Institute of Pre-requisite course	1. Signs Certification	None	3 Minutes	<i>Faculty of Pre-requisites course</i>
2. Secures recommendation and approval	2. Validates grades and recommends on the request	None	10 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
3. Submits duly signed waiver	3. Receives and checks the waiver and forward to School Secretary for action	None	3 Minutes	<i>OSS Staff Office of the School Secretary</i>
	3.1 Acts on the request	None	5 Minutes	<i>School Secretary Office of the School Secretary</i>
4. Receives a copy of action	4. Issues a copy of action	None	2 Minutes	<i>OSS Staff Office of the School Secretary</i>
TOTAL		None	23 Minutes	



10. Issuance of Permit for Removal of 4.0 and Completion of Incomplete grade

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completion/Removal Permit			Office of the School Secretary (OsS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completion/removal permit and proceeds to the Cash Office for payment	1. Bills and issues Official Receipt	If within removal period: none If not: ₱20 for removal & ₱10 for completion	5 Minutes	<i>Cashier</i> Cash Office
2. Submits permit for completion/removal	2. Recommends permit	None	2 Minutes	<i>School Secretary</i> Office of the School Secretary
3. Receives approved permit	3. Issues approved permit	None	1 Minute	<i>OSS Staff</i> Office of the School Secretary
4. Presents permit before completion/removal exam	4. Approves permit	None	2 Minutes	<i>Faculty concerned</i>



TOTAL	If within removal period: none If not: ₱20 for removal and ₱10 for completion	10 Minutes	
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11. Dropping of subjects/courses

This service is provided to students who want to drop subjects/courses.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dropping form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>OSS Staff</i> Office of the School Secretary
2. Secures signature of teacher	2. Evaluates class standing and signs form	None	5 Minutes	Faculty-In-Charge of the course
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	Adviser
4. Presents form for assessment	4. Assesses and bills fee	None	5 Minutes	<i>OSS Staff</i> Office of the School Secretary
5. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	₱10/unit	5 Minutes	<i>Cashier</i> Cash Office
6. Submits duly accomplished dropping form with OR	6. Checks and verifies student's record	None	5 Minutes	<i>OSS Staff</i> Office of the School Secretary
7. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
TOTAL		None	28 Minutes	



12. Application for Leave of Absence (LOA)

This service is provided to students who want to leave.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)				
Classification	Simple				
Type of Transaction	G2C – Government to Client				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
LOA Form			Office of the School Secretary (OSS)		
Medical Certificate (if for health reasons)			Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secures and fills out form	1. Issues form	None	1 Minute	OSS Staff Office of the School Secretary	
2. Submits duly filled out LOA form	2. Receives and evaluates records and bills fees	None	5 Minutes	OSS Staff Office of the School Secretary	
3. Pays fee	3. Accepts billing statement together with payment and issues OR	₱150.00	5 Minutes	Cashier	
4. Submits form with OR	4. Accept forms and forwards to the Division/Department/Institute concerned	None	5 Minutes	OSS Staff Office of the School Secretary	
	4.1 Acts on the request and forwards to OSS	None	5 Minutes	Division/Department/Institute Chair/Director School Secretary	



	4.2 Acts on the request	None	5 Minutes	Office of the School Secretary
5. Receives copy of the request for LOA with action	5. Issues copy of the request for LOA with action	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
TOTAL		₱150.00	28 Minutes	



13. Re-admission from AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request for readmission from AWOL addressed to the Dean			Supplied by students	
OSA Recommendation for delinquent students			Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request for readmission from AWOL addressed to the Dean	1. Records and forwards letter of request to OSS	None	2 Minutes	<i>OD Staff</i> Office of the Dean
	1.1 Evaluates student's records and forwards to: - College Admission Committee for delinquent students - School Secretary for non-delinquent students	None	20 Minutes	<i>OSS Staff</i> Office of the School Secretary
	1.2 Acts on the request and forwards to the Dean (for AWOL, Probation); If	None	1 Hour	<i>School Secretary</i> Office of then School Secretary; <i>Admission Committee</i> ; OSA for counselling



	delinquent, goes through counselling via OSA			
	1.3 Acts on the request and forwards to OSS	None	5 Minutes	Dean Office of the Dean
	1.4 Informs student of the result	None	2 Minutes	OSS Staff Office of the School Secretary
2. Pays fee	2. Accepts payment and issues OR	₱225.00	5 Minutes	Cashier Cash Office
3. Presents OR and receives copy of approved request	3. Issues student's copy of approved request	None	2 Minutes	OSS Staff Office of the School Secretary
TOTAL		₱225.00	1 Hour and 36 Minutes	



