



UNIVERSITY OF THE PHILIPPINES
University of the Philippines Visayas

CITIZEN'S CHARTER
2025 (1st Edition)



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. 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.



V. List of Services

OFFICE OF THE CHANCELLOR	28
EXTERNAL SERVICE	29
1. GRANT OF APPROVAL TO SUSPEND CLASSES OR DECLARE AS AN ALTERNATIVE CLASS	29
2. GRANT OF APPROVAL TO CONDUCT STUDENT ACTIVITIES INSIDE OR OUTSIDE THE CAMPUS BY STUDENT ORGANIZATIONS	30
3. GRANT OF READMISSION (APPEAL OF STUDENTS FOR READMISSION)	32
4. GRANT OF EXTENSION OF ENROLLMENT	33
5. GRANT OF STUDENT LOAN	34
6. GRANT OF APPROVAL TO CONDUCT ACTIVITIES REQUIRING BUDGET (REQUEST OF STUDENTS OR BY OFFICES/UNITS)	35
INTERNAL SERVICE	36
7. ISSUANCE OF CERTIFICATE OF NO OBJECTION FOR TRAVEL ABROAD ON PERSONAL BUSINESS	36
8. ISSUANCE OF AUTHORITY TO TRAVEL ABROAD ON OFFICIAL BUSINESS	38
9. ENDORSEMENT OF RESEARCH PROPOSALS OR ACTIVITIES/CONFERENCES FOR FUNDING BY EXTERNAL AGENCIES	40
10. ENDORSEMENT OF APPLICATION FOR STUDY ABROAD, SCHOLARSHIP, OR ATTENDANCE TO TRAINING PROGRAM	41
11. ISSUANCE OF APPOINTMENT FOR COMPOSITION OF COMMITTEES OR APPOINTMENT OF OFFICERS-IN-CHARGE	42
12. ISSUANCE OF AUTHORITY TO HOLD CASH ADVANCE (FOR THE AMOUNT ABOVE P5,000)	43
BOTH INTERNAL AND EXTERNAL SERVICE	44
13. PROVISION OF LEGAL OPINION/ADVICE	44
BUDGET OFFICE	45
EXTERNAL SERVICES	46
1. PAYMENT OF TELEPHONE BILL	46
INTERNAL SERVICES	48
1. UPV BUDGET PROPOSAL PREPARATION AND SUBMISSION TO UP SYSTEM	48
2. PROVIDES SENATE AND CONGRESS BUDGET PROPOSAL (BP) FORMS AND OTHER REPORTS DURING BUDGET HEARING.	53
3. SUBMISSION OF INTERNAL OPERATING BUDGET (IOB) TO THE UP SYSTEM	56
4. ISSUANCE OF NOTICE OF ALLOTMENT TO COLLEGES/UNITS/OFFICES	58
5. 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	60
6. GIVE/PROVIDE RECOMMENDATION TO THE CHANCELLOR AS TO AVAILABILITY (IDENTIFY FUND SOURCE) OF FUNDS FOR HOLDING SPECIALACTIVITIES OF THE UNIVERSITY.	62



7. 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	64
8. GIVE/PROVIDE RECOMMENDATION/CERTIFIES AVAILABILITY OF FUNDS TO ATTEND TRAININGS, SEMINARS, WORKSHOPS, CONFERENCES TO COVER REGISTRATION FEES AND TRAVEL EXPENSES.	66
9. GIVE/PROVIDE RECOMMENDATIONS ON FUND AVAILABILITY FROM UNIT'S SHARE OF INCOME COLLECTED TO BE UTILIZED FOR VALID PURPOSES.	68
10. PROVIDE RECOMMENDATION FOR THE REQUEST OF SUPPLEMENTAL BUDGET	70
11. 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.	72
12. PROVIDE RECOMMENDATION/COMMENTS RE: EXTENSION OF PROJECT IMPLEMENTATION.	74
13. PROVIDE RECOMMENDATION TO THE CHANCELLOR ON REQUEST FOR REALIGNMENT OF BUDGET WITHOUT ADDITIONAL FUNDING.	76
14. 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	78
15. CERTIFIES AVAILABILITY OF FUNDS/EARMARKS FUNDS FOR THE PROCUREMENT OF SUPPLIES, MATERIALS, CATERING SERVICES, VAN RENTALS, CASH ADVANCES, ETC.	80
16. BUDGET CLEARANCE FOR THE PURCHASE OF EQUIPMENT	82
17. BUDGET CLEARANCE FOR THE REPLACEMENT/REPAIR OF EQUIPMENT	84
18. PROVIDES BUDGET CLEARANCE/OBLIGATION FOR ALL PAYMENT TRANSACTIONS	87
19. SUBMISSION OF DOCUMENTS IN COMPLIANCE WITH UP SYSTEM/DBM FINANCIAL ACCOUNTABILITY REPORTS	89
20. UPDATING OF PERSONAL SERVICES ITEMIZATION & PLANTILLA OF PERSONNEL (PSIPOP)	91
21. APPROVAL FOR THE UTILIZATION OF TUITION AND OTHER SCHOOL FEES (TOSF)	92
INFORMATION AND PUBLICATIONS OFFICE	94
EXTERNAL SERVICE	95
1. FACILITATION OF PERMIT FOR CAMPUS PHOTOSHOOT	95
2. CAMPUS TOURS	97
INTERNAL SERVICE	99
1. FACILITATION OF PERMIT FOR CAMPUS PHOTOSHOOT	99
2. CAMPUS TOURS	101
3. DOCUMENTATION/COVERAGE OF UNIVERSITY EVENTS	103
4. INFORMATION DISSEMINATION/ INFOBLAST OF ANNOUNCEMENTS	104
LEGAL OFFICE	105
INTERNAL SERVICES	106
1. OPINIONS / ADVICE / ASSISTANCE TO THE CHANCELLOR AND OTHER OFFICIALS	106
2. JUDICIAL AND ADMINISTRATIVE CASES	1



3. FILING OF PLEADINGS IN PENDING CASES	1
4. CONTRACT DRAFTING AND REVIEW	1
5. DRAFTING AND MAILING OF DEMAND LETTERS	1

OFFICE OF INITIATIVES IN CULTURE AND THE ARTS (OICA)	1
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EXTERNAL SERVICE	1
1. REQUEST FOR USE OF UPV MAIN BUILDING FACILITIES FOR EVENTS AND OTHER ACTIVITIES	1
2. REQUEST FOR USE OF UPV CINEMATHEQUE FOR FILM SCREENING OR OTHER ACTIVITIES	1
3. REQUEST FOR GROUP TOUR/VISIT OF THE ART GALLERY, MUSEUM, AND CINEMATHEQUE	1
INTERNAL SERVICE	1
4. REQUEST FOR SPONSORSHIP/PARTNERSHIP FOR ART AND CULTURE RELATED ACTIVITIES AND EVENTS	1

OFFICE OF ALUMNI RELATIONS	1
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EXTERNAL SERVICES	1
1. REQUEST FOR A CEREMONIAL TURN-OVER OF DONATION	1
2. ISSUANCE OF DEED OF DONATION AND ACCEPTANCE	1
3. PROCESSING OF APPLICATION OF UPV ALUMNI ID	1
4. REQUEST FOR ASSISTANCE TO ORGANIZE REUNION	1
5. RECEIVING OF INCOMING DOCUMENT	1
6. RESPONSE TO E-MAIL CLARIFICATION/INQUIRY	1
7. ISSUANCE OF LIST OF ALUMNI	1

OFFICE OF STUDENT AFFAIRS	1
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EXTERNAL SERVICE	1
1. ACCOMMODATION OF TRANSIENTS/GUESTS IN STUDENT DORMITORIES	1
2. ISSUANCE OF CERTIFICATIONS	1
3. APPROVAL OF STUDENT LOAN APPLICATION	1
4. SIGNING OF CLEARANCE	1
5. COUNSELING SERVICE	1
6. CONDUCT OF PSYCHOLOGICAL TESTING FOR STUDENTS	1
7. CONDUCT OF PSYCHOLOGICAL TESTING - EXTENSION	1
8. CONDUCT OF GROUP GUIDANCE/TRAINING PROGRAMS/WORKSHOPS	1
9. APPLICATION FOR STUDENT LEARNING ASSISTANCE SYSTEM (SLAS) ONLINE	1
10. APPEAL FOR STUDENT LEARNING ASSISTANCE SYSTEM (SLAS) ONLINE	1
11. APPLICATION FOR SCHOLARSHIP PROGRAMS (GOVERNMENT AND PRIVATE)	1
12. RENEWAL OF SCHOLARSHIPS (GOVERNMENT AND PRIVATE)	1
13. APPLICATION FOR STUDENT/GRADUATE ASSISTANTSHIP (SAGA)	1
14. APPLICATION FOR SHARE LOAN PROGRAM	1
15. PROCESSING OF GSIS INSURANCE CLAIMS	1
16. APPLICATION FOR RECOGNITION AS COLLEGE-BASED AND UNIVERSITY-WIDE STUDENT ORGANIZATIONS	1



17. APPLICATION TO HOLD ACTIVITIES FOR COLLEGE-BASED AND UNIVERSITY-WIDE STUDENT ORGANIZATIONS	1
18. REQUEST FOR POSTING OF PUBLICITY MATERIALS OF STUDENTS AND STUDENT ORGANIZATIONS	1
19. REQUEST FOR HOLDING OF OFF-CAMPUS ACTIVITIES OR ON-CAMPUS PARTIES	1
20. 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	1
21. APPLICATIONS OF STUDENTS FOR RESIDENCY AT UPV RESIDENCE HALLS (ILOILO AND MIAGAO CAMPUSES)	1
22. ADMISSION OF QUALIFIED STUDENT APPLICANT IN THE STUDENT DORMITORY	1
23. REQUEST FOR APPROVAL OF PERMITS (LATE/WEEKEND/OVERNIGHT)	1
24. STUDENT WELFARE SERVICES	1
EXTERNAL SERVICES	1
1. PROCESSING OF TATAK PAHINUNGOD APPLICATION	1
2. PROCESSING OF HIUGYONAY APPLICATION	1
3. BORROWING OF PAHINUNGOD EQUIPMENT (E.G., SPEAKER, PROJECTOR)	1
4. ISSUANCE OF VOLUNTEER CERTIFICATE	1
5. RECRUITMENT OF GURONG PAHINUNGOD (GP) VOLUNTEERS	1
6. RECRUITMENT OF TEACHER DEVELOPMENT PROGRAM (TDP) VOLUNTEERS	1
7. RECRUITMENT OF VOLUNTEERS FOR VARIOUS PAHINUNGOD AND NON-PAHINUNGOD ACTIVITIES	1
8. QUERIES AND INFORMATION REQUESTS	1
9. ENTERTAINING GUESTS AND VISITOR	1
10. FACILITATING INCOMING COMMUNICATIONS/REQUESTS	1
11. PROMOTIONAL POSTING/PRESS RELEASE	1
INTERNAL SERVICES	1
12. REQUEST FOR SUPPLIES/EQUIPMENT	1
13. REQUEST FOR PROCESSING OF PAHINUNGOD EXPENSES (E.G., PETTY CASH, REIMBURSEMENT OF EXPENSES)	1
UPV DILIMAN LIAISON OFFICE	1
INTERNAL SERVICE	1
1. ACCOMMODATION OF UPV FACULTY, STAFF AND STUDENTS AT UPV GUESTHOUSE ON OFFICIAL BUSINESS IN LUZON	1
2. ACCOMMODATION OF UPV FACULTY AT UPV GUESTHOUSE EXTENSION ON STUDY LEAVE	1
3. TRANSPORT SERVICES TO THE CHANCELLOR/UPV OFFICIALS ON OFFICIAL BUSINESS IN LUZON	1
4. RELEASE OF CHECK PAYMENTS TO SUPPLIERS	1
5. SHIPMENT OF DONATIONS, SUPPLIES, READING MATERIALS/PUBLICATIONS TO ILOILO	1
6. SECURE VISA, EXTENSION/CONVERSION, ACR, I-CARD, SPECIAL STUDY PERMIT	1
7. TRANSMITTAL OF DOCUMENTS FROM UPV TO CONCERNED OFFICES IN DILIMAN AND OTHER OFFICES IN METRO MANILA	1
8. TRANSMITTAL OF DOCUMENTS FROM UP SYSTEM AND OTHER OFFICES INTENDED FOR UPV MIAGAO AND ILOILO CITY CAMPUS.	1



9. SECURE CHECK FUNDING RELEASES FROM GOVERNMENT AGENCIES (DOST, NHP, NCAA, CHED, PCARRD, OVP, DA, DA-BAR, UP SYSTEM)	1
10. DELIVER/REMIT UNEXPENDED BALANCES OF UPV RESEARCH PROJECTS TO CONCERNED FUNDING AGENCIES (CHED, DOST, PCARRD, DA, DA-BAR, NHP, OVP, NCCA)	1
11. RELEASE CHECK PAYMENT OF HONORARIUMS TO UPV RESOURCE PERSONS	1

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS 1

INTERNAL SERVICE 1

1. ISSUANCE OF TRAVEL ORDERS FOR LOCAL OFFICIAL TRIPS	1
2. COMPUTATION OF OVERLOAD CLAIMS OF FACULTY	1
3. GRANT OF RLC (RESEARCH LOAD CREDIT) OF NOT MORE THAN 6 UNITS	1
4. APPROVAL/DISAPPROVAL ON THE REQUESTS FOR WAIVER OF MAXIMUM RESIDENCY RULE AND APPLICATION FOR READMISSION FROM DISMISSED STATUS	1

UNIVERSITY LIBRARY 1

EXTERNAL SERVICE 1

1. BORROWING AND RETURNING A SERIAL/THESIS/DISSERTATION (ROOM-USE ONLY)	1
2. COLLECTION OF PAYMENTS	1
3. DOCUMENT DELIVERY	1
4. PHOTOCOPYING SERVICES (MIAGAO CAMPUS ONLY)	1
5. READER'S ADVISORY	1
6. USE OF LIBRARY BY NON-UPV	1
7. VIRTUAL REFERENCE SERVICES (BISAY)	1

INTERNAL SERVICE 1

8. BORROWING/LENDING OF BOOK (FOR UPV CONSTITUENTS) – FACE-TO-FACE	1
9. BORROWING/LENDING OF BOOK (FOR UPV CONSTITUENTS) – PICK UP SCHEME	1
10. BORROWING AND RETURNING A SERIAL/THESIS/DISSERTATION (ROOM-USE ONLY)	1
11. COLLECTION OF PAYMENTS	1
12. DOCUMENT DELIVERY	1
13. INTERNET SERVICES (LOGIN)	1
14. INTERNET SERVICES (LOGOUT)	1
15. PERMIT TO USE NON-UPV LIBRARIES	1
16. PHOTOCOPYING SERVICES (MIAGAO CAMPUS ONLY)	1
17. READER'S ADVISORY	1
18. RECEIVING REQUEST FOR PURCHASE OF LIBRARY MATERIALS FROM FACULTY	1
19. REGISTRATION FOR LIBRARY PRIVILEGES	1
20. REQUEST TO USE MEDIA SERVICES	1
21. RETURNING OF BORROWED BOOK (FOR UPV CONSTITUENTS) – DROPBOX MODE	1
22. RETURNING OF BORROWED BOOK (FOR UPV CONSTITUENTS) – (FACE-TO-FACE)	1
23. SIGNING OF UNIVERSITY CLEARANCE FOR FACULTY AND STAFF	1
24. VIRTUAL REFERENCE SERVICES (BISAY)	1



NATIONAL SERVICE TRAINING PROGRAM - RESERVED OFFICER TRAINING CORPS 1

EXTERNAL SERVICES1

1. CROWD CONTROL DURING LANTERN PARADE, DINAGYANG AND OTHER SPECIAL EVENTS 1
2. COLORS REQUESTS DURING UNIVERSITY PROGRAMS WHICH NEEDS ENTRANCE AND EXITS OF COLORS 1

INTERNAL SERVICE 1

3. STUDENT REGISTRATION TO NSTP (AFTER ENROLMENT) 1
4. ISSUANCE OF CERTIFICATE OF COMPLETION/CERTIFICATION 1

OFFICE OF THE UNIVERSITY REGISTRAR 1

EXTERNAL SERVICE 1

1. APPEALS REGARDING STUDENT ADMISSIONS, PROGRESS, AND GRADUATION 1
2. APPLICATION FOR AUTOMATIC ADMISSION OF FILIPINO AND NON-FILIPINO HIGH SCHOOL GRADUATES FROM ABROAD 1
3. APPLICATION FOR ADMISSION OF NON-FILIPINO STUDENTS TO UPV 1
4. APPLICATION FOR ADMISSION OF FILIPINO STUDENTS TO UPV 1
5. ADMISSION OF INCOMING FIRST-YEAR STUDENTS THROUGH UPCAT 1
6. ADMISSION OF INCOMING FIRST-YEAR STUDENTS THROUGH AUTOMATIC ADMISSION (HIGH SCHOOL GRADUATE ABROAD AND ISKOLAR NG BAYAN) 1
7. ADMISSION OF NEW TRANSFER/SECOND DEGREE/NON-DEGREE/SPECIAL STUDENTS 1
8. REQUEST FOR CHANGE OF NAME 1
9. ISSUANCE OF AUTHENTICATED DOCUMENT 1
10. ISSUANCE OF CERTIFICATIONS (ENGLISH AS A MEDIUM OF INSTRUCTION; ENROLMENT; GRADE EQUIVALENT; GRADUATION; SPECIAL ORDER EXEMPTION; PHILIPPINE LAW SCHOOL TEST (PHILSAT) AND UNITS EARNED 1
11. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) 1
12. ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION (CD) 1
13. ISSUANCE OF CERTIFICATE OF WEIGHTED AVERAGE GRADE (WAG) 1
14. ISSUANCE OF CERTIFICATION (WITH GRADES) FOR CHED AND OTHER SCHOLARSHIPS... 1
15. ISSUANCE OF CERTIFICATE OF NON-ISSUANCE OF HONORABLE DISMISSAL (CNIHD) AND HONORABLE DISMISSAL/CERTIFICATE OF TRANSFER CREDENTIALS (HD/CTC) 1
16. ISSUANCE OF CERTIFIED DIPLOMA TEXT/ENGLISH TRANSLATION OF DIPLOMA 1
17. ISSUANCE OF CERTIFICATION (WITH GRADES FOR CROSS REGISTRANTS FROM OTHER SCHOOLS/UNIVERSITIES OTHER THAN UP) 1
18. ISSUANCE OF CRSIS LOGIN CREDENTIALS 1
19. ISSUANCE OF DIPLOMA 1
20. ISSUANCE OF LETTER OF NO OBJECTION (LONO) 1
21. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR) 1
23. ISSUANCE OF RE-ASSESSMENT SLIP 1
24. ISSUANCE OF STUDENT RFID 1
25. APPLICATION FOR PAPERLESS UNIVERSITY CLEARANCE 1



26. PROCESS-REQUIRED DATA REQUEST WITH ACCOMPANYING FORMS/TEMPLATES	1
27. REQUEST FOR ACADEMIC INFORMATION AND RELEVANT INFORMATION	1
28. STUDENT RECORDS VERIFICATION	1
INTERNAL SERVICE	1
29. CONFIRMATION OF THE LIST OF HONORIFIC SCHOLARS	1
30. EVALUATION OF THE LIST OF GRADUATING STUDENTS	1
31. 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	1
32. RELEASE OF EXCERPT OR MINUTES OF THE UNIVERSITY COUNCIL (UC), EXECUTIVE COMMITTEE (EC), CHANCELLOR'S ADVISORY COUNCIL (CAC), AND CURRICULUM COMMITTEE (CC) PROCEEDINGS	1
TEACHING AND LEARNING RESOURCE CENTER	1
INTERNAL SERVICE	1
1. TOTAL BIG-TIME ACCESS CARD (TBAC) SERVICES	1
2. COMPUTER USE SERVICES	1
3. PRINTING AND PHOTOCOPYING SERVICES	1
4. REQUEST FOR USE OF FACILITIES AND LEARNING SPACES	1
5. DOCUMENT JOB SOLUTIONS (LAMINATION, RING BINDING, AND SCANNING) SERVICES	1
6. PEER TUTORIAL PROGRAM SERVICES	1
OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION	1
EXTERNAL SERVICE	1
1. ISSUANCE OF PERMIT FOR PASSAGE OF DELIVERY TRUCKS	1
2. ISSUANCE OF PERMIT FOR USE OF FACILITIES	1
INTERNAL SERVICE	1
3. POUCH SERVICES FOR UPV TACLOBAN, DILIMAN AND OTHER DESTINATIONS WITHIN THE PHILIPPINES PER AVAILABILITY OF COURIER SERVICES	1
4. POUCH TRANSMITTAL FROM UPV MIAG-AO CAMPUS TO UPV ILOILO CITY CAMPUS SEND THROUGH SHUTTLE	1
5. ISSUANCE OF AUTHORITY TO HOLD PETTY CASH FUND (PCF)/CASH ADVANCE (CA) FOR THE AMOUNT BELOW P5,000.00	1
6. INCLUSION OF ADDITIONAL GOODS AND SERVICES IN THE PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP)	1
7. ISSUANCE OF ID FOR JOB ORDER CONTRACT PERSONNEL	1
8. ISSUANCE OF JOB ORDER CONTRACTS FOR PERSONNEL	1
9. WAIVER OF FEES FOR THE USE OF FACILITIES/SHUTTLE SERVICES	1
ACCOUNTING OFFICE	1



INTERNAL SERVICE	1
1. LIQUIDATION OF CASH ADVANCE	1
2. PAYMENT OF FIRST SALARY ADJUSTMENT CLAIMS	1
3. PAYMENT OF CLAIMS	1
 AUXILIARY SERVICES OFFICE	 1
 EXTERNAL SERVICE	 1
1. REQUEST FOR USE OF UPV FACILITIES, SPACE, ETC.	1
INTERNAL SERVICE	1
2. REQUEST FOR USE OF UPV FACILITIES, SPACE, ETC.	1
 CAMPUS DEVELOPMENT AND MAINTENANCE OFFICE	 1
 EXTERNAL SERVICE	 1
1. USE OF UPV FACILITIES IN MIAGAO CAMPUS (UPV STUDENTS AND ALUMNI)	1
2. USE OF UPV FACILITIES IN MIAGAO CAMPUS (NON-UPV CLIENTS)	1
3. USE OF UPV BUS AND POOLED VEHICLE	1
4. MINOR REPAIRS OF BUILDINGS AND STRUCTURES	1
5. SUPPORT SERVICES DURING ACTIVITIES	1
6. PAYMENT FOR UTILITIES EXPENSES (TELEPHONE, WATER, AND ELECTRICITY)	1
7. WATER CONNECTION	1
8. PAYMENT OF CONTRACTOR'S BILLINGS FOR MAINTENANCE PROJECTS (FIRST BILLING)	1
9. PAYMENT OF CONTRACTOR'S BILLINGS FOR MAINTENANCE PROJECTS (PROGRESS BILLING)	1
10. PAYMENT OF CONTRACTOR'S BILLINGS FOR MAINTENANCE PROJECTS (15% ADVANCE PAYMENT)	1
11. PAYMENT OF CONTRACTOR'S BILLINGS FOR MAINTENANCE PROJECTS (FINAL BILLING)	1
INTERNAL SERVICE	1
12. USE OF UPV FACILITIES IN MIAGAO CAMPUS (UPV EMPLOYEES, UNITS, AND OFFICES)	1
13. USE OF UPV BUS AND POOLED VEHICLE	1
14. MINOR REPAIRS OF BUILDINGS AND STRUCTURES	1
15. SUPPORT SERVICES DURING ACTIVITIES	1
16. MINOR REPAIRS OF BUILDINGS AND STRUCTURES (UPV STAFF HOUSING UNITS)	1
17. TECHNICAL SPECIFICATIONS AND COST ESTIMATES INVOLVING THE EXPERTISE OF ENGINEERS, ETC.	1
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, PLUMBING, OR MECHANICAL SPECIFICATIONS PROVIDED BY THE OFFICE ARE USED AS THE TERMS OF REFERENCE IN THE PROCUREMENT PROCESS.	1
18. CHECK-UP AND MINOR REPAIR OF ACUS	1
19. CHECK-UP AND REPAIR OF UPV VEHICLES	1
 CASH OFFICE	 1
 EXTERNAL/INTERNAL SERVICE	 1



1. COLLECTION OF FEES (WALK-IN)	1
2. DISBURSEMENT OF CHECK/CASH OVER-THE-COUNTER	1
3. COLLETION OF FEES THROUGH ON-LINE PLATFORM	1
4. DISBURSEMENT OF CASH/CHECK THROUGH ON-LINE DEPOSIT	1
INTERNAL SERVICE	1
5. PREPARATION AND DISBURSEMENT OF CHECK	1
6. ISSUANCE OF UPV CAR STICKER	1
7. REQUEST FOR ISSUANCE OF LETTER OF INTRODUCTION TO LAND BANK	1
8. RELEASE OF PAYSLEIPS TO UPV EMPLOYEES	1
9. BOND APPLICATION FOR PUBLIC OFFICIALS AND EMPLOYEES TO THE BUREAU OF THE TREASURY	1
10. DISBURSEMENT OF CHECK THROUGH ISSUANCE OF ACKNOWLEDGEMENT RECEIPT (AR)	1
11. CERTIFICATION OF EMPLOYEE FOR: UNIVERSITY CLEARANCES; HDMF/PAG-IBIG LOAN APPLICATION & CWT AND ECWT OF GLOBE TELECOM TAXES WITHHELD	1
12. DISBURSEMENT OF CHECK THROUGH MAIL TO OTHER U.P. UNITS	1
13. ISSUANCE OF BUS PASS AND TICKET	1
14. REQUEST FOR CANCELLATION OF CHECK AND/OR REISSUANCE OF CHECK	1
DIGITAL INNOVATION CENTER	1
INTERNAL SERVICES	1
1. ICT TROUBLESHOOT, REPAIR AND MAINTENANCE	1
2. ICT EQUIPMENT INSTALLATION AND SET-UP	1
3. INSTALLATION, CONFIGURATION, AND TROUBLESHOOTING OF WIFI AND NETWORK EQUIPMENT	1
4. ICT TECHNICAL SPECIFICATIONS	1
5. TECHNICAL ASSISTANCE DURING UNIVERSITY EVENTS	1
6. E-PROCUREMENT CONCERNS (NEW UNIT OR PROJECT)	1
7. E-PROCUREMENT CONCERNS (USER ACCOUNT)	1
8. E-PROCUREMENT CONCERNS (PASSWORD RESET)	1
9. E-PROCUREMENT CONCERNS (EDIT ENTRIES IN THE DATABASE)	1
10. UP E-MAIL - NEW ACCOUNT FOR EMPLOYEES	1
11. UP E-MAIL - NEW ACCOUNT FOR STUDENTS	1
12. UP E-MAIL - REACTIVATION OF ACCOUNT FOR EMPLOYEES	1
13. UP E-MAIL - REACTIVATION OF ACCOUNT FOR STUDENTS	1
14. UP E-MAIL - PASSWORD RESET FOR EMPLOYEES	1
15. UP E-MAIL - PASSWORD RESET FOR STUDENTS	1
HEALTH SERVICES UNIT	1
EXTERNAL SERVICES	1
1. MEDICAL CONSULTATION AND TREATMENT	1
2. X-RAY SERVICES	1
3. LABORATORY SERVICES	1



4. DENTAL CONSULTATION AND TREATMENT	1
INTERNAL SERVICE	1
5. ANNUAL MEDICAL/PHYSICAL EXAMINATION	1
6. ANNUAL DENTAL EXAMINATION	1
7. MEDICAL CONSULTATION AND TREATMENT	1
8. DENTAL CONSULTATION AND TREATMENT	1
9. LABORATORY SERVICES	1
10. X-RAY SERVICES	1
 HUMAN RESOURCES DEVELOPMENT OFFICE	 1
 INTERNAL SERVICES	 1
1. ISSUANCE OF UNIVERSITY ID CARD	1
2. ISSUANCE OF RETIREE'S ID CARD	1
3. REPLACEMENT OF UNIVERSITY ID CARD	1
5. ISSUANCE OF REPLACEMENT FOR ARTA ID CARD	1
6. ISSUANCE OF CERTIFICATION OF PERFORMANCE RATING	1
7. ISSUANCE OF CERTIFICATE OF LEAVE CREDITS EARNED	1
8. ISSUANCE OF CERTIFICATE OF LEAVE WITHOUT PAY	1
9. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (AND COMPENSATION) FOR PERSONAL PURPOSES (ACTIVE PERSONNEL)	1
10. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (INACTIVE PERSONNEL)	1
11. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (AND COMPENSATION) FOR OFFICIAL TRAVEL/PURPOSES (ACTIVE PERSONNEL)	1
12. APPLICATION FOR EXPANDED MATERNITY LEAVE (105 DAYS) UNDER RA 11210	1
13. CONFIRMATION OF CERTIFICATE OF REPORT FOR DUTY AFTER A LONG-TERM SICK LEAVE, MATERNITY LEAVE, OR REHABILITATION LEAVE	1
14. CONFIRMATION OF CERTIFICATE OF REPORT FOR DUTY AFTER A LONG-TERM VACATION LEAVE, STUDY LEAVE, SABBATICAL, SECONDMENT, OR SPECIAL DETAIL	1
15. APPLICATION FOR TEN-DAY LEAVE UNDER R.A. 9262 (ANTI-VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ACT OF 2004)	1
16. APPLICATION FOR LONG-TERM VACATION LEAVE (15 CALENDAR DAYS BUT NOT EXCEEDING 30)	1
17. APPLICATION FOR SICK LEAVE (15 CALENDAR DAYS BUT LESS THAN 30)	1
18. APPLICATION FOR PATERNITY LEAVE	1
19. APPLICATION FOR SPECIAL LEAVE (CSC AND CNA)	1
20. APPLICATION FOR SHORT-TERM VACATION/MANDATORY LEAVE	1
21. APPLICATION FOR ACADEMIC LEAVE (UNIVERSITY REGISTRAR, DEANS, VICE CHANCELLORS)	1
22. ISSUANCE OF CERTIFICATE OF CLEARANCE FOR LONG-TERM	1
23. ISSUANCE OF THE SERVICE RECORD (NO SERVICE FEE)	1
24. ISSUANCE OF THE SERVICE RECORD (WITH SERVICE FEE THROUGH OVER-THE-COUNTER PAYMENT)	1
25. ISSUANCE OF THE SERVICE RECORD (WITH SERVICE FEE THROUGH ONLINE PAYMENT)	1
 SECURITY SERVICE FORCE	 1



EXTERNAL SERVICE	1
1. ISSUANCE OF VEHICLE PASS/STICKER	1
2. ISSUANCE OF TOLL FEE	1
3. REVIEW OF CCTV FOOTAGE	1
4. HANDLING A COMPLAINT	1
5. EMERGENCY RESPONSE	1
INTERNAL SERVICE	1
6. REQUEST FOR SECURITY ASSISTANCE	1
 SUPPLY AND PROPERTY SERVICES OFFICE	 1
 EXTERNAL SERVICE	 1
1. ACCEPTANCE OF DELIVERY/ DOCUMENTS FROM EXTERNAL CLIENTS	1
2. PROCESSING OF REFUND OF PERFORMANCE BOND AND WARRANTY SECURITY (RETENTION MONEY)	1
3. SALE OF BIDDING DOCUMENTS	1
4. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UPV CAMPUS	1
INTERNAL SERVICE	1
5. ASSISTANCE IN THE SUBMISSION OF PPP AND INCLUSION IN THE APP	1
6. ACCEPTANCE OF DOCUMENTS FROM INTERNAL CLIENTS	1
8. FACILITATES DOCUMENTARY REQUIREMENTS FOR PAYMENT	1
9. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED PROPERTIES	1
10. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR RENEWAL/ TRANSFER OF ACCOUNTABILITIES	1
11. PULL OUT OF UNIVERSITY PROPERTIES TO BE RETURNED TO SPSO FOR PROPER DISPOSAL	1
12. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UP CAMPUS	1
13. ASSISTANCE IN THE QUERIES REGARDING PROCUREMENT, INVENTORY AND ADMIN PROCEDURALS	1
14. ISSUANCE OF WASTE MATERIAL REPORT FOR REPAIRED/ REHABILITATED DEFECTIVE UPV PROPERTIES	1
15. PROCESSING OF UNIVERSITY CLEARANCE	1
16. REQUEST FOR PROCUREMENT OF GOODS AND SERVICES	1
 OFFICE OF THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION	 1
 EXTERNAL SERVICES	 1
1. GRANT OF FUNDING SUPPORT FOR THESIS AND DISSERTATION GRANT	1
2. GRANT OF FUNDING SUPPORT FOR SMALL BUDGET IN-HOUSE RESEARCH GRANT (SBIRG)	1
3. APPLICATION FOR PROJECT-BASED PERSONNEL ID	1
4. ETHICAL CLEARANCE FOR PROJECTS INVOLVING HUMAN SUBJECTS (UPV-REB SECTION) (<i>FOR CLIENTS OUTSIDE UPV</i>)	1



INTERNAL SERVICES	1
5. GRANT FUNDING SUPPORT FOR REGULAR IN HOUSE (RIR), MENTORED RESEARCH (MR), LEVERAGED RESEARCH (LR) AND CREATIVE WORKS	1
6. REGISTRATION OF NEWLY IMPLEMENTED PROJECTS TO OVCRE	1
7. GRANT OF FUNDING SUPPORT FOR PUBLIC SERVICE ACTIVITIES	1
8. APPLICATION FOR RESEARCH, CREATIVE WORK AND PUBLIC SERVICE LOAD CREDIT (RLC/CWLC, PSLC)	1
9. ISSUANCE OF CERTIFICATE FOR SUBMITTED REPORTS (SEMI-ANNUAL, ANNUAL, TERMINAL PROGRESS REPORT) OF RESEARCH PROJECTS, CREATIVE WORKS, PUBLIC SERVICE, AND PUBLICATIONS	1
10. APPLICATION FOR OTHER RESEARCH-RELATED ACTIVITIES (E.G. SEMINARS, TRAININGS, CONFERENCES, ETC.)	1
11. APPROVAL OF REQUEST FOR EXTENSION FOR RESEARCH, CREATIVE WORK AND PUBLIC SERVICE FOR UPV-RCWPPS FUNDED PROJECTS	1
12. ENDORSEMENT OF PROPOSAL OF EXTERNALLY FUNDED PROJECTS	1
13. ENDORSEMENT OF REPORTS (SEMI-ANNUAL, ANNUAL, TERMINAL PROGRESS REPORT) TO EXTERNAL FUNDING AGENCIES (DOST, UP SYSTEM, DA, ETC.)	1
14. ENDORSEMENT OF REQUEST FOR EXTENSION OF EXTERNALLY FUNDED PROJECTS (DOST, UP SYSTEM, DA, ETC.)	1
15. ENDORSEMENT OF REQUEST FOR RENEWAL OF EXTERNALLY FUNDED PROJECTS	1
REQUEST FOR RENEWALS OF EXTERNALLY FUNDED PROJECTS IS RECEIVED BY THE OVCRE. THE OFFICE FACILITATES ITS PROCESSING BEFORE THE ENDORSEMENT OF THE CHANCELLOR TO THE FUNDING AGENCY.	1
16. ENDORSEMENT OF REQUEST FOR REALIGNMENT/REPROGRAMMING OF EXTERNALLY FUNDED PROJECTS ..	1
17. RETURN/REFUND OF UNEXPENDED BALANCE OF EXTERNALLY FUNDED PROJECTS	1
18. TECHNICAL ASSISTANCE FOR OVPAAs ENHANCED CREATIVE WORK AND RESEARCH GRANT (ECWRG) AND EMERGING INTER-DISCIPLINARY RESEARCH (EIDR) GRANT	1
19. ETHICAL CLEARANCE FOR PROJECTS INVOLVING HUMAN SUBJECTS (UPV-REB SECTION) (<i>FOR UPV CONSTITUENTS</i>)	1
20. APPLICATION FOR UPV PUBLICATION SUPPORT	1
21. UPV ENHANCED/EXPANDED RESEARCH DISSEMINATION GRANT (ERDG)	1
22. TECHNICAL ASSISTANCE FOR PAPER SUBMISSION TO UPV JOURNALS (PJNS AND PJSSH)	1
23. TECHNICAL ASSISTANCE FOR OVPAAs INTERNATIONAL PUBLICATION AWARD (IPA)	1
24. TECHNICAL ASSISTANCE FOR OVPAAs RESEARCH DISSEMINATION GRANT	1
25. TECHNICAL ASSISTANCE FOR APPLICATION FOR RECOGNITION OR AWARDS GIVEN BY EXTERNAL AWARD GIVING BODY	1
26. APPLICATION FOR ARTS AND SCIENCE PRODUCTIVITY SYSTEM	1
27. APPLICATION FOR IACUC AND BIOSAFETY CERTIFICATION	1
28. DELEGATED AUTHORITY FOR APPROVED BUDGET CONTRACT (ABC) BELOW 50,000.00	1
CENTER FOR WEST VISAYAN STUDIES	1
EXTERNAL SERVICE	1
1. LIBRARY SERVICES	1
2. REQUEST TO CONDUCT LECTURE, SEMINAR AND CONFERENCES	1



GENDER AND DEVELOPMENT PROGRAM	1
EXTERNAL SERVICES	1
1. USE OF GDP LIBRARY	1
2. SECRETARIAT OF THE UGSAD REGIONAL GENDER RESOURCE NETWORK	1
3. SECRETARIAT OF THE NATIONAL NETWORK ON WOMEN IN FISHERIES IN THE PHILIPPINES, INC. (WINFISH)	1
INTERNAL SERVICES	1
4. CONDUCT OF GENDER SENSITIZING ACTIVITIES, CAPACITY BUILDING SEMINARS AND FORA RELATED TO RAISING AWARENESS ON GENDER CONCERNS	1
5. BALAY-BALAY CHILD MINDING CENTER OPERATIONS: ENROLLMENT OF CHILDREN	1
6. BALAY-BALAY CHILD MINDING CENTER OPERATIONS: CONDUCT OF BALAY-BALAY CHILD MINDING CENTER ACTIVITIES	1
7. GDP PULUY-AN ACCOMMODATION	1
NATIONAL INSTITUTE OF MOLECULAR BIOLOGY AND BIOTECHNOLOGY	1
EXTERNAL SERVICES	1
1. REQUEST FOR TECHNICAL ADVICE	1
2. USE OF LABORATORY SPACE AND EQUIPMENT	1
3. TRAININGS	1
PHILIPPINE GENOME CENTER VISAYAS	1
EXTERNAL/INTERNAL SERVICES	1
1. NUCLEIC ACID EXTRACTION	1
2. NUCLEIC ACID QUANTIFICATION	1
3. PCR/REAL-TIME PCR	1
4. DNA/PCR PURIFICATION	1
5. EQUIPMENT USE	1
6. TECHNICAL ADVICE	1
PGC VISAYAS OFFERS EXPERT TECHNICAL ADVICE IN GENOMICS, BIOINFORMATICS, AND MOLECULAR BIOLOGY TO SUPPORT RESEARCH AND INNOVATION IN HEALTH, AGRICULTURE, BIODIVERSITY, AND PUBLIC HEALTH. OUR TEAM GUIDES STUDY DESIGN, DATA ANALYSIS, SEQUENCING TECHNOLOGIES, AND MOLECULAR TECHNIQUES TO HELP RESEARCHERS, INSTITUTIONS, AND INDUSTRIES OPTIMIZE THEIR PROJECTS AND ACHIEVE HIGH-QUALITY RESULTS.	1
7. LIBRARY PREPARATION AND NEXT-GENERATION SEQUENCING	1
8. CAPILLARY SEQUENCING	1
9. RETAIL SERVICES	1
10. TRAINING	1
11. BIOINFORMATICS ANALYSIS SERVICES	1
12. BIOINFORMATICS ANALYSIS SERVICES - TRAINING	1
14. TOURS AND VISITS	1



15. UNDERGRADUATE INTERNSHIP	1
16. SCIENCE IMMERSION PROGRAM (SIP)	1
17. CONSORTIUM MEMBERSHIP	1
18. PREPARATION OF AGREEMENTS	1
19. HANDLING CUSTOMER FEEDBACK	1

SENTRO NG WIKANG FILIPINO	1
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EXTERNAL SERVICE	1
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1. CONDUCT OF FILIPINO LANGUAGE ACTIVITIES, CAPACITY BUILDING SEMINARS AND FOR A RELATED TO RAISING AWARENESS ON FILIPINO LANGUAGE CONCERNS (BUWAN NG WIKA, HANASAN SA WIKA, LAKBAY WIKA, BUWAN NG PANITIKAN)	1
2. CONDUCT OF TEACHERS TRAINING FOR FILIPINO LANGUAGE AND LITERATURE TEACHERS FOR ENHANCEMENT AND ADVANCEMENT OF TEACHING OF LANGUAGE AND LITERATURE. ..	1
3. CONDUCT OF TRANSLATION TRAINING FOR TEACHERS AND TRANSLATOR	1
4. CONDUCT OF MODULE WRITING FOR TEACHERS AND EDUCATOR	1
5. CONDUCT OF TEACHING MATERIAL WRITING AND PRODUCTION	1
6. CONDUCT OF TRAINERS TRAINING FOR FILIPINO LANGUAGE AND LITERATURE TEACHERS.	1
7. CONDUCT OF MTB-MLE MATERIAL WRITING AND PRODUCTION.	1
8. CONDUCT OF TEACHERS TRAINING FOR MTB-MLE TEACHERS.	1
9. CONDUCT OF CULTURE-BASED EDUCATION TEACHERS TRAINING FOR FILIPINO LANGUAGE AND LITERATURE TEACHERS	1
10. ISSUANCE OF CERTIFICATION FOR CERTIFIED TRANSLATION OF THE ORIGINAL TEXTS.	1
11. TRANSLATION OF THE ORIGINAL TEXTS TO FILIPINO/ HILIGAYNON.	1
12. BALAY WIKA ACCOMMODATIO	1
13. SENTRO NG WIKANG FILIPINO SILID PANDAYAN (CONFERENCE ROOM)	1
14. SENTRO NG WIKANG FILIPINO AKLATANG BAYAN (FILIPINIANA COMMUNITY LEARNING RESOURCE CENTER)	1
15. REQUEST FOR TECHNICAL ADVICE.	1

TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE	1
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EXTERNAL SERVICES	1
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1. INTELLECTUAL PROPERTY RIGHT APPLICATION	1
2. INTELLECTUAL PROPERTY RIGHTS PROSECUTION	1
3. TECHNOLOGY LICENSING	1
4. RENEWAL OF TECHNOLOGY LICENSING	1
5. PERMIT TO USE UP AND UPV TRADEMARK FOR COMMERCIAL PURPOSES	1
6. FACILITATION, COLLABORATION, AND CAPACITY BUILDING	1

INTERNAL SERVICES	1
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7. INTELLECTUAL PROPERTY RIGHT APPLICATION	1
8. INTELLECTUAL PROPERTY RIGHTS PROSECUTION	1



9. INVENTION DISCLOSURE INCENTIVE (IDI)	1
10. TECHNOLOGY READINESS ENHANCEMENT ASSISTANCE	1
11. PERMIT TO USE UP AND UPV TRADEMARK FOR COMMERCIAL PURPOSES	1
12. FACILITATION, COLLABORATION, AND CAPACITY BUILDING	1

OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT 1

INTERNAL SERVICE 1

1. PROVISION OF UPV MASTER PLAN/LAND USE PLAN AND OTHER PLANNING-RELATED INFORMATION	1
2. PROVISION OF UP SYSTEM AND UP VISAYAS STRATEGIC PLANS	1
3. CONSOLIDATION AND SUBMISSION OF THE BUDGET PREPARATION (BP) REPORTS, E.G., AGENCY PERFORMANCE MEASURES (BP FORM B), BP FORM 201-D, AND BP FORM 202	1
4. REVIEW OF UPV OPCR TARGETS (MANUAL OPCR TARGET SUBMISSION)	1
5. PREPARATION AND SUBMISSION OF THE QUARTERLY PHYSICAL REPORT OF OPERATIONS (QPRO)	1
6. REVIEW AND CONSOLIDATION OF EQUIPMENT OUTLAY PROPOSALS FOR GAA FUNDING	1
7. PROCESS FLOW AND PROCEDURE FOR GETTING ENDORSEMENT FROM THE UPV CHANCELLOR FOR THE CONCEPT DESIGN FOR CAPITAL OUTLAY PROPOSALS FOR GAA FUNDING	1

SITE ACQUISITION AND RESETTLEMENT PROJECT 1

EXTERNAL SERVICE 1

1. ISSUANCE OF CERTIFICATION ON THE STATUS OF LAND OWNERSHIP	1
2. REQUEST FOR ASSISTANCE IN THE MEDIATION OF DISPUTES AMONG FORMER LANDOWNERS AND THEIR HEIRS AND RESIDENTS OF THE RELOCATION CENTERS	1
3. ASSISTANCE TO WALK-IN CLIENTS INQUIRING ABOUT SARP SERVICES	1
4. PAYMENT OF LOTS FOR ACQUISITION	1
5. ISSUANCE OF COPIES OF DOCUMENTS SUCH AS MAPS, TECHNICAL DESCRIPTIONS, SKETCH PLANS, TAX DECLARATIONS, AND CONVEYANCES OF UPV LAND PROPERTIES OF ILOILO CITY AND MIAGAO CAMPUSES.	1

INTERNAL SERVICES 1

6. ISSUANCE OF COPIES OF DOCUMENTS SUCH AS MAPS, TECHNICAL DESCRIPTIONS, SKETCH PLANS, TAX DECLARATIONS, AND CONVEYANCES OF UPV LAND PROPERTIES OF ILOILO CITY AND MIAGAO CAMPUSES.	1
7. PROVISION OF REPORTS/DATA RELATED TO UPV LAND HOLDINGS	1
8. INITIAL ASSESSMENT OF REQUESTS ON UTILIZATION OF UPV LANDHOLDINGS	1
9. ASSISTANCE WITH FIELD INVESTIGATIONS RELATED TO UNAUTHORIZED USE OF UPV LANDHOLDINGS	1

SITE DEVELOPMENT AND REFORESTATION PROJECT 1

EXTERNAL SERVICE 1

1. CONDUCT OF TREE PLANTING ACTIVITY IN UPV PROPERTIES	1
2. IDENTIFICATION OF TREE SPECIES IN UPV PROPERTIES	1
3. ISSUANCE OF PERMIT TO CUT BAMBOO POLES	1
4. CONDUCT OF ORIENTATION ON VERMICASTING	1

INTERNAL SERVICE 1



5. CONDUCT OF TREE PLANTING ACTIVITY IN UPV PROPERTIES	1
6. IDENTIFICATION OF TREE SPECIES IN UPV PROPERTIES	1
7. ISSUANCE OF PERMIT TO CUT BAMBOO POLES	1
8. CONDUCT OF ORIENTATION ON VERMICASTING	1

COLLEGE OF FISHERIES AND OCEAN SCIENCES – OFFICE OF THE DEAN 1

BOTH EXTERNAL SERVICE AND INTERNAL SERVICE 1

1. USE OF FACILITIES AND EQUIPMENT AT VILLADOLID HALL, PIDLAOAN HALL, AND UMALI HALL	1
2. ISSUANCE OF CERTIFICATE OF APPEARANCE (BY APPOINTMENT, SCHEDULED VISIT OR WALK-IN CLIENTS)	1
3. REQUEST FOR TOUR OF FACILITIES AND BENCHMARKING ACTIVITIES	1
INTERNAL SERVICES	1
4. ISSUANCE OF TRAVEL ORDER FOR LOCAL TRAVELS WITHIN THE AUTHORITY OF THE DEAN	1
5. CONDUCT OF ALTERNATIVE MODE OF PROCUREMENT (CFOS DELEGATED AUTHORITY)	1

COLLEGE OF FISHERIES AND OCEANSCIENCES – OFFICE OF THE COLLEGE SECRETARY1

EXTERNAL SERVICE 1

1. PRE-REGISTRATION OF STUDENTS	1
2. ISSUANCE OF PERMIT FOR CROSS-REGISTRATION	1
3. ENROLLMENT/REGISTRATION FOR REGULAR STUDENTS	1
4. APPLICATION FOR TRANSFER FROM OTHER COLLEGES WITHIN UPV	1
5. APPLICATION FOR SHIFTING OF COURSE	1
6. CHANGE/ADD OF MATRICULATION	1
7. STUDENT REQUEST FOR OVERLOAD	1
8. SUBSTITUTION OF COURSES	1
9. APPLICATION FOR WAIVER OF PRE-REQUISITE	1
10. ISSUANCE OF PERMIT FOR REMOVAL OF 4.0 AND COMPLETION OF INCOMPLETE GRADE.	1
11. DROPPING OF SUBJECTS/COURSES	1
12. APPLICATION FOR LEAVE OF ABSENCE (LOA)	1
13. RE-ADMISSION FROM AWOL	1
14. VALIDATION OF SUBJECTS FOR TRANSFEREES	1
15. REQUEST FOR WAIVER OF MAXIMUM RESIDENCY RULE (MRR)	1
16. APPLICATION FOR GRADUATION	1
17. ISSUANCE OF REQUESTS OF STUDENTS FOR TRUE COPY OF GRADES AND CERTIFICATES E.G., GOOD MORAL CHARACTER, ENROLMENT/RESIDENCY, AND OTHER CERTIFICATIONS...	1

MUSEUM OF NATURAL SCIENCES 1

EXTERNAL SERVICES1

1. CONDUCT OF TOUR AND/OR ORIENTATION ON THE MUSEUM COLLECTION	1
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2. IDENTIFICATION OR PROCESSING OF BIOLOGICAL SPECIMENS AND ISSUANCE OF CERTIFICATE	1
4. EVALUATION OF CONDITION OF STRANDED ANIMAL	1
5. CONDUCT OF SHORT-TERM TRAINING ON FIXATION AND PRESERVATION TECHNIQUES OF FINFISHES	1
6. CONDUCT OF SHORT-TERM TRAINING / TECHNICAL ADVISORY	1
7. USE OF MUSEUM LOBBY FOR EXHIBITS AND STUDENT ACTIVITIES	1
8. USE OF MUSEUM LABORATORY, FACILITIES AND CHEMICAL REAGENTS	1

INSTITUTE OF AQUACULTURE 1

EXTERNAL SERVICE 1

1. ANALYTICAL LABORATORY SERVICES (AA ANALYSIS; FAME; SFE, ETC.)	1
2. TECHNICAL CONSULTANCY SERVICES (E.G., SITE SELECTION; POND PREPARATION; WATER CULTURE; GROW-OUT HATCHERY DESIGNS)	1
3. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT	1
4. REQUEST FOR TOUR OF INSTITUTE OF AQUACULTURE	1
5. REQUEST FOR AQUACULTURE TRAINING	1

INTERNAL SERVICE 1

6. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT	1
7. REQUEST FOR OVERTIME AND / OR OVERTIME PERMITS	1
8. REQUEST FOR AQUACULTURE TRAINING	1

BRACKISHWATER AQUACULTURE CENTER 1

EXTERNAL SERVICE 1

1. ANALYTICAL LABORATORY SERVICES	1
2. TECHNICAL CONSULTANCY SERVICES	1
3. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT	1
4. REQUEST FOR TRAINING	1

INTERNAL SERVICE 1

5. ANALYTICAL LABORATORY SERVICES	1
6. TECHNICAL CONSULTANCY SERVICES	1
7. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT	1
8. REQUEST FOR TRAINING	1

INSTITUTE OF FISHERIES POLICY AND DEVELOPMENT STUDIES 1

EXTERNAL SERVICE 1

1. CONDUCT OF PUBLIC SERVICE ACTIVITIES (I.E., LAKBAY TURO; LECTURES; TRAINING-WORKSHOPS)	1
2. ASSISTANCE TO THE STUDENT CONCERNS (I.E. ENROLMENT, COMPRE EXAM, SPECIAL PROBLEM, STUDY PLAN, COURSE OFFERINGS, ETC.)	1
3. CONSULTANCY SERVICES (FROM LGU AND OTHER GOV'T AGENCIES)	1
4. USE OF IFPDS LIBRARY (ROOM USE ONLY)	1



5. USE OF FACILITIES AND EQUIPMENT (E.G., AV 102, IFPDS CONFERENCE ROOM, FISHERIES POLICY LABORATORY, DIVING EQUIPMENT AND INSTITUTE VEHICLES)	1
6. COLLABORATION WITHIN UPV AND/OR WITH OTHER GOVERNMENT AGENCIES	1

INSTITUTE OF FISH PROCESSING TECHNOLOGY 1

EXTERNAL/ INTERNAL SERVICE	1
1. POST-HARVEST FISHERIES RESEARCH LABORATORY (PFRL) SAMPLE ANALYSIS	1
2. PROCESSED FISHERY PRODUCTS AVAILABLE FOR SALE	1
3. USE OF FACILITIES/EQUIPMENT	1
4. USE OF LIBRARY	1
5. ISSUANCE OF OVERTIME PERMIT, CERTIFICATE OF APPEARANCE, ETC.	1
6. CONDUCTS TRAININGS	1
7. TECHNICAL CONSULTANCY SERVICES	1
8. TOUR OF FACILITIES	1
EXTERNAL SERVICE	1
9. WORK IMMERSION/ INTERNSHIP PROGRAMS FOR SENIOR HIGH SCHOOL/ COLLEGE STUDENTS	1
INTERNAL SERVICE	1
10. OFFICIAL SHUTTLE SERVICES FOR FACULTY, STUDENTS AND NON-TEACHING PERSONNEL	1

INSTITUTE OF MARINE FISHERIES AND OCEANOLOGY 1

EXTERNAL SERVICE	1
1. USE OF HISTOLOGICAL SERVICES	1
2. USE OF IMFO FLOATING ASSETS	1
INTERNAL SERVICE	1
1. USE OF HISTOLOGICAL SERVICES	1
3. USE OF LIBRARY FACILITIES	1
4. USE OF INSTRUCTIONAL AND RESEARCH FACILITIES	1
5. USE OF IMFO FLOATING ASSETS	1

COLLEGE OF ARTS AND SCIENCES – OFFICE OF THE DEAN 1

EXTERNAL SERVICE	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
3. ISSUANCE OF LOCAL TRAVEL ORDER WITHIN THE AUTHORITY OF THE DEAN	1

COLLEGE OF ARTS AND SCIENCES – OFFICE OF THE COLLEGE SECRETARY 1



EXTERNAL SERVICES	1
1. CROSS REGISTRATION FROM OTHER CUs AND FROM OTHER INSTITUTION	1
2. CROSS REGISTRATION WITHIN THE UNIVERSITY	1
3. REQUEST FOR COPY OF GRADES, GOOD MORAL CHARACTER, AND OTHER CERTIFICATIONS	1
4. TRANSFER WITHIN UP SYSTEM	1
INTERNAL SERVICES	1
5. CHANGE OF GRADE	1
6. CHANGE/ADD/CANCEL MATRICULATION	1
7. COMPLETION OF INC AND REMOVAL OF GRADES OF 4.0	1
8. CROSS-REGISTRATION TO ANOTHER INSTITUTION (OUTSIDE UP SYSTEM)	1
9. DROPPING OF COURSES	1
11. LEAVE OF ABSENCE (LOA)	1
12. OVERLOAD/UNDERLOAD	1
13. READMISSION FROM ABSENCE WITHOUT OFFICIAL LEAVE (AWOL / DELINQUENT)	1
15. REGISTRATION	1
16. RETURN FROM LEAVE OF ABSENCE (LOA)	1
17. SHIFTING WITHIN UP VISAYAS	1
18. SUBSTITUTION OF COURSES	1
19. VALIDATION OF ADVANCED CREDIT	1
20. WAIVER OF MAXIMUM RESIDENCY (MRR)	1
21. WAIVER OF PREREQUISITE	1
 COMMUNITY OUTREACH PROGRAM – BARANGAY INTEGRATED DEVELOPMENT APPROACH FOR NUTRITION IMPROVEMENT	 1
 EXTERNAL SERVICE	 1
1. TECHNICAL CONSULTANCY	1
2. CAPACITY-BUILDING SERVICES	1
3. PARTNERSHIP AGREEMENT	1
INTERNAL SERVICE	1
1. TRANSPORTATION SERVICES	1
2. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
 DEPARTMENT OF CHEMISTRY	 1
 EXTERNAL SERVICES	 1
1. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
2. ISSUANCE OF COPY OF SYLLABUS	1
INTERNAL SERVICES	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
3. ISSUANCE OF PERMIT FOR FIELD TRIP	1



DEPARTMENT OF PHYSICAL EDUCATION	1
EXTERNAL SERVICES	1
1. ISSUANCE OF CERTIFIED COPY OF PE COURSE SYLLABUS	1
INTERNAL SERVICES	1
2. USE OF PE CLASSROOM/S	1
3. PROFICIENCY EXAMINATION IN PHYSICAL EXAMINATION (PEPE)	1
4. USE OF SPORTS EQUIPMENT	1
5. ISSUANCE OF CERTIFIED COPY OF PE COURSE SYLLABUS	1
6. ISSUANCE OF PERMIT FOR FIELD TRIP	1
DIVISION OF BIOLOGICAL SCIENCES	1
EXTERNAL SERVICES	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
3. ISSUANCE OF COPY OF SYLLABUS	1
4. USE OF DORMITORY FACILITIES IN THE MARINE BIOLOGICAL STATION	1
INTERNAL SERVICES	1
5. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
6. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
7. ISSUANCE OF PERMIT FOR FIELD TRIP	1
8. USE OF DORMITORY FACILITIES IN THE MARINE BIOLOGICAL STATION	1
DIVISION OF HUMANITIES	1
EXTERNAL SERVICES	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
3. ISSUANCE OF COPY OF SYLLABUS	1
4. USE OF MULTIMEDIA HUB FACILITIES/EQUIPMENT	1
INTERNAL SERVICES	1
5. USE OF CAS-HUMANITIES FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
6. USE OF CAS-HUMANITIES FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
7. ISSUANCE OF PERMIT FOR FIELD TRIP	1
8. USE OF MULTIMEDIA HUB FACILITIES/EQUIPMENT	1
DIVISION OF PHYSICAL SCIENCES AND MATHEMATICS	1
EXTERNAL SERVICES	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1



3. ISSUANCE OF COPY OF SYLLABUS	1
INTERNAL SERVICES	1
4. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
5. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
6. ISSUANCE OF PERMIT FOR FIELD TRIP	1
DIVISION OF SOCIAL SCIENCES	1
EXTERNAL SERVICES	1
1. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
2. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
3. ISSUANCE OF COPY OF SYLLABUS	1
INTERNAL SERVICES	1
4. USE OF CAS FACILITIES AND EQUIPMENT DURING OFFICE HOURS	1
5. USE OF CAS FACILITIES AND EQUIPMENT BEYOND OFFICE HOURS	1
6. ISSUANCE OF PERMIT FOR FIELD TRIP	1
LANGUAGE PROGRAM	1
EXTERNAL SERVICE	1
1. TRAINING/TUTORIAL	1
DIVISION OF PROFESSIONAL EDUCATION	1
EXTERNAL SERVICE	1
1. CONDUCT OF PUBLIC SERVICE/TRAINING	1
2. CHED ANNUAL HIGHER EDUCATION DATA COLLECTION	1
3. M.ED APPLICATION SUBMISSION	1
UP HIGH SCHOOL IN ILOILO	1
EXTERNAL SERVICE	1
1. REGISTRATION	1
2. SCHOLARSHIP	1
3. ISSUANCE OF REPLACEMENT FOR LOST HIGH SCHOOL CARD	1
4. JUNIOR / SENIOR HIGH SCHOOL ENTRANCE EXAMINATION	1
5. ISSUANCE OF TRANSCRIPT OF RECORDS (FORM 137A), CERTIFICATION AND AUTHENTICATED DIPLOMA	1
6. USE OF LABORATORY FACILITIES AND EQUIPMENT	1
COLLEGE OF MANAGEMENT – OFFICE OF THE DEAN	1



EXTERNAL SERVICE	1
1. USE OF FACILITIES AND EQUIPMENT (CLASSROOMS AND MULTI-MEDIA PROJECTOR)	1
2. ISSUANCE OF LOCAL TRAVEL ORDER WITHIN THE AUTHORITY OF THE DEAN	1
3. ISSUANCE OF CERTIFICATE OF APPEARANCE	1

COLLEGE OF MANAGEMENT – OFFICE OF THE COLLEGE SECRETARY	1
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EXTERNAL SERVICES	1
1. PRE-REGISTRATION OF STUDENTS	1
2. ISSUANCE OF PERMIT FOR CROSS-REGISTRATION	1
3. ENROLLMENT/REGISTRATION FOR REGULAR STUDENTS	1
4. APPLICATION FOR TRANSFER FROM OTHER COLLEGES WITHIN UPV	1
5. APPLICATION FOR SHIFTING OF COURSE	1
6. CHANGE/ADD OF MATRICULATION	1
7. STUDENT REQUEST FOR OVERLOAD	1
8. SUBSTITUTION OF COURSES	1
9. APPLICATION FOR WAIVER OF PRE-REQUISITE	1
10. ISSUANCE OF PERMIT FOR REMOVAL OF 4.0 AND COMPLETION OF INCOMPLETE GRADE	1
11. DROPPING OF SUBJECTS/COURSES	1
12. APPLICATION FOR LEAVE OF ABSENCE (LOA)	1
13. RE-ADMISSION FROM AWOL	1
14. VALIDATION OF SUBJECTS FOR TRANSFEREES	1
15. REQUEST FOR WAIVER OF MAXIMUM RESIDENCY RULE (MRR)	1
16. APPLICATION FOR GRADUATION	1
17. ISSUANCE OF REQUESTS OF STUDENTS FOR TRUE COPY OF GRADES AND CERTIFICATES E.G. GOOD MORAL CHARACTER, ENROLMENT/RESIDENCY, AND OTHER CERTIFICATIONS	1

DEPARTMENT OF ACCOUNTING	1
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EXTERNAL SERVICE	1
1. ISSUANCE OF COPY OF SYLLABUS	1

DEPARTMENT OF MANAGEMENT	1
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EXTERNAL SERVICE	1
1. ISSUANCE OF COPY OF SYLLABUS	1

SCHOOL OF TECHNOLOGY – DEAN’S OFFICE	1
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EXTERNAL SERVICE	1
1. REQUEST FOR EXTENSION SERVICES	1
2. REQUEST FOR ANALYSIS OF FOOD SAMPLES	1



3. REQUEST FOR THE USE OF LABORATORY FACILITIES BY NON-SOTECH STUDENTS	1
INTERNAL SERVICE	1
4. REQUEST FOR THE USE OF FACILITIES/EQUIPMENT BY SOTECH FACULTY/STUDENTS	1
5. REQUEST FOR FINANCIAL ASSISTANCE DURING THE OFFICIAL TRAVEL	1
6. REQUEST FOR TRAVEL ORDER	1
7. LIQUIDATION OF TRAVEL EXPENSES	1
8. REIMBURSEMENT OF TRAVEL EXPENSES	1
9. LIQUIDATION OF CASH ADVANCES	1
10. REQUEST FOR TRAVEL ABROAD	1
11. APPLICATION FOR LEAVE	1
 SCHOOL OF TECHNOLOGY – OFFICE OF THE SCHOOL SECRETARY	 1
 EXTERNAL SERVICE	 1
1. PRE-REGISTRATION OF STUDENTS	1
2. ISSUANCE OF PERMIT FOR CROSS-REGISTRATION	1
3. ENROLLMENT/REGISTRATION FOR REGULAR STUDENTS (ONLINE THROUGH UPV CRS)	1
4. APPLICATION FOR TRANSFER FROM OTHER COLLEGES WITHIN UPV TO THE SCHOOL OF TECHNOLOGY	1
5. APPLICATION FOR SHIFTING OF COURSE	1
6. CHANGE/ADD OF MATRICULATION	1
7. STUDENT REQUEST FOR OVERLOAD OR UNDERLOAD	1
8. SUBSTITUTION OF COURSES	1
9. APPLICATION FOR WAIVER OF PRE-REQUISITE	1
10. ISSUANCE OF PERMIT FOR REMOVAL OF 4.0 AND COMPLETION OF INCOMPLETE GRADE	1
11. DROPPING OF SUBJECTS/COURSES	1
12. APPLICATION FOR LEAVE OF ABSENCE (LOA)	1
13. RE-ADMISSION FROM AWOL OR DELINQUENT STATUS	1
14. RETURN FROM LEAVE OF ABSENCE	1
15. VALIDATION OF SUBJECTS FOR TRANSFEREES	1
16. REQUEST FOR WAIVER OF MAXIMUM RESIDENCY RULE (MRR)	1
17. APPLICATION FOR GRADUATION	1
18. ISSUANCE OF REQUESTS OF STUDENTS FOR TRUE COPY OF GRADES AND CERTIFICATES E.G. GOOD MORAL CHARACTER, ENROLMENT/RESIDENCY, AND OTHER CERTIFICATIONS.	1
 GRADUATE SCHOOL – OFFICE OF THE DEAN	 1
 EXTERNAL AND INTERNAL SERVICES	 1
1. ISSUANCE OF CERTIFICATE OF APPEARANCE	1
2. USE OF ROOMS/EQUIPMENT/FACILITIES	1
INTERNAL SERVICE	1
3. ISSUANCE OF APPOINTMENT OF PANEL MEMBERS FOR SPECIAL PROBLEM/THESIS/DISSERTATION	1



4. USE OF ROOMS/EQUIPMENT/FACILITIES	1
GRADUATE SCHOOOL – OFFICE OF THE SCHOOL SECRETARY	1
EXTERNAL SERVICES	1
1. ADMISSION TO UPV GRADUATE PROGRAMS (WITHOUT ENTRANCE EXAM)	1
2. ADMISSION TO THE GRADUATE PROGRAMS (WITH ENTRANCE EXAM)	1
3. ENROLLMENT IN THE GRADUATE PROGRAMS (NEW STUDENT)	1
4. ENROLLMENT IN THE GRADUATE PROGRAMS (CONTINUING STUDENT)	1
5. COMPREHENSIVE EXAMINATION	1
FEEDBACK AND COMPLAINTS	1
UPV FEEDBACK FORM	1
LIST OF OFFICES	1



OFFICE OF THE CHANCELLOR



EXTERNAL SERVICE

1. Grant of approval to suspend classes or declare as an alternative class

Classes may be suspended or declared as an alternative class upon approval of the Chancellor.

Office or Division	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 the 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	Deans (for request of faculty, and college-based organizations) / /OSA Director (for university-wide organizations)
	2. The VCAA screens/ reviews the request for endorsement to the Chancellor.	None	1 to 2 days	OVCAA staff and VCAA
	3. OC staff reviews the request and the Chancellor makes final action.	None	1 to 2 days for Agency Action 3-4	Admin Officer V and the Chancellor
	4. Preparation of Notice of Action and releasing of document.	None		Admin Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III
	TOTAL	None	3-6 days	



2. Grant of approval to conduct student activities inside or outside the campus by Student Organizations

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.

Office or Division:	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		
1. Letter request with endorsement of Adviser. 2. 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 the required documents.	None	2 to 3 days for Agency Action 1-2	OSA staff and OSA Director
	2. The request is forwarded to the OVCA for endorsement (for requests that require assistance from SSF, HSU, or CDMO)	None		OVCA staff, VCA
	3. The OVCA refers the request to the appropriate unit/office and makes the necessary endorsements/ comments before forwarding it to the OVCAA.	None	3-5 days (depending on the request)	OVCAA staff and VCAA
	4. VCAA reviews and endorses the request to the Chancellor.	None	1 to 2 days	Admin Officer V and the Chancellor



	5. OC staff screens the request for action of the Chancellor.	None	1 to 2 days for Agency Action 5-7	Admin Officer V and the Chancellor
	6. OC staff prepares the Notice of Action (NOA) for the request.	None		Admin Officer V, Planning Officer III, Admin Aide IV, or Admin Aide III
	7. Releasing of documents through email or physical copy.	None		Admin Aide IV, or Admin Aide III
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.

Office or Division	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 it to the Chancellor, and refers to the concerned offices for comments (College, OUR, OVCAA, and OSA)	None	2 days	Admin Officer V, Chancellor, Admin Aide VI
	2. Concerned offices comment on the referral of OC	None	3-5 days	Dean, University Registrar, VCAA, OSA Director
	3. The Chancellor reviews the feedback given by the units, may call the student for a meeting, and makes the final decision.	None	1-2 days	Admin Officer V and the Chancellor
	4. OC staff prepares the Notice of Action and releases the document through email or physical copy.	None	1 day	Admin Officer V, Admin Aide VI, Admin Aide III
	TOTAL	None	7-10 days	



4. Grant of Extension of Enrollment

The student/s needs to secure approval of the Chancellor to be able to enroll beyond the regular enrollment period.

Office or Division	1. Office of the Chancellor 2. College 3. OVCAA			
Classification	Complex			
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 college (institute/division/de partment, College Secretary, Dean) then to the OVCAA.	None	2-3 days	Admin Officer V, Admin Aide VI
	2. VCAA then reviews the document and gives comments/recommendation to the Chancellor.	None	1 day	OVCAA staff and VCAA
	3. Chancellor reviews endorsement given by VCAA and makes the final decision.	None	1 day for Agency Action 3-4	Chancellor
	4. OC staff prepares the Notice of Action and releases the document through email or physical copy.	None		Admin Officer V, Admin Aide VI, Admin Aide III
TOTAL		None	4-5 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 the 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 the 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 or Division	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 the signature of the 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 a student loan to OC.	1. OC staff refers the request to the Accounting Office and to OVCAA.	None	1 day	Admin Officer V, Admin Aide VI
	2. The Chief Accountant and the VCAA then review the document and give comments/recommendations to the Chancellor.	None	2-3 days	Accounting staff and Chief Accountant, OVCAA staff and VCAA
	3. The chancellor reviews the endorsement given by VCAA and makes the final decision.	None	1-day	Chancellor
	4. OC staff prepares the Notice of Action and releases the document through email or physical copy.	None	1-day	Admin Officer V, Admin Aide VI, or Admin Aide III
	TOTAL	None	4-5 days	



6. 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 or Division	1. Office of the Chancellor 2. Budget Office 3. OVCA, OVCRE, or OVCAA			
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 VCA, VCAA, or VCRE, depending on the request.	None	1 day	Admin Officer V, Admin Aide VI
	2. Budget Office identifies fund source and VCA/VCRE/VCAA gives comments/recommends the request to the Chancellor.	None	2-3 days	Budget Office staff and Budget Chief, VCA/VCRE/VCAA
	3. The chancellor reviews the request and the feedback given by Budget Office and VCA, VCAA or VCRE, and makes the final decision.	None	2 days for Agency Action 3-4	Admin Officer V screens the request before
	4. OC staff prepares the Notice of Action and releases the document through email or physical copy.	None		Admin Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III
	TOTAL	None	5-6 days	



INTERNAL SERVICE

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

UPV employees who travel abroad, even on personal business, must secure the approval of the Chancellor through their heads of units and the college or office to which they belong. Once approved, a Certification of no Objection is being issued and presented to 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.

Office or Division	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 it to the Dean or next higher authority for endorsement.	None	2 days for Agency Action 1-2	Unit Head and Dean or next higher official.
	2. The request is forwarded to OC.	None		Staff in charge of outgoing of documents
	3. OC refers the request to HRDO for comments/ personnel clearance and to the OVCA (for admin personnel), OVCAA (for	None	1 day	Admin Officer V of OC



	faculty and professional REPS), or to the OVCRE (for research and extension REPS), for endorsement.			
	4. HRDO clears the request, VCA, VCRE or VCAA endorses the request, and then forwards it to OC	None	2 to 3 days	HRDO staff, HRDO Chief, OVCA/OVCRE/OVCAA staff, VCA, VCRE, VCAA
	5. OC staff screens the request for approval and prepares the Certificate of No Objection for signature of the Chancellor.	None	1 to 2 days for Agency Action 5-6	Admin Officer V and the Chancellor
	6. Releasing of document (physical copy).	None		Admin Aide VI, Admin Aide III
	TOTAL	None	6-8 Days	



8. Issuance of Authority to Travel Abroad on Official Business

UPV employees who travel abroad on official business must secure the 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 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.

Office or Division	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 it to the Dean or next higher authority for endorsement.	None	2 to 3 days for Agency Action 1-2	Unit Head and Dean or next higher official.
	2. The application is forwarded to HRDO for personnel clearance.	None		Staff in charge of outgoing of documents



	3. HRDO clears the application and forwards it to the OVCA (for administrative personnel) or to the OVCAA (for faculty and REPS), for endorsement.	None	1 to 2 days	HRDO staff, Chief HRDO
	4. VCA or VCAA endorses the application and forwards it to OC.	None	1 to 2 days	OVCA staff and VCA (for administrative personnel) or OVCAA staff and VCAA (for faculty and REPS)
	5. OC staff screens the request for approval and prepares the Authority to Travel for the signature of the Chancellor	None	1 to 2 days for Agency Action 5-6	Admin Officer V or Executive Assistant III, Chancellor
	6. Releasing of document (physical copy).			Admin Aide VI, Admin Aide III
	TOTAL	None	5 – 9 days	



9. 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 supports the proposed research project or activity.

Office or Division	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA/ OVCRE 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	Admin Officer V at OC
	2. Once cleared, the Chancellor signs the endorsement and releases it to the Researcher through email or physical copy.	None	1 to 2 days	Chancellor, Admin Officer V, Admin Aide VI
TOTAL		None	2-4 days	



10. 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 a counterpart (e.g., continued salary and other benefits).

Office or Division	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA/ OVCRE 4. HRDO 5. Office of the Chancellor			
Classification	Complex			
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 a draft endorsement) 2. Information about the scholarship or training program applied for 3. Endorsement of Unit Head, Dean, and the VCA, VCAA or VCRE			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 in 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	Admin Officer V of OC, HRDO staff, and Chief HRDO
	2. Once cleared, the OC staff prepares or finalizes the endorsement for the signature of the Chancellor	None	1-2 days	Admin Officer V and the Chancellor
	3. Releasing of endorsement to the requestor through email or physical copy.	None	1 day	Admin Officer V, Admin Aide VI, Admin Aide III
TOTAL		None	4-7 days	



11. 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 the composition of committees and OICs.

Office or Division	Office of the Chancellor			
Classification	Simple			
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).	None	1 day for OIC and 2 days for committees	Admin Officer V, Planning Officer III
	2. Chancellor approves the request and signs the AO.	None	2 days for Agency Action 2-3	Chancellor
	3. Releasing of document through email or physical copy.	None		Admin Officer V, Planning Officer III, Assistant III, Admin Aide VI, Admin Aide III
TOTAL		None	3-4 days	



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

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

Office or Division	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 the unit		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits a request for authority to hold cash advance.	1. OC staff refers the request to the Accounting Office for clearance and conditions.	None	3 days	Admin Officer V, Admin Aide VI, Admin Aide III at OC, Accounting Staff and Accounting Chief
	2. Once cleared, OC staff prepares the authority to hold cash advance for signature of the Chancellor.	None	2 days for Agency Action 2-3	Admin Officer V or Planning Officer III and the Chancellor
	3. Releasing of the Administrative Order through email or physical copy.	None		Admin Officer V, Planning Officer III, Admin Aide VI, Admin Aide III
TOTAL		None	5 days	



BOTH INTERNAL AND EXTERNAL SERVICE

13. Provision of Legal Opinion/Advice

Students and personnel may avail of legal opinion/advice or assistance from the University Lawyer. This service is also extended to the agency-hired personnel of the University.