14. Validation of subjects for transferees

This service is provided to validate subject for transferees.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records			Office of the University Registrar (OUR)	
Syllabus and Validation Request Form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for verification of what courses to be validated	1. Checks and verifies courses to be validated, prepares and issues permit for validation	None	20 Minutes	<i>OSS Staff</i> Office of the School Secretary
2. Pays fee at Cash Office	2. Accepts payment and issues Official Receipt (OR)	₱20.00	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for validation	3. Accepts permit for validation exam and forwards to faculty concerned	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	3.1 Acts on request and schedules the exam, then, informs the student/s the date and venue of the exam	None	4-5 days	<i>Faculty Concerned</i>
4. Takes the Exam	4. Gives the exam and checks the paper after the exam	None	3 hours	<i>Faculty Concerned</i>



	4.1 Forwards the result of the exam to the OSS	None	2 Minutes	<i>Division/Department/Institute Staff</i>
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	3 Minutes	<i>OSS Staff</i> <i>Office of the School Secretary</i>
	4.3 Acts on the result of the exam	None	2 Minutes	<i>Dean</i> <i>Office of the Dean</i>
	4.4 Forwards result of the exam to the OSS	None	2 Minutes	<i>Office of the Dean Staff</i> <i>Office of the Dean</i>
5. Inquires the result of the validation exam	5. Issues a copy of the result of the validation exam	None	3 Minutes	<i>OSS Staff</i> <i>Office of the School Secretary</i>
TOTAL		₱20.00	4-5 days and 39 Minutes	



15. Request for Waiver of Maximum Residency Rule (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for waiver of MRR addressed to the VCAA, if applying for waiver is on AWOL status			Supplied by students	
Application for waiver of MRR form			Office of the School Secretary (OSS)	
Approved readmission, if applicable			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out MRR form and prepares study plan with adviser	1. Evaluates records, prepares study plan and affixes signature	None	1 Hour	<i>Faculty Adviser</i>
2. Submits duly accomplished form	2. Evaluates records, accomplishes page 2 of the form and forwards request to College Admission Committee	None	1 Hour	<i>Student Records Evaluator</i> <i>Office of the School Secretary</i>
	2.1 Acts on the request and forwards to the Dean for action	None	2 Days	<i>College Admission Committee</i>
	2.2 Acts on the request and forwards to	None	1 Hour	



	the Office of the University Registrar (OUR)/Graduate Program Office (GPO) 2.3 Evaluates and prepares recommendation ad forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA) 2.4 Acts on request and issues Notice of Action (NOA)	None None	30 Minutes 30 Minutes	<i>Dean</i> Office of the Dean <i>Student Records Evaluator</i> OUR/GPO <i>OVCAA Staff</i> OVCAA
3. Receives copy of NOA	3. Issues copy of NOA	None	2 Minutes	<i>Student Records Evaluator</i> OSS/GPO
TOTAL		None	2 Days, 4 Hours & 2 Minutes	



16. Application for Graduation

This service is provided to evaluate the student if he/she is qualified for graduation.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form			Office of the School Secretary (OSS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form	1. Receives and checks the duly accomplished application form, evaluates student's records and signs form then forwards to Chair/Director of Division/Department/Institute for endorsement	None	10 Minutes	<i>Program Adviser</i>
	1.1 Endorses student's application for graduation	None	2 Minutes	<i>Division/Department/Institute Chair/Director</i>
	1.2 Forwards the endorsed application for graduation form to the Office of the School Secretary	None	5 Minutes	<i>Division/Department/Institute Staff</i>
	1.3 Checks, verifies and submits student's application for graduation to the Office of the University Registrar	None	10 Minutes	<i>School Secretary Office of the School Secretary</i>
TOTAL		None	27 Minutes	



17. Issuance of requests of students for true copy of grades and certificates e.g., good moral character, enrolment/residency, and other certifications

This service is provided to students who are requesting for a certain document.