Office or Division	1. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV students, personnel, and agency-hired personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Personal Consultation		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor sets an appointment with the University Lawyer.	1. Attorney III meets the client, sets a meeting, conducts interviews with the concerned party/ies, and assists in the investigation or resolution of the case at hand.	None	5-7 days	Attorney III
TOTAL		None	5-7 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 or Division	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		PLDT, Inc.		
2. Disbursement Voucher		Generated Through BULSA		
3. Obligation Request		Generated Through BULSA		
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	Administrative Aide III Budget Office
	2. Verifies accuracy of the bill, computes long distance calls and corresponding taxes.	None	5 minutes	Administrative Aide III Budget Office
	3. Prepares Disbursement Voucher (DV) on-line through BULSA and encode pertinent information.	None	5 minutes	Administrative Aide III Budget Office
	4. Print DV with names of authorized Signatories	None	5 minutes	Administrative Aide III Budget Office
	5. Chief of Office signs DV.	None	5 minutes	Chief, Budget Office
	6. Records DV to logbook/softcopy	None	2 minutes	Administrative Aide III Budget Office



	7. Transmits DV to Accounting office for processing while waiting for pre-audit and on-line approval	None	5 minutes	Administrative Aide III Budget Office
	8. Accounting Office process the DV	None		Accounting Office Staff
	9. Head of office approves DV on-line thru BULSA portal.	None	2 minutes	Chief Budget Office
	10. Receives pre-audited DV from the Accounting office. Stamps date, put initials, stamps name of concerned signatory.	None	2 minutes	Administrative Aide III Budget Office
	11. Encodes pertinent data in the computer and refer to staff in-charge for processing.	None	2 minutes	Administrative Aide III Budget Office
	12. Checks availability of MOOE of unit, records to computer ledger and Obligate expenses through BULSA.	None	5 minutes	Administrative Asst. II Budget Office
TOTAL		None	2 days, 1 hour, 10 minutes	



INTERNAL SERVICES

1. UPV Budget Proposal Preparation and 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 or Division	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		DBM Website		
2. Memorandum for Budget Preparation		UP System		
3. Statement of Allotment and Obligations (SAOB) prior/current year		UPV Budget Office		
4. Internal Operating Budget prior/current year		UPV Budget Office		
5. Plantilla of Personnel prior/current year		UPV Budget Office		
6. Proposed Plans and Programs of the University for the following year		UPV OVCPD		
7. Project Profile, Project Design, Work and Financial Plan, Monthly		UPV OVCPD		
8. Disbursement Program and Justification		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	None	5 Minutes	Administrative Aide III Budget Office



	Chancellor			
	2.1 Reviews the Memo and discuss with staff re required documents and assigns to staff in charge	None	30 Minutes	Chief, Budget Office
	2.2. Determines data required with corresponding deadline, download guidelines from the latest National Budget Call and create prescribed forms.	None	2 days	Administrative Officer IV Budget Office
	2.3 Coordinates with other planning units/offices for the proposed plans and programs of the University for the following year and gather and analyze data and translates into monetary terms the proposed plans and programs of the University.	None		
	2.4 Consolidate data needed for the Personal Services (PS), Maintenance and Other Operating Expenses (MOOE), Capital Outlay (CO) – for Building,			



	Equipment and Land and Land Improvement if any for the required period from responsible units/offices.			
	<p>2.5. Encode in corresponding BP Forms the data gathered, analyzed and translated into monetary and meaningful terms as per Actual, Current, Tier 1 & Tier 2 requirements.</p> <p>a. BP Form, A-1 MFO</p> <p>b. BP Form 201 - Summary (PS, MOOE & CO)</p> <p>c. BP Form 201 A - PS</p> <p>d. BP Form 201 B - MOOE</p> <p>e. BP Form 201 D - Capital Outlay</p> <p>f. BP Form 201 E – Summary of Outyear Requirements</p> <p>g. BP Form 202 – Profile for Tier 2 Budget Proposals</p>	None	1 Day	Administrative Officer IV Budget Office



	<p>h. BP Form B – Agency Performance Measures</p> <p>i. BP Form 207 - Climate Change Expenditures</p>	None	2 Days	Planning Officer OVCPD
	<p>j. BP Form 100 – Statement of Revenues (General Fund)</p> <p>k. BP Form 100 A –Statement of Revenue and Expenditures</p> <p>(Earmarked Revenues)</p> <p>l. BP Form 100 B – Statement of Other Receipts/Expenditures</p> <p>(Off-Budgetary and Custodial Funds)</p> <p>m. BP Form 100 C – Statement of Donations and Grants</p>	None	2 Days	Staff-in-Charge Accounting Office
	<p>n. BP 204 – Staffing Summary of Non-Permanent Positions, Tier 1</p> <p>o. BP 205 – List of Retirees (For Payment of Terminal Leave and Retirement Gratuity Benefits)</p>	None	2 Days	In-Charge HRDO
	2.6. Generate other reports that maybe requested by UP System in coordination with	None	1 Day	Administrative Officer IV Budget Office



	other planning units			
	2.7. Submit hard copies (2 sets) of collated BP forms and other reports for approval.	None	1 Hour	Administrative Officer IV Budget Office
	2.8. Approving officers' signs BP forms and other reports.	None	1 Hour	Budget Chief, VCPD Chancellor
	2.9. Photocopy one (1) set of BP forms and other reports for file copy.	None	30 Minutes	Administrative Aide III Budget Office
	2.10. Drafts transmittal letter and submit soft and signed hardcopies to the Office of the Chancellor for consolidation and submission to UP System	None	30 Minutes	Administrative Officer IV Budget Office
	2.11. Encodes BP forms to osbp.dbm.gov.ph and notify the UP System Budget Office when accomplished.	None	2 Days	Administrative Officer IV Budget Office
TOTAL		NONE	12 Days, 2 Hours, 35 Minutes	



2. Provides Senate and Congress Budget Proposal (BP) Forms and Other Reports during Budget Hearing.

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 or Division	1. OC 2. Budget office 3. OVCPD 4. CDMO			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Senate and Congress			
Checklist of Requirements		Where to Secure		
1. Memorandum/Letter Request 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. DBM then sends Memorandum to UP System and UP System to all constituents' universities thru the office of the	2.0. Receives/ records Memorandum from Office of the Chancellor and refer to the Budget Chief.	None	5 Minutes	Administrative Aide III Budget Office
	2.1. Reviews/ analyzes the request and relays to staff in charge	None	30 Minutes	Budget Chief
	2.2. Determines	None	3 days	



	<p>what data are requested and its deadline.</p> <p>2.3 Coordinates with other planning officer and other planning units for the data requested.</p> <p>2.4 Gathers data from other staff, units, analyze and encode data in prescribed BP forms:</p> <ul style="list-style-type: none"> a. BED1- Financial Report b. BED2- Physical Report c. BED3- Monthly Disbursement Program and d. Other reports 			Administrative Officer IV Budget Office
	2.5. Submit hard copies (2 sets) of collated BP forms and other reports for approval	None	10 Minutes	Administrative Officer IV Budget Office
	2.6. Approving officer's signs BP forms and other reports.	None	10 minutes	Chief, Budget Office Vice Chancellor, OVCPD Chancellor, UP Visayas
	<p>2.7. Photocopy one (1) set of BP forms and other reports for filecopy.</p> <p>2.8. Draft transmittal letter and submit soft and signed hard</p>	None	1 hour	Administrative Officer IV Budget Office



	copies to the Office of the Chancellor for consolidation and submission to UP System.			
	TOTAL	None	3 Days, 1 Hour, 55 Minutes	



3. 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 or Division	Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	UP System			
Checklist of Requirements		Where to Secure		
1. General Appropriations Act (GAA) Memorandum/Letter Request		DBM		
2. Memorandum/Letter Request		UP System		
CLIENT STEPS	AGENCY ACTION	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	2.0. Receives/records Memorandum from Office of the Chancellor and forwards to the Budget Chief	None	5 Minutes	Budget Chief
	2.1. 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	Budget Chief and Staff
	2.2 Coordinates with other Budget staff for data required	None	4 days and 30 Minutes	SAO/ AO V/ Administrative Officer IV Budget Office
	2.3 Prepare worksheets for	None	1 hour	All Staff



	IOB 2.5 Encode data online 5 Print IOB 2.6 Submit hard copies two (2) sets for approval			Budget Office
	2.7. Approving officers sign IOB.	None	5 minutes	Chief, Budget Office. VCPD Chancellor
	2.8. Photocopy one (1) set of IOB for file copy.	None	10 Minutes	Administrative Aide Budget Office
	2.9. Give signed hard copies to the Office of the Chancellor for submission to UP System.	None	5 Minutes	SAO Administrative Officer V Budget Office
	TOTAL	None	4 days, 3 hrs, and 55 minutes	



4. 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 or Division		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 give to staff-in-charge	None	5 Minutes	Administrative Aide III Budget Office
	Staff-in-charge receives BOR approved IOB, records and gives copy to the Budget Chief.	None	5 minutes	Administrative Officer V Budget Office
	1.3. Chief coordinates/meets with staff for the preparation of Notice of Allotment.	None	30 minutes	All Staff Budget Office
	1.4. Staff prepares Notice of Allotment and prints (2 copies) for approval of the Chief and of the Chancellor	None	3 days	All Staff Budget Office
	1.5. Budget Chief recommends/signs the Notice of	None	1 Hour	Chief, Budget Office



	Allotment.			
	1.6 Chancellor approves/signs the Notice of Allotment.	None	1 hour	Chancellor U.P. Visayas
	1.7. Sends approved Notice of Allotment to Colleges/units/offices – 1 copy and 1 copy for office file.	None	1 Day	Administrative Aide III, Budget Office
	TOTAL	None	4 Days, 2 Hours, 40 Minutes	



5. 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 or Division	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	Administrative Aide III Budget Office
	2.2. Identifies source of fund and earmarks the amount	None	25 Minutes	Staff in Charge Budget Office
	2.3. Reviews the	None	20 Minutes	Chief



	request and make recommendations to source/availability of funds			Budget Office
	2.4. Records the recommendation and logs out the communication to OVCAA/OC	None	10 Minutes	Administrative Aide III 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
	2.7 Reviews completeness of information and refer/forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer V 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 V Office of the Chancellor
	TOTAL	None	3 Hours, 40 Minutes	



6. 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 or Division	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: Commencement/O pening Exercises Foundation Day Service Award Pahampang UPV-Miag-ao Day Paskua Parangal Pagpadungog Search Committees for Deanship/Chancell orship	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	Administrative Aide III Budget Office
	2.2 Reviews/ evaluates the request, identifies source of fund	None	1 Hour	Administrative Officer Budget Office



	and earmarks the amount/make recommendation			
	2.3. Reviews the request and provides recommendation/Certifies availability of funds	None	30 Minutes	Chief, Budget Office
	2.4 Records the recommendation and logs out the communication to the OVCAA/OVCA/OC	None	10 Minutes	Administrative Aide III 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	Administrative Officer Office of the Chancellor
	2.6 Reviews and acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares NOA and issues the same to concerned offices	None	30 Minutes	Administrative Officer Office of the Chancellor
	Total	None	3 Hours, 15 Minutes	



7. 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 or Division	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 send letter requesting approval by the Chancellor (thru channels) to conduct trainings, seminar/workshops, consultative meetings and conferences. 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	Administrative Aide III Budget Office
	2.2. Reviews/evaluate the request and identifies source of fund	None	5 Minutes	All Staff Budget Office
	2.3. Reviews/Certifies availability of	None	30 minutes	Chief Budget Office



	funds/gives recommendation			
	2.4. Records the recommendation and logs out the document to OVCA/OVCAA/O C	None	20 Minutes	Administrative Aide III Budget Office
	2.5 Checks completeness of documents and forwards to the Chancellor for appropriate action	None	5 Minutes	Administrative Officer 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	



8. 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 or Division	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	Administrative Aide III Budget Office
	2.2. Reviews/	None	30 Minutes	All Staff



	evaluate the request and identifies/recommends possible source of fund			Budget Office
	2.3. Give recommendation / certifies availability of funds	None	10 Minutes	Chief Budget Office
	2.4. Records the recommendation and logs out the communication to the OVCA/OVCAA/OC	None	5 Minutes	Administrative Aide III Budget Office
	2.5 Reviews completeness of information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer V Office of the Chancellor
	2.6 Reviews and acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares and issues NOA to pertinent office	None	30 Minutes	Administrative V Office of the Chancellor
	TOTAL	None	2 Hours, 20 Minutes	



9. 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 or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
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 refer 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 OVCA/OVCAA/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	Staff in Charge Budget Office
	2.6 Acts on the	None	30 Minutes	Chancellor



	request			
	2.7 Prepares/ issues NOA; to pertinent office	None	30 Minutes	Administrative Office V Office of the Chancellor
	TOTAL	None	2 Hours, 50 Minutes	



10. 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 or Division	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	None	5 Minutes	Administrative Aide III Budget Office



	and records in the logbook			
	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 OVCA/Office of the 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	Administrative Officer V Office of the Chancellor
	3.6 Acts on the request	None	30 Minutes	Chancellor
	3.7 Prepares/issues NOA to pertinent office	None	30 Minutes	Administrative Officer V Office of the Chancellor
	TOTAL	None	4 Hours	



11. 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 or Division	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 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. The Office of the Chancellor refers the request to the Budget Office for comments/recom	2.1. Receives the communication and records in the logbook	None	5 Minutes	Administrative Aide III Budget Office



mendation				
	2.2 Reviews/ Evaluates request and give comments.	None	30 Minutes	Staff-in-Charge Budget Office
	2.3. Reviews comments and supporting documents and make recommendation	None	20 Minutes	Chief Budget Office
	2.4. Logs out the communication to the OVCAA/ Office of the Chancellor	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 V Office of the Chancellor
	2.6 Acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares/ issues NOA to pertinent office	None	30 Minutes	Administrative Officer V Office of the Chancellor
	TOTAL	None	2 hours, 30 Minutes	



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

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

Office or Division	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 refersthe request to the Budget Office for comments/recommendation	2.1. Receives and records the communication in the logbook	None	5 Minutes	Administrative Aide III Budget Office
	2.2. Reviews/ Evaluates request and give comments.	None	25 Minutes	Administrative Officer IV Budget Office
	2.3. Reviews the comments and the pertinent documents and give recommendation	None	15 Minutes	Arlene N. Avanceña Chief Budget Office



	2.4. Logs out the documents to the OVCRE/Office of the Chancellor	None	5 Minutes	Administrative Aide III Budget Office
	2.5 Checks completeness of the information and forwards to the Chancellor for appropriate action	None	30 Minutes	Administrative Officer V Office of the Chancellor
	2.6 Acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares/issues NOA to pertinent office/personnel	None	30 Minutes	Administrative Officer V Office of the Chancellor
	TOTAL	None	2 Hours, 20 Minutes	



13. 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 or Division	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) 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	Administrative Aide III Budget Office
	2.2. Reviews/ evaluates the request and provide comments/ recommendations and other information	None	30 Minutes	Staff-in-Charge Budget Office
	2.3. Reviews comments/ recommendations including other	None	20 Minutes	Chief Budget Office



	information and give recommendations			
	2.4. Logs out the communication to OVCRE/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 V Office of the Chancellor
	2.6 Acts on the request	None	30 Minutes	Chancellor
	2.7 Prepares/ issues NOA to pertinent office	None	30 Minutes	Administrative Officer V Office of the Chancellor
	TOTAL	None	2 Hours, 30 Minutes	



14. 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) are the offices managing 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 or Division	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 refer the communication to the OVCAA/OVCRE for comments/recommendation	3.1. Receives and records communication in the logbook and refer to staff-in-charge.	None	5 Minutes	Administrative Aide III Budget Office



The OVCAA/OVCRE refers the communication to the Budget Office for comments/recommendation				
	3.2. Reviews/ evaluates request and give comments and additional information	None	30 Minutes	Staff-in-Charge Budget Office
	3.3. Reviews comments and additional information and give recommendations	None	20 Minutes	Chief Budget Office
	3.4. Logs out to the OVCAA/OVCRE for recommendation	None	5 Minutes	Administrative Aide III 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 V 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 V Office of the Chancellor



	TOTAL	None	3 Hours, 5 Minutes	
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15. 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 of the Supply and Property Services Office (SPSO) for funding of supplies, materials, catering services, van rentals, cash advances, etc. subject to availability of funds from the Budget office.

Office or Division	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 hardcopy	None	10 Minutes	Staff-in-Charge Budget Office
	4.1. 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	None	20 Minutes	Staff-in-Charge Budget Office



	the documents and validate source of funds			
	4.3 Signs the PR/JO/OR	None	5 Minutes	Chief Budget Office
	4.4 Logs out the documents SPSO	None	5 Minutes	Administrative Aide III Budget Office
	TOTAL	None	50 Minutes	



16. 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 or Division	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 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	Administrative Aide III Budget Office
	2.2. Evaluates the request and give comments/rec ommendation and additional information	None	30 Minutes	Staff-in-Charge Budget Office



	2.3. Reviews the request and other pertinent documents and give recommendation	None	20 Minutes	Chief Budget Office
	2.4. Records comments and logs out the communication to OVCA	None	5 Minutes	Administrative Aide III Budget Office
	2.5 VCA review/evaluates the request and additional information and makes recommendation	None	1 Hour	Vice Chancellor for Administration
	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 V 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 V Office of the Chancellor
	TOTAL	None	3 Hours, 35 Minutes	



17. 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 or Division	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) 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 assessthe status of the equipment. 2. Sends letter request for the repair/replacem ent of equipment depending on the recommendatio n of DISP/CDMO to the Chancellor thru channels. The OVCA refers the communication/requ est to the Budget Office for	3.1. Receives/r ecords communic ation in the logbook and routes to staff-in-charge	None	5 Minutes	Administrative Aide III Budget Office



comments/recommendation				
	3.2 Evaluates the request and give comments/recommendation and other information	None	30 Minutes	Staff-in-Charge Budget Office
	3.3. Assess/review the request and give recommendation	None	20 Minutes	Chief Budget Office
	3.4. Records the recommendation and logs out the communication to VCA	None	5 Minutes	Administrative Aide III Budget Office
	3.5 Evaluates the request and gives recommendation	None	30 Minutes	Vice Chancellor for Administration
	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 V Office of the Chancellor
	3.8 Acts on the request	None	30 Minutes	Chancellor
	3.9 Prepares/issue	None	30 Minutes	Administrative Officer V



	d NOA to pertinent office			Office of the Chancellor
	TOTAL	None	3 Hours, 5 Minutes	



18. Provides Budget Clearance/Obligation for All Payment Transactions

All payment transactions require budget clearance through OBR/BUR provided that the claim/transaction is valid and with complete supporting documents.

Office or Division	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			
1. Disbursement Voucher (DV) – 3 copies 2. Obligation Request (OBR)/ Budget Utilization Request (BUR) – 3 copies		BULSA BULSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare Disbursement Voucher(DV) for payment transactions through the Accounting Office	1.1 Receives DV from Accounting office stampsdate, put initials, record in the computer and refer/forwards to staff in-charge.	None	10 Minutes	Administrative Aide III Budget Office
	1.2 Logs in to on-line BULSA portal and checks if DV/OBR/BUR is uploaded in the portal.	None	10 Minutes	Staff-in-Charge Budget Office
	1.3 Checks availability of funds of unit, records to computer ledger, obligate expenses through BULSA and approves the OBR/BUR.	None	40 Minutes	Staff-in-Charge Budget Office
	1.4 Signs the OBR/BUR, affix e-	None	5 Minutes	Chief



	signature and approves the OBR/BUR in BULSA.			Budget Office
	1.5 Logs out DV to Accounting Office	None	5 Minutes	Administrative Aide III Budget Office
	TOTAL	None	1 Hour, 10 Minutes	



19. Submission of documents in compliance with UP System/DBM Financial Accountability Reports

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 or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UP System Budget Office/DBM			
. 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	Administrative Assistant II Budget Office
	2. Prepares Statement of Allotment, Obligations and Balances	None	2 Days	SAO Administrative Officer V Budget Office
	3.Prepares Quarterly Financial Accountability Reports (FAR)	None	2 Days	SAO Administrative Officer V Budget Office
	4. Reconciliation of Reports with Accounting Office	None	1 Day & 4 Hours	SAO Administrative Officer V Budget Office
	5. Finalize monthly and quarterly reports and sends e-copy to UP System budget office (on-line) and printed copy for signature	None	1 Day, 4 Hours	SAO Administrative Officer V Budget Office
	6. Signs the financial reports	None	1 Hour	Chief Budget Office Chief



				Accounting Office
	7. Transmits the reports for signature of the Chancellor	None	1 Hour	Administrative Aide III Budget Office
	8. Mail/email documents to the UP System Budget Office (c/o OC)	None	30 Minutes	SAO Administrative Officer V Budget Office
	TOTAL	None	9 Days, 2 Hours, 30 Minutes	



20. 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 through the UP System.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	DBM, UP System, Budget Office			
Memorandum /Information from the UP System				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request from UP System re updating of Personal Services Itemization and Plantilla of Personnel (PSIPOP)	1.1. Receives updated PSIPOP from HRDO	None	5 minutes	Administrative Officer V Budget Office
	1.2. Staff in charge reviews/checks PSIPOP based on their updated InternalPlantilla (reconciles with HRDO for any discrepancy)	None	1 Day	All Staff Budget Office
	1.3. Reviews the PSIPOP through the DBM website	None	4 hours	Administrative Officer V Budget Office
	1.4. Submits the updated PSIPOP to UP System (UP System submits to DBM)	None	2 hours	Administrative Officer V Budget Office
	TOTAL	None	1 Day, 6 hours & 5 minutes	



21. Approval for the Utilization of Tuition and Other School Fees (TOSF)

The UP System implemented the increase in Tuition and Other School Fees as approved by the Board on its 1216th BOR Meeting. The utilization requires the approval of the UP President based on the BOR allowable items.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UP Constituents/ Offices			
Proposed Utilization of TOSF				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Records the Memo and forwards to the Budget Chief.	None	5 Minutes	Administrative Aide III Budget Office
	2.2. The Budget Chief reviews the Memo and discuss with staff in charge on the items to be included in the proposed utilization.	None	4 Hours	Chief Budget Office
	2.3. The Budget chief finalizes the List and forwards to the Office of the Chancellor for approval and signature of the Chancellor.	None	1 Day	Chief Budget Office
	2.4. The Chancellor reviews and approves the List of items included in the Proposed utilization of TOSF.	None	1 Day	Chancellor UP Visayas



	2.5. The Budget Chief submits the Proposed Utilization to the UP System for approval of the UP President.	None	15 Minutes	Chief Budget Office
	TOTAL	None	2 Days, 4 Hours & 20 Minutes	



INFORMATION AND PUBLICATIONS OFFICE



EXTERNAL SERVICE

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 required fees to Up Visayas.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2C; Government to Client; G2 Business Entity			
Who may Avail	General Public and External Clients			
Checklist of Requirements			Where to Secure	
Request for Photo/Video Shoot Form			IPO Miagao and Iloilo City campuses	
Official Request (if needed)			Cash Office Miagao and Iloilo City campuses	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secure a copy	1. IPO gives a copy of the request form	Depending of the required rates:	1 min	IPO Director Admin. Officer (Miagao, campus)
2. Fill in the form	2. Check the form and assess the required payment	• Commercial P 500/hr	1 min	
3. Pay required fees at the Cashier's Office	3. Forward for to Cash Office for Payment	• Student Activities – P100.00/hr	1-2mins	IPO Director Admin. Assistant (Iloilo City campus)
4. Refer back to IPO	4. Records the receipt no. from the Cash Office	• Alumni/Student for personal use – P 200.00/hr	1 min	
5. Get approval	5. Sign approval		1 min	
6. Present to UPV SSF (<i>on the date of shoot</i>)	6. Advice client to refer/present to SSF (<i>on the date of shoot</i>)			



TOTAL	<ul style="list-style-type: none"> • Commercial P 500/hr • Student Activities – P100.00/hr • Alumni/Student for personal use – P 200.00/hr 	7 minutes	
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2. Campus Tours

Campus tours are conducted at the University for UPV guests, other universities and schools, and tour agencies. These tours are for learning purposes of these clients. At the same time, these tours are an opportunity to present UPV in physical form to guests and visitors.

Office or Division	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		
Letter of Request		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send request letter to IPO	1. Letter are received and referred to Campus Tour In-charge	NONE	1 hour	IPO Director URA I (Miagao campus)
	2. PO responds and get in touch with clients about to clarify about request and inform of its approval/disapproval;		1 hour	IPO Director Admin. Assistant (Iloilo City)
	3. Tour In-Charge contacts/assigns Tour guides and brief of details about tour		1 min	
	4. Log schedule of the tour and do necessary preparations		5 mins	
	5. Arrange with UPV SSF to coordinate tour schedule		5 mins	
	6. Gave a		30 – 1 hour	



	briefing/instruction to guests during arrival			
	7. Tour guests/visitors around campus in coordination with SSF			
TOTAL		None	3 hours 6 mins	



INTERNAL SERVICE

1. Facilitation of Permit for Campus Photoshoot

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Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	UPV Constituents, UPV Students, Faculty, Staff, & REPS			
Checklist of Requirements			Where to Secure	
Request for Photo/Video Shoot Form			IPO Miagao and Iloilo City campuses	
Official Request (if needed)			Cash Office Miagao and Iloilo City campuses	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secure a copy	1. IPO gives a copy of the request form	Depending of the required rates:	1 min	IPO Director Admin. Officer (Miagao, campus)
2. Fill in the form	2. Check the form and assess the required payment	• Commercial P 500/hr	1 min	IPO Director Admin. Assistant (Iloilo City)
3. Pay required fees at the Cashier's Office	3. Forward for to Cash Office for Payment	• Student Activities – P100.00/hr	1-2mins	
4. Refer back to IPO	4. Records the receipt no. from the Cash Office	• Alumni/Student for personal use – P 200.00/hr	1 min	
5. Get approval	5. Sign approval		1 min	
6. Present to UPV SSF (<i>on the date of shoot</i>)	6. Advice client to refer/present to SSF (<i>on the date of shoot</i>)		1 min	
TOTAL		• Commercial P 500/hr • Stud	7 minutes	



	ent Activities – P100.00/hr <ul style="list-style-type: none">• Alu mni/Studen t for personal use – P 200.00/hr		
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2. Campus Tours

Campus tours are conducted at the University for UPV guests, others universities and schools, and tour agencies. These tours are for learning purposes of these clients. At the same time, these tours are an opportunity to present UPV in physical form to guests and visitors.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	UPV Constituents, UPV Students, Faculty, Staff, & REPS			
Checklist of Requirements		Where to Secure		
Letter of Request		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send request letter to IPO	1. Letter is received and referred to Campus Tour In-charge	NONE	1 hour	IPO Director URA I (Miagao campus)
	2. PO responds and get in touch with clients to clarify about request and inform of its approval/disapproval;		1 hour	IPO Director Admin. Assistant (Iloilo City)
	3. Tour In-Charge contacts/assigns Tour guides and brief of details about tour		1 min	
	4. Log schedule of the tour and do necessary preparations		5 mins	
	5. Arrange with UPV SSF to coordinate tour schedule		5 mins	
	6. Gave a briefing/instruction to		30 – 1 hour	



	guests during arrival			
	7. Tour guests/visitors around campus in coordination with SSF			
TOTAL		None	3 hours 6 mins	



3. Documentation/Coverage of University Events

Documenting university events is to promote the university and give clarifications about university policies informing the media about UPV's achievements/successes, research and extension activities/work, technology packages, activities, and events, etc.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Units/Offices/Student Organizations/UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter of Request		IPO Miagao and Iloilo City campuses		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send request letter to IPO	1. Letter is received and assessed for conflicts or schedule management	NONE <i>(overtime pay if necessary)</i>	1 hour	IPO Director/ Admin. Officer/ URA I/ Admin. Aide V (Miagao campus) IPO Director/ Admin. Assistant/ Admin Aide IV (Iloilo City)
	2. Director/AO responds and get in touch with clients to clarify about request		1 hour	
	3.. Log schedule of the events/activities and do necessary preparations		1 min	
	4. Send approval/disapproval of request for documentation with remarks		30 mins	
TOTAL		None	2 hours and 31 mins	



4. Information Dissemination/ Infoblast of Announcements

Infoblast or dissemination of announcements is keeping the University administration, faculty, staff, REPS, and students informed about what's been in the news about UPV, updates, and other information.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Units/Offices/Student Organizations/UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter of Request		IPO Miagao and Iloilo City campuses		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients fill in form for infoblast or 2. Clients email request for infoblast	1. Letter is received and assessed for conflicts or schedule management	NONE	1 hour	IPO Director/ Admin. Officer/ URA I/ Admin. Aide V (Miagao campus)
	2. Director/AO responds and get in touch with clients to clarify about request		1 hour	
	3.. Log schedule of the events/activities and do necessary preparations		1 min	IPO Director/ Admin. Assistant/ Admin Aide IV (Iloilo City)
	4. Send approval/ disapproval of request for documentation with remarks		30 mins	
TOTAL		None	2 hours and 31 mins	



LEGAL OFFICE



INTERNAL SERVICES

1. OPINIONS / ADVICE / ASSISTANCE TO THE CHANCELLOR AND OTHER OFFICIALS

Opinions/ advice / assistance which are legal in nature, requested by the Chancellor and other officials, which are related to their offices and/or official functions.

Office or Division	UP Visayas Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits Referral / Memo	1. Receives Referral/Memo o	None	1 Day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.Reviews Referral / Memo 2.1. Performs Study of Law	None	Depends on the complexity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office
3. Appears for personal interviews or submits relevant documents as requested.	3. Conducts personal interviews 3.1. Requests for additional information/ documents if necessary	None	Depends on the complexity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office
	4. Prepare	None	14 days	Legal Officer



	legal legal opinion / memo and/or take appropriate action			UPV Legal Office
	5. Approves / signs the legal opinion / memo	None	1 day	<i>Chief Legal Officer</i> UPV Legal Office
4. Receives the signed opinion / memorandum		None	1 day	
TOTAL		None	5- 21 days	



2. JUDICIAL AND ADMINISTRATIVE CASES

Cases to be filed in the courts or in administrative agencies on behalf of UPV or its officials in the performance their official functions and duties.

Office or Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	UPV			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/official concerned refers the judicial / administrative case.	1. Receives Referral	None	1 Day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.Reviews Referral 2.1. Performs Study of Law	None	Depends on the complex- ity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office
3. Appears for personal interviews or submits relevant documents as requested.	3. Conducts personal interviews, research and Study of Law. 3.1. Requests for additional evidence if necessary.	None	Depends on the complex- ity of the problem (minimum of 2 days)	Legal Officer Office Staff UPV Legal Office
4. Appears as witness in the	4. Takes the appropriate	Filing fees; appearance	10 -16 days	Legal Officer Office Staff



case if necessary.	action 4.1. Files the case or 4.2. Explore other means of asserting the rights involved	fees for hearings; courier fees; and miscellaneous expenses		UPV Legal Office
TOTAL		Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	Minimum of 21 days	



3. FILING OF PLEADINGS IN PENDING CASES

For cases pending before the courts and/or administrative agencies involving UPV or its officials in the performance their official duties.

Office or Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	UPV			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Order requiring the filing				
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/official concerned refers the order to file the pleading.	1. Receives Referral	None	1 Day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2. Evaluates the progress and status of the case 2.1. Studies applicable laws	None	Depends on the complex-ity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office



3. Appears for personal interviews or submits relevant documents as requested.	3. Conducts personal interviews, research, and Study of Law. 3.1. Requests for additional evidence if necessary.	None	Depends on the complex-ity of the problem (minimum of 2 days)	<i>Legal Officer Office Staff UPV Legal Office</i>
4. Appears as witness in the case if necessary.	1.2. Drafts and finalizes pleading. 1.3. Files pleading through email or other modes.	Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	Depends on the period given or provided for under the Rules of Court or the applicable administrative rules of procedure	<i>Legal Officer Office Staff UPV Legal Office</i>
TOTAL		Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	As required	



4. CONTRACT DRAFTING AND REVIEW

Preparation, drafting and/or review of contracts, documents, agreements or undertakings involving UPV or any of its colleges, schools, or units.

Office or Division	UP Visayas Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
d) Referral Letter / Memo		Requesting Party		
e) Supporting Documents				
f) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits request	1. Receives request	None	1 Day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.Reviews the request 2.1. Performs Study of Law	None	Depends on the complexity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office
3. Appears for personal interviews or submits relevant documents as requested.	3. Conducts personal interviews 3.1. Requests for additional information/ documents if necessary	None	Depends on the complexity of the problem (minimum of 2 days)	Legal Officer UPV Legal Office
	4. Drafts / reviews/ edits the contract or appropriate	None	2-10 days	Legal Officer UPV Legal Office



	document			
4. Receives the document	5. Sends out the finalized contract or document	None	1 day	<i>Chief Legal Officer</i> UPV Legal Office
TOTAL		None	7 days average	



5. DRAFTING AND MAILING OF DEMAND LETTERS

Demands for payment sent to renegeing fellows.

Office or Division	UP Visayas Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Amount of unpaid obligation and other details				
c) Relevant Contract				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits request	1. Receives request	None	1 Day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / documents	2. Requests for additional information/ documents if necessary	None	2 days	Legal Officer UPV Legal Office
	3. Drafts the demand letter and sends out for mailing or for personal service	None	2-10 days	Legal Officer Office Staff UPV Legal Office
TOTAL		None	5 days average	



OFFICE OF INITIATIVES IN CULTURE AND THE ARTS (OICA



EXTERNAL SERVICE

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 or Division	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	Lantip Gallery Php 10,000.00 for a two-week use, including weekends, from 8AM to 5PM only	15 minutes	Administrative Aide VI/ Junior Office Aide OICA
	1.1 Checks availability of the requested venue	Hanas Gallery Php 5,000.00 for a two-week use, including weekends, from 8AM to 5PM only	5 minutes	Administrative Aide VI / Junior Office Aide OICA
	1.2 Forwards the request to the OICA Director for action on the request	Performing Arts Hall Php 10,000.00 for the first two hours, or fraction thereof Php 3,000.00/hour beyond the initial 2 hours Php 500.00 per hour for additional lights	15 minutes	Administrative Aide VI / Junior Office Aide OICA



		and sound equipment that the renter may bring in and use Php 500.00 per hour for rehearsals, preparation, and/set up before the event		
	1.3 Director Acts on the request	Courtyards/Main Lobby/Quadrangle/Multi-Purpose Area Php 2,000.00 for the first two hours or fraction thereof Php 500.00/hour or fraction thereof in excess of the initial 2 hours	2 days	OICA Director
2. Waits for the action of the OICA Director	2. Informs the client on the status of the request	Courtyards + Main Lobby + Quadrangle/Multi-Purpose Area Php 15,000.00 for the first two hours or fraction thereof Php 500.00/hour (or fraction thereof) in excess of the initial 2 hours	30 minutes	Administrative Aide VI / Junior Office Aide OICA
3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)	OICA Conference Room Php 1,000.00 per hour for non-UPV constituents Php 500.00 per hour for UPV constituents	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	Rates for Photo Shoots: a. In any area/gallery (except the PAH)	15 minutes	Administrative Aide VI / Junior Office Aide OICA



		<p>-Php 500/hour or a fraction thereof in excess of for any private/personal purpose with commercial value for the photographer.</p> <p>- Php 200/hour or fraction thereof in excess of for photo shoots for personal/private reasons, without commercial value for the photographer.</p> <p>b. In any area/gallery (including the PAH)</p> <p>-Php 700/hour or a fraction thereof in excess of for any private/personal purpose with commercial value for the photographer.</p> <p>- Php 200/hour or fraction thereof in excess of for photo shoots for personal/private reasons, without commercial value for the photographer.</p> <p>No fee shall be</p>		
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		charged if the photo shoot is for publicity of an event booked in any of the galleries, the PAH, or other spaces of the Main Building, no fee shall be charged.		
	4.1 Schedule the confirmed use of facilities	<p>Rates for Video Shoots:</p> <p>a. In any area/gallery (except the PAH)</p> <p>- Php 1,000.00 for the first 2 hours or a fraction thereof; Php 500.00 per hour or fraction thereof, in excess of the initial two hours.</p> <p>If video shoot is for the publicity of an event booked in any of the rooms in the Main Building, no additional fee shall be charged.</p> <p>b. In any area/gallery (including the PAH)</p> <p>- Php 1,200.00 for the first 2 hours or a fraction thereof; Php 500.00 per hour or fraction thereof, in excess of the initial two hours.</p> <p>No additional fee shall be charged if the video shoot is</p>	5 minutes	Administrative Aide VI /Junior Office Aide OICA



		for the publicity of an event booked in any of the rooms in the Main Building.		
	TOTAL	Fees dependent on the facility requested and number of hours used	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 or Division	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 / UPV Cinematheque		
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 / cinematheque@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	Junior Office Aide OICA
	1.1 Checks availability of the requested venue		5 minutes	Junior Office Aide OICA
	1.2 Forwards the request to the OICA Director / Faculty in-charge		15 minutes	Administrative Aide VI / Junior Office Aide OICA
	1.3 OICA Director / Faculty in-charge acts on the request		2 days	OICA Director / Faculty in-charge OICA



2. Waits for the action of the OICA Director/Faculty in-charge	2. Informs the client on the status of the requests		30 minutes	Junior Office Aide OICA
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	Junior Office Aide OICA
	4.1 Schedule the confirmed use of facilities		5 minutes	Junior Office Aide OICA
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 or Division	Office of Initiatives in Culture and the Arts (OICA)			
Classification	Simple			
Type of Transaction	G2C, 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 / UPV Cinematheque		
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	No fee; donation only	15 minutes	Administrative Aide VI/ Junior Office Aide OICA
	1.1 Checks availability of the requested venue /facility and guides		1 hour	Administrative Aide VI / Junior Office Aide OICA
	1.2 Forwards the request to the OICA Director for action on the request		15 minutes	Administrative Aide VI/ Junior Office Aide OICA
	1.3 Director acts on the request		2 days	OICA Director
2. Waits for the action of the OICA Director	2 Notifies the requestor on the action of the OICA Director		30 minutes	Administrative Aide VI/ Junior Office Aide OICA
	3 Schedule the confirmed tour/visit		5 minutes	Administrative Aide VI/Junior Office Aide OICA
TOTAL		No fee; donation	2 days, 2 hours	



	only	and 5 mins.	
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INTERNAL SERVICE

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.

Office or Division	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	1. Receives and records the request /proposal for sponsorship/partnership	None	10 minutes	Administrative Aide VI OICA
2. After passing the screening, submit to UPV OICA requested documents within the specified period.	2. Screens the requests/proposal for Sponsorship /partnership and the supporting documents		1 hour	Administrative Aide VI OICA
	3. Forwards the request to the OICA Director for evaluation and action		30 minutes	Administrative Aide VI OICA
3. Waits for the action of the OICA Director and Chancellor	3.1 OICA Director evaluate and endorses the		3 days	OICA Director / Office of the Chancellor



	request to the Chancellor			
	3.2 Prepares and submits letter to the Chancellor requesting to approve the sponsorship		1 hour	Administrative Aide VI OICA
4. Keeps Official Receipts and supporting documents for reimbursement and/or liquidation	4. 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 OICA
5. Submits Official Receipts and supporting documents after the event/activity	5. Follow up requestor and waits for the submission of the required documents for reimbursement /liquidation		30 minutes	Administrative Aide VI OICA
	5.1 Receives and counter checks documents submitted		30 minutes	Administrative Aide VI OICA
	5.2 Prepares and submits reimbursement /liquidation report with complete supporting documents for the sponsorship		3 days	Administrative Aide VI OICA
TOTAL		None	9 days, 4 hours & 30 minutes	



OFFICE OF ALUMNI RELATIONS



EXTERNAL SERVICES

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 or Division	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



<p>Request for a formal turnover of donation through letter or verbal request.</p> <p>1.1 Donor's request: Send letter with details of request through email or via personal delivery.</p> <p>1.2 Request from the recipient Office or College: Send letter with details of request through email or via personal delivery</p>	<p>Received request via email:</p> <p>1.1 Acknowledge receipt of email and log details of request.</p> <p>1.2 Forward email request to the Director for approval.</p> <p>Received via personal delivery:</p> <p>1.1 Log request and record details.</p> <p>1.2 Forward letter to the Administrative Officer for Information</p> <p>1.3 Forward to Director for approval.</p>	<p>None</p>	<p>30 minutes</p> <p>15 minutes</p>	<p>Administrative Officer II OAR</p> <p>Administrative Aide IV OAR</p> <p>Administrative Officer II OAR</p>
<p>2. Wait for the call or email from OAR of the status of the request and decide for final arrangement of the program and other details.</p>	<p>Action of the Head of Office on the request.</p> <p>1.1 If approved, Inform the requestor of the approval of the Director through email.</p> <p>1.2 If disapproved, inform the requestor of the action, recommendation and the reasons for action through email.</p>	<p>None</p>	<p>1 day</p>	<p>Director OAR</p>



	<p>3. Proceed with facilitating the request such as invitation for UPV officials, request for available venue and arrangement with the technical teams needed:</p> <p>3.1 Write letter to UPV Official</p> <p>3.2 Prepare and submit through email request use of venue and equipment and services of technical and maintenance staff.</p> <p>3.3 Follow up status and approval of requests and invitations.</p>	None	3 days	Administrative Officer II OAR
	<p>4. Inform the requestor of the final arrangement and things they must prepare through email.</p>	None	30 minutes	Administrative Aide IV OAR
	<p>5. Remind people involve of the schedule of turnover at least 2 days before the schedule.</p>	None	30 minutes	Administrative Aide IV OAR



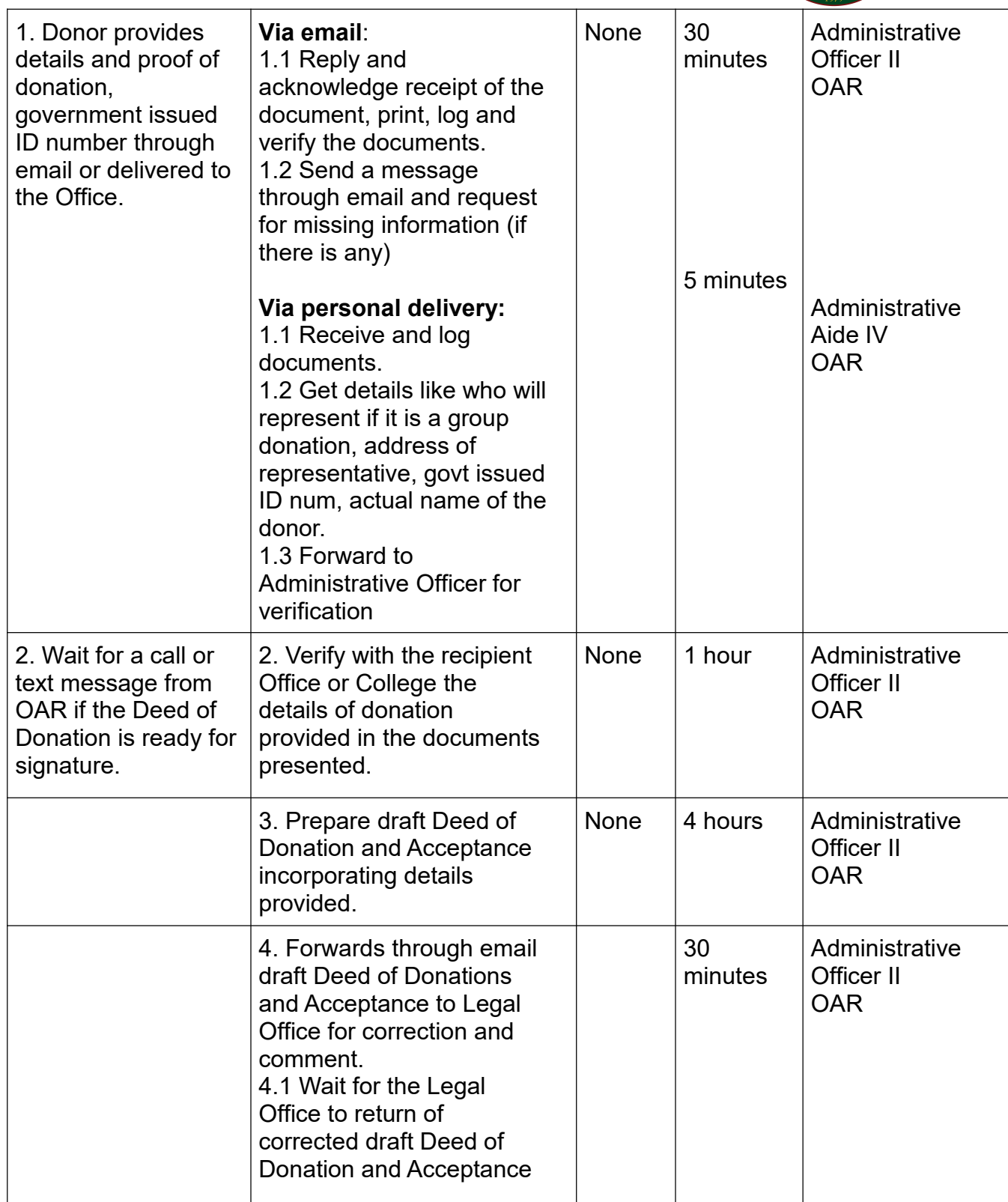
3. Attend the event and observe protocols.	6. Supervise set up of venue	None	4 hours	Administrative Officer II OAR Administrative Aide IV OAR
TOTAL		None	4 days, 5 hours, 45 minutes	



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 or Division	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





	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 Legal Office
	6. Receive corrected draft document and reply and acknowledge receipt of document	None	15 minutes	Administrative Officer II OAR
	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 OAR
	8. Secures signatures of the Donor and 1 witness in the Deed of Donation and Acceptance	None	1 day	Administrative Aide IV OAR
	9. Forwards the Deed of Donation and Acceptance to the Chancellor office for signature of the Chancellor as Donee and secure signature of 1 witness	None	1 days	Administrative Aide IV OAR
	10. OC facilitates signature of the Chancellor and 1 witness and returns the Deed of Donation and Acceptance to OAR.	None	2 days	Office of the Chancellor
	11. Checks the document if with complete signatures. 11.1 Forward documents to Legal Office Notarization	None	15 minutes	Administrative Aide IV OAR



	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 OAR
TOTAL		None	7 days, 7 hours, 5 minutes	



3. Processing of Application of UPV Alumni ID

UPV graduates may apply for a UPV Alumni ID. This ID is recognized in all UP campuses.

Office or Division	1. Office of Alumni Relations (OAR) 2. Office of the University Registrar (OUR)			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may Avail	All UP Visayas graduates			
Checklist of Requirements		Where to Secure		
1. Accomplished Online Application Form 2. 2x2 ID picture with white background 3. Proof of payment for ID fee		Office of Alumni Relations, online		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up online UPV Alumni ID Application Form; Pay ID fee through UPV Cash Office or over-the-counter portal; Attach 2x2 digital photo Link to form: bit.ly/upv-alumni-id-form Payment portal: "UP Visayas" Land Bank of the Philippines Miagao Branch C/A 3052-1015-13 Note in payment: "For UPV Alumni ID"	1. Receive request in Google Forms	300.00 for new graduates; 500.00 for other graduates	10 minutes	Administrative Officer IV OAR



2. Wait for the call or message that your Id is ready for pick up.	2. Verify data, encode, and prepare for printing by OUR		30 minutes (simple); 2 days (complex)	Administrative Officer IV OAR
	3. Printing of IDs		Variable	OUR
	3. Receive printed alumni ID from Office of the Registrar and log. 3.1 Inform the alumni to pick up Alumni ID at the Office.		15 minutes	Administrative Aide IV, Administrative Officer IV OAR
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.		5 minutes	Administrative Officer IV OAR
TOTAL		300.00 for new graduates; 500.00 for other graduates	Simple Transaction: 1 hour; Complex Transaction: 2 days and 30 mins.	



4. 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 or Division	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 OAR



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 OAR
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 the Auxiliary and Services Office	3 days	Administrative Officer II Administrative Aide IV OAR
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 OAR



	TOTAL	None	3 days, 2 hours, 30 minutes	
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5. Receiving of Incoming Document

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

Office or Division	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 OAR
	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 OAR
	3. Proceed to recording/barcoding the document.		15 minutes	Administrative Aide IV OAR
	4. Route the physical documents to the concerned recipients		15 minutes	Administrative Aide IV OAR
TOTAL		None	1 hour	



6. Response to e-mail Clarification/Inquiry

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

Office or Division	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 OAR
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 OAR
	3. Reply to email per response taken from the concerned individual.	None	45 minutes	Administrative Officer II Administrative Aide IV OAR



	TOTAL	None	1 hour, 30 minutes	
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7. 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 or Division	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 OAR



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 OAR Administrative Officer IV OAR
	3. Forward request to the Director of the Office for final evaluation of the request and decision.	None	1 hour	Director OAR
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 OAR



<p>4. Receive and take charge of the safety of the list.</p>	<p>Release the list through email. 5. Inform the requestor that the list have been sent to their email. 5.1 Check for email reply acknowledgement of receipt.</p> <p>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.</p>	<p>None</p>	<p>1 hour</p>	<p>Administrative Aide IV OAR</p>
<p>TOTAL</p>		<p>None</p>	<p>1 day, 3 hours, 30 minutes</p>	



OFFICE OF STUDENT AFFAIRS



EXTERNAL SERVICE

1. Accommodation of Transients/Guests in Student Dormitories

The UPV Dormitories accommodate students who are not currently accommodated in any UPV dormitory. In addition, parents/guardians, faculty, staff, alumni, and guests are allowed to stay 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.

Office or Division	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV students, 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. Check in at the dormitory and present requirements	1. If reserved, validate reservation. If not, check the availability of bed space 1.1 Check required identification and other documents 1.2 Have the guest log on the transient logbook 1.3 Issue key and usher guest to the guest room	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
2. Pay transient fee at the information counter	2. Determine total charges for accommodation 2.1 Issue provisional receipt charge slip or billing statement for payment of accommodation	Based on prescribed transient rates (see table below)	10 Minutes	<i>Dormitory Manager Respective Dormitories</i>



	2.2 Accept cash payment for remittance to Cash Office			
TOTAL		Based on prescribed transient rate	20 Minutes	

Prescribed Rates for Transient Accommodation:

Regular Dormitories	Capacity	Non-UPV/Guests	UPV Alumni	Parent	Student/Faculty/Staff	Student with personal linen
• Regular Rooms (non-aircon)	4 pax/room	P200.00/pax	P180.00/pax	P180.00/pax	P100.00/pax	P60.00/pax
• Guest Room (non-aircon)	2 pax/room	P200.00/pax	P200.00/pax	P200.00/pax	-	-

International Dormitory	Capacity	Non-UPV/Guests	UPV Users on Official Business (including alumni)	Student with personal linen
• Regular Rooms (non-aircon)	4 pax/room	P200.00/overnight	P160.00/overnight	P120.00/pax
	2 pax/room	P300.00/overnight	P240.00/overnight	P200.00/pax
• Aircon Rooms	single occupancy	P700.00/overnight (plus P300/pax for add'l person)	P560.00/overnight (plus P300/pax for add'l person)	-

Balay Ilonggo (Iloilo City campus)	Capacity	Non-UPV/Guest	UPV Alumni	Parent	Student/Faculty/Staff	Student with personal linen
• Regular Rooms	4 pax/room	200.00	180.00	180.00	100.00	60.00
• Guest Rooms	Capacity	Non-UPV/Guest	UPV Users on Official Business		Alumni/Parents/UPV Users not on Official Business	
1. Executive Room (w/ aircon)	good for 2-4pax/room	P700.00/room (plus P250/pax for add'l 2 pax)	P500.00/room (plus P150/pax for add'l 2 pax)		P550.00/room (plus P150/pax for add'l 2 pax)	
2. Toto room (exclusive for male)	good for 8 pax/room	P300.00/pax (non-aircon use)	P100.00/pax (non-aircon use)		P200.00/pax (non-aircon use)	
		P300.00/pax (aircon use but min of 4 pax)	P1,000/room (aircon use)		P200.00/pax (aircon use but min of 6 pax)	
3. Inday Room (exclusive for female)	good for 8 pax/room	P300.00/pax (non-aircon use)	P100.00/pax (non-aircon use)		P200.00/pax (non-aircon use)	
		P300.00/pax (aircon use but min of 4 pax)	P1,000/room (aircon use)		P200.00/pax (aircon use but min of 6 pax)	



2. Issuance of Certifications

This service is available to students seeking OSA certifications for legal purposes. OSA issues certifications for students without any ongoing or pending Student Disciplinary Tribunal (SDT) cases, while certificates of good moral character are issued by their respective colleges. Other OSA certifications cover scholarships, student assistantships, and certifications for student organizations, specifying positions held and advisorship/co-advisorship.

Office or Division	Office of Student Affairs – Administrative Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students/Graduates, UPV Student Organizations, Advisers of student organizations			
Checklist of Requirements		Where to Secure		
Request form with billing		OSA Administrative Office or via https://bit.ly/OsaCertRF		
Official receipt (OR)		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out form to OSA office (for walk-ins) or via google form https://bit.ly/OsaCertRF	1. Accept request form and issue billing	None	1 minute	<i>Administrative Staff</i> OSA Admin Office
2. Present request form and pay fees at the Cash Office	2. Accept payment based on billing and issue official receipt	Cert fee - P20.00 per copy	10 minutes	<i>Cashier</i> Cash Department Office
3. Submit request form with OR to OSA staff or via email at osa.upvisayas@up.edu.ph and wait for the request to be	3. Receive request slip with OR and forward request to responsible unit depending on the nature of request	None	1 day	<i>Administrative Staff</i> OSA Admin Office (for cert of no SDT case) or



processed	<p>3.1 Check record and prepare certification for signature of Authorized personnel/OSA Director</p> <p>3.2 Log Official Receipt (OR) number and issue signed certification</p>			<p><i>University Ext. Associate I OSA-SOA Office</i> (for student orgs cert)</p> <p>or</p> <p><i>Administrative Staff OSA-ST Office</i> (for SAGA and Scholarship certifications)</p>
4. Claim certification and sign logbook	4. Issues signed certification	None	1 minute	<i>Staff-in-charge OSA Admin/SOA/ST Office</i>
TOTAL		P20.00 per copy	1 day, 12 minutes	



3. Approval of Student Loan Application

The Office of Student Affairs approves the application forms of students availing of tuition loans. A student can loan up to a maximum of 70% of his/her total assessed fees. On a case-by-case basis, a student can loan up to 100% of the total assessed fees with the approval of the Chancellor. He/She shall submit an appeal letter addressed to the Chancellor explaining the nature of his/her financial incapacity.

Office or Division	Office of Student Affairs – Administrative Unit Accounting Office - Student Loan Board (SLB) Unit College Dean's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Student Loan Application Form* (3 original). <i>*If the co-debtor is not a UPV employee, the loan form must be notarized on the back page.</i>		Accounting Office - Student Loan Board Unit or downloadable at the CRS homepage (https://crs.upv.edu.ph)		
Co-Debtor's ID (1 photocopy)		Co-Debtor of students		
Additional requirements:				
Approved letter of request for students applying for 100% tuition loan		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished loan application form and attachments to Student Loan Board (SLB) in-charge	1. Screen loan application, compute the maximum loanable amount based on the assessed tuition fee in the CRSIS and return the documents to the student.	None	1 minute	SLB-in-charge Accounting Office
2. Proceed to the Office of the Dean of her/his respective College and present documents	2. Sign on the application form to attest to the official enrollment of the student.	None	2 minutes	College Dean Staff or Authorized Representative CAS/CFOS/CM/ SOTECH/ Graduate School



3. Present documents to OSA staff and sign logbook	3. Accept and screen documents 3.1 Facilitate the signing of the form by the OSA Director for approval. 3.2 Return the documents to the student	None	1 minute	<i>Administrative Staff</i> OSA Admin Office
4. Submit duly approved loan application and photocopy of the Co-Debtor's ID to the Student Loan Board.	4. SLB-in-charge receive documents and encode approved loan amounts in the CRSIS.	None	1 minute	<i>SLB-in-charge</i> Accounting Office
TOTAL		None	5 minutes	



4. Signing of Clearance

The Office of Student Affairs (OSA) facilitates clearance requests from students applying for a leave of absence and from former students applying for University clearance for their exit from the University.

Office or Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students/Former Students			
Checklist of Requirements		Where to Secure		
Clearance Form		Office of the College Secretary; downloadable at the CRS website: https://crs.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished clearance form and wait for the form to be signed	1. Receive form & verify student records 1.1 Simultaneously forwards a copy to different OSA units for checking of accountabilities* <i>*If the client has unsettled accountabilities or needs to undergo counseling (for LOA requests), students must settle or comply first.</i> 1.2 Submit to the OSA Director for signing upon receiving clearance from different OSA units in-charge.	None	5 Minutes	Administrative Staff OSA Admin Office
2. Receive signed clearance and sign logbook	2. Issue signed clearance form	None	1 Minute	Administrative Staff OSA Admin Office
TOTAL		None	4 Minutes	



5. 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 or Division	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. Fill out appointment schedule form and submit to assigned Guidance Services Specialist (GSS) or send an email to assigned Guidance Services Specialist to schedule appointment	1. Attend to client and conduct an initial interview to assess problems and needs 1.1 Set appointment for counseling 1.2 Gather information about clients and coordinate with faculty, parents, peers and significant others 1.3 Study test results and background information about the client 1.4 Analyze test results and correlates with other information gathered	None	1 Day	Guidance Services Specialist OSA Guidance Offices (per assigned courses)
2. Return to assigned GSS for counseling proper and sign in the client logbook/	2. Conduct counseling and interpret test 2.1 Present counseling goals, options or	None	1 Hour	Guidance Services Specialist OSA Guidance Offices (per assigned



google form	<p>interventions</p> <p>2.2a If counseling goals are not achieved, set a follow up session or referral (if needed)</p> <p>2.2b If counseling goals are achieved, counseling is terminated and issue feedback form for evaluation</p>			courses)
3a. If counseling goals are not achieved, return for a follow-up counseling	<p>3. Help client implement counseling goals or refer to other experts/ professionals if needed</p> <p>3.1a If counseling goals are still not achieved, repeat 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, fill out client satisfaction survey form and drop at the designated drop box or send by remote platform	3. Evaluate and monitor outcomes of counseling	None	15 Minutes	<i>Guidance Services Specialist</i> OSA Guidance Offices (per assigned courses)
TOTAL		None	1 Day, 2 Hours	

6. 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 or Division	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. Fill out appointment schedule form and submit 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. Schedule appointment for psychological testing 1.1 Prepare test materials and venue for testing	None	35 minutes	Guidance Services Specialist* OSA Guidance Offices (per assigned courses)



2. Take psychological tests at the assigned venue and scheduled date *New student submits the required documents	2. Administer psychological tests 2.1 Inform student the availability of test results for interpretation 2.2 Process psychological tests (scoring, norming, profiling) * Processing and encoding psych interpretations are done by batch depending on the number of takers per session 2.3 Record psychological tests in individual cumulative record	None	5 hours, 30 minutes	<i>Guidance Services Specialist</i> OSA Guidance Offices (per assigned courses)
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. Study test results 4.1 Correlate with background information, and analyze test results 4.2 Interpret test results to student	None	2 hours	<i>Guidance Services Specialist</i> OSA Guidance Offices (per assigned courses)
TOTAL		None	1 Day, 10 inutes	



7. 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 or Division	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		
Letter request addressed to the OSA Director		Requesting Office		
Conforme		Office of Student Affairs (provided on the day of testing)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the OSA Admin Office	1. Receive request and logs details 1.1 Forward request to the GSS-in-charge of psychological testing	None	3 minutes	<i>Administrative Staff</i> OSA Admin Office
2. Follow up request with GSS-In-Charge of Psych Testing (extension) Coordinator to discuss needs for testing	2. Interview client to assess need for testing and fees 2.1 Assign and coordinate testing service with GSS 2.2 Set schedule for testing depending on availability, and inform the client	None	20 minutes	<i>GSS-in-charge of Psych testing</i> OSA Guidance Office or <i>Guidance Services Specialist*</i> OSA Guidance Offices (assigned)
3. Confirm schedule of applicant for testing service	3. Prepare 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 venue; and fills out Conforme form	4. Administer psychological tests 4.1 Process psychological tests (scores, records, norms) 4.2 Study, analyze and interpret test results 4.3 Prepare and encode test reports * Processing and encoding of psych interpretations are done by batch depending on the number of takers per request 4.4 Forward test reports to OSA admin staff for billing of fees	None	7 days	<i>Guidance Services Specialist*</i> OSA Guidance Offices (assigned)
	4.5 Inform requesting unit the availability of test reports and issue billing charges	None	1 minute	<i>Administrative Staff</i> OSA Admin Office
5. Pay testing fee at the Cash Office	5. Accept payment and issue official receipt (OR)	Testing fee - P100/test	10 minutes	<i>Cashier</i> Cash Department Office
6. Return to OSA and present OR for claiming of test reports	6. Receive and record OR number; and request client to evaluate service given	None	7 minutes	<i>Administrative Staff</i> OSA Admin Office
7. Receive sealed documents	7. Release written test reports	None	4 minutes	<i>Administrative Staff</i> OSA Admin Office
TOTAL		P100/test	7 days, 1 hour	



8. Conduct of Group Guidance/Training Programs/Workshops

Group dynamics activities and structured learning experiences such as the Personal Effectiveness Program are given to groups 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 or Division	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. Submit request to the OSA Admin Office (personal or via remote platforms)	1. Receive request and refer it to the GCSU Coordinator	None	10 minutes	<i>Administrative Staff</i> OSA Admin Office
2. Meet with GCSU coordinator to discuss needs and purpose of training (personal or via remote platforms)	2. Interview client to assess needs/ purposes and set schedule for training 2.1 Coordinate with GSS and make program 2.2 Assign speakers, facilitators and support personnel 2.3 Discuss program with the GSS 2.4 Prepare	None	7 days	<i>GCSU Coordinator and Guidance Services Specialists</i> OSA Guidance Offices (per committee assignment)



	activities, materials, lecturette and venue for training 2.5 Prepare evaluation instrument			
3. Attend training (on the assigned venue or through online/remote platforms) and participates in the evaluation	3. Conduct training and evaluation 3.1 Analyze and process evaluation 3.2 For extension training, issue corresponding charge for speakers and facilitators	None	5 days	<i>GCSU Coordinator and Guidance Services Specialists OSA Guidance Offices (per committee assignment)</i>
4. For extension training, pay corresponding fee for speakers and facilitators	4. Facilitate payment if necessary 4.1 Make written report and encode evaluation results	Honorarium - P2,000/hr per speaker; P1,000/hr per facilitator	3 days	<i>GCSU Coordinator</i>
TOTAL		As specified	15 days, 10 inutes	



9. Application for Student Learning Assistance System (SLAS) Online

The SLAS is an expansion of the Student Financial Assistance Online (SFA Online). The expanded System will gather information on students' financial capacity, connectivity situation and connectivity options, and learning assistance requirements to help the University determine the support to be extended to the applicant

Office or Division	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 SLAS online: <ul style="list-style-type: none">• Student Number and PIN or• Registered UP mail (@up.edu.ph)		SLAS Help Desk online (sts.visayas@up.edu.ph) or OSA Scholarships and Financial Assistance Unit (SFAU)		
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. Secure user account and password for SLAS online log in * For assistance, contact SLAS Help Desk or SFAU and submit the required documents to request for a new account, to reset PIN or to register UP Mail account	1. Answer queries and assist student in securing user account and PIN/ password and other log-in related concerns	None	10 minutes	Administrative Staff OSA SFAU
2. Log in at SLAS Online website	2. Assist students and answer	None	15 minutes	Administrative Staff



(https://slasonline.up.edu.ph) during application period and fill out SLAS Online	queries in filling out of information 2.1 For special cases, update student's basic information 2.2 Submit data to <i>e-UP</i> team			OSA SFAU
3. Submit application form online, log out and wait for the results	3. Release result of SLAS Online application via students' SLAS accounts	None	1 day (paused clock)*	<i>SLAS Online In-charge UP System</i>
4. Check the result via SLAS Online account or at the SFAU * May submit appeal for bracket reassignment online (see service specification for SLAS Appeal)	4. Encode SLAS 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	<i>Administrative Staff OSA SFAU</i>
TOTAL		None	2 days, 25 minutes	

**Note: The release of results depends on the scheduled release timeline of the UP system*



10. Appeal for Student Learning Assistance System (SLAS) Online

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

Office or Division	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. Log in at SLAS Online Website (https://slasonline.up.edu.ph) during appeal period, fill out and submit SLAS appeal questionnaire online	1. Print shortlist of submitted appeal form online and set schedule of phone or face to face interview with appellant	None	15 minutes	Administrative Staff OSA SFAU
2. Present himself/herself for phone or face to face interview	2. Interview appellant 2.1 Request for supporting documents from students	None	45 minutes	Administrative Staff OSA SFAU



3. Submit the required supporting documents to SFAU via online, face to face, or through courier	3. Receive documents and correct data 3.1 Prepare interview and/or home visitation reports for UPV-Student Scholarship and Financial Assistance Committee (UPV-SSFAC) deliberation	None	2 hours (paused clock)*	Administrative Staff OSA SFAU
4. Wait for the result of appeal	4. Deliberate appeals	None	1 day	UPV SSFAC (chaired by VCAA)
5. Check result of appeal online after deliberation	5. Encode results of appeals via SLAS Online website	None	1 day	Administrative Staff OSA SFAU
TOTAL		None	2 days, 3 hours	

** Note: The deliberation of appeals is subject to the schedule of the UPV-SSFAC meeting and is conducted by batch.*



11. 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 or Division	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 SFAU Office; Downloadable at links provided which are posted on SFAU FB Page		
UP Form 5 (1 photocopy/scanned copy)		Office of the College Secretary		
1x1 or 2x2 ID Pictures (2 copies/mailed 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 (CGMC) or Certificate of No SDT Case (1 original)		Last school attended (for new students); Office of the College Secretary (for CGMC) or OSA Admin Office (for cert of no SDT case) for regular UPV students		
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		
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. Submit duly accomplished application form and needed requirements to SFAU thru online, face to face, or courier	1. Receive application form and check completeness of requirements 1.1 Set appointment for preliminary interview	None	20 minutes	Administrative Staff OSA SFAU
2. Present himself/herself for preliminary interview via phone or face to face	2. Interview with the applicant via phone or face to face 2.1 Request additional supporting documents, if necessary	None	45 minutes	Administrative Staff OSA SFA
3. Follow up status of application and submit additional requirement if there is any	3. If applications are already complete, shortlist the applicants 3.1 Evaluate and rank the applicants * Processing of application is done by batch	None	7 days	Administrative Staff OSA SFAU
4. Wait for the result of application	4. Submit shortlist and application requirements to the donors for final screening and selection of scholars	None	1 day (paused clock)*	Administrative Staff OSA SFAU
5. Check result of application at the SFAU and join the online or face to face orientation if qualified	5. Upon release of results, inform/contact qualified applicants thru phone, email, sms, or FB posting for online or face to face orientation	None	1 day	Administrative Staff OSA SFAU
TOTAL		None	9 days, 1 hour, 5 minutes	

* Note: Donors join the Scholarship Committee for the conduct of final interview of applicants and release results at their discretion. Waiting time may take months in some cases.



12. Renewal of Scholarships (Government and Private)

Students are required to submit semestral requirements for assessment/renewal of scholarship.

Office or Division	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:				
UP Form 5 (1 photocopy/scanned copy)			Office of the College Secretary	
Copy of Grades for continuing students (1 original copy)			Office of the College Secretary	
Certificate of Good Moral Character (CGM)/Cert of No SDT Case (1 original)			Office of the College Secretary (for CGMC) or OSA Admin Office (for cert of no SDT case)	
Proof of Active Landbank account			Bank	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of UP Form 5 and Official Copy of Grades of the last semester attended (including Certificate of Good Moral Character for some scholarships).	1. Receive and verify documents submitted by the scholar	None	10 minutes	Administrative Staff OSA SFAU
2. Wait for the results of the application	2. Prepare summary report of the academic status of scholars 2.1. Submit advance copy of the scholarship report and other requirements to	None	1 day	Administrative Staff OSA SFAU



	donors via email			
	2.2. Send original copy of the scholarship report and other requirements to donors via courier and wait for feedback from the donor on the scholars' status.	None	1 day (paused clock)*	<i>Administrative Staff</i> OSA SFAU
3. Check result of application	3. Upon release of results, inform students if the scholarship is renewed/ continued.	None	1 day	<i>Administrative Staff</i> OSA SFAU
TOTAL		None	3 days, 10 minutes	

* Note: Donors evaluate the submitted documents and release results at their discretion.
Waiting time may take month/s in some cases.



13. Application for Student/Graduate Assistantship (SAGA)

The UP SAGA is a program for upperclass and graduate students to gain experience in 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 master's students, and P140/hour for Doctorate students.

Office or Division	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 SFAU; Downloadable at given links posted on SFAU Facebook 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 printed copy and soft copy in JPEG format)		Photo services		
Additional requirements for qualified applicants (SAGA Papers):				
Basic Paper (1 original)		OSA SFAU		
Certification of Assumption to Duty (2 original)				
Oath of Office (2 original)				
Working Schedule (2 original)				
Non-Disclosure Undertaking (5 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and supporting documents to SFAU via online and face to face	1. Receive application form and check completeness of documents	None	15 minutes	Administrative Staff OSA SFAU
2. Set schedule for interview	2. Schedule applicants for	None	5 minutes	Administrative Staff



	interview			OSA SFAU
3. Present himself/herself on scheduled phone or face-to-face interview date	3. Interview with the applicant via phone or face to face 3.1 Request additional supporting documents, if necessary	None	45 minutes	<i>Administrative Staff</i> OSA SFAU
4. Submit lacking requirement if there are any and wait for announcement of results	4. If applications are already complete, evaluate and rank applicants * Processing of applications is done by batch with more or less 100 applicants 4.1 Assign qualified applicants to respective unit of assignment 4.2 Prepare official list of qualified student assistants and SAGA papers for compliance of qualified SAs	None	10 days	<i>Administrative Staff</i> OSA SFAU
5. Wait for announcement of qualified applicants through messenger or text	5. Inform qualified student assistants via messenger or text	None	3 days	<i>Administrative Staff</i> OSA SFAU
6. If qualified, secure SAGA papers at the SFAU	6. Issue SAGA papers and give instructions	None	10 minutes	<i>Administrative Staff</i> OSA SFAU



7. Submit duly accomplished SAGA papers to SFAU	7. Receive and check completeness of SAGA papers 7.1. Submit documents to HRDO and other pertinent units for issuance of appointment	P50.00 <i>(for notarization of NDU)</i>	45 minutes	Administrative Staff OSA SFAU
TOTAL		P50.00	13 days, 1 hours	



14. 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 loans and other assistance to students during emergency situations.

Office or Division	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 SFAU		
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. Submit duly accomplished application form and supporting documents to SFAU and wait for approval	1. Receive application form and check for completeness of documents 1.1 Forward application form to Scholarship Affairs Officer for signature and approval	None	20 minutes	<i>Administrative Staff</i> OSA SFAU
2. Receive money	2. Release approved loan	None	10 minutes	<i>Administrative Staff</i> OSA SFAU
3. Pay loan	3. Receive and log payment and issues receipt	None	10 minutes	<i>Administrative Staff</i> OSA SFAU
TOTAL		None	40 minutes	



15. Processing of GSIS Insurance Claims

The UP System strives to provide enrolled students insurance that covers a portion of the accident costs, hospitalization, medical care, among others, especially in cases when students participate in academic and similar experiential learning activities outside classrooms.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen / G2G - Government to Government			
Who may Avail	Undergraduate students who are eligible for the grant of Higher Education Subsidy			
Checklist of Requirements		Where to Secure		
GSIS Insurance Claim Form		OSA SFAU		
Other Documents as stated in the Insurance Claim Form		Respective Units/Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Insurance Claim Form and attach required documents for submission to the insurance company and submit.	1. Receive form and check for completeness of documents	None	20 minutes	<i>Insurance Claims Officer/ Administrative Staff OSA SFAU</i>
	1.1 If documents are already complete, draft endorsement for signature of OSA Director	None	30 minutes	<i>Insurance Claims Officer/ Administrative Staff OSA SFAU</i>
2. Wait for an advisory or notice from the insurance company (GSIS) for claiming of benefits	2. Submit insurance form and supporting documents to insurance company (GSIS) in person	None	1 day (pause clock)*	<i>Insurance Claims Officer/ Administrative Staff OSA SFAU</i>
3. Claim benefits at the GSIS Iloilo City	2. Upon receiving the notice or letter, inform the student	None	10 minutes	<i>Insurance Claims Officer/ Administrative</i>



	that the insurance benefits are ready to be claimed.			Staff OSA SFAU
TOTAL		None	1 day, 1 hour	

** Note: The GSIS city office will forward the documents to central office in Manila for processing, which may take month/s in some cases before a notice is received.*



16. 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.

Office or Division	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; Downloadable 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 the constitution is amended)		Officers of Student Organization



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application forms and other requirements <ul style="list-style-type: none"> • <u>For College-based orgs:</u> Submit to their respective COSAW/SRO • <u>For University-wide orgs:</u> Send to SOA email (soa.upvisayas@up.edu.ph) or drop at the SOA Office/inbox for walk-ins) 	1. Receive application forms and other requirements and log details of the received documents	None	5 minutes	COSAW/SRO Respective Colleges (for College-based) or University Ext. Associate I OSA-SOA Office (for University-wide)
2. Follow up status of application and submit lacking requirement if there is any	<u>For College-based orgs:</u> 2. Check completeness of requirements within the application period and inform student orgs the status of application; return application if incomplete or lacks requirement	None	10 days	COSAW/SRO Respective Colleges
	2.1 If application forms are already complete, evaluate application and endorse to Office of College Dean	None	1 day	COSAW/SRO Respective Colleges



	2.2 Check and review application forms for approval of College Dean	None	1 day	College Dean Staff Respective Colleges
	2.2 Approve/ Disapprove application for recognition (in batches)	None	3 days	College Dean Respective Colleges
	2.3 Endorse list of recognized student organizations to Office of Student Affairs and make certificate of recognition for signature of College Dean	None	3 days	COSAW/SRO Respective Colleges
	<u>For University-wide orgs:</u> 2. Check completeness of requirements within the application period and inform student orgs the status of application; returns application if incomplete or lacks requirement	None	7 days	University Ext. Associate I OSA-SOA Office
	2.1 If application forms are already complete, evaluate application and endorse to SOA	None	1 day	University Ext. Associate I OSA-SOA Office



	Coordinator * Screening and evaluation for recognition is done by batch with more or less 65 applications for university-wide organizations			
	2.2 Check and review application forms (in batches) for approval of OSA Director	None	3 days	SOA Coordinator OSA-SOA Office
	2.3 Approve/ Disapprove application for recognition (in batches)	None	3 days	OSA Director Office of Student Affairs
	2.4. File approved/ disapproved application forms for encoding at the database	None	1 day	University Ext. Associate I OSA-SOA Office
	2.5 Make certificate of recognition of university-wide student orgs for signature of OSA Director	None	3 days	University Ext. Associate I OSA-SOA Office
3. Receive certificate of recognition from COSAW/SRO (for College-based Organizations) or SOA office (for University-wide Organizations)	3. Release certificates to recognized student organizations	None	2 minutes	COSAW/SRO Respective Colleges University Ext. Associate I OSA-SOA Office
TOTAL		None	18 days, 5 minutes	



17. 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 required in every activity of the students, especially if the activity is beyond seven o'clock in the evening.

Office or Division	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:				
Request Letter (1 original/scanned)		OSA Student Organizations and Activities (SOA) Office. Downloadable at https://bit.ly/SOA-Forms		
Conforme of Faculty Adviser for activities (1 original/scanned)				
Program of activities, if necessary (1 original/scanned)				
Form to Use UPV Venues and Facilities, 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)		Downloadable at https://bit.ly/SOA-Forms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms/request letter, conforme, publicity materials, and other required documents ● For College-based	<u>For college-based orgs:</u> 1. Receive application forms and check completeness of requirements and nature of activity	None	2 days	COSAW/SRO Respective Colleges



<p><u>orgs:</u> submit to their respective COSAW/SRO</p> <p>• <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> <p>* File permits/ requests at least five (5) working days prior to the activity</p>	1.1 Recommend approval and forward application to College Dean	None	1 day	COSAW/SRO Respective Colleges
	1.2 Check application for approval of College Dean	None	1 day	College Dean Staff Respective Colleges
	1.3 Approve/ disapprove application to hold activities	None	2 days	College Dean Respective Colleges
	1.4 Forward application to OSA to be noted by the OSA Director	None	1 day	College Dean Staff Respective Colleges
	<p><u>For university-wide orgs:</u></p> <p>1. Receive application forms and check completeness of requirements and nature of activity</p>	None	2 days	University Ext. Associate I OSA-SOA Office
	1.1 Forward application to SOA Coordinator for recommending approval	None	1 day	University Ext. Associate I OSA-SOA Office
	1.2 Recommend approval and endorse application for approval of OSA Director	None	1 day	SOA Coordinator OSA-SOA Office



	1.3 Approve/ Disapprove application to hold activities * If deemed necessary, may call the requestor to verify information and nature of request	None	2 days	OSA Director Office of Student Affairs
	1.4 Log important details of approved/ disapproved activity	None	1 day	University Ext. Associate I OSA Offices
2. Receive approved/ disapproved application through SOA Official email or at the SOA Office/outbox (Miagao-based) or at OSA Iloilo (City- based)	2. Release approved/disapproved application form/request letters to student organizations through email or leaves at the SOA “outbox” for pick up	None	2 minutes	University Ext. Associate I OSA-SOA Office
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



18. 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 or Division	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. Present publicity materials for posting to SOA Office/places inside the SOA “inbox” (Miagao-based) or to OSA Iloilo (City-based) * Must secure approval of activity before posting	1. Receive and screens publicity materials 1.1 Stamp and countersign the materials with “Approved for Posting” 1.2 Record the details and number of copies of the publicity materials	None	10 minutes	<i>University Ext. Associate I</i> OSA-SOA Office
2. Receive/pick up approved publicity materials for posting at SOA Office/outbox (Miagao-based) or at OSA Iloilo (City-based)	2. Release approved publicity materials or places inside the SOA “outbox” for pick up	None	1 minute	<i>University Ext. Associate I</i> OSA-SOA Office
TOTAL		None	11 minutes	



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

Student activities are not only limited within the Campus but also extend outside the University. To ensure students' safety, requirements in compliance with 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

Office or Division	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 Aid Kit (1 original) Insurance (1 photocopy)		Requesting student/student organizations
Conforme of faculty adviser (2 original copies)		OSA Student Organizations and Activities (SOA) Office.
Student Participation Agreement (1 original)		Downloadable at https://bit.ly/SOA-Forms
Additional requirements (if necessary):		
Duly notarized/subscribed Parental/Waiver of Consent (1 original)		OSA Student Organizations and Activities (SOA) Office. Downloadable 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. Submit 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. Receive request letter and check completeness of requirements 1.1 If documents are incomplete, give instructions regarding lacking requirements for compliance	None	30 minutes	University Ext. Associate I OSA-SOA Office
2. Follow up status of request at SOA Office and submit lacking requirement if there is any	2. If documents are already complete, forward application to SOA Coordinator for recommending approval for University-wide orgs and to OSA Director for College-based student orgs	None	5 minutes	University Ext. Associate I OSA Office
	2.1 For university wide orgs, SOA Coordinator recommends approval and endorses application for approval of OSA Director	None	2 days	SOA Coordinator OSA-SOA Office
	2.2 Evaluate request, check	None	3 days	OSA Director Office of



	requirements, specify conditions and recommend approval * If deemed necessary, may call requestor to verify information and nature of request			Student Affairs
	2.3 Log details of activity and forward documents to the OVCAA for recommending approval of the Vice Chancellor for Academic Affairs and final approval of the Chancellor	None	10 minutes	<i>University Ext. Associate I</i> OSA-SOA Office
3. Follow up approval from the Office of Chancellor	3. Facilitate approval of request from the OVCAA and/or Office of the Chancellor	None	10 minutes	<i>University Ext. Associate I</i> OSA-SOA Office
TOTAL		None	5 days, 55 minutes	



20. 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, allowing entry of outsiders inside the campus, approval of online activities with non-UPV participants, etc. The OSA Director recommends approval of the request before endorsing it to the concerned offices for appropriate action.