Office	School of Technology – Office of the School Secretary (SOTECH-OSS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			Office of the School Secretary (OSS)	
Official Receipt (OR)			Cash office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished request form	1. Receives request form and bill fees	None	5 Minutes	<i>OSS Staff</i> Office of the School Secretary
2. Presents request form and pays fees	2. Accepts request form together with payment and issues Official Receipt (OR)	₱20/₱40 per copy	5 Minutes	<i>Cashier</i> Cash Office
3. Submits request form with Official Receipt (OR)	3.1 Receives request form with OR and prepares the document(s) requested and forwards to the School Secretary for signature	None	10 Minutes	<i>OSS Staff</i> Office of the School Secretary
	3.2 Signs the document(s) requested	None	10 Minutes	<i>School Secretary</i> Office of the School Secretary
4. Receives requested document(s)	4. Releases the requested document(s)	None	2 Minutes	<i>OSS Staff</i> Office of the School Secretary
TOTAL		₱20/₱40 per copy	32 Minutes	



IV. FEEDBACK AND COMPLAINTS MECHANISMS

HOW TO SEND FEEDBACK	<p>Submit your feedback through any of the following channels:</p> <ul style="list-style-type: none">• Accomplish the <i>printed</i> Feedback Form available at any of the Public Assistance and Complaints Desk (PACD) and drop it in the “Feedback Box”. Choose the appropriate type of feedback (<i>Comment/Suggestion, Compliment, or Complaint</i>).• Access and accomplish the <i>online</i> Feedback Form through this link: https://bit.ly/upvclientfeedback <p>Clients may also talk with the Officer of the Day (OD) at the PACD to discuss their concerns. The OD can assist clients for referral to the appropriate/concerned office.</p> <p>For further inquiries and follow-ups, contact or email the Office of the Vice Chancellor for Administration:</p> <p><i>Trunk line: (033) 315-9631 (loc 121)</i></p> <p><i>Telefax: (033) 315-2150</i></p> <p><i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
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HOW FEEDBACKS ARE PROCESSED	<ol style="list-style-type: none">1. The accomplished feedback forms dropped in the suggestion boxes or submitted online are checked, collated, and summarized by the Information and Publications Office (IPO) once a week and submitted to the Office of the Vice Chancellor for Administration (OVCA) for monitoring and appropriate action.2. Feedback is forwarded by the OVCA to the concerned offices. For feedback requiring answers, the concerned office/unit shall submit a response to the OVCA within three (3) days. The response is then relayed to the client.3. On a regular basis (at least once every quarter), the CART meets to review the implementation of the units in dealing with feedback and what actions were taken. <p>For further inquiries and follow-ups, clients may contact or email the Office of the Vice Chancellor for Administration:</p> <p><i>Trunk line: (033) 315-9631 (loc 121)</i></p> <p><i>Telefax: (033) 315-2150</i></p> <p><i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
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HOW TO FILE A COMPLAINT	<p>Submit your complaint through any of the following channels:</p> <ul style="list-style-type: none">• Accomplish the <i>printed</i> Feedback Form available at any of the Public Assistance and Complaints Desk (PACD) and drop it in the “Feedback Box”. For the <i>type of feedback</i>, choose “<i>Complaint</i>”.• Access and accomplish the <i>online</i> Feedback Form through this link: https://bit.ly/upvclientfeedback . For the <i>type of feedback</i>, choose “<i>Complaint</i>”.• Email ovca.upvisayas@up.edu.ph <p>The following important information should be provided in the Details part of the form or in the email.</p> <ul style="list-style-type: none">• <i>Name of the person being complained</i>• <i>Incident (brief summary; include date and place)</i>• <i>Evidence (to support the complaint)</i> <p>For further inquiries and follow-ups, clients may contact or email the Office of the Vice Chancellor for Administration:</p> <p><i>Trunk line: (033) 315-9631 (loc 121)</i></p> <p><i>Telefax: (033) 315-2150</i></p> <p><i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
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HOW COMPLAINTS ARE PROCESSED	<ol style="list-style-type: none">1. The accomplished feedback forms (type of feedback tagged as “<i>Complaint</i>”) dropped in the suggestion boxes or submitted online are checked, collated, and summarized by the Information and Publications Office (IPO) once a week and submitted to the Office of the Vice Chancellor for Administration (OVCA) for monitoring.2. The VCA/CART Chair convenes the CART to evaluate each complaint and may recommend for the conduct of an investigation. The complaint is forwarded to the concerned office for explanation.3. The CART shall make a report after the investigation and shall submit it to the Chancellor for appropriate action.4. The CART shall give feedback to the client on the results of the investigation and/or the action taken to address the complaint. <p>For inquiries and follow-ups, clients may contact or email the Office of the Vice Chancellor for Administration:</p> <p><i>Trunk line: (033) 315-9631 (loc 121)</i></p> <p><i>Telefax: (033) 315-2150</i></p> <p><i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
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UNIVERSITY OF THE PHILIPPINES VISAYAS
Miagao, Iloilo City, and Tacloban Campuses