Office or Division	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 requirements 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 requirements for Use of UPV Facilities and Technical Support:				
Specific list of facilities needed (1 copy)		N/A		
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)		Requesting student/student organizations		
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
1. Submit duly accomplished request letter and other requirements to SOA office through SOA Official email (soa.upvisayas@up.edu.ph)	1. Receive request letter and check completeness of requirements 1.1 If documents are incomplete, give instructions	None	15 minutes	University Ext. Associate / OSA-SOA Office



<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>	regarding lacking requirements for compliance			
2. Follow up status of request at SOA Office and submits lacking requirements if there is any	2. If documents are already complete, forward application to SOA Coordinator for recommending approval for University-wide orgs and to OSA Director for College-based student orgs	None	5 minutes	University Ext. Associate / OSA-SOA Office
	2.1 For university wide orgs, SOA Coordinator recommends approval and endorses application for approval of OSA Director	None	2 days	SOA Coordinator OSA-SOA Office
	2.2 Evaluate request, check requirements and recommend approval * If deemed necessary, may call requestor to verify information and nature of	None	3 days	OSA Director Office of Student Affairs



	request			
	<p>2.3 Log details of activity and forward documents to OVCAA (for request 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>	None	10 minutes	University Ext. Associate / OSA-SOA Office
3. Follow up approval from the Office of Chancellor and pay fees to the Cash office for use of facilities (if necessary)	3. Facilitate approval of request from the OVCAA/OVCA and/or Office of the Chancellor	Based on the prescribed rates (refer to the applicable	10 minutes	University Ext. Associate / OSA-SOA Office



		service standards of the relevant offices handling these facilities)		
TOTAL		As specified above	5 days, 40 minutes	



21. Applications of Students for Residency at UPV Residence Halls (Iloilo and Miagao 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 for evaluation via online within the specified application period. Application schedule and admission process are posted at the UPV CRSIS website (<https://crs.upv.edu.ph>) and the official Facebook page of the Office of Student Affairs.

Office or Division	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 with picture		Downloadable at crs.upv.edu.ph or through google form links posted at the OSA Facebook Page: www.facebook.com/upvosa
<i>Submit a scanned copy of any of the following whichever is applicable:</i> <ul style="list-style-type: none"> • Latest Income Tax Return of Parents (ITR) • Latest Contract of Service - for OFW parents • Affidavit/Barangay Certification indicating the work and estimated annual gross income of parents and other household members for the previous year for those without ITRs and are exempted from filing an ITR 		BIR Employer Legal Office/Barangay Captain/LGU
Additional requirements for Incoming first year students:		
Notice/Certification of Admission to a Degree Program or any proof of acceptance in UPV		UP Office of Admission/Office of the University Registrar
Short essay "Who Am I"		Applicant
Certificate of Good Moral Character (for First-year students only)		Senior High School Department
Additional requirements for students from boarding houses and private dormitories:		
Evaluation from Boarding House and Private Dorms (scanned copy)		Downloadable at crs.upv.edu.ph
Short essay "Who Am I"		Applicant



CIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the link for google form and duly fill-up the questionnaires provided and attach scanned copies of supporting documents	1. Check the completeness of requirements of each submitted application within the application period 1.1 If documents are incomplete, inform student via online of the lacking requirements for compliance	None	20 days	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
2. Follow up status of application and submit lacking requirement via online (text, FB Messenger, email)	2. If applications are already complete, process and evaluate applications of students based on set from the closing of application period up to releasing of results 2.1 Rank and prepare list of qualified applicants	None	15 days	<i>Dormitory Manager Respective Dormitories</i>
3. Monitor respective emails for the Notice of Action from the Office of Student Affairs.	3. Send <i>Notice of Action</i> to the respective emails of all applicants regarding the result of evaluation.	None	1 day	<i>Dormitory Manager Respective Dormitories</i>
TOTAL		None	36 days	





22. Admission of Qualified Student Applicant in the Student Dormitory

The UPV Dormitories accommodate only qualified applicants per semester in the university. Admission 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 and first-year dorms, and high school.

Office or Division	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		
RSU Form No. 3: Residence Hall Contract (1 original)		Downloadable at crs.upv.edu.ph or through this link: https://bit.ly/DormCheckinReq		
RSU Form No. 4: Appliance Declaration Form (1 original)				
RSU Form No. 5: Certification of Guardianship (1 original)				
Revised Basic House Rules and Regulations (1 original set)				
Undertaking and Waiver of Students (1 original)				
Official Receipt (1 photocopy)		Cash Office		
UP Form 5/ Registration Form (1 photocopy)		Office of the College Secretary		
2x2 Picture (3 pcs)		Applicant		
Long Cream Folder with Fastener (1 pc)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm slot through email, facebook messenger, phone call or in-person.	1. Record confirmation of slot 1.2 Issue requirements and provide instructions for checking-in	None	10 minutes	Household Attendant/ Dormitory Manager Respective Dormitories
2. Report to the dorm to submit requirements in hard copies and check-in	2. Receive and check completeness of requirements 2.1 Give room assignment as identified/posted by	None	20 minutes	Household Attendant/ Dormitory Manager Respective Dormitories



	the Dorm Manager and assign facilities (bed with mattress, study table, chair, cabinet/locker) 2.2 Issue charge slip for billing of dorm fees.			
3. Pay the lodging and appliance fees at the cash office *At least two (2) months advance payment is required	3. Accept payment based on billing 3.1 Issue official receipt (OR)	Based on the prescribed rates (see table below)	10 minutes	Cashier Cash Department Office
4. Return to the dormitory and present proof of payment/ Official Receipt.	4. Receive and records Official Receipt (OR) number in student directory.	None	5 minutes	Household Attendant/ Dormitory Manager Respective Dormitories
TOTAL		Based on the prescribed rates (see table below)	45 minutes	

Prescribed Lodging and Appliance Fees:

Dormitory	Lodging fee	Appliance fee (monthly rate)				
		Laptop	Electric fan	Phone charger	Printer	Study Lamp
Regular Dormitories	P1,500.00/sem	P100.00	P100.00	P15.00	P22.00	P22.00
International Dormitory	<ul style="list-style-type: none"> • P4,000.00/sem (4 pax room) • P7,500.00/sem (2 pax room) • P12,500.00/sem (single room) 	P100.00	P100.00	P15.00	P22.00	P22.00
Balay Ilonggo	P1,500.00/sem	P150.00	P100.00	P35.00	P35.00	P35.00





23. Request for Approval of Permits (Late/Weekend/Overnight)

The UPV Dormitories require the residents to sign the logbook for approval of the dormitory personnel 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 purposes 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. The late permit is valid only until 11:00 PM on the same day. An Overnight permit is allowed to those who wish to be back on the following day, while the Weekend Permit is granted to those who wish to go home during the weekend or for more than one (1) night during the week.

Office or Division		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. Fill out the logbook for Late, Overnight or Weekend Permit at the dormitory information counter * Must secure approval of request on or before 6:00 PM only.	1. Check completeness of information on the request 1.2 Approve/ sign request of student	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
2. Log in upon arrival in the dorm	2. Check that student has logged-in upon arrival	None	5 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
TOTAL		None	15 minutes	



24. Student Welfare Services

This service is extended to dorm residents to cater and promote their physical, mental and psycho-social well-being during their accommodation in the dormitory.

Office or Division		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
For dormitory activities:				
1. Attend/ participate in various dormitory activities such as General Assembly, Acquaintance Party, Disaster Drills, Psycho-social activities, among others per semester.	1. Facilitate the conduct of activities with the help of the House Council, Peer Facilitators, and other invited resource persons from within and outside of UPV.	None	5 hours per activity	Household Attendant/ Dormitory Manager Respective Dormitories Other invited facilitators
For medical assistance:				
1. Request assistance from dormitory personnel for any medical concerns.	1. Check the condition of student 1.1 Provide first aid intervention (medicine/ apparatus, etc.) when necessary and available in the dormitory. 1.2 Refer the student to the UPV Health Services Unit for check-up 1.3 Inform the student's parents or designated guardian about	None	30 minutes	Household Attendant/ Dormitory Manager Respective Dormitories



	his/her medical condition			
<i>For other concerns:</i>				
1. Present other concerns for assistance of the dormitory personnel (i.e. social visits/calls, claiming of mails/packages, repair of facilities, etc.)	1. Receive/accept social visits/calls, mails/packages delivered, etc. and endorse to concerned residents. 1.1 Attend to requests for repair of facilities accordingly	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitories</i>
TOTAL		None	5 hours/ 40 minutes	



UGNAYAN NG PAHINUNGOD/OBLATION CORPS



EXTERNAL SERVICES

1. PROCESSING OF TATAK PAHINUNGOD APPLICATION

The Tatak Pahinungod Program aims to recognize and acknowledge the initiatives of student organizations as meaningful volunteering efforts within the University. This program encourages student-led activities that align with the values of service and social responsibility, fostering a culture of volunteerism among the university community.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request for Partnerships; Project Completion Report Document; Liquidation Report; Activity Evaluation Report; Member Evaluation; and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written or email letter request/proposal for partnership to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	10 minutes	<i>Project Assistant</i> UPV Pahinungod
2. After passing the screening, partnered org will submit the requested documents within the specified period	2.1. Screens the requests/proposal for partnership and the supporting documents	None	1 hour	<i>Project Assistant</i> UPV Pahinungod
	2.2. Forward the request to the Pahinungod Director; If requires budgetary requirement, prepare letter request for action	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod



	of the Chancellor			
	2.3. Prepares and submit letter request approval of budget of the partnership	None	1 hour	<i>Project Assistant and Senior Office Assistant UPV Pahinungod</i>
3. Waits for the action of the Chancellor	3.1. Waits for the action of the Chancellor on the request	None	3 days	<i>Chancellor Office of the Chancellor</i>
	3.2. Notifies/ informs the requestor on the status of the requests	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
	3.3. Follow up requestor and waits for the submission of the required documents for reimbursement/liquidation	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
4. Keeps Official Receipts and supporting documents for reimbursement/liquidation	4.1. Receives and counter checks documents submitted	None	30 minutes	<i>Project Assistant and Senior Office Assistant UPV Pahinungod</i>
5. Prepare and submit the Disbursement Voucher with attached supporting documents for processing of reimbursements.	5.1. Prepares and submits reimbursement/liquidation report with complete supporting documents for the partnership	None	3 days	<i>Senior Office Assistant UPV Pahinungod</i>
TOTAL		None	6 days, 4 hours and 10 minutes	



2. PROCESSING OF HIUGYONAY APPLICATION

The Hiugyonay sa Pahinungód Program is a collaborative initiative involving partnerships with various internal and external stakeholders. It aims to strengthen volunteerism and foster a unified effort toward addressing community needs and promoting social responsibility.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request for Partnerships and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter request/proposal for partnership to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	10 minutes	<i>Project Assistant</i> UPV Pahinungod
2. After passing the screening, partnered org will submit the requested documents within the specified period	2.1. Screens the requests/proposal for partnership and the supporting documents	None	1 hour	<i>Project Assistant</i> UPV Pahinungod
	2.2. Forward the request to the Pahinungod Director; If requires budgetary requirement, prepare letter request for action of the Chancellor	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod
	2.3. Prepares and submit letter request approval of budget of the partnership	None	1 hour	<i>Project Assistant and Senior Office Assistant</i> UPV Pahinungod



3. Waits for the action of the Chancellor	3.1. Waits for the action of the Chancellor on the request	None	3 days	<i>Chancellor</i> Office of the Chancellor
	3.2. Notifies/ informs the requestor on the status of the requests	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod
	3.3. Follow up requestor and waits for the submission of the required documents for reimbursement/liquidation	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod
4. Keeps Official Receipts and supporting documents for reimbursement/liquidation	4.1 Receives and counter checks documents submitted	None	30 minutes	<i>Project Assistant and Senior Office Assistant</i> UPV Pahinungod
5. Prepare and submit the Disbursement Voucher with attached supporting documents for processing of reimbursements.	5.1. Prepares and submits reimbursement/liquidation report with complete supporting documents for the partnership	None	3 days	<i>Senior Office Assistant</i> UPV Pahinungod
TOTAL		None	6 days, 4 hours and 10 minutes	



3. BORROWING OF PAHINUNGOD EQUIPMENT (E.G., SPEAKER, PROJECTOR)

The UPV Ugnayan ng Pahinungod/Oblation Corps procured essential equipment, including a portable speaker, megaphone, projector, and other related items, to support the implementation of various programs. These resources are also available for lending to partner student organizations and stakeholders for community-related activities, promoting shared use and maximizing their impact.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter request to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	2 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
2. After passing the screening, requestor will submit the duly accomplished borrowers form within the specified period	2.1. Screens the requests (purpose and availability of equipment)	None	5 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
	2.2. Forward the request for action of the Pahinungod Director	None	2 minutes	<i>Project Assistant</i> UPV Pahinungod
3. Receives/claims the requested equipment	3.1. Notifies the requestor of the availability of requested equipment and the return date	None	2 minutes	<i>Project Assistant</i> UPV Pahinungod
4. Returns the equipment on the specified date	4.1. Receives and counter check the status of	None	5 minutes	<i>Project Assistant</i> UPV



	equipment			Pahinungod
	TOTAL	None	16 minutes	



4. ISSUANCE OF VOLUNTEER CERTIFICATE

The efforts and service of UPV Pahinungod Volunteers for the University are acknowledged through the issuance of Certificates of Service. These certificates serve as formal recognition of their contributions and may be used for various purposes, such as employment applications, scholarship requirements, or personal records.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Attendance Sheet & Documentation of Pahinungod Activity Attended		UPV Pahinungod Office, Official UPV Pahinungod FB Page, and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Service	1.1. Receive and record the request and verify the profile of the requestor	None	10 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	1.2. Create and print the certificate including the details	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
	1.3. Have the certificate signed by the Director	None	1 minute	<i>Director</i> UPV Pahinungod
2. Receives and acknowledges the certificate	2.1. Notifies the requestor of the availability of the certificate for pick up or email	None	3 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
TOTAL		None	19 minutes	



5. RECRUITMENT OF GURONG PAHINUNGOD (GP) VOLUNTEERS

The Gurong Pahinungod 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 or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Application Letter, Transcript of Record, Resume, Resume, Certification of Employment, and Certificate of Trainings		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will send their application letter along with the pertinent documents provided on the checklist of requirements	1.1. Receives, collates, and forwards the documents to UP Pahinungod System	None	30 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
	1.2. Waits for the result of the screening from the UP System	None	5 minutes	<i>Junior Project Associate</i> UPV Pahinungod
2. Receives and acknowledges the results	2.1. Notifies the GP volunteers of the result of their application	None	1 minute	<i>Junior Project Associate</i> UPV Pahinungod
3. Coordinates with Pahinungod staff for the assistance in taking the laboratory test, physical, and medical exam	3.1. Assists in facilitating the laboratory test, physical, and medical exam of the GP Volunteers	None	30 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	3.2. Informs the GP Volunteers of the details (e.g., school) of their deployment	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
TOTAL		None	1 hour and 11	



		minutes	
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6. RECRUITMENT OF TEACHER DEVELOPMENT PROGRAM (TDP) VOLUNTEERS

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 or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP Faculty			
Checklist of Requirements		Where to Secure		
Letter of Intent, Availability of Schedule, and Approved Travel Order		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for faculty volunteer as resource person thru pahinungod.upv@up.edu.ph	1.1. Receives and screens the request	None	10 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	1.2. Forwards the request to the Director for comment and action	None	10 minutes	<i>Director</i> UPV Pahinungod
	1.3. Coordinates with concerned colleges the availability of the faculty depending on the topic	None	20 minutes	<i>Junior Project Associate</i> UPV Pahinungod
2. Waits for the approval/status of the request	2.1. Notifies the requestor of the status of their requests	None	1 minute	<i>Junior Project Associate</i> UPV Pahinungod
	2.2. If approved, creates publication material based on the needed details (e.g., venue, date, number of volunteers needed)	None	1 hour	<i>Project Assistant/Volunteers Creative Team</i> UPV Pahinungod
3. Shares the posting	3.1. Posting of Call	None	5 minutes	<i>Project</i>



of publication material of their respective activities/program on their official social media accounts	for Volunteers in official Pahinungod Facebook Page and Arukahik (Volunteer Group)			<i>Assistant UPV Pahinungod</i>
	3.2. Evaluate and assess the profile of the volunteers that signed up	None	10 minutes	<i>Junior Project Associate UPV Pahinungod</i>
	3.3. Shares the details of selected volunteers to partners/project leaders thru email	None	5 minutes	<i>Junior Project Associate UPV Pahinungod</i>
4. Provides Certificate of Appreciation to Pahinungod and volunteers for being a partner of their respective activities.	4.1 Receives and acknowledges the certificates.	None	1 minute	<i>Project Assistant UPV Pahinungod</i>
TOTAL		None	2 hours and 2 minutes	



7. RECRUITMENT OF VOLUNTEERS FOR VARIOUS PAHINUNGOD AND NON-PAHINUNGOD ACTIVITIES

The Ugnayan ng Pahinungod/Oblation Corps serves as the official volunteer arm of the University of the Philippines. Volunteer recruitment is a crucial process for instilling values education and fostering a culture of service among both UP constituents and external partners. This initiative aims to build a network of committed volunteers who can contribute to the university's outreach programs and promote social responsibility within the community.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Attended and participated in the Arukahik: The UPV UP/OC Volunteer Training Program		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with Pahinungod Office for the requested number of volunteers needed for the respective activities	1.1. Receives and screens the request if it aligns with the mandate of Pahinungod	None	30 minutes	<i>Project Assistant</i>
	1.2. Forwards the request to the Director for comment and action	None	5 minutes	<i>Director</i>
2. Receives and acts on the requested details	2.1. Notifies the requestor of the status of their request and requests for their logo	None	1 minutes	<i>Project Assistant</i>
	2.2. If approved, creates publication material based on the needed details (e.g., venue, date, number of volunteers needed)	None	1 hour	<i>Project Assistant/Volunteers Creative Team</i>
3. Shares the posting	3.1. Posting of Call	None	5 minutes	<i>Project</i>



of publication material of their respective activities/program on their official social media accounts	for Volunteers in official Pahinungod Facebook Page and Arukahik (Volunteer Group)			<i>Assistant</i>
	3.2. Evaluate and assess the profile of the volunteers that signed up.	None	10 minutes	<i>Project Assistant</i>
	3.3. Shares the details of selected volunteers to partners/project leaders thru email	None	5 minutes	<i>Project Assistant</i>
4. Tracks number of hours rendered during event and shares to Pahinungod office.	4.1. Verifies number of hours rendered by volunteer based on report submitted and duration of activity	None	10 minutes	<i>Project Assistant</i>
5. Provides Certificate of Appreciation to Pahinungod and volunteers for being a partner of their respective activities.	5.1. Receives and acknowledges the certificates	None	1 minute	<i>Project Assistant</i>
TOTAL		None	2 hours and 7 minutes	



8. QUERIES AND INFORMATION REQUESTS

The Ugnayan ng Pahinungód/Oblation Corps, as a government program, is committed to providing services and resources that address the needs of communities nationwide, with a particular focus on underserved and marginalized areas. Through its various initiatives, the program aims to foster volunteerism, promote social responsibility, and empower communities by extending educational, developmental, and support services where they are needed most.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter specifying the request.		UPV Pahinungod Office & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients can go directly to the office. For online clients, they can message the official Facebook page or email to Pahinungod.upv@up.edu.ph	1.1. Records and accommodates their concerns	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.2. Refers/ forwards the request to the staff in-charge for processing	None	5 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
2. Clients give the letter request	2.1. Facilitates the request of the client	None	10 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
TOTAL		None	20 minutes	



9. ENTERTAINING GUESTS AND VISITOR

The Ugnayan ng Pahinungod/Oblation Corps ensures that its guests, volunteers, and constituents are well accommodated and cared for, recognizing them as its most valuable asset and driving force in fulfilling its mission.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter specifying the request.		UPV Pahinungod Office & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients can go directly to the office. For online clients, they can message the official facebook page or email to Pahinungod.upv@up.edu.ph	1.1. Records and accommodates their concerns	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.2. Refers/ forwards the request to the staff in-charge for processing	None	5 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
2. Clients give the letter request	2.1. Facilitates the request of the client	None	10 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
TOTAL		None	20 minutes	



10. FACILITATING INCOMING COMMUNICATIONS/REQUESTS

The Ugnayan ng Pahinungód/Oblation Corps carefully reviews all incoming requests to ensure their validity, relevance, and alignment with the office's mandates.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter specifying the request.		UPV Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written or email letter request to Pahinungod Office or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and reviews request	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
	1.2. Forwards the request to the Director for action/ approval	None	10 minutes	<i>Director</i> UPV Pahinungod
	1.3. Approves the request	None	5 minutes	<i>Director</i> UPV Pahinungod
2. Waits and acknowledges the result of their request	2.1. Informs the result of the request of the requestor	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
TOTAL		None	25 minutes	



11. PROMOTIONAL POSTING/PRESS RELEASE

The Ugnayan ng Pahinungod/Oblation Corps ensures that its services and programs are effectively communicated and delivered to its current and former volunteers, constituents, partners, and benefactors.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Promotional and press release materials		UPV Pahinungod Office & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will regularly check the Pahinungod Facebook page for updates and announcements	1.1. Create publication materials to promote Pahinungod's services and programs	None	1 hour	<i>Project Assistant/Volunteers Creative Team</i> UPV Pahinungod
	1.2. Forwards to the Director for vetting and approval of the publicity material	None	10 minutes	<i>Project Assistant/Director</i> UPV Pahinungod
	1.3. Approves publicity material	None	5 minutes	<i>Director</i> UPV Pahinungod
	1.4. Posts the publicity material via Pahinungod's Official Facebook Page	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
TOTAL		None	1 hour and 20 minutes	



INTERNAL SERVICES

12. REQUEST FOR SUPPLIES/EQUIPMENT

The Ugnayan ng Pahinungod/Oblation Corps ensures that sufficient supplies and equipment are prepared and available during the implementation of its programs and services.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter request; DV/ObR; and receipts and other attachments		UPV 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	<i>Senior Office Assistant</i> UPV Pahinungod
	1.2. SPSO staff checks and verifies the request	None	5 minutes	<i>SPSO Staff-in-Charge</i> SPSO
	1.3. Director reviews, recommends, and approves the request	None	5 minutes	<i>Director</i> UPV Pahinungod
	1.4. Budget staff obligates the request	None	5 minutes	<i>Budget Office Staff-in-Charge</i> Budget Office
	1.5. Prints ObR and PR for signature of the Director	None	3 minutes	<i>Senior Office Assistant/ Director</i> UPV Pahinungod
	1.6. Procures the requested supplies/equipment	None	30 days	<i>SPSO Staff-in-Charge</i> SPSO
	1.7. Follows-up the status of the procured supplies/equipment	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.8. Receives and	None	10 minutes	<i>Senior Office</i>



	counter-checks the delivered supplies and equipment			<i>Assistant UPV Pahinungod</i>
	TOTAL	None	30 days and 43 minutes	



13. REQUEST FOR PROCESSING OF PAHINUNGOD EXPENSES (E.G., PETTY CASH, REIMBURSEMENT OF EXPENSES)

The Ugnayan ng Pahinungod/Oblation Corps ensures that the necessary expenses are carefully prepared and properly allocated to support the smooth and effective implementation of its programs. This includes covering costs for supplies, logistics, and other operational needs to ensure that all activities are carried out efficiently and in alignment with the program's objectives.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter request; DV/ObR; and receipts and other attachments		UPV Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1. Prepares letter request for approval of budget	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.2. Forwards the request to the Director for approval	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.3. Director reviews and approves the request	None	5 minutes	<i>Director</i> UPV Pahinungod
	1.4. Forwards the request to Office of the Chancellor for approval of the Chancellor	None	2 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.5. Waits for the action of the Chancellor on the request	None	5 days	<i>Chancellor</i> Office of the Chancellor
	1.6. Receives the Notice of Action and prepares DV/ObR and supporting documents	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod



	1.7. Forwards the DV/ObR and its supporting documents for signature of the Director	None	5 minutes	<i>Director</i> UPV Pahinungod
	1.8 Forwards the DV/ObR and its supporting documents to Accounting for processing	None	2 days	<i>Staff-in-Charge</i> Accounting Office
	1.9. Checks the availability of funds and process the request	None	2 days	<i>Staff-in-Charge</i> Budget Office
	2.0. Approves the DV/ObR and prepares cheque	None	2 days	<i>Staff-in-Charge</i> OVCA and Cash Office
TOTAL		None	11 days and 27 minutes	



UPV DILIMAN LIAISON OFFICE



INTERNAL SERVICE

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

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

Office or Division	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 fill out of Reservation form via email, messenger to Admin Officer, Guesthouse Caretaker of Admin Assistant.		DLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for accommodation from client stating date/dates of stay.	1. Accepts the request and evaluate if space is available. 2. If no available space tells the client of alternative place to stay in UP Diliman.	I. Non-UPV – Aircon (single) P1,500.00 – multiple P500 -Non-aircon P600 II. UPV –Aircon (single) P750.00 -multiple P500 Non-aircon P300.00	1-2 day for Agency Action	Administrative Officer II



TOTAL	I. Non-UPV – Aircon (single) P1,500.00 – multiple P500 -Non-aircon P600 II. UPV –Aircon (single) P750.00 -multiple P500 Non-aircon P300.00	1 – 2 day	
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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 or Division	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.	- 2500 per month plus actual electricity cost divided among fellow staying	1-2 day Agency Action 1-2 day Agency Action 1-2 day Agency Action	Administrative Officer II OVCA Admin Aide
TOTAL		- 2500 per month plus actual electricity cost divided among fellow	1 – 2 day	



	staying		
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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 or Division	1. Office of Unit Head 2. Office of the 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 vehicle is available. 3. Tells the client if transport services is feasible or not. 4. Provide transport services.	None	1-2 day for Agency Action	Staff of official requesting service
			1-2 day Agency Action	Administrative Officer II
				Driver
				Administrative Officer II
				Driver
TOTAL		None	1 – 2 day	



4. Release of Check payments to suppliers

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

Office or Division	1. UPV Cash Office 2. Private suppliers 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV Iloilo			
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, signs acknowledgment copy.	None	1 day Agency Action	Administrative Officer II ; Administrative Asst. II
	2. Schedule checks for delivery and contact suppliers for pick-up of checks.		1 day Agency Action	Administrative Officer II
	3. Release the check and have the recipient acknowledged the DV from UPV Cash Office.		1 day Agency Action	Administrative Officer II ; Administrative Asst. II
	4. Send thru pouch the acknowledged DV and receipts.		1 day Agency Action	Administrative Asst. II
TOTAL		None	1 – 2 day	



5. Shipment of donations, supplies, reading materials/publications to Iloilo

DLO receives donations from all sources of government/private institutions intended for UPV Iloilo. 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 or Division	1. Office of Unit Head 2. Supply Property Service 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.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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.	None	1 day Agency Action	Administrative Officer II ; Administrative Asst. II; Driver
	2. Collate, prepare listing of donated books/publication then packed the items for shipment to Iloilo.		1-2 day Agency Action	Administrative Asst. II; Driver
	3. Calls the cargo forwarder for schedule of pick-up for shipment.		1 day Agency Action	Administrative Officer II
	4. Pays the shipper for cost of shipment.		1 day Agency Action	Administrative Officer II
TOTAL		None	2 – 2 day	



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

As a result of the Internationalization 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. The processing of said documents is done thru the accredited liaison officer.

Office or Division	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.		Bureau of Immigration and Deportation-Student Visa Section		
2. List of requirements from UPV Registrar's Office				
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.	None	1-2 day for Agency Action	Administrative Asst. II
	2. Filing of request for conversion, extension, ACR I-card/renewal, special study permit.	amount prescribed by BID	7-15 days Agency Action	
	3. For conversion of student visa, accompany the concerned student for Biometric/personal appearance at BID.	amount prescribed by BID	7-15 days Agency Action	



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



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

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

Office or Division	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			
Checklist of Requirements		Where to Secure		
Documents from UPV Miagao, UPV Iloilo City for delivery to concerned offices in Diliman, government/private offices in Metro Manila		UPV Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned offices in UPV Miagao, Iloilo City sends documents for UP System, UP Diliman offices, government/private offices in Metro Manila.	1. Receives documents, compare with listing then signs acknowledgement copy.	None	1 day Agency Action	Administrative Officer II; Administrative Asst. II
	2. Sort out received documents/schedule for delivery to recipient offices.		1 day Agency Action	Administrative Officer II
	3. Delivers documents to intended recipients.		1 day Agency Action	Administrative Asst. II; Driver Administrative Officer II
	4. Xerox received/acknowledgement copies for transmittal back to senders.		1 day Agency Action	
TOTAL		None	1 – 2 day	



8. Transmittal of documents from UP System and other offices intended for UPV Miagao and Iloilo City Campus.

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

Office or Division	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			
Checklist of Requirements		Where to Secure		
Documents from UP System, government/private offices in Metro Manila intended for UPV Miagao, Iloilo City Campus.		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/private offices in Metro Manila are delivered to DLO.	1. Receives all documents intended for UPV. 2. Sort out, collate and record all received documents for shipment via pouch intended for UPV. 3. Send the packed documents via LBC/JRS to Iloilo. 4. Pays the shipment cost.	None	1 day Agency Action	Administrative Officer II; Administrative Asst. II
		None	1 day Agency Action	
		None	1 day Agency Action	Administrative Asst. II
shipment cost	1 day Agency Action	Administrative Asst. II		
TOTAL		Shipment Cost	1 – 2 day	



9. Secure check funding releases from government agencies (DOST, NHP, NCAA, 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. It's social sciences courses also conducts researches/outreach program for the community. Funding for said endeavor are 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 deposit to UP Visayas.

Office or Division	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			
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 authorizing person ID.	1. Receives the authorization and schedule pick-up of check if outside Metro Manila.	None	1 day Agency Action	Administrative Officer II; Administrative Asst. II
	2. Pick-up funding check together with Official Receipt to be issued to funding agencies.		1 day Agency Action	Administrative Asst. II
	3. Deposit funding check to UPV Trust Fund Account and prepare transmittal letter to UPV Cash Office.		1 day Agency Action	Administrative Officer II
	4. Send thru pouch the transmittal letter together with xerox copy of check and OR issued to UPV Cash Office.		1 day Agency Action	Administrative Asst. II



	TOTAL		1 – 2 day	
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10. Deliver/remit unexpended balances of UPV research projects to concerned funding agencies (CHED, DOST, PCARRD, DA, DA-BAR, NHP, OVP, NCCA)

UPV as an institution conduct research whose duration are for 1 – 2 years. After completion of said research liquidation of expenses are usually made to its funding sources and unused amount are usually returned. UPV Cash Office usually issue checks 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 or Division	1. Government funding agencies (DA, DA-BAR, DOST, CHED, PCARRD, NCCA, etc.) 2. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	UPV Iloilo			
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 acknowledge listings from UPV Cash Office.	None	1 day Agency Action	Administrative Officer II; Administrative Asst. II
	2. Schedule delivery of unexpended check balances to concerned funding agency.		1 day Agency Action	Administrative Asst. II
	3. Secure Official Receipt and acknowledgement of DV from the funding agency.		1 day Agency Action	Administrative Asst. II
	4. Send thru pouch the OR and DV acknowledged by the funding agency.		1 day Agency Action	Administrative Asst. II
TOTAL		None	1 – 2 day	



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 comes from Manila. Check payment of their honorariums is usually sent to Diliman Liaison Office for release to the person concerned.

Office or Division	1. UPV Cash Office 2. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C – Government Client			
Who may Avail	UPV Iloilo			
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, acknowledged the listing sent by UPV Cash Office.	None	1-2 day Agency Action	Administrative Officer II; Administrative Asst. II
	2. Schedule delivery if needed/contact the honorarium recipient.		1 day Agency Action	Administrative Officer II
	3. Release/deliver the check and have the recipient acknowledged the DV from UPV Cash Office.		1 day Agency Action	Administrative Officer II; Administrative Asst. II
	4. Send thru pouch the acknowledged DV to UPV Cash Office.		1 day Agency Action	Administrative Asst. II
TOTAL		None	1 – 2 day	



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS



INTERNAL SERVICE

1. Issuance of Travel Orders for 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 or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Faculty members and REPS (more than 8 calendar days) Dean and Vice Chancellors (not more than 7 days)			
Checklist of Requirements		Where to Secure		
Request for issuance of Travel Order		Colleges, Offices, Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for travel order.	1. Receives and records the request for travel order.	None	1 day	<i>Job Order Personnel</i> OVCAA
	1.1. Checks completeness of entries, signatures, and attachments.			<i>Administrative Officer IV</i> OVCAA
	1.2. VCAA approves the request for travel order.			<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.3. Staff-in-charge prepares the travel order.			<i>Administrative Aide VI</i> OVCAA
	1.4. VCAA signs the travel order.			<i>Vice Chancellor for Academic Affairs</i> OVCAA VCAA



				OVCAA
2. Receives the travel order.	2. Release the travel order to requestor.	None		<i>Job Order Personnel OVCAA</i>
TOTAL		None	1 day	



2. Computation of Overload Claims of Faculty

Faculty members who already have a teaching load and at the same time, have ALC and/or RLC/CWLC, may be entitled to an overload teaching honorarium if the total load is beyond the normal 12 units. However, the maximum combined sum of ALC and RLC/CWLC which shall be counted for purposes of overload shall be 12 units, even if the actual sum is more than 12. (Chapter 4.4 of UP Diliman Faculty Manual, and OP Memo No.40, dated July 21, 1992).

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Faculty			
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. Division/ Department/Institute submits the duly accomplished UP Form 67, UP Form 67A, and UP Form 67B.	1. Receives and records the necessary documents needed for the claim of overload.	None	20 days	<i>Job Order Personnel</i> OVCAA
	1.1. Checks the completeness of documents per faculty and recomputes the overload claims.	None		<i>Administrative Assistant II</i> OVCAA
	1.2. Records and forwards the evaluated/recomputed UP Form 67B to Budget Office for	None		<i>Administrative Assistant II</i> OVCAA



		budget clearance.			
	1.3.	Budget office receives the UP Form 67B.	None		<i>Staff-in-charge</i> Budget Office
	1.4.	Budget Office identifies fund source and clears for budget the overload claims.	None		<i>Chief</i> Budget Office
	1.5.	Returns to OVCAA the UP Form 67B with budget clearance.	None		<i>Staff-in-charge</i> Budget Office
	1.6.	Receives the UP Form 67B with clearance of the Chief, Budget Office.	None		<i>Job Order Personnel</i> OVCAA
	1.7.	Approves UP Form 67B.	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.8.	Segregates and distributes the approved-UP Form 67B for claim of overload honorarium of faculty to offices concerned	None		<i>Job Order Personnel</i> OVCAA



	for the release of payment of overload (colleges, Accounting Office, Budget Office and COA)			
TOTAL		None	20 days	



3. Grant of RLC (Research Load Credit) of not more than 6 units

UP Diliman Faculty Manual Chapter 4, (4.3.3): Research Load Credits (RLC), Faculty members doing research may be granted RLC which may partially satisfy the faculty members required load of 12 units.

Executive Order # 2002-01 dated 31 January 2002 of former Chancellor, Dr. Ida M. Siason on the Authority delegated to the Vice Chancellor for Academic Affairs states that “Approval of request for research load credit not exceeding six (6) units.”

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Faculty			
Checklist of Requirements		Where to Secure		
1. Endorsement of the Vice Chancellor for Research and Extension with attachments:		Office of the Vice Chancellor for Research and Extension		
1.1. Letter request from faculty addressed to the Chancellor duly endorsed/ recommended by the Division Chair/ Institute Director and the College Dean and Division/ College APC with the following attachments:		Division/Institute/Department/College		
a. New Applicants: Copy of approval of the project; Notice to proceed or any proof that an activity will be conducted or Memorandum of Agreement (MOA)				
Renewal: Certification of submission of required semestral output as enumerated in MEMO No. RAE-2017-10-080				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVCRE submits duly endorsed application for RLC of the faculty.	1. Receives the endorsement with complete attachment.	None	1 day	Job Order Personnel OVCAA



	1.1.	Checks and verifies the completeness of the documents.	None		<i>Administrative Officer IV</i> OVCAA
	1.2.	VCAA approves/disapproves the request for RLC.	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.3.	Records and forwards the endorsement and complete supporting documents with action of the VCAA to HRDO	None		<i>Job Order Personnel</i> OVCAA
TOTAL			None	1 day	



4. Approval/Disapproval on the Requests for Waiver of Maximum Residency Rule and Application for Readmission from Dismissed Status

The action to the application for the Readmission from Dismissed Status (Dismissal and Permanent Disqualification) is delegated to the Vice Chancellor for Academic Affairs (1379th BOR Meeting dated 03 April 2023 and OVPAA Memorandum 2023-109 dated 11 August 2023)

The action for the request for waiver of maximum residency rule and extension of residence is delegated to the Vice Chancellor for Academic Affairs as per Memorandum Number 90-12 dated 07 March 1990 issued by Chancellor Francisco Nemenzo and clarified in the OVPAA Memorandum 2023-109 dated 11 August 2023.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
For Application for Readmission		Office of the College Secretary		
1. Application for Readmission with the recommendation from the college and the Office of the University Registrar				
a. Request for Readmission Form				
For Application for Waiver of MRR		Office of the College Secretary		
2. Application for waiver of MRR with the recommendation from the college and the Office of the University Registrar				
b. Request for Waiver of MRR Form				
c. Approved readmission, if applicable				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the University Registrar (OUR) submits a duly endorsed application for readmission or	1. Receives the endorsement with complete attachment.	None	1 day	Job Order Personnel OVCAA



waiver of MRR.	1.1.	Checks and verifies the completeness of the documents.	None		<i>Administrative Officer IV</i> OVCAA
	1.2.	VCAA approves/disapproves the request for readmission or waiver of MRR	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.3.	Issues Notice of Action (NOA).	None		<i>Administrative Officer IV</i> OVCAA
	1.1.	Records and forwards the Notice of Action with complete supporting documents to the following: - Readmission: Office of the College Secretary - Waiver of MRR: Office of the University Registrar.	None		<i>Job Order Personnel</i> OVCAA
TOTAL			None	1 day	



UNIVERSITY LIBRARY



EXTERNAL SERVICE

1. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only)

Borrowing and returning a serial/thesis/dissertation allows UPV clientele to borrow materials from Reference/Serials Section (*i.e. serials, thesis, dissertations, and other reference materials*) that are for room-use or photocopying only.

Office or Division	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		
Identification Card		OUR, CRSIS, HRDO		
Book Card (UPV-LIB-002)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing				
1. Scans validated ID upon entrance at the Reference/Serials Section 1.1. Pulls out reference material/s from the shelves	1. Provides client with Reader's Information Slip (UPV-LIB-018)	None	2 minutes	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
Returning				
2. Fills in the Reader's Information Slip (UPV-LIB-018) and insert in corresponding materials borrowed	2. Receives the Reader's Information Slip (UPV-LIB-018) 2.1. Collects the used library material/s 2.2. Scans/Records the used library material/s in the "Reference/Serials Materials Used" database 2.3. Shelves the material/s	None	2 minutes/ material	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk



TOTAL		None	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 Miagao campus and another one from Iloilo City campus, who are accountable for the collections of library payments.