CLIENT FEEDBACK FORM

We appreciate your feedback. Let us know of your experience as we continue to improve the delivery of our services. You may use this form for comments/suggestions, compliments, or complaints.

DATA PRIVACY NOTICE

UPV strongly upholds data privacy pursuant to the laws and rules governing the Data Privacy Act of 2012 in the Philippines. This survey will require some personal information. It is understood that the use of these gathered information shall be limited only for the purpose of getting feedback and generating reports on incidents and shall neither be utilized for other purposes nor be accessible by other unauthorized individuals. **By continuing and participating, you consent and authorize UPV in the collection, lawful use, and lawful disclosure of your personal information.**

A. TYPE OF FEEDBACK <i>Please check the appropriate box:</i> <input type="checkbox"/> Comment/Suggestion <input type="checkbox"/> Compliment <input type="checkbox"/> Complaint	
B. INCIDENT	
Person(s)/Office/Unit Concerned or Involved:	
Service(s) Availed:	
Place of Incident (<i>Where did it happen?</i>):	
Date/Time of Incident (<i>When did it happen?</i>):	
Details of the Incident (for Complaints) or Compliments: (<i>You may attach additional documents as evidence.</i>)	
C. RECOMMENDATION/ SUGGESTIONS/ DESIRED ACTION FROM OUR OFFICE (<i>What would you like us to do?</i>)	
D. CLIENT INFORMATION	
Name (<i>optional</i>):	Office/Agency:
Address:	
Contact Number(s):	Email Address:
Signature:	Date:

*Please drop the accomplished form in the feedback box.
We will respond to your feedback within 15 days. Thank you.*



CONTACT INFORMATION: ARTA, PCC, CCB

	CONTACT INFORMATION
Anti-Red Tape Authority (ARTA)	<ul style="list-style-type: none">• complaints@arta.gov.ph 1-ARTA (2782)• Email: info@arta.gov.ph• Phone: (02) 8478-5091; (02) 8478-5093; (02) 8478-5099• Website: www.arta.gov.ph• Facebook - Anti-Red Tape Authority• Twitter - @ARTAgovph• Instagram - @ARTAgovph
Presidential Complaint Center (PCC)	<ul style="list-style-type: none">• 8888• Email: pcc@malacanang.gov.ph• Phone: +63(2)-8736-8645; +63(2)-8736-8603; +63(2)-8736-8629; +63(2)-8736-8621• Telefax No.: +63(2)-87368621
Contact Center Ng Bayan (CCB)	<ul style="list-style-type: none">• SMS: 0908-881-6565• Hotline: 1-6565 (Php 5.00+VAT per call via PLDT landlines)• Email: email@contactcenterngbayan.gov.ph• Web: https://contactcenterngbayan.gov.ph/