Office or Division	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. Presents Assessment Slip (UPV-LIB-004) and payment to the collecting officer	1. Receives payment	As assessed	0.5 minute	<i>Admin. Aide VI</i> UPV Library Miagao Campus <i>Admin. Asst. II</i> UPV Library Iloilo City Campus
2. Receives the Provisional Receipt from the collecting officer	2. Issues Provisional Receipt	None	2 minutes	<i>College Librarian III</i> UPV Library Iloilo City Campus
TOTAL		As assessed	2.5 minutes	



3. Document Delivery

Document delivery is a type of service that allows library users to request copies of literature including book chapters, journal articles, images, maps, reports and other library materials that are available only in the University Library, either in soft or hard copy.

Office or Division	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		
Document Delivery Form (UPV-LIB-023)		Link: cutt.ly/upvlib_docdelivery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests document through email or by filling in the Document Delivery Request Form at: URL: cutt.ly/upvlib_docdelivery	1. Receives and verify email or request 1.1.Process request/s (Scanning or requesting of documents from external linkages)	None	5 minutes (See Library Manual - Annex 5. Section VII. A. 2.)*	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform College Librarian/ Admin Staff/JOs Section's Loan Desk
2. Claims/Receives requested document/s	2. Emails/Sends requested document/s	None	2 minutes	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
TOTAL		None	7 minutes	

* Request from external linkages or for scanning might be sent 2-3 workings days or if the material is available



4. Photocopying Services (Miagao Campus Only)

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

Office or Division	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. Fills in the Photocopy Slip (UPV-LIB-009) and provides the document/s to be photocopied	1. Receives the accomplished Photocopy Slip (UPV-LIB-009) and the document/s to be photocopied	None	2 minutes	Senior Library Aide/Junior Library Aide Photocopying Area Admin Aide VI Payment Area
2. Receives Photocopy Slip and pays the corresponding photocopying service fee	2. Indicates the amount in the Photocopy Slip (UPV-LIB-009), and return to client	PHP 2.00/page	1 minute	
3. Returns to the photocopying section and presents the Provisional Receipt	3. Receives Provisional Receipt and photocopies the documents	None	3 minutes (as needed)	Senior Library Aide/Junior Library Aide Photocopying Area
4. Claims document/s (original and photocopies) and Provisional Receipt	4. Releases the original and photocopied documents, together with the Provisional Receipt	None	1 minute	
TOTAL		None	7 minutes	

* Minimum of 7 minutes



5. 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 or Division	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 query	1. Listens and analyzes the query	None	3 minute	College Librarian UPV Library Miagao Campus
2. Checks recommendation	2. Advices/recommends possible solutions to client's query	None	5 minutes (as needed)	
TOTAL		None	8 minutes*	

* Minimum of 8 minutes



6. Use of Library by Non-UPV

Use of Library by Non-UPV allows non-UPV constituents to use library resources within the library premises.

Office or Division		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		
Appointment Form (UPV-LIB-022)		Link: cutt.ly/upvlib_appointment		
Identification Card		Respective School/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in the Appointment Form via link below: cutt.ly/upvlib_appointment	1. Receives and verifies Appointment Form 1.1. Forwards Appointment Form with remarks	None	1 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
During the Library Visit:				
2. Fills in Logbook for Non-UPV Constituent (UPV-LIB-013) with the following information: <i>Name; School/Agency; Research Topic</i> 2.1. Proceeds to the corresponding section of the library	2. Checks Appointment Form and Referral Letter 2.1. Asks client to fill in the Logbook for Non-UPV constituents	None	1 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
After Library Use:				
2. Pays research fee at the Cash Office or via online	3. Provides Assessment Slip for research fee*	Php 50.00	2 minutes	<i>Cash Office/ Authorized Library Staff</i>



payment or to the Authorized Library Staff				
3. Presents Official/Provisional Receipt to the library staff assigned	4. Receives and verifies Official/Provisional Receipt	None	1 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
TOTAL		None	6 minutes	



7. Virtual Reference Services (BISAY)

Virtual Reference Services (BISAY) aids clients' reference questions regarding library resources/services (i.e. electronic resources, online services, etc.) through the use of an online platform.

Office or Division	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 m.me/UPVUniversityLibrary ; or email: mailto:chatbisay.upvisayas@up.edu.ph	1. Analyzes and processes the online queries/questions	None	5 minutes	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform
2. Checks BISAY's reply(ies)	2. Sends auto/saved replies or serves the client's need/s	None	5 minutes	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform
TOTAL		None	10 minutes*	

* Minimum of 10 minutes



INTERNAL SERVICE

8. Borrowing/Lending of Book (For UPV Constituents) – Face-to-Face

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 or Division	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		
Registration for Library Privileges		Please refer to Registration for Library Privileges or go to this link: cutt.ly/upvlib_validationv		
Book Card (UPV-LIB-002)		University Library		
Date Due Slip (UPV-LIB-003)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID at the loan desk	1. Receives and checks ID 1.1. Scans ID to verify records on the iLib system	None	0.5 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
2. Presents book with signed Book Card (UPV-LIB-002) at the loan desk	2. Receives Book Card (UPV-LIB-002) and scans book in the iLib 2.1. Stamps date in the Date Due Slip (UPV-LIB-003) and Book Card (UPV-LIB-002); and affixes signature on it	None	1 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
3. Receives borrowed book and ID at the	3. Releases borrowed book and ID	None	0.5 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior



loan desk				<i>Library Aide</i> Section's Loan Desk
TOTAL		None	2 minutes	



9. Borrowing/Lending of Book (For UPV Constituents) – Pick up Scheme

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 or Division	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		
Book Borrowing/Returning Form (UPV-LIB-021)		Link: cutt.ly/upvlib_borrow-return		
Book Card (UPV-LIB-002)		University Library		
Date Due Slip (UPV-LIB-003)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in the form via: cutt.ly/upvlib_borrow-return	1. Receives Book Borrowing/Returning Form and checks responses	None	3 minutes	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform
	1.1. Forwards request to the concerned college/unit library			
	1.2. Finds the book and prepare for pick-up 1.3. Fills in the Remarks-Approval Column	None	5 minutes	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
2. Receives the Book Borrowing/Returning Form, with remarks	2. Creates email and forwards to the client, cc: concerned unit/college library	None	2 minutes	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform



3. Pick up the book at the scheduled pick-up date and location 3.1. Fills in the Book Card	3. Receives Book Card 3.1. Stamps date in the Date Due Slip and Book Card; and affixes signature on it	None	1.5 minutes	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
4. Receives borrowed book	4. Releases borrowed book	None	0.5 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
TOTAL		None	12 inutes	



10. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only)

Borrowing and returning a serial/thesis/dissertation allows UPV clientele to borrow materials from Reference/Serials Section (*i.e. serials, thesis, dissertations, and other reference materials*) that are for room-use or photocopying only.

Office or Division	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		
Identification Card		OUR, CRSIS, HRDO		
Book Card (UPV-LIB-002)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing				
1. Scans validated ID upon entrance at the Reference/Serials Section 1.1. Pulls out reference material/s from the shelves	1. Provides client with Reader's Information Slip (UPV-LIB-018)	None	2 minutes	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
Returning				
2. Fills in the Reader's Information Slip (UPV-LIB-018) and insert in corresponding materials borrowed	2. Receives the Reader's Information Slip (UPV-LIB-018) 2.1. Collects the used library material/s 2.2. Scans/Records the used library material/s in the "Reference/Serials Materials Used" database	None	2 minutes/ material	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk



	2.3.Shelves the material/s			
TOTAL		None	3 minutes	



11. 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 Miagao campus and another one from Iloilo City campus, who are accountable for the collections of library payments.

Office or Division	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. Presents Assessment Slip (UPV-LIB-004) and payment to the collecting officer	1. Receives payment	As assessed	0.5 minute	<i>Admin. Aide VI</i> UPV Library Miagao Campus <i>Admin. Asst. II</i> UPV Library Iloilo City Campus
2. Receives the Provisional Receipt from the collecting officer	2. Issues Provisional Receipt	None	2 minutes	<i>College Librarian III</i> UPV Library Iloilo City Campus
TOTAL		None	2.5 minutes	



12. Document Delivery

Document delivery is a type of service that allows library users to request copies of literature including book chapters, journal articles, images, maps, reports and other library materials that are available only in the University Library, either in soft or hard copy.

Office or Division	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		
Document Delivery Form (UPV-LIB-023)		Link: cutt.ly/upvlib_docdelivery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests document through email or by filling in the Document Delivery Request Form at: URL: cutt.ly/upvlib_docdelivery	1. Receives and verify email or request 1.1. Process request/s (<i>Scanning or requesting of documents from external linkages</i>)	None	5 minutes (See <i>Library Manual - Annex 5. Section VII. A. 2.)</i> *)	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform <i>College Librarian/ Admin Staff/JOs</i> Section's Loan Desk
2. Claims/Receives requested document/s	2. Emails/Sends requested document/s	None	2 minutes	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide</i> Section's Loan Desk
TOTAL		None	7 minutes	

* Request from external linkages or for scanning might be sent 2-3 working days or if the material is available



13. 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 or Division	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	<i>Admin. Aide IV</i> Computer Corner
2. Receives Internet Access Slip (UPV-LIB-005) and proceeds to the assigned unit	1. Issues Internet Access Slip (UPV-LIB-005) 1.1. Assigns a computer unit to the client 1.2. Records the login time	None	2 minutes	<i>Admin. Aide IV</i> Computer Corner
TOTAL		None	3 minutes	



14. 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 or Division	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 in 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	None	2 minutes	<i>Admin. Aide IV</i> Computer Corner
2. Receives ID at the login desk	2. Returns ID	None	1 minute	<i>Admin. Aide IV</i> Computer Corner
TOTAL		None	3 minutes	



15. 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 or Division	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-LIB-007)		Library Admin Office Link: cutt.ly/upvlib_use-non-upvlibv		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks Request to Use Non-UPV Library Form (UPV-LIB-007) from the Librarian's Office or fills in the Request to Use Non-UPV Library Form (UPV-LIB-007) or via the link: cutt.ly/upvlib_use-non-upvlib	1. Provides client with the Request to Use Non-UPV Library Form (UPV-LIB-007) or its online link	None	1 minute	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform <i>Admin. Aide IV</i> Administrative Section
2. Submits the Request to Use Non-UPV Library Form (UPV-LIB-007) to the staff-in-charge or via online: cutt.ly/upvlib_use-non-upvlib	2. Receives and validates request to Use Non-UPV Library Form (UPV-LIB-007) 2.1. Prepares Permit to Use Non-UPV Library Form (UPV-LIB-008) 2.2. Forwards the	None	5 minutes	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform <i>Admin. Aide IV</i> Administrative Section <i>University/Head Librarian</i> Administrative Section



	Permit to Use Non-UPV Library Form (UPV-LIB-008) to the University/Head Librarian for signature			
3. Receives the Permit to Use Non-UPV Library Form (UPV-LIB-008) and signs the duplicate copy at the Librarian's Office or acknowledges email	3. Releases the Permit to Use Non-UPV Library Form (UPV-LIB-008)	None	1 minute	<i>College Librarian II/ SDO I/Admin. Aide VI Virtual Platform</i> <i>Admin. Aide IV Administrative Section</i>
TOTAL		None	7 minutes	



16. Photocopying Services (Miagao Campus Only)

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

Office or Division	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. Fills in the Photocopy Slip (UPV-LIB-009) and provides the document/s to be photocopied	1. Receives the accomplished Photocopy Slip (UPV-LIB-009) and the document/s to be photocopied	None	2 minutes	Senior Library Aide/Junior Library Aide Photocopying Area Admin Aide VI Payment Area
2. Receives Photocopy Slip and pays the corresponding photocopying service fee	2. Indicates the amount in the Photocopy Slip (UPV-LIB-009), and return to client	PHP 2.00/page	1 minute	
3. Returns to the photocopying section and presents the Provisional Receipt	3. Receives Provisional Receipt and photocopies the documents	None	3 minutes (as needed)	Senior Library Aide/Junior Library Aide Photocopying Area
4. Claims document/s (original and photocopies) and Provisional Receipt	4. Releases the original and photocopied documents, together with the Provisional Receipt	None	1 minute	
TOTAL		None	7 minutes	

* Minimum of 7 minutes



17. 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 or Division		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 query	1. Listens and analyzes the query	None	3 minutes	College Librarian UPV Library Miagao Campus
2. Checks recommendation	2. Advices/recommends possible solutions to client's query	None	5 minutes (as needed)	
TOTAL		None	8 minutes*	

* Minimum of 8 minutes



18. Receiving Request for Purchase of Library Materials 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 or Division	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)		UPV Library Technical Section Link: cutt.ly/upvlib_material-request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the accomplished Library Material Purchase Request Form (UPV-LIB-001) to the library staff/college librarian or fill in via the link: cutt.ly/upvlib_material-request	Receives the accomplished Library Material Purchase Request Form (UPV-LIB-001) Checks availability of each title in the library collection or iLib database	None	1 minute 3 minutes/title	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform College Librarian/ Library Staff
Receives the photo/duplicated copy/e-copy of the Library Material Purchase Request Form (UPV-LIB-001) with verification remark/s	Returns/Emails a photo/duplicated copy/e-copy (pdf) of the accomplished Library Material Purchase Request Form (UPV-LIB-001) with verification remark/s Forwards verified Library Material Purchase Request Form (UPV-LIB-001) to the Acquisition Librarian (If for purchase)	None	1 minute	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform College Librarian/ Library Staff
TOTAL		None	5 minutes	



19. 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 or Division	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		
Registration for Library Privileges Form (UPV-LIB-010-E)		Link: cutt.ly/upvlib_validationv		
Library Registration Form (UPV-LIB-010)		University Library		
Form 5		College Secretary		
Student Identification Card – <i>if available</i>		OUR, CRSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the Registration for Library Privileges Form via: Link: cutt.ly/upvlib_validationv	1. Checks and verifies the Registration for Library Privileges Form against student's Form 5	None	1.5 minutes	Admin. Aide VI Registration Corner
2. Submits Student Identification Card to the library, if available, for validation	2. Countersigns and tick a validation sticker on the ID, if available	None	1 minute	
3. Claims validated ID at the validation desk	3. Returns the validated ID	None	0.5 minute	
TOTAL		None	3 minutes	



20. Request to Use Media Services

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 or Division	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. Asks for Media Reservation Form (UPV-LIB-011) at the Media Services Section	1. Provides Media Reservation Form (UPV-LIB-011)	None	1 minute	Admin. Aide IV AV Room
2. Fills in and submits Media Reservation Form (UPV-LIB-011) <i>*Submits request together with the authorization letter if the request is being done by the student</i>	2. Receives the Media Reservation Form (UPV-LIB-011) 2.1. Verifies the availability of the following: a. Schedule/date of viewing b. Title/s of material/s needed	None	3 minutes	
3. Receives	3. Approves	None	1 minute	



approved Media Reservation Form (UPV- LIB-011) from the staff-in- charge	request and reminds client to return on scheduled date			
TOTAL		None	5 minutes	

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



21. Returning of Borrowed Book (For UPV constituents) – DropBox Mode

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 or Division	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		
Logbook of Returned Books (UPV-LIB-006)		Library Section		
Book Borrowing/Returning Form (UPV-LIB-021)		Link: cutt.ly/upvlib_borrow-return		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place the books in the DropBox 1.1. Signs in the Logbook of Returned Books or fills in the Book Borrowing/Returning Form via: cutt.ly/upvlib_borrow-return	1. Receives borrowed book 1.1. Scans the book in the iLib for checking-in 1.2. Checks due date and book card against the returned book 1.3. Inform BISAY Team for acknowledgment	None	2 minutes	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
	1.4. Checks Book Borrowing/Returning Form or communicate with the concerned unit		2 minutes	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform
2. Receives the Book Borrowing/Returning Form, with remarks	2. Creates email and forwards to the client, cc: BISAY's email	None	2 minutes	College Librarian II/ SDO I/Admin. Aide VI Virtual Platform
TOTAL		None	7 minutes	



22. Returning of Borrowed Book (For UPV constituents) – (Face-to-Face)

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 or Division	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		
Logbook of Returned Books (UPV-LIB-006)		Library Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowed book at the loan desk	1. Receives borrowed book 1.1.Scans the book in the iLib for checking-in 1.2.Checks due date and book card against the returned book	None	1 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
2. Signs in the Logbook of Returned Books (UPV-LIB-006) at the loan desk	2. Asks students to fill in the Logbook of Returned Books (UPV-LIB-006)	None	1 minute	<i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>
TOTAL		None	2 minutes	



23. Signing of University Clearance for Faculty and Staff

Signing of University Clearance for Faculty and Staff enables UPV faculty and staff to clear their accountabilities in the library. Faculty and staff who has pending/unsettled accountabilities in the library will not have their university clearance signed.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV Faculty and Staff			
Checklist of Requirements		Where to Secure		
Certificate of Clearance Request Form		HRDO		
College/Office Clearance from Money and Property Accountabilities		HRDO		
Statement of Remaining Obligation		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 clients: <ul style="list-style-type: none"> ○ Certificate of Clearance Request Form (Attachment A) ○ College/Office Clearance from Money and Property Accountabilities (Attachment B) ○ Statement of Remaining Obligation that Employee 	1. Acknowledges receipt of the email from HRDO 1.1. Verifies against the list of accountabilities 1.2. Verifies the accountability from the staff-in-charge	None	5 minutes	Admin. Officer IV/ Admin. Aide VI Administrative Section College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk



Must Settle (Attachment C)				
2. HRDO staff-in-charge acknowledges the Attachment B. <ul style="list-style-type: none"> ○ HRDO staff-in-charge acknowledges the Attachment C ○ Client acknowledges the Attachment C and settles the accountabilities with specified section via email 	2. Fills in attachment B and email to the HRDO <ul style="list-style-type: none"> ○ HRDO staff-in-charge acknowledges the Attachment C ○ Client acknowledges the Attachment C and settles the accountabilities with specified section via email 	None As assessed	1 minute	<i>Admin. Officer IV</i> Administrative Section
TOTAL		None	8 minutes	



24. Virtual Reference Services (BISAY)

Virtual Reference Services (BISAY) aids clients' reference questions regarding library resources/services (i.e. electronic resources, online services, etc.) through the use of an online platform.

Office or Division	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
2. Sends query to library's virtual assistant, BISAY, via: Facebook messenger m.me/UPVUniversityLibrary ; or email: mailto:chatbisy.upvisayas@up.edu.ph	3. Analyzes and processes the online queries/questions	None	5 minutes	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform
3. Checks BISAY's reply(ies)	4. Sends auto/saved replies or serves the client's need/s	None	5 minutes	<i>College Librarian II/ SDO I/Admin. Aide VI</i> Virtual Platform
TOTAL		None	10 minutes*	

* Minimum of 10 minute



NATIONAL SERVICE TRAINING PROGRAM - RESERVED OFFICER TRAINING CORPS



EXTERNAL SERVICES

1. CROWD CONTROL DURING LANTERN PARADE, DINAGYANG AND OTHER SPECIAL EVENTS

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

Office or Division	National Service Training Program - Reserved Officer Training Corps			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	Committees/Organizers of events			
Checklist of Requirements			Where to Secure	
Request from the concerned agency/ committee / organizer			From the Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request	1. Receives request from requestor 1. Check and verify availability of Cadets Corps 2. Records/Booked the schedule of event	None	5 minutes	Mary Celyn C. Nualla NSTP Admin Staff
TOTAL		None	5 minutes	



2. 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 or events such as during the University Opening Program, Papuri, Commencement Exercises and other special events.

Office or Division	National Service Training Program - Reserved Officer Training Corps			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	Committees/Organizers of events			
Checklist of Requirements			Where to Secure	
Request from the concerned agency/ committee / organizer			From the Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents request	1. Receives request from requestor 2. Check and verify availability of Cadets Corps 3. Records/Booked the schedule of event	None	5 minutes	Mary Celyn C. Nualla NSTP Admin Staff
TOTAL		None	5 minutes	



INTERNAL SERVICE

3. 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 enrollment period.

Office or Division	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		From the requestor		
2. UPV ID		From the requestor		
3. NSTP Registration Form		NSTP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request or UPV School ID	1. Check Form 5, verifies student number from UPV School ID and stamps the form if official enrolled	None	2 minutes	Mary Celyn C. Nualla NSTP Admin Staff
2. Registers name in the NSTP registration form	2. Checks if registration form were completely filled in	None	3 minutes	Mary Celyn C. Nualla NSTP Admin Staff
TOTAL		None	5 minutes	



4. ISSUANCE OF CERTIFICATE OF COMPLETION/CERTIFICATION

The NSTP office issues Certificate of Completion with NSTP Serial Number to its graduates. If the NSTP Serial Number has not been issued, a certification 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 or Division	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 from other school		From other school or NSTP graduates		
2. School ID or any Valid ID, if school ID is not available		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request or UPV School ID	1. Staff receives the request and issues billing statement form to the requestor to be paid at the Cash Office	Php40.00	3 - 5 minutes 1 - 2 minutes	Mary Celyn C. Nualla NSTP Admin Staff
2. The Requestor receives the form and pays at the Cash Office. After paying, presents receipt to the NSTP Staff	2. Staff receives the receipt and records the Official Receipt Number and informs the requestor when to claim the certification and return it after. Staff checks, verifies school year graduated in the CRS, and prepares the certification for signature of the NSTP Director and the University		5 - 10 minutes 1 - 2 days	Mary Celyn C. Nualla NSTP Admin Staff



	Registrar			
3. Upon claiming, the requestor presents the receipt to the staff and signs the logbook.	3. Staff issues the Certificate / Certification to the requestor			
TOTAL		Php 40.00	2 - 3 days	



OFFICE OF THE UNIVERSITY REGISTRAR



EXTERNAL SERVICE

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.

Office or Division	1. Division/Department 2. College/School Secretaries 3. Office of Student Affairs (for readmission cases) 4. Office of the University Registrar 5. Office of the Vice-Chancellor for Academic Affairs 6. 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 an appeal to the appellant's respective Division/College	1. Receives the appeal request from forwarding unit, logs the document, and forwards it to the staff-in-charge	None	15 Minutes	Senior Office Aide/ Admin Aide III
	1.1 Evaluates and checks completeness of requirements. If incomplete, gives recommendation, and notice to appellant's Division/ College *Awaits complete requirements	None	5 Minutes Variable	Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/



	1.2 Evaluates student's academic records, prepares other pertinent documents, and forwards to VCAA	None	1 Day	Student Records Evaluator I OUR
	1.3. Set a meeting schedule of the UC-CSAPG	None	1 Day	Student Records Evaluator I OUR
	1.4 Deliberates and decides on the appeal *For graduation-related cases, CSAPG's recommendation is for deliberation of the UC	None	Variable	UC-CSAPG
	1.5 Prepares the Notice of Action (NOA) for signature of the VCAA	None	2 Hours	Student Records Evaluator I OUR
	1.6 Signs the NOA	None	Variable	Vice Chancellor for Academic Affairs OVCAA
2. Receives an electronic copy of the NOA	2. Provides electronic copy of the NOA to the appellant, copy furnished the concerned division/ college	None	1 Hour	Student Records Evaluator I OUR
TOTAL		None	2 Days, 3 Hours, 20 Minutes	



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's native language or medium of instruction in 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 or Division	<ol style="list-style-type: none"> 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
U.P. Form 3.2 - Undergraduate Admission Application Form for	Office of the University Registrar and downloadable at the https://www.crs.upv.edu.ph



Foreign Students (1 original)				
Official Transcript of Records (1 original, 2 photocopies)	School/s attended by the applicant which they have earned credit units			
High School diploma (1 photocopy)				
Official results of:				
1. Scholastic Aptitude Test (SAT); or	SAT: The College Board – Educational Testing Service (https://www.collegeboard.org)			
2. General Certificate of Education (GCE) Examination; or	GCE: International Schools which follows the British Education Curriculum			
3. International Baccalaureate (IB) Diploma	IB Diploma: ibo.org			
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			
Valid passport (1 photocopy, duly authenticated)	Passport-issuing agency from the country of the applicant			
2 x 2 or passport size photos (2 pieces, original)	Requestor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents Emails the electronic copy to: admissions.our.upvisayas@up.edu.ph Mails original documents to: Office of the University Registrar UP Visayas, 5023, Miagao, Iloilo	1. Receives accomplished application form and other required documents 1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants	None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR
2. For Filipino and non-Filipino applicants, receives billing	2. Receives proof of payment and issues Official Receipt	Resident foreign Application Fee:	Variable Note: The Cash	Administrative Officer V Cash Office, UPV Miagao/



<p>and pays the corresponding fees to the Cash Office</p> <p>View: Payment Options and Instructions</p>	<p>*Awaits payment</p>	<p>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>Note: Application Fee is waived for Filipino applicants</p>	<p>Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment</p>	<p>Administrative Officer III Cash Office, UPV Iloilo City</p>
<p>3. Submits Official Receipt to OUR</p>	<p>3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step</p> <p>For disqualified applicants, proceed to Step 4.14</p>	<p>None</p>	<p>1 Hour</p>	<p>School Credits Evaluator/ Senior Office Aide OUR</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 non-qualified applicants</p> <p>4.1 Prepares the transmittal slip,</p>	<p>None</p>	<p>15 Minutes</p>	<p>School Credits Evaluator/ Senior Office Aide OUR</p>



	result of initial evaluation and the requirements.			
	4.2 Turns-over to staff-in-charge of outgoing communications			
	4.3 Delivers/ prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 Minutes	Administrative Aide III/ Senior Office Aide OUR
	4.4 Receives the transmittal slip and the requirements and records to incoming documents 4.5 Forwards to Department/ Division concerned.	None	30 Minutes	Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS
	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) 4.7 Approves/ Disapproves the application and forwards recommendation	None	15 Days	Program Coordinators Department/ Division/ Institute



	to the Office of the College Secretary			
	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 it 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 the application and forwards to the staff-in-charge	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 Minutes	University Registrar OUR
	4.14 Issues the Notice of Disqualification/	None	5 Minutes	School Credits Evaluator/ Senior Office



	Acceptance/ Non-Acceptance			Aide OUR
		Resident foreign applicatio n fee: PHP 150 Non- resident foreign applicatio n fee: USD 30 Convenie nce Fee: PHP 10 For payment made through MAYA- QRPH	16 Days, 2 Hours and 50 Minutes	
	TOTAL			



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.

Office or Division	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 Transaction	of	G2C – Government to Citizen
Who may Avail	Foreign student from local or abroad	
Checklist of Requirements		Where to Secure
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
Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units
Course syllabus, school catalogue,		School/s attended by the applicant which they



and handbook of examination (2 original)	have earned credit units			
Certification regarding capability to finance the Travel and Education (1 original)	Reputable bank from the applicant's country			
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			
Valid passport (1 photocopy, duly authenticated)	Passport-issuing agency from the country of the applicant			
2 x 2 or passport size photos (2 pieces, original)	Applicant			
Permit to transfer from CHED for applicants transferring from another Philippine school.	CHED			
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>Email the electronic copy to: admissions.our.upvisayas@up.edu.ph</p> <p>Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo</p>	<p>1. Receives completed 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>	None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR
<p>2. Receives billing and pays the corresponding fees to the Cash Office</p> <p>View: Payment Options and Instructions</p>	<p>2. Receives proof of payment and issues Official Receipt</p> <p>*Awaits payment</p>	<p>Resident foreign Application Fee: PHP 150</p> <p>Non-resident foreign Application</p>	<p>Variable</p> <p>Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments</p>	<p>Administrative Officer V Cash Office, UPV Miagao/ Administrative Officer III Cash Office, UPV Iloilo City</p>



		<p>n Fee: USD 30</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Note: Application Fee is waived for Filipino applicants</p>	through banks or online payment	
3. Submits Official Receipt to OUR	<p>3. Evaluates the academic credentials submitted.</p> <p>For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.</p>	None	1 Hour	School Credits Evaluator/ Senior Office Aide OUR
4. Receives the result of application	<p>4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants</p> <p>4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.</p> <p>4.2 Turns-over to</p>	None	15 Minutes	School Credits Evaluator/ Senior Office Aide OUR



	staff-in-charge of outgoing communications			
	4.3 Delivers/ prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 Minutes	Administrative Aide III/ Senior Office Aide OUR
	4.4 Receives the transmittal slip and the requirements and records to incoming documents 4.5 Forwards to Department/ Division concerned.	None	30 Minutes	Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS
	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) 4.7 Approves/ Disapproves the application and forwards recommendation to the Office of the College Secretary	None	15 Days	Program Coordinators Department/ Division/ Institute
	4.8 Receives the	None	1 Day	Administrative



	recommendation and forwards to the College Secretary for endorsement			Assistant/ School Credits Evaluator/ School Records Evaluator OCS
	4.9 Endorses the result of the application and forwards it 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 the application and forwards to the staff-in-charge	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 Minutes	University Registrar OUR
	4.14 Issues the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
TOTAL		Resident foreign Application fee: PHP 150 Non-	16 Days, 2 Hours and 50 Minutes	



	resident foreign Application fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA- QRPH		
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4. APPLICATION FOR ADMISSION OF FILIPINO STUDENTS TO UPV

A Filipino applicant with previous college work from other UP units, schools, or universities in the Philippines or abroad may be admitted as an 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 or Division	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 (undergraduate transfer/second degree/non-degree/special student)			
Checklist of Requirements	Where to Secure			
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			
Applicants from Other School/University Official Transcript of Records (1 original, 2 photocopies) Applicants from other UP Units True Copy of Grades with the 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			
2 x 2 or passport size photos (2 pieces, original)	Applicant			
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 3.2 and other required documents Email the electronic copy to: admissions.our.upvisayas@up.edu.ph Mail original documents to: Office of the University Registrar UP Visayas 5023	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 documents 1.2 Issues billing of application fee for non-Filipino applicants	None None None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR



Miagao, Iloilo				
<p>2. For Filipino and Non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office</p> <p>View: Payment Options and Instructions</p>	<p>2. Receives proof of payment and issues Official Receipt</p> <p>*Awaits payment</p>	<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>(Variable)</p> <p>Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment centers.</p>	<p>Administrative Officer V Cash Office, UPV Miagao/</p> <p>Administrative Officer III Cash Office, UPV Iloilo City</p>
3. Submits Official Receipt to OUR	<p>3. Evaluates the academic credentials submitted.</p> <p>For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14</p>	None	1 Hour	School Credits Evaluator/ Senior Office Aide OUR
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	<p>None</p> <p>None</p>	15 Minutes	School Credits Evaluator/ Senior Office Aide OUR



	<p>applicants</p> <p>4.1 Prepares the transmittal slip, result of initial evaluation and the requirements.</p> <p>4.2 Turns-over to staff-in-charge of outgoing communications</p>	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	Administrative Aide III/ Senior Office Aide OUR
	<p>4.4 Receives the transmittal slip and the requirements and records to incoming documents</p> <p>4.5 Forwards to Department/ Division concerned.</p>	<p>None</p> <p>None</p>	30 Minutes	Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS
	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			
	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 it 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 the application and forwards to the staff-in-charge	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
	4.13 Signs the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	10 Minutes	University Registrar OUR
	4.14 Issues the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
TOTAL		PHP 100	16 Days, 2	



	Convenience Fee: PHP 10 For payment made through MAYA-QRPH	Hours, 50 Minutes	
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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 or Division	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)	2. Senior High School Transcript with an attached certified true copy of Junior High School Transcript, with remarks "Graduated and Eligible for Admission to College" and "Copy for UP Visayas" (original)	Senior High School where the student graduated
3. Birth Certificate		
Filipino and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original)		Philippine Statistics Authority
Non-Filipino Student born abroad: Registry of Birth (1 original)		Issuing Agency abroad
4. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
5. Special Power of Attorney for Legal Guardian (applicable to student whose provincial address is outside Iloilo province) (1 original)		Downloadable at the http://www.crs.upv.edu.ph
6. Certificate of Completion of Bridging Program, if applicable (1 original)		Teaching and Learning Resource Center, UP Visayas
7. 2 x 2 or passport size photos (2 pieces, original)		Applicant
8. Long-size, cream-colored folder (1 piece)		Applicant
9. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at		http://www.crs.upv.edu.ph



the CRSIS) (1 original)				
10. Additional Requirements for Non-Filipino Students (will be processed through the UPV Liaison Office at UP Diliman):		Bureau of Immigration		
<ul style="list-style-type: none"> • Student Visa 9(f) • Alien Certificate of Registration (i-Card) 				
11. 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), or 		Bureau of Immigration		
<ul style="list-style-type: none"> • Bio-page, Philippine Passport (1 photocopy, duly authenticated) 		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 and forwards to Records Officers	None	10 Minutes	Senior Office Aide/ Administrative Aide III OUR
	1.1 Checks and verifies authenticity of documents submitted	None	4 Minutes	Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
	1.2 Posts in the CRSIS the submitted documents	None	5 Minutes	
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Awaits the updated personal information by the student	None	Variable	School Credits Evaluator/ Senior Office Aide OUR
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints	None	10 Minutes	



	the Student Directory			
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
TOTAL		None	34 Minutes	



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

The process for admission of incoming first-year students who qualify 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 or Division	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 in 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)	Philippine Statistics Authority
Non-Filipino Student born abroad Registry of Birth (1 original)	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 (applicable to student whose provincial address is outside Iloilo province) (1 original)	Downloadable at the http://www.crs.upv.edu.ph
8. Certificate of Completion of Bridging Program, if applicable (1	Teaching and Learning Resource Center, UP Visayas



original)				
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 	TOEFL – https://www.ets.org/toefl Certification – from the school/s attended by the applicant			
<ul style="list-style-type: none"> Visa (will be processed through the UPV Liaison Office at UP Diliman) For Degree-Earning Foreign Students: A. Student Visa 9(f) B. Alien Certificate of Registration (i-Card) 	Bureau of Immigration			
13. 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) 	Bureau of Immigration			
<ul style="list-style-type: none"> Bio-page, Philippine Passport (1 photocopy, duly authenticated) 	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 1.1 Checks and verifies authenticity of documents submitted 1.2 Posts in the CRSIS the	None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR



	submitted documents			
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRISIS	2. Awaits the updated personal information by the student	None	Variable	School Credits Evaluator/ Senior Office Aide OUR
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints the Student Directory	None	10 Minutes	
3. Proceeds enrollment at the college	3. Prints and sends admission slips to college via pouch or hand carry	None	5 Minutes	School Credits Evaluator/ Senior Office Aide 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 or Division	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
Checklist of Requirements	Where to Secure
1. Academic Records For Transfer Students from other School/University: a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Honorable Dismissal or Certificate of Transfer Credential (1 original) For Transfer Students from other UP Units: a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Approved Permit to Transfer (1 original) c. University and College Clearances (1 original)	School/University last attended by the student
2. Birth Certificate	
Filipino Student and Non-Filipino Student born in the Philippines PSA-issued Certificate of Live Birth (1 original)	Philippine Statistics Authority
Non-Filipino Student born abroad Registry of Birth (1 original)	Issuing Agency abroad
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 		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant		
<ul style="list-style-type: none"> Visa (will be processed through the UPV Liaison Office at UP Diliman For Degree-Earning Foreign Students: <ol style="list-style-type: none"> Student Visa 9(f) Alien Certificate of Registration (i-Card) For Exchange Foreign Students: <ol style="list-style-type: none"> Exchange Fellow Visa 47(a)(2) Alien Certificate of Registration (i-Card) 		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) 		Bureau of Immigration		
<ul style="list-style-type: none"> Bio-page, Philippine Passport (1 photocopy, duly authenticated) 		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	1. Receives the submitted documents 1.1 Checks and verifies authenticity of documents submitted	None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR



Registrar	1.1 Posts in the CRSIS the submitted documents			
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Awaits the updated personal information by the student	None	Variable	School Credits Evaluator/ Senior Office Aide OUR
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints the Student Directory	None	10 Minutes	
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college via pouch or handcarry	None	5 Minutes	School Credits Evaluator/ Senior Office Aide 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 a change of name.

Office or Division	1. Office of the University Registrar 2. 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		1. Staff-in-charge of records at the Office of the University Registrar		
2. Letter request addressed to the University Registrar, thru channels		2. Requestor		
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)		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	Variable	Staff College/School
	1.1 Endorses/ recommends the request and forwards to the OUR (for undergraduate students) or to the GS (for graduate students)	None	Variable	Dean/College Secretary
	GS endorses/ recommends and forwards to the OUR			GS Dean



	1.2 Checks the validity of the endorsed letter request and documents submitted for evaluation and preparation of documents to be signed by the University Registrar	None	1 Hour	Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
	1.3 Acts on the request	None	15 Minutes	University Registrar OUR
	1.4 Updates the student's records	None	15 Minutes	Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
2. Receives response letter	2. Sends/emails response letter to the student through the OCS, copy furnish the students and other concerned offices (i.e. College/School, Graduate School Office, Infirmary, Library)	None	30 Minutes	Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
TOTAL		None	2 Hours	



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.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

Office	Office of the University Registrar			
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 Document Request through the OADRTS Portal		1. Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)		
2. Original copy of official transcript of records or photocopy/scanned copy of original diploma, certification(s) and honorable dismissal		2. Requestor		
3. Any valid Government/Private Company-issued ID or passport, bearing photo and signature of UPV graduate upon requesting and claiming.		3. Requestor		
Additional requirements to request and to claim by a REPRESENTATIVE:		By Representative:		
A. Duly signed authorization letter executed by the UPV student		A. Person being represented		
B. Photocopy of valid identification card of the UPV student		B. Authorized Representative		
C. Valid identification card of the representative (1 original)		D. Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request	1. Receives academic document	None	30 Minutes	Senior Office Aide/ Junior Office



<p>through the Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest</p> <p>Checks final billing at the OADRTS Portal</p> <p>Pays corresponding fee to the Cash Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</p>	<p>request form, Official Receipt (OR) and other required documents</p> <p>1.1 Checks completeness of the requirements and entries in the academic document request form</p> <p>1.2 Retrieves student records</p> <p>1.3 Checks records at CRSIS</p> <p>1.4 Finalize billing and confirms request in the OADRTS portal</p> <p>*Awaits the payment and checks payment status in the OADRTS portal</p>	<p>Authentication fee: PHP 50/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>Variable</p> <p>Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.</p>	<p>Aide OUR</p>
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	1.5 Logs application and payment/ checks payment status in the OADRTS portal	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR	
	1.6 Forwards all documents to OTR person-in-charge				
	1.7 Receives and verifies completeness of all required documents	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)/ Administrative Aide IV OUR	
	1.8 Processes authenticated documents	None	1 Day		
	1.9 Prepares the authenticated document/s				
	1.10 Photocopy document (s)				
	1.11 Affixes initial on the document (s)				
	1.12 Signs the OTR(s)	None	1 Day	University Registrar OUR	
	1.13 Affixes dry seal to the document/s	None	30 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)/ Administrative Aide IV	
1.14 Tags finish OTR request(s) on OADRTS portal	None	1 Hour			
1.15 Consolidates and updates OADRTS portal, tags final finish of all documents	None	15 Minutes			



	for release/mailing			OUR
	1.16 Logs final finish of all documents for walk-in clients	None	15 Minutes	
2. Receives the original and authenticated document/s	<p>2. Issues the original and authenticated document/s to the client</p> <p>2.1 Verifies Official Receipt/ID card of the requestor</p> <p>2.2 Checks the completeness of documents to be issued</p> <p>2.3 Retrieves requested document from the file</p> <p>2.4 Gives logbook to the client</p>	None	30 Minutes	<p>Senior Office Aide/ Junior Office Aide OUR</p>
	<p>For documents to be mailed:</p> <p>2.5 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope</p>	None	(for mailed documents usually takes another 1 day)	<p>Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)/ Administrative Aide IV OUR</p>
	2.6 Staff in-charge of out-	None	Variable	Senior Office Aide/



	going communications logs and dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following day after it was tagged "mailed".			Junior Office Aide OUR
	2.7 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
TOTAL		PHP 20/Page If to be mailed, Administrative Cost: PHP 10 Envelope Fee: PHP10 actual mailing cost Convenience Fee: PHP: 10 For payment made through MAYA-QRPH	2 Days, 3 Hours, 35 Minutes	



10. ISSUANCE OF CERTIFICATIONS (ENGLISH AS A MEDIUM OF INSTRUCTION; ENROLMENT; GRADE EQUIVALENT; GRADUATION; SPECIAL ORDER EXEMPTION; PHILIPPINE LAW SCHOOL TEST (PHILSAT) AND UNITS EARNED

The Certificate of English as a 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 Enrolment is issued to inactive UPV students, and can be granted after accomplishing the University Clearance.