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Chancellor	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: oc.upvisayas@up.edu.ph Phone: (033) 315-9378
Budget Office	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: budget.upvisayas@up.edu.ph Phone: (033) 315-9723
Office of Legal Services	UPV Iloilo City, General Luna St., Iloilo City, 5000	Email: iso.upvisayas@up.edu.ph Phone: (033) 336-9700
Information and Publications Office	1/F New Administration Building, UPV Miagao, Iloilo, 5023 Little Theater, UPV Iloilo City, 5000	Email: ipo.upvisayas@up.edu.ph Phone: 09617950005
Office of Initiatives for Culture and the Arts	Main Building, UPV Iloilo City, 5000	Email: oica.upvisayas@up.edu.ph Phone: (033) 337-9159
Office of Alumni Relations	Ground Floor, GCEB, Gen. Luna Street, Iloilo City	Email: oar.upvisayas@up.edu.ph Phone: (033) 336-8837
Ugnayan ng Pahinungod Visayas	2nd Floor, GCEB, Gen. Luna Street, Iloilo City	Email: pahinungod.upv@up.edu.ph Phone: (033) 320-6334
University of the Philippines Visayas – Diliman Liaison Office	UPV-Guesthouse, #4 Bautista St. Area 2 UP Diliman, Quezon City	Email: dlo.upvisayas@up.edu.ph ; upvdlo@gmail.com Phone: (02) 8990-1169
Office of the Vice Chancellor for Academic Affairs	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: ovcaa.upvisayas@up.edu.ph Phone: (033) 315-8142



Office of the University Registrar	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: our.upvisayas@up.edu.ph ; admissions.our.upvisayas@up.edu.ph ; crs.upvisayas@up.edu.ph Phone: (033) 315-8556; (033) 315 9631; (033) 315 9632; local 191,192, &193; 09519577035; 09569850385
Office of the Dean	Ground Floor, Graduate and Continuing Education Building (GCEB) General Luna Street, Iloilo City, 5000	Email: graduateschool.upvisayas@up.edu.ph Phone: (033) 337-7982
Office of the School Secretary	Ground Floor, Graduate and Continuing Education Building (GCEB) General Luna Street, Iloilo City, 5000	Email: gs-secretary.upvisayas@up.edu.ph Phone: (033) 337-7982
University Library	Library-Museum Building, UPV Miagao, Iloilo 5023	Email: lib.upvisayas@up.edu.ph Phone: (033) 315-8360, (033) 3209607; UPV Trunkline (033) 315-9631 / 315-9632 Local 213
Office of Student Affairs	UG/F College Union Building, UPV Miagao, Iloilo, 5023	Email: osa.upvisayas@up.edu.ph Phone: (033) 513-7019; UPV Trunkline (033) 315-9631 / 315-9632 Local 167-168
Teaching and Learning Resource Center	LG/F College Union Building, UPV Miagao, Iloilo, 5023	Email: lrc.upvisayas@up.edu.ph Phone: (033) 315-8908
National Service Training Program	1/F Villadolid Hall, UPV Miagao, Iloilo 5023	Email: nstp.upv@up.edu.ph Phone: UPV Trunkline (033) 315-9631 to 32 local 236
Office of the Vice Chancellor for Administration	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: ovca.upvisayas@up.edu.ph Phone: (033) 315-2150



Accounting Office	1/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: accountingupvisayas@yahoo.com Phone: (033) 513-7016
Auxiliary Services Office	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: aso.upvisayas@up.edu.ph Phone: (033) 315-8344 and : UPV Trunkline (033) 315-9631 to 32 local 125
Campus Development and Maintenance Office	Pilot Plant Office, UPV Miagao, Iloilo, 5023	Email: cdmo.upvisayas@up.edu.ph Phone: (033) 315-9801
Cash Office	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: cash.upvisayas@up.edu.ph Phone: (033) 315-2277; 09602677484 UPV Trunkline (033) 315-9631 / 315-9632 Local 151, 150, and 307
Data and Information Systems Program	1/F Villadolid Hall, UPV Miagao, Iloilo 5023	Email: disp.upvisayas@up.edu.ph ; dispgroup@upv.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 Local 173
Health Services Unit	Infirmary Building, UPV Miagao, Iloilo, 5023	Email: hsu-mia@upv.edu.ph , hsu-mia.upvisayas@up.edu.ph hsumiagaomedical@upv.edu.ph (for Miagao Campus) & hsu-ic.upvisayas@up.edu.ph phhsuiloilomedical@upv.edu.ph (for Iloilo City Campus) Phone:(033) 315-8301, 09456994613, 09185641942 (Miagao) (033) 337-8594 (Iloilo City)