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 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.

***Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment to first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
 - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
 - c. Other individuals whose first job/employment shall be at the University.
2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
 - a. Transcript of Records (TOR)
 - b. Certified of Graduation (COG)
 - c. Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document. Subsequent requests and/or additional copy/ies shall be charged with appropriate fees.



Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A barangay Certification, signed by the Punong Barangay or his authorized officer, shall only be issued to an individual if he or she is a:

- Filipino
- First time jobseeker
- Actively looking for employment
- Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

The Certificate of No Special Order is issued to UPV students/graduates stating that UPV, being a state university, is exempted from the 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 Units Earned is issued to UPV students/graduates for purposes of employment, promotion, or further studies.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

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/CRSIS generated clearance (1 original)		1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
1.2. Accomplished online Academic Document Request through the OADRTS Portal		1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
1.3. Any valid Government/Private Company Issued ID/passport		1.3 Requestor



bearing photo and signature of requestor (1 original)				
1.4. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261) – applicable for the COG only		1.4 Requestor		
2. Succeeding request				
2.1. Accomplished online Academic Document Request through the OADRTS Portal		2.1. OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)		
2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.2. Requestor		
3. Additional requirements to request and to claim by REPRESENTATIVE:				
3.1. Duly signed authorization letter executed by the UPV student		3.1. Person being represented		
3.2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student		3.2. Person being represented		
3.3 Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		3.3. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash	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 Retrieves	None	30 Minutes	Senior Office Aide/ Junior Office Aide OUR



<p>Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</p>	<p>student records</p> <p>1.3 Checks records and verifies the entries in the online academic document request form at CRSIS</p> <p>1.4 Finalize billing and confirms request of the student in the OADRTS portal</p> <p>*Awaits the payment and checks payment status in the OADRTS portal</p>	<p>Certification: PHP 50/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>Variable</p> <p>Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.</p>	
	<p>1.5 Logs application and payment/ checks application status in the OADRTS portal</p>	<p>None</p>	<p>15 Minutes</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>



	1.6 Forwards all documents to Certification in-charge			
	1.7 Processes the certification/s 1.8 Receives and verifies completeness of all required documents and necessary data 1.9 Prepares the Certification/s 1.10 Affixes initial on the document	None	1 Day	Administrative Aide IV OUR
	1.11 Signs the Certification/s	None	1 Day	University Registrar OUR
	1.12 Affixes dry seal 1.13 Tags finish Certification request(s) on OADRTS portal 1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing 1.15 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	Administrative Aide IV OUR



2. Receives the Certification/s	2. Issues the Certification/s 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Checks the completeness of documents to be issued 2.4 Issues the document to the client	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	For documents to be emailed 2.5 Scans document for email 2.6 Email documents 2.7 Prints proof of email	None		Senior Office Aide/ Administrative Aide IV OUR
	For documents to be mailed: 2.8 Prepares envelope for mailing with complete address and contact number and encloses Certification in the envelope. 2.9 Logs,	None	Variable	Administrative Aide IV OUR



	<p>dispatches and Indicate date for mailing on the request form</p> <p>Note: For mailed documents, the courier picks up the document the following day after it was tagged “mailed”.</p> <p>2.10 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p>			
	2.11 Encodes tracking number on the OADRTS portal	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
TOTAL		<p>PHP 50/copy x no. of pages; or RA 11261*</p> <p>If to be mailed, Adminis trative Cost: PHP 10</p> <p>Envelop e: PHP 10</p> <p>actual mailing cost</p>	2 Days, 1 Hour, 20 Minutes	



	Convenience Fee: PHP 10 For payment made through MAYA- QRPH		
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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.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

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/CRSIS generated clearance (1 original)		1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
1.2 Accomplished online Academic Document Request through the OADRTS Portal		1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.3 Requestor
2. Succeeding request		
2.1 Accomplished online Academic Document Request through the OADRTS Portal		2.1 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE:		
3.1 Duly signed authorization letter executed by the UPV student		3.1. Person being represented

[illegible]



	<p>*Awaits the payment and checks payment status in the OADRTS portal</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 Actual mailing cost</p> <p>Convenience Fee: PHP 10 For payment made through MAYA-QRPH</p> <p>Mailing Fee: (Actual mailing cost depending on destination)</p>		
	<p>1.5 Logs application and payment/ checks application status in the OADRTS portal</p> <p>1.6 Forwards all documents to Certification in-charge</p>	<p>None</p>	<p>15 Minutes</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>



	1.7 Process the documents	None		Administrative Aide IV/ Administrative Officer III/ School Credits Evaluator OUR
	1.8 Receives and verifies completeness of all required documents and necessary data	None		
	1.9 Prepares the documents			
	1.9.1 CAV Certification	None	1 Day	
	1.9.2 COG	None	1 Day	
	1.9.3 OTR	None	1-3 Days	
	1.9.4 Authenticated OTR	None	1 Day	
	1.9.5 Authenticated Diploma	None	1 Day	
	1.9.6 English Translation of Diploma	None	1 Day	
	1.9.7 Affixes initial on the document	None		
	1.10 Signs the documents	None	1 Day	University Registrar OUR
	1.11 Affixes dry-seal all documents	None	15 Minutes	Administrative Aide IV/ Administrative Officer III/ School Credits Evaluator OUR
	1.12 Tags finish Certification, OTR, & other request(s) on OADRTS portal			
	1.13 Consolidates and updates OADRTS portal, tags final finish of all documents for			



	release/ mailing 1.14 check & enclosed all documents to envelope 1.15 Affixes initial on the envelope			
	1.16 Signs the envelope	None	1 Day	University Registrar OUR
	1.17 Tags finish sealed envelope on OADRTS portal 1.18 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	Administrative Officer III/ School Credits Evaluator OUR
2. Receives the sealed documents	2. Issues the sealed documents 2.1 Verifies Official Receipt/ ID card of the requestor 2.3 Retrieves requested document from the file 2.4 Checks the completeness of documents to be issued 2.5 Issues the document to the client	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	For documents to be mailed: 2.6 Prepares	None		Administrative Officer III/



	<p>envelope for mailing with complete address and contact number and encloses Certification in the envelope.</p> <p>2.7 Logs, dispatches and Indicate date for mailing on the request form</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".</p> <p>2.8 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p>		Variable	School Credits Evaluator/ Administrative Aide IV OUR
	2.9 Encodes tracking number on the OADRTS portal	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
TOTAL	<p>OTR PHP 50/page</p> <p>Authentica ted OTR & Diploma PHP 20/page</p> <p>English Translatio n of Diploma PHP 50</p>		8-10 Days, 1 Hour, 35 Minutes	



	<p>COG PHP 50 / copy</p> <p>CAV Certificatio n: PHP 100/copy</p> <p>If to be mailed, Administra tive Cost: PHP 10</p> <p>Envelope: PHP 10 Actual mailing cost</p> <p>Convenien ce Fee: PHP 10 For payment made through MAYA- QRPH</p>		
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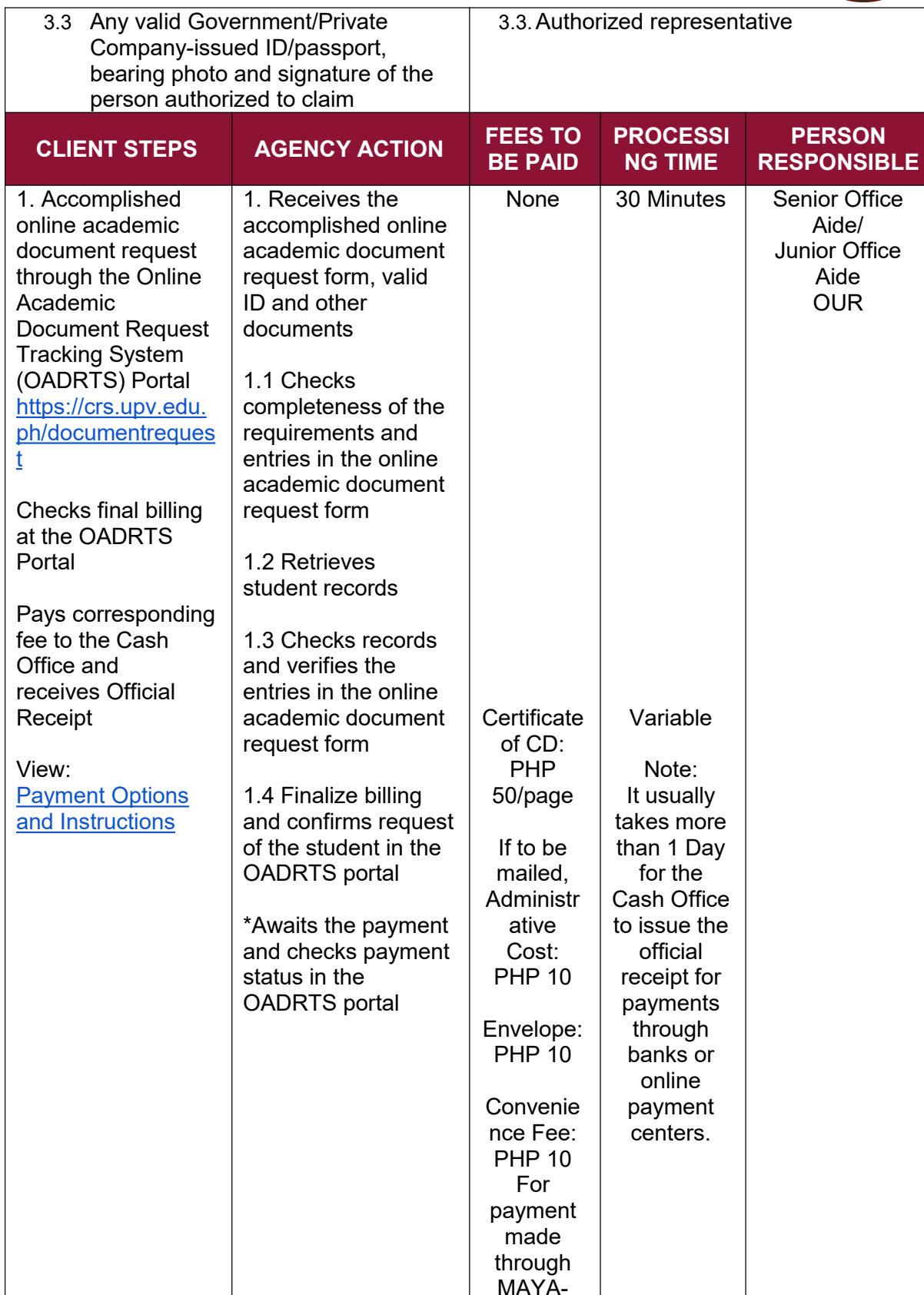


12. ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION (CD)

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.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

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/CRSIS generated clearance (1 original)		1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
1.2 Accomplished online Academic Document Request through the OADRTS Portal		1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.3 Requestor
2. Succeeding request		
2.1 Accomplished online Academic Document Request through the OADRTS Portal		2.1 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE:		
3.1 Duly signed authorization letter executed by the UPV student		3.1. Person being represented
3.2 Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student		3.2. Person being represented





		QRPH Mailing Fee: (Actual mailing cost depending on destination)		
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	1.7 Processes the Certificate of CD 1.8 Receives and verifies completeness of all required documents and necessary data 1.9 Prepares the Certificate of CD 1.10 Affixes initial on the document	None	5 Days	Administrative Aide IV OUR
	1.11 Signs the Certificate of CD	None	1 Day	University Registrar OUR
	1.12 Affixes dry seal 1.13 Tags finish Certification request(s) on OADRTS portal 1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for	None	15 Minutes	Administrative Aide IV OUR



	release/ mailing 1.15 Logs finish all documents requested through walk-in and files student folder for pick up			
2. Receives the Certificate of CD	2. Issues the Certificate of CD 2.1 Verifies Official Receipt/ID card of the requestor /representative 2.2 Retrieves requested document from the file 2.3 Checks the completeness of documents to be issued 2.4 Issues the document to the client	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	For documents to be emailed 2.5 Scans document for email 2.5 Email documents 2.6 Prints proof of email	None		Senior Office Aide/ Administrative Aide IV OUR
	For documents to be mailed: 2.7 Prepares envelope for mailing with complete address, contact number and encloses Certificate of CD in the envelope.	None	Variable	Administrative Aide IV OUR



	<p>2.8 Logs, dispatches and Indicate date for mailing on the request form</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"</p> <p>2.9 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p>			
	2.10 Encodes tracking number on the OADRTS portal	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
<p style="text-align: right;">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</p>	<p>6 Days, 1 Hour, 20 Minutes</p>	



	MAYA- QRPH		
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13. ISSUANCE OF CERTIFICATE OF WEIGHTED AVERAGE GRADE (WAG)

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

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

Offices	3. Office of the University Registrar (OUR) 4. 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/CRSIS generated clearance (1 original)		1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
1.2 Accomplished online Academic Document Request through the OADRTS Portal		1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
1.3 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.3 Requestor
2. Succeeding request		
2.1 Accomplished online Academic Document Request through the OADRTS Portal		2.1 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
2.2 Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		2.2 Requestor
3. Additional requirements to request and to claim by REPRESENTATIVE:		
3.1 Duly signed authorization letter executed by the UPV student		3.1. Person being represented
3.2 Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV		3.2. Person being represented

student				
3.3 Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim	3.3. Authorized representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal</p> <p>https://crs.upv.edu.ph/documentrequest</p> <p>Checks final billing at the OADRTS Portal</p> <p>Pays corresponding fee to the Cash Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</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 Retrieves student records</p> <p>1.3 Checks records and verifies the entries in the online academic document request form at CRSIS</p> <p>1.4 Finalize billing and confirms request of the student in the OADRTS portal</p> <p>*Awaits the payment and checks payment status in the OADRTS portal</p>	<p>None</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:</p>	<p>30 Minutes</p> <p>Variable</p> <p>Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>



		<p>PHP10</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p> <p>Mailing Fee: (Actual Cost depending on destination)</p>		
	<p>1.5 Logs application and payment/ checks application status in the OADRTS portal</p> <p>1.6 Forwards all documents to Student Records Evaluator staff in-charge</p>	None	15 Minutes	<p>Senior Office Aide/ Junior Office Aide OUR</p>
	<p>1.7 Process the Certificate of WAG</p> <p>1.8 Receives and verifies completeness of all required documents and necessary data</p> <p>1.9 Evaluates academic records and computes WAG based on student's academic programs</p>	None	4 Days	<p>Administrative Officer III (Records Officer II)/ Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR</p>



	1.10 Receives computed WAG and prepares the certificate of WAG	None		Administrative Aide IV OUR
	1.11 Prepares Cert. of WAG			
	1.12 Affixes initial on the document			
	1.13 Signs the Certificate of WAG	None	1 Day	University Registrar OUR
	1.14 Affixes dry-seal all documents	None	15 Minutes	Administrative Aide IV OUR
	1.15 Tags finish Certificate of WAG on OADRTS portal			
	1.16 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing			
	1.17 Logs finish all documents requested through walk-in and files student folder for pick up			
2. Receives the sealed document/s	2. Issues the Certificate of WAG	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	2.1 Verifies Official Receipt/ID card of the requestor/ representative			
	2.2 Retrieves requested document from the file			
	2.3 Checks the completeness of documents to be issued			



	2.4 Issues the document to the client			
	<p>For documents to be emailed</p> <p>2.5 Scans document for email</p> <p>2.5 Email documents</p> <p>2.6 Prints proof of email</p>	None		<p>Senior Office Aide/ Administrative Aide IV OUR</p>
	<p>For documents to be mailed:</p> <p>2.7 Prepares envelope for mailing with complete address, contact number and encloses Certificate of WAG in the envelope.</p> <p>2.8 Logs, dispatches and Indicate date for mailing on the request form</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"</p> <p>2.9 Forwards to</p>	None	Variable	<p>Administrative Aide IV OUR</p>



	staff in-charge of out-going communications to be brought to courier/post office for dispatch.			
	2.10 Encodes tracking number on the OADRTS portal	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
TOTAL		PHP 100/ computation/ degree+ PHP 50/copy; If to be mailed, Administrative Cost: PHP10 Envelope : PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	5 Days, 1 Hour, 20 Minutes	



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

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

Office or Division	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) Note: No templates for other scholarships. A standard certification is issued to scholarships that do not have templates		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	PHP 50 (for non-CHED scholarship)	30 Minutes	Administrative Officer III/ Records Officer II/ Administrative Officer V Records Officer III/ Student Records Evaluator I OUR
	1.1 Bills the client			
	1.2 Accomplishes templates of certifications			
	1.3 Signs the certifications	None	25 Minutes	University Registrar OUR
2. Receives billing, pays the corresponding fees to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment and issues Official Receipt *Awaits payment	Certification Fee: PHP50/ certification (for standard certifications issued other than CHED) If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10	Variable Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through	Administrative Officer V Cash Office, UPV Miagao/ Administrative Officer III Cash Office, UPV Iloilo City



		<p>Mailing Fee: (Actual mailing cost depending on destination)</p> <p>Convenience Fee: Php 10 For payment made through MAYA-QRPH</p>	banks or online payment	
<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>cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph</p>	<p>3. Receives Official Receipt and mails or emails the certifications to client</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"</p>	None	<p>5 Minutes</p> <p>Variable</p>	<p>Administrative Officer III Records Officer II/ Administrative Officer V Records Officer III/ Student Records Evaluator I OUR</p>
TOTAL		<p>PHP50 / certification</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>	1 Hour	



15. ISSUANCE OF CERTIFICATE OF NON-ISSUANCE OF HONORABLE DISMISSAL (CNIHD) AND HONORABLE DISMISSAL/CERTIFICATE OF TRANSFER CREDENTIALS (HD/CTC)

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.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

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/CRSIS generated clearance (1 original)		1. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or Check CRSIS accountability
2. Accomplished Online Academic Document Request through the OADRTS Portal		2. OADRTS is 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/documentrequest/)
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/documentrequest/)
Additional requirements to request and to claim by REPRESENTATIVE:		
a. Duly signed authorization letter executed by the UPV student (1 original)		a. Person being represented



or photocopy/scanned copy)				
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		b. Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		c. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives the accomplished Academic Documents Request form/Petition for Honorable Dismissal form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form and Petition for HD 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the online academic document request form at CRSIS 1.4 Finalize billing and confirms request of the student in the OADRTS	None Honorable Dismissal Fee: PHP 50 If to be mailed, Administrative Cost: PHP 10 Envelope: PHP10 Convenience Fee: Php 10 For payment made through MAYA-QRPH	30 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	Senior Office Aide/ Junior Office Aide OUR



	portal *Awaits payment and checks payment status in the ODRTS portal	Mailing fee: (actual cost depending on the address of destination)		
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	1.7 Processes CNIHD/HD 1.8 Receives and verifies completeness of all required documents and necessary data 1.9 Prepares the CNIHD/HD 1.10 Affixes initial on the document	None	1 Day	Administrative Aide IV OUR
	1.11 Signs the Certificate of CNIH/HD	None	1 Day	University Registrar OUR



	<p>1.12 Affixes dry seal</p> <p>1.13 Tags finish Certification request(s) on OADRTS portal</p> <p>1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing</p> <p>1.15 Logs finish all documents requested through walk-in and files student folder for pick up</p>	None	15 Minutes	Administrative Aide IV OUR
2. Receives the CNIHD/HD	<p>2. Issues the Certificate of CNIHD/HD</p> <p>2.1 Verifies Official Receipt/ID card of the requestor</p> <p>2.2 Retrieves the documents</p> <p>2.3 Checks the completeness of document/s to be issued</p> <p>2.4 Issues the certificate to the client</p>	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	<p>For documents to be mailed:</p> <p>2.5 Prepares envelope for mailing with complete</p>	None	Variable	Administrative Aide IV OUR



	<p>address, contact number and encloses Certificate of CNIHD/HD in the envelope</p> <p>2.6 Logs, dispatches and Indicate date for mailing on the request form</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"</p> <p>2.7 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.</p>			
	2.8 Encodes tracking number on the OADRTS portal	None	5 Minutes	Administrative Aide III/ Senior Office Aide OUR
	TOTAL	<p>PHP 50 HD Fee</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>	2 Days, 1 Hour, 20 Minutes	



16. 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.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

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 (1 original/ scanned /photocopy)		1. Requestor		
2. Accomplished online Academic Document Request through the OADRTS Portal		2. OADRTS Portal: https://crs.upv.edu.ph/documentrequest		
3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming.		3. Requestor		
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:		
a. Duly signed authorization letter executed by the UPV graduate (1 Original or photocopy/scanned copy)		a. Person being represented		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 photocopy/scanned copy)		b. Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		c. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request through the Online Academic	1. Receives the accomplished academic document request	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR



<p>Document Request Tracking System (OADRTS) Portal:</p> <p>https://crs.upv.edu.ph/documentrequest</p> <p>Checks final billing at the OADRTS Portal</p> <p>Pays corresponding fee to the Cash Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</p>	<p>form other required documents</p> <p>1.1 Checks completeness of required documents and the entries in the academic document request form</p> <p>1.2 Retrieves student records</p> <p>1.3 Checks records at CRSIS</p> <p>1.4 Finalize billing and confirms request in the OADRTS portal</p> <p>*Awaits and checks payment in the OADRTS portal</p>	<p>Certified text of diploma/ English translation of diploma</p> <p>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 Fee: PhP 10 For payment made through</p>	<p>Variable</p> <p>Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.</p>	
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	<p>1.5 Logs application and payment/ checks payment status in the OADRTS portal</p> <p>1.6 Forwards all documents to OTR person-in-charge</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>Senior Office Aide/ Junior Office Aide OUR</p>
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	<p>Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR</p>
	1.8 Processes Certified Diploma Text/English	None	2 Days, 7 Hours	Administrative Officer III (for CAS,



	Translation of Diploma 1.9 Initials the English Translation of Diploma			SOTECH, and UPCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.10 Signs the Certified Diploma Text/ English Translation of Diploma	None		University Registrar OUR
	1.11 Affixes dry seal to the document/s	None		Administrative Officer III (for CAS, SOTECH, and UPCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
2. Receives the Certified Diploma Text/English Translation of Diploma	2. Verifies Official Receipt and ID card 2.1 Checks the completeness of document/s to be issued 2.2 Gives logbook to the client	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
3. Signs logbook and receives the Certified Diploma Text/English Translation of Diploma *Clients who requested that the documents be sent through mail awaits delivery.	3. Issues/mails the Certified Diploma Text/English Translation of Diploma to client 3.1 Prepares envelope for mailing with complete address and contact number 3.2 Prepares document/s to be mailed and encloses in an	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, and UPCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)/ Senior Office Aide/ Junior Office Aide OUR



	envelope			
	<p>3.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch</p> <p>3.4 Logs and dispatches documents for mailing</p> <p>Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".</p>	None	Variable	Senior Office Aide OUR
	3.5 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
TOTAL		<p>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</p> <p>For payment made through</p>	3 Days, 20 mins.	



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17. 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.

Office or Division	1. Office of the University Registrar 2. School or College the Student Belongs			
Classification	Simple			
Type of Transaction	G2B – 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)			Requestor	
2. Form 5 (Registration Form) from UP Visayas (1 original)			Requestor	
3. Valid ID of the authorized representative (1 original)			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	For step 1.1: Administrative Officer V (Student Records Officer III) (for CAS/ CFOS/ SOTECH) Administrative Officer III (Student Records Officer II) (for CM) Student Records Evaluator I (for UPVTC) OUR
	1.1 Prepares the certification	None	10 Minutes	
	1.2 If to be mailed, bills the client (proceed to step 2)	None	10 Minutes	University Registrar OUR
	1.3 Signs the certification (proceed to step 3)	None	15 Minutes	
2. For non-Filipino applicants, receives billing,	2. Receives proof of payment for mailing and issues Official	Administrative Cost: PHP 10	Variable Note: The Cash	Administrative Officer V Cash Office, UPV Miagao/



pays the corresponding fees to the Cash Office View: Payment Options and Instructions	Receipt *Awaits payment	Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: PHP 10 For payment made through MAYA-QRPH	Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	Administrative Officer III Cash Office, UPV Iloilo City
3. Submits Official Receipt to OUR and receives certifications	3. Receives Official Receipts and mails or emails the certifications to the client	None	5 Minutes (for mailed documents usually takes another 1 Day)	Administrative Officer V (Student Records Officer III) (for CAS/ CFOS Grad/ SOTECH Grad)/ Administrative Officer III (Student Records Officer II) (for CM)/ Students Records Evaluator (for SOTECH & CFOS UG) OUR
TOTAL		None If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing	40 Minutes	



	cost Convenience Fee: PHP 10 For payment made through MAYA- QRPH		
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18. ISSUANCE OF CRSIS LOGIN CREDENTIALS

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

Office or Division	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	Staff CRSIS
	1.1. Checks and verifies student information	None	1 Minute	
	1.2. Generates login credential	None	2 Minutes	
2. Receives login credentials	2. Emails login credentials	None	1 Minute	Staff CRSIS
TOTAL		None	5 Minutes	



19. ISSUANCE 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 or Division	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. Duly accomplished academic document request form or letter (Original/Fax/Scanned/Photocopy).		1. Downloadable at CRSIS website (crs.upv.edu.ph)		
2. Accomplished clearance (1 original) If the student has been issued with OTR, clearance is no longer required since it is already with the OUR file.		2. Refer to the Issuance of Manual or Paperless Clearance Service Specification.		
3. Duly accomplished waiver form for mailed diploma		3. The Waiver for Mailed Diploma Form is downloadable at CRSIS website (crs.upv.edu.ph)		
4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming		4. Requestor		
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:		
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		a. Person being represented		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		b. Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		c. Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form via OADRTS, valid ID, and other required	1. Receives the accomplished academic document request via OADRTS, valid	None	2 Hours	Senior Office Aide / Junior Office Aide OUR



documents Through OADRTS: https://crs.upv.edu.ph/documentrequest/ Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar, UP Visayas 5023 Miagao, Iloilo	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			
2. Receives billing and pays corresponding fee to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment with itemized billing and issues Official Receipt *Awaits and checks payment	Mailing Fee: (actual cost depending on the address) Envelope: PHP 10 Administrative Cost: PHP 10 Convenience Fee: PHP 10.00 For payment made through MAYA-QRPH	30 Minutes Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.	Administrative Officer V Cash Office, UPV Miagao/ Administrative Officer III Cash Office, UPV Iloilo City
3. Submits Official Receipt to OUR	3. Prepares diploma 3.1 Retrieves records and	None	1 Hour	Senior Office Aide/ Junior Office Aide OUR



	original diploma of student			
	3.2 Affixes notarial seal and dry seal the diploma			
	3.3 Photocopies diploma for OUR file			
4. Signs logbooks and/or receives diploma	4. Issues original diploma to client	None	30 Minutes	Senior Office Aide/ Junior Office Aide OUR
*Client who requested that the diploma be sent through mail requires waiver form for mailed diploma	For diploma to be mailed: 4.1 Prepares a brown envelope for mailing with a complete address and contact number. 4.2 Encloses diploma in brown envelope 4.3 Logs and dispatches documents for mailing	None	5 Minutes	
	TOTAL	Administrative Cost: PHP 10 Envelope : PHP 10 actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA-QRPH	1 Day	



20. 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 purposes

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

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 document request through the Online Academic Document Request Tracking System (OADRTS) Portal		1. Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest
2. Accomplished clearance (1 original). For active students: Cleared of all accountabilities.		2. Refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS account for accountability.
3. Letter request for the LONO indicating the purpose of acquiring the academic records from school attended immediately prior to UPV		3. Requestor
4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming		4. Requestor
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		a. Person being represented
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/scanned copy)		b. Person being represented



c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)			c. Authorized representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplished academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal:</p> <p>https://crs.upv.edu.ph/documentrequest</p> <p>Checks final billing at the OADRTS Portal</p> <p>Pays corresponding fee to the Cash Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</p>	<p>1. Receives the accomplished online academic document request valid ID, letter request for LONO (for UR approval and other required documents)</p>	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	<p>1.1 Checks completeness of required documents and the entries in the online academic document request</p> <p>1.2 Retrieves student records</p> <p>1.3 Checks records at CRSIS and verifies student's status</p>			
	<p>1.4 Acts on the letter request for LONO</p>	None	Variable	University Registrar OUR
	<p>1.5 If request is approved, finalize billing and confirms request in the OADRTS portal</p>	<p>Letter of No Objection Fee: PhP 50/Copy</p> <p>If to be</p>	<p>5 Minutes</p> <p>Variable</p> <p>Note:</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>



	*Awaits and checks payment in the OADRTS portal	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	It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	
	1.6 Logs application and payment/ checks payment status in the OADRTS portal 1.7 Forwards all documents to OTR person-in-charge	None	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	Senior Office Aide/ Junior Office Aide OUR
	1.8 Receives and verifies completeness of all required	None	15 Minutes	Administrative Officer III (for CAS, SOTECH,



	documents and necessary data			UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.9 Processes LONO 1.10 Prepares and prints LONO 1.11 Initials the LONO	None	1 Day, 3 Hours and 40 Minutes	Administrative Officer III (for CAS, SOTECH, and UPCC)/ School Credits Evaluator (for CM, CFOS, & UPVTC) OUR
	1.12 Signs the LONO	None	1 Day	University Registrar OUR
	1.13 Affixes dry seal to the document/s	None	30 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.14 Tags finish OTR request(s) on OADRTS portal	None	1 Hour	
	1.15 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing	None	15 Minutes	
	1.16 Logs final finish of all documents for walk-in clients	None	15 Minutes	
2. Signs logbook and receives requested LONO document *Client who requested that	2. Issues the LONO	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	2.1 Verifies Official Receipt/ID card of the requestor/	None	15 Minutes	



the documents be sent through mail awaits delivery.	representative			
	2.2 Retrieves requested document from the file	None	15 Minutes	
	2.3 Checks the completeness of document/s to be issued			
	2.4 Gives logbook to the client			
	For LONO to be mailed: 2.5 Encloses LONO in an envelope with complete address and contact number of the requestor	None	(for mailed documents usually takes another 1 Day)	Administrative Officer III (for CAS, SOTECH, and UPCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	2.6 Staff in-charge of outgoing communications logs and dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"	None	Variable	Senior Office Aide OUR
	2.7 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
TOTAL		PHP	3 Days, 7	



	50/copy If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	Hours, 20 Minutes	
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21. 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 duly signed consent form of the student. Clearance is required for the issuance of OTR. Issuance of a copy of a student's permanent academic record is for purposes of employment, enrolment, scholarship, and others. 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 schools. 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.

Student Classification	Processing Days (Excluding courier transit time)
With student no. 2006 to present	3-11 working Days
With student no. 2005 and below, transfer students and graduate students	6-16 working Days

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

***Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment to first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
 - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;
 - c. Other individuals whose first job/employment shall be at the University.
2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
 - a. Transcript of Records (TOR)
 - b. Certified of Graduation (COG)
 - c. Diploma



Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document. Subsequent requests and/or additional copy/ies shall be charged with appropriate fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A barangay Certification, signed by the Punong Barangay or his authorized officer, shall only be issued to an individual if he or she is a:

- a. Filipino
- b. First time jobseeker
- c. Actively looking for employment
- d. Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

A. With student No. 2006 to present

Office	Office of the University Registrar	
Classification	Highly Technical; Complex; 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		1. Requestor
2. Accomplished online Academic Document Request through the OADRTS Portal		2. OADRTS Portal: https://crs.upv.edu.ph/documentrequest
3. For first request (per degree program): Accomplished/CRSIS generated clearance (1 original) For succeeding request: Clearance is no longer required For active student: Cleared of all accountability		3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
4. Passport size ID picture with white background and with collared shirt for Board Examination Purposes		4. Requestor



5. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261)	5. Barangay where the applicant resides
6. Letter of No Objection issued by the school attended/registered immediately after UPV	6. Office of the Registrar of the school attended/registered immediately after UPV
7. Duly signed consent form, if necessary	7. Downloadable at https://crs.upv.edu.ph
Additional requirements to request and to claim by REPRESENTATIVE:	By Representative:
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)	a. Requestor/authorized representative
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)	b. Requestor/authorized representative
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)	c. Requestor/authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives	1. Receives/prints academic document request form and other required documents 1.1 Checks completeness of the requirements and entries in the academic document request form 1.2 Retrieves student records 1.3 Checks records at CRSIS	Transcript Fee: PHP 50/page or RA11261 If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending	15 Minutes Variable Note: It usually takes more than 1 Day for the Cash	Senior Office Aide/ Junior Office Aide OUR



Official Receipt View: Payment Options and Instructions	1.4 Finalizes billing and confirms request in the OADRTS portal *Awaits payment and checks payment in the OADRTS portal	on destination) Convenience Fee: PHP 10 For payment made through MAYA-QRPH	Office to issue the official receipt for payments through banks or online payment centers.	
	1.5 Logs application and payment/ checks payment status in the OADRTS portal 1.6 Forwards all documents to OTR person-in-charge	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.8 Processes requests of OTR 1.9 Edits and finalizes student's records in CRSIS 1.10 Generates and prints OTR template 1.11 Signs prepared OTR template	None	Half (1/2) -1 working Day (1-5 OTRs) Three (3) working Days (6-15 OTRs) Five (5) working Days (16-25 OTRs) Eight (8) working Days (exceeding 25 OTRs)	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.12 Conducts final checking	None		Administrative Officer V



	and signs OTR templates		<p>Note: Above cited number of working Days maybe extended only once for the same number of Days pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032</p>	(For CAS)/ Administrative Officer III (For CM & UPCC Students)/ Student Records Evaluator I (For CFOS & SOTECH) OUR
	1.13 Photocopy OTR template(s) on security paper and collates OTR(s). Returns OTR(s) to person-in-charge	None		Senior Office Aide/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.14 Affixes initial on OTR(s)	None		Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.15 Signs the OTR(s)	None	1 Day	University Registrar OUR
	1.16 Affixes dry seal to the document/s	None	2 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.17 Tags finish OTR request(s) on OADRTS portal	None	1 minute	
	1.18 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing	None	2 Minutes	
	1.19 Logs final finish of all documents for walk-in clients	None	2 Minutes	



	1.20 Logs finish all documents requested through walk-in and files student folder for pick up	None	5 Minutes	Senior Office Aide/ Junior Office Aide OUR
2. Signs the logbook for releasing and claims the OTR *Client who requested that the documents be sent through mail awaits delivery	2. Issues the OTR 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Signs the document for issuance 2.4 Indicates date of issuance in the request form	None None None None	25 Minutes	(walk-in) Senior Office Aide/ Junior Office Aide OUR
	For documents to be emailed: 2.5 Scans document for email	None	5 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	2.6 Email documents 2.7 Prints proof of email	None	2 Minutes	
	For documents to be mailed: 2.8 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope	None	5 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator



	2.9 Logs and indicates date of mailing of the request on the student records	None	5 Minutes	(for CM, CFOS, and UPVTC) OUR
	2.10 Dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".	None	Variable	Senior Office Aide/ Junior Office Aide OUR
	2.11 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
TOTAL		PHP 50/page or RA 11261* If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	2 Days, 1 Hour, 44 Minutes - 10 Days, (courier transit time is not included)	



B. With student No. 2005 and below, transfer students and graduate students

Office	Office of the University Registrar		
Classification	Highly Technical; Complex; 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	1. Requestor		
2. Accomplished online Academic Document Request through the OADRTS Portal	2. OADRTS Portal: https://crs.upv.edu.ph/documentrequest		
3. For first request: Accomplished manual clearance/CRSIS generated clearance (1 original) For succeeding request: Clearance is no longer required For active student: Cleared of all accountability	3. Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability		
4. Passport size ID picture with white background and with collared shirt for Board Examination Purposes	4. Requestor		
5. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261)	5. Barangay where the applicant resides		
6. Letter of No Objection issued by the school attended/registered immediately after UPV	6. Office of the Registrar of the school attended/registered immediately after UPV		
7. Duly signed consent form, if necessary	7. Downloadable at https://crs.upv.edu.ph		
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:	
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)	a. Requestor/authorized representative		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)	b. Requestor/authorized representative		
c. Any valid Government/Private Company-	c. Requestor/authorized		



issued ID/passport, bearing photo and signature of the representative (1 original)			representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplished academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest</p> <p>Checks final billing at the OADRTS Portal</p> <p>Pays corresponding fee to the Cash Office and receives Official Receipt</p> <p>View: Payment Options and Instructions</p>	<p>1. Receives/ prints academic document request form and other required documents</p> <p>1.1 Checks completeness of the requirements and entries in the academic document request form</p> <p>1.2 Retrieves student records</p> <p>1.3 Checks records at CRSIS</p> <p>1.4 Finalizes billing and confirms request in the OADRTS portal</p> <p>*Awaits payment and checks payment in the OADRTS portal</p>	<p>Transcript Fee: PHP 50/page or RA11261</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 Fee: PHP 10 For payment made through MAYA-QRPH</p>	<p>15 Minutes</p> <p>Variable</p> <p>Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>
	<p>1.5 Logs application and payment/ checks payment status in the OADRTS portal</p> <p>1.6 Forwards all</p>	<p>None</p>	<p>15 Minutes</p>	<p>Senior Office Aide/ Junior Office Aide OUR</p>



	documents to OTR person-in-charge			
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.8 Processes requests of OTR 1.9 Checks entrance credentials 1.10 Manually encodes the OTR template 1.11 Conducts initial checking of draft OTR template	None	Three (3) working Days (1-5 OTR's) Seven (7) working Days (5-10 OTR's) Ten (10)) working Days (11-15 OTR's) Twelve (12) working Days (exceeding 15 OTR's)	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.12 Verify grades if necessary 1.13 Conducts final checking and signs OTR template	None	Note: Above cited number of working Days maybe extended only once for the same number of Days	Administrative Officer V (for CAS)/ Administrative Officer III (for CM and UPVCC)/ (for CFOS, SOTECH, UPVTC) OUR
	1.14 Photocopy OTR template(s) on security paper and collates OTR(s). Returns OTR(s) to person-in-charge	None	pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032	Senior Office Aide/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.15 Affixes initial on OTR(s)	None		Administrative Officer III (for CAS,



				SOTEC, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.16 Signs the OTR(s)	None	1 Day	University Registrar OUR
	1.17 Affixes dry seal on the document/s	None	2 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTEC, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	1.18 Tags finish OTR request(s) on OADRTS portal	None	1 Minute	
	1.19 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing	None	2 Minutes	
	1.20 Logs final finish of all documents for walk-in client	None	2 Minutes	
	1.21 Logs OTR for pick-up and files student folder	None	5 Minutes	Senior Office Aide/ Junior Office Aide OUR
2. Presents valid ID and signs the logbook for releasing and claims the OTR *Client who requested that the documents be sent through mail awaits delivery	2. Issues the OTR 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Signs the document for	None	25 Minutes	(walk-in) Senior Office Aide/ Junior Office Aide OUR



	issuance			
	2.4 Indicates date of issuance in the request form			
	For documents to be emailed:	None	5 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	2.5 Scans document for email			
	2.6 Email documents	None	2 Minutes	
	2.7 Prints proof of email	None		
	For documents to be mailed:	None	5 Minutes	Senior Office Aide/ Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR
	2.8 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope			
	2.9 Logs and indicates date of mailing of the request on the student records	None	5 Minutes	
	2.10 Dispatches documents for mailing	None	Variable	Senior Office Aide/ Junior Office Aide OUR
	Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".			
	2.11 Encodes tracking number on the OADRIS	None	5 Minutes	Senior Office Aide OUR



	portal			
		PHP 50/page or RA 11261*		
		If to be mailed, Administ rative Cost: PhP 10	4 Days, 1 Hour, 44 Minutes - 13 Days (courier transit time is not included)	
		Envelope : PhP 10	Note: Peak months is on June - October when voluminous requests for OTRs are received	
	TOTAL	Actual mailing cost		
		Convenie nce Fee: PhP 10 For payment made through MAYA- QRPH		



23. ISSUANCE OF RE-ASSESSMENT SLIP

Re-assessment of fees is a required document as an attachment to a 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.