Human Resources Development Office	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: hrdo.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 Local 170,171 and 172
Supply and Property Services Office	Old SoTech Building Rm. 16-17 New CM Bldg., UPV Iloilo City Campus	Email: spsso.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 local 180 (chief, admin section), 181 (procurement section), 247 (inventory section), 09171475733 (City Campus)
Security Service Force	Security Service Force Building, UPV Miagao, Iloilo	Email: ssf.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 local 413
Office of the Vice Chancellor for Planning and Development	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: ovcpd.upvisayas@up.edu.ph Phone:(033) 315-8137 and UPV Trunkline (033) 315-9631 / 315-9632 local 130
SARP	3/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: sarp@upv.edu.ph ; sarp.upvisayas@up.edu.ph Phone:(033) 315-8344 and UPV Trunkline (033) 315-9631 / 315-9632 local 135
SDRP	Reforestation, UPV Miagao, Iloilo, 5023	Email: upvsdrp@yahoo.com Phone: UPV Trunkline (033) 315-9631 / 315-9632 local 219



Office of the Vice Chancellor for Research and Extension	2/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: ovcre.upvisayas@up.edu.ph Phone: (033) 315-8382
National Institute of Molecular Biology and Biotechnology	Bldg. 2, Wet and Dry Laboratory, CFOS, UPV Miagao, Iloilo 5023	Email: nimbb.upvisayas@up.edu.ph Phone: (033) 315-9014
Gender and Development Program Office	Gender and Development Building, UPV Iloilo City, 5000	Email: gdp.upvisayas@up.edu.ph Phone: (033) 335-1702
Office of the Continuing Education and Pahinungod	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: ocep.upvisayas@up.edu.ph Phone: (033) 315-9631-32 loc 421
Sentro ng Wikang Filipino	BalayWika, UPV Iloilo City, 5000	Email: swf.upvisayas@up.edu.ph Phone: (no working landline)
Technology Transfer and Business Development Office	UPV TTBDO, Regional Research Center, UPV, Miagao, Iloilo 5023	Email: ttbdo.upvisayas@up.edu.ph Phone: 09054439916 (Globe)
Philippine Genome Center Visayas Satellite Facility	PGC Visayas Laboratories Room 205, Second Floor, Regional Research Center, University of the Philippines Visayas 5023 Miagao, Iloilo	Email: pgc.upvisayas@up.edu.ph ; sequencing.pgc.upvisayas@up.edu.ph ; bioinfo.pgc.upvisayas@up.edu.ph Phone: 09153370408
College of Fisheries and Ocean Sciences		
Office of the Dean	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: cfos-dean.upvisayas@up.edu.ph ; cfos@upv.edu.ph Phone: (033) 315-8143
Office of the College Secretary	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: cfos-sec.upvisayas@up.edu.ph Phone: (033) 315-8143
Institute of Aquaculture (IA)	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: ia.upvisayas@up.edu.ph Phone: (033) 315-8090



Brackishwater Aquaculture Center	Leganes, Iloilo, 5003	Email: bac_ia.upvisayas@up.edu.ph ; Phone: (033) 351-1484
Institute of Fisheries Policy and Development Studies (IFPDS)	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: ifpds.upvisayas@up.edu.ph Phone:
Institute of Fish Processing Technology (IFPT)	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: ifpt.upvisayas@up.edu.ph ; ifpt@upv.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 Local 165
Institute of Marine Fisheries and Oceanology (IMFO)	2/F Villadolid Hall, UPV Miagao, Iloilo, 5023	Email: imfo.upvisayas@up.edu.ph ; upvimfo@yahoo.com Phone: (033) 3158381
College of Arts and Sciences		
Office of the Dean	Tomas Fonacier Building, UPV, Miagao, Iloilo, 5023	Email: cas.upvisayas@up.edu.ph Phone: 33-3159636/ UPV Trunkline 033 315-9631/ 315-9632 local 136
Office of the College Secretary	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: cas-sec.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9625 local 175 (College Secretary) and 178 (Staff)
Department of Chemistry	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: chemistry.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 local 240
Department of Physical Education	Covered Court, UPV Miagao, Iloilo, 5023	Email: pe.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9632 local 312
Division of Biological Sciences	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: biosci.upvisayas@up.edu.ph Phone: (033) 331-0237



Division of Humanities	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: humdiv.upv@up.edu.ph Phone: UPV Trunkline 315-9631 to 32 loc. 217/218
Division of Physical Sciences and Mathematics	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: psm.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631/ 315-9632 loc. 239
Division of Professional Education	Graduate and Continuing Education Building, UPV Iloilo City, 5000	Email: profed.upvisayas@up.edu.ph Phone: (033) 337-2929
Division of Social Sciences	Tomas Fonacier Building, UPV Miagao, Iloilo, 5023	Email: socsci.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 to 32 loc. 398
UP High School in Iloilo	High School Building, UPV Iloilo City, 5000	Email: upvhsi.upvisayas@up.edu.ph Phone: (033) 337-8517 and (033) 336-5565
Center for West Visayan Studies	Main Building, UPV Iloilo City, 5000	Email: cwvs.upvisayas@up.edu.ph Phone: (033) 338-1894
Community Outreach Program (COP) - BIDANI	Gender and Development Building, UPV Iloilo City, 5000	Email: copbidanicas.upvisayas@up.edu.ph Phone: (033) 336-5568
Language Program	4/F, Graduate and Continuing Education Building (GCEB) General Luna Street, Iloilo City, 5000	Email: lp.upvisayas@up.edu.ph Phone: 09162318418
College of Management		
Office of the College Dean	College of Management Building, UPV Iloilo City, 5000	Email: cm-dean.upvisayas@up.edu.ph Phone: (033) 336-5559
Office of the College of Secretary	College of Management Building, UPV Iloilo City, 5000	Email: cm-sec.upvisayas@up.edu.ph Phone: (033) 336-5560



Department of Accounting	College of Management Building, UPV Iloilo City, 5000	Email: deptacctg.upvisayas@up.edu.ph Phone: (033) 337-0671
Department of Management	College of Management Building, UPV, Iloilo City 5000	Email: deptmgt.upvisayas@up.edu.ph Phone: (033) 337-7626
School of Technology		
Office of the School Dean	School of Technology, UPV Miagao, Iloilo 5023	Email: sotech-dean.upvisayas@up.edu.ph Phone: (no working landline)
Office of the School Secretary	School of Technology, UPV Miagao, Iloilo 5023	Email: sotech-sec.upvisayas@up.edu.ph Phone: (no working landline)
Graduate School		
Office of the School Dean	GCE Building, UP Visayas, Gen. Luna St., Iloilo City, 5000	Email: graduateschool.upvisayas@up.edu.ph Phone: (033) 337-7982
Office of the School Secretary	GCE Building, UP Visayas, Gen. Luna St., Iloilo City, 5000	Email: gs-secretary.upvisayas@up.edu.ph Phone: (033) 337-7982
UPV Tacloban College		
Office of the College Dean	AS Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: upvtac.upvisayas@up.edu.ph Phone: (053) 832-2897
Office of the College Secretary	AS Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: tac-sec.upvisayas@up.edu.ph Phone: (053) 832-2897
Division of Humanities and Physical Education	AS Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: hum.tac.upvisayas@up.edu.ph Phone: (053) 832-2939
Division of Management	DM Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: mgmt.tac.upvisayas@up.edu.ph Phone: (053) 832-3039



Division of Natural Sciences and Mathematics	AS Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: dnsn.tac.upvisayas@up.edu.ph Phone: (053) 832-2878
Division of Social Sciences	AS Campus, UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: dss.upv_tac@up.edu.ph Phone: (053) 832-2939
Office of Students Affairs	UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: osa.tac.upvisayas@up.edu.ph Phone: (053) 832-3045
Health Services Unit	UPV Tacloban College, Magsaysay Boulevard, Tacloban City, 6500	Email: hsu.tac.upvisayas@up.edu.ph Phone: (053) 832-7282