Office or Division	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)		1. Applicant/ Active Student		
2. Official Receipt (1 original & 1 photocopy)		2. Cash Offices, UPV Iloilo City and Miagao campuses		
3. Certification of Socialized Tuition (ST) bracket assignment/ Certificate from Scholarship donor (1 original & 1 photocopy)		3. Office of the Student Affairs/ Scholarship donor		
4. Accomplished application form for refund as a basis for the issuance of re-assessment slip (1 original)		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	1. Receives and assesses the completeness and correctness of the submitted requirements	None	1 Day	Senior Office Aide/ Junior Office Aide OUR
Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar, UP Visayas 5023 Miagao, Iloilo	1.1 Computes and prepares the Assessment Slip	None		Administrative Aide IV OUR



2. Receives re-assessment slip to the student	2. Issues re-assessment slip to the student	None	10 Minutes	Senior Office Aide/ Junior Office Aide OUR
TOTAL		None	1 Day, 10 Minutes	



24. ISSUANCE OF STUDENT RFID

This service may be availed by currently enrolled students (graduate and undergraduate). RFID applications are processed by batch. A specific schedule will be allotted for students to apply for RFID. All received applications will then be processed simultaneously.

Office or Division	1. Office of the University Registrar (OUR) 2. Office of the College Secretary (OCS)/Graduate School Office (GSO)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All Currently Enrolled Students (Graduate and Undergraduate)			
Checklist of Requirements		Where to Secure		
Accomplished application form		CRSIS Office Google form (https://bit.ly/UPRFID)		
1 2x2 picture bearing the requestor's student number and name		Requestor		
First time RFID request				
Current Form 5 where P130.00 ID fee payment is reflected		Office of the College Secretary/ Graduate School Office		
Succeeding RFID request				
Official Receipt (OR) for ID fee payment: P130.00		Cash Office		
Affidavit of Loss or any supporting document to justify the request of new UP RFID		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens the Google form (https://bit.ly/UPRFID) and uploads an electronic copy of the Official Receipt and Affidavit of Loss (if applicable)	1. Retrieves/ Downloads and checks each student's records and required attachments	None	5 Minutes	Information Systems Analyst II OUR
2. Fills-out online the RFID application form	2. Checks the filled-out UP RFID application form and verifies information	None	5 Minutes	Information Systems Analyst II OUR
3. Uploads picture on UP RFID application form and submits	3. Downloads individual picture	None	5 Minutes	Information Systems Analyst II OUR
	3.1 Edits individual picture	None	25 Minutes	
	3.2 Inputs information of each student in the UP RFID	None	5 Minutes	



	template			
	3.3 Compiles all pictures and corresponding information then forwards to Maya for printing	None	30 Minutes	
	3.4 Process and sends the printed UP RFIDs to OUR	None	Variable Note: MAYA has an observed minimum turnaround of 22 Days	MAYA Outside Agency
	3.5 Receives then verify correctness and condition of the UP RFIDs, then sort per college.	None	1 Day	Administrative Aide III/ Senior Office Aide OUR
	3.6 Prepares transmittal slip	None	10 Minutes	
	3.7 Forwards printed UP RFIDs to respective colleges.	None	1 Day	
4. Checks the status of RFID Application (https://bit.ly/UPRFID_Status)	4. Update the status of RFID Application (https://bit.ly/UPRFID_Status)	None	2 Minutes	Information Systems Analyst II OUR
5. Receives UP RFID at the designated claiming area (Office of the College Secretary or Graduate School Office).	5. Issues UP RFID	None	2 Minutes	Staff OCS/GSO
TOTAL		None	24 Days, 1 Hour, 29 Minutes	



25. 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.

Office or Division	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		
For graduated students:				
1. Payment of graduation fee		1. Cash Office: Miagao Campus/Iloilo City Campus/UPVTC Campus. Online payment (instructions and details sent thru email to the student		
2. Accomplished Alumni Form 5 (online)		2. Student needs to access his/her CRSIS account at: http://crs.upv.edu.ph/		
3. No accountability		3. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS		
For transferring students:				
1. Not currently enrolled 2. No accountability		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 Informs the Records Section, OUR the need for clearance	1. Checks student's records/ accountabilities in the CRSIS	None	15 Minutes	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III) (for CAS UG, CFOS Grad, SOTECH Grad)/ Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR
2. Receives status of clearance	2. Clears and informs student and prints clearance for the	None	15 Minutes	Administrative Officer III (Records Officer II)



	<p>OUR file</p> <p>For students transferring to other CU's, a printed and countersigned clearance is issued.</p>			<p>(for CM)/ Administrative Officer V (Records Officer III) (for CAS UG, CFOS Grad, SOTECH Grad)/ Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR</p>
TOTAL		None	30 Minutes	



26. 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 or Division	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		
Letter/email of request with requesting agency seal and unit head signature		Requestor		
Document form/template		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 and validate request then forwards to the University Registrar for approval	None	5 Minutes	Staff OUR/CRSIS
	1.1 Acts on request	None	10 Minutes	University Registrar OUR
	1.2 Processes data. Calls and disseminates to offices the other template/s where some information will come from	None	4 Hours	Staff OUR/ CRSIS
	1.3 Consolidates data from other offices and fills out templates	None	18 Days	
	1.4 Records in the logbook the accomplished template details	None	2 Minutes	
2. Receives the data requested	2. Sends through courier or email the filled-out template and informs the client	None	10 Minutes	Staff OUR/CRSIS
TOTAL		None	18 Days, 4 Hours, 27	



		Minutes	
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27. 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 or Division	Computerized Registration and Student Information System Office Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2G – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Call / Email request to the concerned office		CRSIS (Email: crs.upvisayas@up.edu.ph, Local 190); OUR (Email: our.upvisayas@up.edu.ph, Telephone: (033) 315-9631 / 315-9632 and Local 191-192)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls / Sends request through email	1. Answers call / opens email then checks and verifies request	None	5 Minutes	Staff OUR/CRSIS
For enrollment and other CRSIS-related information, contact CRSIS.	1.1 Gets client's basic information; needed information / data	None	10 Minutes	
For graduation and other academic information, contact OUR.	1.2 Evaluates request in consideration of the guidelines in Data Privacy Act	None	5 Minutes	
2. Receives the requested information	2. Provides information if available; otherwise, refers client to other sources/units	None	5 Minutes	Staff OUR/CRSIS
TOTAL		None	25 Minutes	



28. STUDENT RECORDS VERIFICATION

Student records verification is a formal process used to authenticate and validate the academic credentials of an individual. This ensures that the provided documents are legitimate and issued by the Office of the University Registrar. This process is typically requested by **third-party agencies** or **employers** who need to verify the academic qualifications of an individual before offering employment, scholarships, or other professional opportunities.

Office or Division	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		1. Verifying agency/ies		
2. Signed consent/authorization of the subject whose records are being verified (1 original/ photocopy/ scanned)		2. Student/subject being verified		
3. Valid I.D. of the authorized representative (1 original, 1 photocopy)		3. Authorized representative of the verifying agency/ies		
4. Proof of payment (1 original/ photocopy/ scanned)		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	30 Minutes	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad) Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR
2. Receives billing and sends payment	2. Receives proof of payment and issues	For local request: PHP 100	Variable Note:	Administrative Officer V Cash Office -



View: Payment Options and Instructions	Official Receipt *Awaits payment	For international request: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	Miagao/ Administrative Officer III Cash Office - Iloilo City/
3. Submits Official Receipt to OUR	3. Processes the request 3.1 Prepares 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	45 Minutes	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad)/ Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR
	3.2 Signs the verification result	None	15 Minutes	University Registrar OUR
4. Receives verification result	4. Sends verification result through mail/courier or email	None	15 Minutes	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad)/ Student Records



				Evaluator I (for CFOS UG & SOTECH UG) OUR
	TOTAL	Local request: PHP 100 Internatio nal request: USD 30 Convenie nce Fee: PHP 10 for payment made through MAYA- QRPH	1 Hour, 45 Minutes	



INTERNAL SERVICE

29. CONFIRMATION OF THE LIST OF HONORIFIC SCHOLARS

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

Office or Division	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			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of recommended honorific scholars for confirmation	1. Receives and logs documents and forwards to the designated staff.	None	15 Minutes	Administrative Aide III OUR
	1.1 Checks, evaluates and verifies each honorific scholar as recommended by the college. 1.2 Prepares the list of confirmed honorific scholars. 1.3 Prepares cover letter	None	5 Days	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad) Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR
	1.4 Signs the cover letter	None		University Registrar OUR
2. Receives confirmed list of honorific scholars	2. Forwards to respective college secretary	None	30 Minutes	Administrative Aide III OUR
TOTAL		None	5 Days, 45 Minutes	



30. 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.

Office or Division	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.			Office of the College Secretary	
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	Administrative Aide III/ Senior Office Aide OUR
	1.1 Checks, evaluates and verifies students records	None	19 Days	Administrative Officer III (Records Officer II) (for CM)/ Administrative Officer V (Records Officer III)/ (for CAS UG, CFOS Grad, SOTECH Grad) Student Records Evaluator I (for CFOS UG & SOTECH UG) OUR
	1.2 Prepares the list of deficiencies			
	1.3 Prepares cover letter			
	1.4 Signs the cover letter	None		University Registrar 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	Administrative Aide III/Senior Office Aide OUR
TOTAL		None	19 Days, 4	



		Hours, 15 Minutes	
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31. 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 or Division	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	
For the Certificate of Attendance:				
Written request/consent duly signed by the requestor addressed to the University Registrar (1 original/fax copy/electronic copy)			Requestor	
For the Summary of Attendance:				
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) / 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	Administrative Aide III/ Senior Office Aide OUR
	1.1 Checks records and forwards request to the University	None	10 Minutes	Administrative Officer IV (UC, EC, & CAC)/



	Registrar for approval			Student Records Evaluator 1 (CSAPG)/ Senior Office Aide (CC & Commencement) OUR
	1.2 Acts on the request	None	1 Day	University Registrar 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; otherwise, informs the requestor of the disapproval.	None	15 Minutes	Administrative Officer IV (UC, EC, & CAC)/ Student Records Evaluator 1 (CSAPG)/ Senior Office Aide (CC & Commencement) OUR
	1.4 Signs the certification/ authenticates the copy of the summary of attendance	None	1 Day	University Registrar 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	Administrative Officer IV (UC, EC, & CAC)/ Student Records Evaluator 1 (CSAPG)/ School Credits Evaluator/ Senior Office Aide (CC & Commencement) OUR
2. Claims the certification/ authenticated	2. Records the action, document, and date in the	None	4 Hours	Administrative Aide III/ Senior Office Aide



copy of Summary of Attendance at the OUR or receives the requested documents at their office	outgoing logbook/ file; then releases the certification/ authenticated copy of Summary of Attendance to client or emails the document to the requesting unit.			OUR
TOTAL		None	2 Days, 4 Hours, 55 Minutes	



32. 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 or Division	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 who are non-members of the committee/council			
Checklist of Requirements			Where to Secure	
Written request duly signed stating the purpose addressed to the Chancellor (for UC, CAC, and EC) or VCAA (for CC)			Requesting Unit	
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) / 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	Administrative Aide III OUR
	1.1 Assesses request and checks records then forwards it to the University Registrar for recommendation	None	15 Minutes	
	1.2 Endorses the request to the Chancellor (EC, CAC, UC) or	None	1 Day	Administrative Officer IV (UC, EC, & CAC)/



	VCAA (CC) as UR and Data Privacy Officer			Senior Office Aide (CC) OUR
	1.3 Logs out the request and forwards it to the OC/OVCAA	None	15 Minutes	
	1.4 Acts on the request	None	2 Days	University Registrar OUR
	1.5 Receives request from OC/OVCAA; logs and forwards it to the Secretariat.	None	15 Minutes	Administrative Aide III OUR
	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.	None	2 Hours	Chancellor OC/ Vice Chancellor for Academic Affairs OVCAA Administrative Aide III/ Senior Office Aide OUR Administrative Officer IV (UC, EC, & CAC)/ Senior Office Aide (CC) OUR
	1.7 Signs the prepared document and forwards to staff in-charge of outgoing	None	1 Day	University Registrar OUR
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	4 Hours	Administrative Aide III/ Senior Office Aide OUR



TOTAL	None	4 Days, 7 Hours	
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PAYMENT OPTIONS AND INSTRUCTIONS

Information from the Cash Office

1. At the Cash Office



Over-the-counter payment at the Cash Office (Miagao & Iloilo Campus)

We accept CASH and CHEQUE only. Official Receipt will be issued directly upon payment

2. LBP Link.Biz Portal



1. Go to www.landbank.com and click on Link.BizPortal / Scan the QR Code
2. Select **University of the Philippines Visayas** as merchant
3. Click on the applicable transaction type (Ex. OTR)
4. Select your preferred '**Payment Gateway Option**' and supply the other payment details
5. Key in all the requested account details, including the **One-Time Password (OTP)** and **ATM PIN**
6. View and print or download the **Payment Confirmation**

Official Receipt will be issued after 1-2 working days.

3. MAYA Account



Scan MAYA-QRPH code using the MAYA App or any preferred-wallet or banking app. **Add P10** to the amount to be paid as convenience fee.

Example:

Document Request	Amount
OTR	200.00
Convenience Fee	10.00
Total amount to be paid	210.00

The QRPH facility can accept payments from: MAYA, GCash, Land Bank of the Philippines, BDO Unibank, Inc., Metropolitan Bank and Trust Company. Official Receipt will be issued after 2-3 working days.



4. LANDBANK Account



Account Name: **U.P. Visayas**

Account Number: **3052-1015-13**

Bank Name: **Land Bank of the Philippines (Miagao Branch)**

Via over-the-counter or online fund transfer. Official Receipt will be issued after 1-2 working days.

INSTRUCTIONS AFTER PAYMENT

Please email your **successful / completed proof of payment** with “**For issuance of Official Receipt**” as subject heading to:

cash.upvisayas@up.edu.ph and our.upvisayas@up.edu.ph

In your email, kindly include the following details:

Name:

Student Number:

Course/Program:

Sem/Trim:

Request (Breakdown):

Office: Office of the University Registrar

IMPORTANT: Attach your **Billing Statement** and **Proof of Payment**.



TEACHING AND LEARNING RESOURCE CENTER



INTERNAL SERVICE

1. Total Big-time Access Card (TBAC) Services

The Total Big-time Access Card serves as cashless payment to all TLRC services. The card is in three denominations: 20, 50, and 100 pesos. This card is transferable, i.e., students can share the card use if there is remaining amount. To avail of this card, the student will pay for a selected denomination (20, 50, and 100) at the Cash Office. To use the card, the student will present it to the TLRC staff before availing a particular service. The TLRC staff will deduct the amount of a particular service provided. The balance amount will be recorded at the back of the card for monitoring. Once the amount has been used up, the student will again buy another card.

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		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly filled-out payment slip	1. Verifies and instructs client to pay at the Cash Office	None	2 minutes	<i>Administrative Aide VI, TLRC</i>
2. Pays at the Cash Office	2. Receives payment and issues Official Receipt	20, 50, or 100	'pause clock'	Cash Office Staff
3. Presents Official Receipt and payment slip (onsite)	3. Verifies payment slip and Official Receipt	None	2 minutes	<i>Administrative Aide VI, TLRC</i>
	3.1. Records OR number	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	3.2. Releases TBAC and OR	None	1 minute	<i>Administrative Aide VI, TLRC</i>
4. Claims the TBAC and the Official Receipt	4. Files the payment slips for records purposes	None	1 minute	<i>Administrative Aide VI, TLRC</i>
TOTAL		varied	7 minutes	



2. Computer Use Services

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. TLRC computers are connected to the internet and printer and operate using Windows operating systems applications.

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. UP ID		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Computer Use and presents UP ID	1. Checks UP ID and assigns computer workstation number	None	1 minute	<i>Administrative Aide VI, TLRC</i>
2. Proceeds to the assigned computer workstation number	2. Encodes the Student Number or scans UP ID to record time log-in	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
3. Informs the staff to end session	3. Verifies the computer workstation number and UP ID	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
	3.1. Clicks “End Session” or scans UP ID to record time log-out	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
4. Retrieves UP ID	4. Returns UP ID	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
TOTAL		None	3 minutes	



3. Printing and Photocopying Services

Only UPV clients can avail themselves of the printing and photocopying services on a first-come and 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		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests to print/photocopy and presents UP ID and TBAC	1. Verifies UP ID and TBAC	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	1.1 Receives the document to print/photocopy	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	1.2 Records transaction in the TBAC	Please refer to TLRC Rates Matrix-Table A	2 minutes	<i>Administrative Aide VI, TLRC</i>
2. Claims the print/photocopy materials, UP ID, and TBAC	2. Releases the print/photocopy materials, UP ID and TBAC	None	3 minutes	<i>Administrative Aide VI, TLRC</i>
TOTAL		varied	7 minutes	



4. Request for Use of Facilities and Learning Spaces

The TLRC and MILC facilities are available for class and non-class purposes, i.e. but not limited to lectures, film showing, trainings, and fora. The Audio-Visual Rooms are fully furnished with multimedia equipment; the TLRC-AVR can accommodate fifty (50) persons while the MILC-AVR can accommodate one hundred (100) persons. Likewise, TLRC has additional learning spaces such as the Interactive Classroom and Multi-Purpose Hub.

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		
Request for Use of Facilities Form (RUFF)		TLRC office or online form @ https://bit.ly/RUFF_TLRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly filled out form	1. Evaluates and verifies the request to be endorsed to the Unit Head	None	4 hours	<i>Administrative Aide VI, TLRC or Administrative Aide VI, MILC</i>
	1.1 Unit head approved the request and signs the request form	None	2 days	<i>Director, TLRC</i>
	1.2 Informs the client to pay at the Cash Office, if applicable	Please refer to TLRC Rates Matrix-Table B	1 hour	<i>Administrative Aide VI, TLRC or Administrative Aide VI, MILC</i>
2. Pays at the Cash Office	2. Collects payment and issues Official Receipt	None	"pause clock"	Cash Office Staff
3. Presents Official Receipt and RUFF	3. Records OR# in the request form and returns original OR to the client	None	1 hour	<i>Administrative Aide VI, TLRC or Administrative Aide VI, MILC</i>
4. Claims original OR	4. Files the RUFF for records purposes	None	2 hours	<i>Administrative Aide VI, TLRC or Administrative Aide VI, MILC</i>
TOTAL		varied	3 days	



5. Document Job Solutions (Lamination, Ring Binding, and Scanning) Services

Only UPV clients can avail of the lamination, ring binding, and scanning services 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		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests to avail of the service and presents TBAC	1. Verifies TBAC and prepares the necessary equipment	None	3 minutes	<i>Administrative Aide VI, TLRC</i>
	1.1 Performs the service/request	Please refer to TLRC Rates Matrix-Table C	10 minutes	John Eric Cayona, <i>Administrative Aide VI, TLRC</i>
	1.2. Records transaction in the TBAC	None	5 minutes	John Eric Cayona, <i>Administrative Aide VI, TLRC</i>
2. Claims the service output and TBAC	2. Releases the service output and TBAC	None	2 min	John Eric Cayona, <i>Administrative Aide VI, TLRC</i>
TOTAL		varied	20 minutes	



6. Peer Tutorial Program Services

This is designed for those who need selective learning assistance in certain skills or subject areas such as but not limited to Mathematics, Chemistry, Physics.

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. Tutorial Registration Form (TURF) 2. Form 5 3. Latest Copy of Grades		Online form @bit.ly/TURF_TLRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers online and submits Form 5, and latest Copy of Grades	1. Checks online application, verifies documents and creates the tutorial schedule	None	5 hours	University Extension Associate I, TLRC
	1.1 informs the clients of their respective tutorial schedule	None	2 hours	University Extension Associate I, TLRC
2. Receives notification and attends the orientation on the peer tutorial program	2. Conducts the orientation on the peer tutorial program	None	1 hour	University Extension Associate I, TLRC and Administrative Assistant VI, TLRC
TOTAL		None	1 day	
Note: <ol style="list-style-type: none"> Tutorial schedule will be available after the deadline for submission of requirements. Only tutors are required to submit the latest Copy of Grades 				



TLRC RATES MATRIX

Table A. Printing and Photocopying (per PAGE rate)

Ordinary Paper				Special Paper
Package A		Package B		Package C
Black Printing		Multi-Colored		Multi-Colored
Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)
2.00	10.00	10.00	50.00	25.00

Note: If the client provides the special paper, Package B applies.

Table B. Use of Facilities and Learning Spaces (per HOUR rate)

Venue		Equipment		
MILC-AVR	TLRC- AVR	Projector	Laptop	PA system
175.00	50.00	100.00	100.00	50.00

Note: For learning spaces, MILC-IC or the “Interactive Classroom,” the venue and equipment are free for class use; while rates apply for non-class use, i.e., desktop computer 20.00 per unit per use. The TLRC-MPH or the “Multi-Purpose Hub,” is free for both class and non-class use.

Table C. Document Job Solutions (per JOB/ PIECE rate)

Lamination				Ring Binding		Scanning
ID size	A5 size	A4 size	A3 size	Thin bind (≤0.5” diameter)	Thick bind (>0.5” diameter)	(Up to A3 size)
10.00	15.00	30.00	50.00	20.00	40.00	2.00



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION



EXTERNAL SERVICE

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 or Division	Office of the Vice Chancellor for Administration (OVCA) Security Service Force (SSF) Campus Development and Maintenance Office (CDMO)			
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.	₱50.00 per truckload / entry	1 Day for Agency Action 1-1.1	Job Order Personnel OVCA
	1.1 AO screens request.	None		Administrative Officer OVCA
	1.2 VCA takes action.	None	1 Day for Agency Actions 1.2-1.3	Vice Chancellor for Administration OVCA
	1.3 OVCA clerk furnishes copies to Requestor, Cash Office and SSF.	None		Job Order Personnel OVCA Or Administrative



				<i>Aide VI</i> OVCA
	TOTAL	₱50.00 per truckload/ entry	1-2 Days	



2. ISSUANCE OF PERMIT FOR USE OF FACILITIES

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 or Division	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		Provided by the Client		
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	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	<i>Job Order Personnel</i> OVCA, <i>Administrative Officer</i> OVCA
	1.1 AO screens and forwards the request to ASO (for the use of facilities) or CDMO (for transport services) for processing	None		1.1-1.2 ASO Staff CDMO Staff
	1.2 ASO/CDMO checks requests for complete	None	2-3 Days for Agency Actions	1.1-1.2 ASO Staff CDMO Staff



	requirements, availability of facility, reserve the facility and prepare the contract.		1.2-1.5	
	1.3 OVCA clerk receives the document.	None		<i>Job Order Personnel</i> OVCA <i>Administrative Officer V</i> OVCA
	1.4 VCA takes action.	None		<i>Vice Chancellor for Administration</i> OVCA
	1.5 OVCA clerk furnishes copies to Requestor, ASO, CDMO, SSF and other offices/units or forwards signed contract to ASO for conformé of the requestor.	None		<i>Job Order Personnel</i> OVCA
TOTAL		Depending on the usage/type of venue/facility (Based on the prescribed rate of the University)	6 Days	



INTERNAL SERVICE

3. 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 Councils 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 or Division	Office of the Vice Chancellor for Administration (OVCA)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2B – Government to Business Entity			
Who may Avail	UPV Offices based in Miagao campus UPV Student Councils			
Checklist of Requirements		Where to Secure		
Sealed pouch/box properly labeled with three (3) attached transmittal slips		Provided by the client/OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits pouch/box with three (3) attached transmittal slips duly accomplished.	1. Messenger/ Staff-in-Charge checks, receives pouch/box, 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 pouches received for the day.	None	2 Minutes per pouch	<i>Administrative Aide VI</i> OVCA
	1.2 Messenger/ Staff-in-Charge segregates pouch/es according to its destination and logs pouch/es according to sending office or	None	3 Minutes	<i>Administrative Aide VI</i> OVCA



	organization on pouch transmittal logbook for billing purposes.			
	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 **	Administrative Aide VI 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	Courier Services Staff Contracted Courier Or Administrative Aide VI OVCA
	TOTAL	*	= (2 Minutes x No. of Pouch + Processing time for Agency Action No. 1.2-1.4) services office)	

*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.



4. 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 or Division	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		Provided by the client/OVCA		
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 acknowledgment 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	None	10 Minutes or *	<i>Administrative Aide VI</i> OVCA



	and size of pouches and labels pouch/es according to its destination – Liaison Office, UPV Iloilo City Campus.			
	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	<i>Administrative Aide VI</i> OVCA
TOTAL		None	= (2 Minutes x No. of Pouch + Processing Time of Agency Action No. 1.2 -1.3)	



5. ISSUANCE OF AUTHORITY TO HOLD PETTY CASH FUND (PCF)/CASH ADVANCE (CA) FOR THE AMOUNT BELOW P5,000.00

Cash Advances granted to officers and employees to defray the petty operating expenses of their units are now being classified as Petty cash fund (PCF) in accordance with the COA Circular No. 97-002, dated 10 February 1997. The authority to hold a PCF/CA (in the form of an Administrative Order) is required before an employee holds a PCF/CA. He/she must be a permanent or tenured employee of the University. The holding of PCF/Cash Advance is subject to Accounting and Auditing rules and regulations.

Office or Division	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	<i>Job Order Personnel, Administrative Officer V OVCA</i>
	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
	1.2 Releasing of Administrative Order to requestor, Accounting Office and Cash Office	None	1-2 Days	<i>Job order Personnel, Administrative Assistant II, Administrative Officer V, Vice Chancellor for Administration OVCA</i>



				<i>Job Order Personnel OVCA</i> <i>Admin. Aide VI OVCA</i>
	TOTAL	None	1-2 days	



6. 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 or Division	Office of the Vice Chancellor for Administration (OVCA)			
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	<i>Job Order Personnel</i> OVCA
	1.1 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.	None	2 Days	<i>Administrative Officer</i> OVCA
	1.2 VCA takes action.	None		<i>Admin Officer V</i> OVCA



				<i>Accounting Office Staff, Accounting Office Chief Budget Office Staff, Budget Office Chief Vice Chancellor for Administration OVCA</i>
	1.3 Furnishes copies to requestor and appropriate units.	None		<i>Job Order Personnel, Admin. Aide VI OVCA</i>
TOTAL		None	1-2 Days	



7. ISSUANCE OF ID FOR JOB ORDER CONTRACT PERSONNEL

Office or Division	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</i> OVCA
	1.1 Prepares details of the JO ID.	None	20 Minutes	<i>Administrative Asst. II</i> OVCA
	1.2 Records, Log and Print the JO ID.	None	25 Minutes	<i>Administrative Asst. II</i> OVCA
	1.3 Approves the ID.	None	3 Minutes	<i>Vice Chancellor for Administration</i> OVCA
	1.4 Issue ID to requestor.	None	2 Minutes	<i>Administrative Asst. II</i> OVCA
TOTAL		₱20.00	1 Hour	



8. ISSUANCE OF JOB ORDER CONTRACTS FOR PERSONNEL

Office or Division	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	



9. 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 or Division	Office of the Vice Chancellor for Administration (OVCA) Auxiliary Services Office (ASO) Campus Development and Maintenance Office (CDMO)			
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.	None	1-3 Days for Agency Action 1-1.1	<i>Job order Personnel</i> OVCA
	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	<i>Administrative Officer</i> OVCA
	1.2 ASO/CDMO checks requests for complete requirements, availability of facility, reserve the facility and compute fees/charges.	None	2-3 days for Agency Actions 1.2-1.8	ASO Staff
	1.3 OVCA clerk receives the document.	None		<i>Job order Personnel</i> OVCA



	1.4 VCA recommends action.	None		<i>Vice Chancellor for Administration</i> OVCA
	1.5 OVCA clerk forwards request to OC.	None		<i>Job order Personnel</i> OVCA
	1.6 Chancellor takes final action if request is for Free Use.	None		<i>Chancellor</i> Office of the Chancellor
	1.7 OC Clerk returns documents to OVCA.	None		<i>OC Staff</i> Office of the Chancellor
	1.8 OVCA clerk furnishes copies to Requestor, ASO, CDMO, SSF, and other offices/units.	None		<i>Job order Personnel</i> OVCA
TOTAL		None	1- 4 Days	



ACCOUNTING OFFICE



INTERNAL SERVICE

1. LIQUIDATION OF CASH ADVANCE

Office or Division	Accounting Office – Bookkeeping Section	
Classification	Complex	
Type of Transaction	G2G G2B G2C	
Who may Avail	UPV Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none">Liquidation Report (LR) with Box A duly signed by the Accountable Officer/Employee		Downloadable from the UPV intranet: upv.edu.ph
<ul style="list-style-type: none">Obligation Request (OBR) duly signed by the Accountable Officer/Employee and budget cleared by Budget Officer indicating the Control No, Fund Source, PPA and UACS Code		Downloadable from the UPV intranet: upv.edu.ph
<ul style="list-style-type: none">Supporting Documents for each type of expense:		
Travel Expenses:		
1. Travel order		Chancellor or authorized representatives
2. Approved itinerary of travel		Client Supplied
3. Certificate of appearance or its equivalent		Authorized representative where the employee travels
4. Certificate of travel completed		Client Supplied
5. Used plane/boat/bus tickets/terminal fees (whichever is applicable)		Client Supplied
6. Boarding Pass (for air travel)		Client Supplied
7. Passport (for foreign travel)		Client Supplied
8. Invitation to attend (for seminars and workshops)		Client Supplied
9. Approved request from the Chancellor for actual lodging and vehicle rental		Office of the Chancellor
10. Travel report or other documents if necessary		Client Supplied
Communication Services		
a. Postage stamps		Client Supplied
1. Statement of Account (SOA) / Name and Addresses where the communications were		Client Supplied



sent	
2. Evidence of payment (RER is allowed only if less than P 1,000.00) by the Post Office	Client Supplied
b. Cell phone and prepaid/postpaid plan	Service Provider
1. Used prepaid cards	Client Supplied
2. Name of card user	Client Supplied
3. Billing or SOA	Service provider
4. Certification that calls paid are all official	Client Supplied
5. Accomplished Report and Certification on Services Rendered using Cellular Phone Load and/or Internet/Mobile Data	Client Supplied
Repair and Maintenance	
1. Job-order request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Pre and post-repair inspection for amount above P1,000.00	SPSO
3. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO / Bids & Awards Committee
4. Letter of award/Notice to commence work	SPSO
5. Job contract or its equivalent duly acknowledged by COA thru SPSO	SPSO
6. Certification of Inspection and Acceptance/Compliance	Downloadable from the UPV intranet: upv.edu.ph
7. Report of waste materials if any	SPSO
Supplies, Equipment and Other Materials	
1. Purchase request (PR)	Downloadable from the UPV intranet: upv.edu.ph
2. Abstract of canvass or bidding for P3,000.00 and above	SPSO / Bids & Awards Committee
3. Purchase Order (PO)	SPSO
4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)	SPSO
5. Certificate of Inspection and Acceptance	Downloadable from the UPV intranet: upv.edu.ph
6. Duly approved trip ticket (for gasoline only)	Client Supplied
7. Warranty/Guaranty Bond if necessary	Service Provider



Other Services (Transportation, printing, reproduction, catering, etc)				
1. Job Order Request (JOR)			Downloadable from the UPV intranet: upv.edu.ph	
4. Abstract of canvass or bidding (for P3,000.00 and above)			SPSO / Bids & Awards Committee	
3. Job contract for transactions P3,000.00 and above			Client Supplied	
4. Certificate of Inspection and acceptance/compliance			Downloadable from the UPV intranet: upv.edu.ph	
5. Billing or SOA or Charge Invoice whichever is applicable			Service Provider	
6. List of participants duly signed in the case of catering / meals and the like			Client Supplied	
7. Justification in case of difference of actual number of participants vs. actual order of meals			Client Supplied	
Rents				
1. Job Order Request (JOR)			Downloadable from the UPV intranet: upv.edu.ph	
2. Billing or Statement of Account			Service Provider	
3. Certificate of Job Acceptance			Downloadable from the UPV intranet: upv.edu.ph	
4. Job Contract for transactions P3,000.00 and above			Client Supplied	
5. Abstract of canvass or bidding (for P3,000.00 and above)			SPSO / Bids & Awards Committee	
Extraordinary and Miscellaneous Expenses				
1. Receipt and/or other documents evidencing disbursement			Service Provider	
2. Approval of the Chancellor			Office of the Chancellor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accountable Officer/Employee prepares Liquidation Report, signs Box A, attached the OBR (for Fund 101 & 164) and required supporting documents.	1. Unit Head/Project Leader/Approving Officer signs on Box B of the LR to certify the purpose of travel/cash advance was duly accomplished	None	1 hour	Unit/Project Approving Officers
2. Unit staff in-charged forwards the LR and other requirements to Accounting Office	2. Accounting Office receives and records LR. Forwards to assigned staff.	None	Within the day	Admin Aide I and Admin. Aide V
	3. Accounting staff pre-audits supporting documents to ensure compliance with the accounting and auditing rules and regulations.	None	Within 24 hours	Administrative Assistant II
	4. Pre-audited LR with discrepancies is sent back to the accountable officer/employee for compliance.	None	Within the day	Admin Aide I and Admin. Aide V
3. Accountable Officer/Employee comply required supporting documents.	5. Accounting Office receives returned LR with attached requested documents.	None	Within the day	Senior Admin. Asst. II, Admin. Aide V and Admin. Aide I
	6. Accounting staff re-checks the compliance of previously noted discrepancies in Step 4	None	Within the day	Administrative Assistant II



	7. Accounting Office forwards pre-audited LR with complete supporting documents to the Budget Office for Fund 101 & 164.	None	Within the day	Administrative Assistant II
	8. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting Office.	None	Within 24 hours	Budget Office Chief & Staff
	9. Accounting staff verifies entries and codes for recording in JEV. Expenses are also recorded in UIS. LRs are forwarded to the Chief Accountant.	None	Within 24 hours	Administrative Assistant II
	10. Chief Accountant signs on Box C of the LR to certify the supporting documents were complete and proper. Also approves expense report in the UIS.	None	Within the day	Chief Accountant
	11. After approval of Expense Report in the UIS, Accounting staff applies prepayment to close CA account.	None	Within 24 hours	Administrative Assistant II



	12. Accounting Office forwards pre-audited and approved LR to COA office.	None	Within 24 hours	Admin Aide I and Admin. Aide V
	13. COA post-audits LR with its supporting documents.	None		COA Auditor
Total		None	5 days	



2. PAYMENT OF FIRST SALARY ADJUSTMENT CLAIMS

Office or Division	Accounting Office – Payroll Section			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Newly hired employees and employees with salary adjustments			
Checklist of Requirements		Where to Secure		
1. Appointment		HRDO		
2. Certificate of Assumption to duty		Downloadable in the UPV intranet: upv.edu.ph		
3. Oath of Office		Downloadable in the UPV intranet: upv.edu.ph		
4. Certificate of Service or Daily Time Record (DTR) or its Equivalent		Downloadable in the UPV intranet: upv.edu.ph		
<u>For Newly Hired Only</u>				
5. Statement of Assets and Liabilities (SALN)		Downloadable in the UPV intranet: upv.edu.ph		
6. Land Bank of the Philippines ATM Payroll Account Number		Land Bank of the Phil. (LBP), Miag-ao Branch		
7. Payroll inclusion Form		Downloadable in the UPV intranet: upv.edu.ph		
8. BIR Form 1902 with attachment		Downloadable in the BIR website		
a) photocopy of birth certificate		Client supplied		
b) appointment		Client supplied		
c) marriage contract (if married)		Client supplied		
<u>9. Additional requirements for transferee (If with previous employer):</u>				
a) Clearance from previous employer		Previous employer		
b) Certificate of last salary received		Previous employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Newly Hired Employees:				



1. Employee submits the above requirements	1. Payroll Staff checks the documents submitted. Computes the entitlement of the new employee including the computation of statutory deductions. Prepares disbursements voucher (DV)	None	1 hour	Administrative Officer V - CAS, CDMO, CM, SOTECH, and OSA Administrative Officer IV - ADMIN, CFOS, BIOTECH, DLO, GPO, ILRC, and LRC Administrative Officer II - OB ORDER (JO)
	2. Staff in-charge forwards to the unit where the new employee belongs.			Senior Administrative Assistant II and Administrative Aide I
2. Staff in-charge at the Unit where the new employee belongs	3. Unit Head signs on Box A of the DV and OBR	None	Within the day	Unit Head
	4. Accounting staff pre-audits the supporting documents and check computation including required statutory deductions. Encodes online thru UIS.	None	Within 8 working hrs upon receipt	Administrative Aide VI
3. Unit Head check online for update	5. Unit Heads approved online	None	Within the day	Unit Head
	6. Accounting Office forwards the pre-audited DV and other documents to the Budget Office	None	Within the day upon approval of the unit head online.	Senior Administrative Asst. II and Administrative Aide I
4. Budget Office	7. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Accounting Office	None	Within 8 working hrs upon receipt	Budget Office Chief & Staff



5. Accounting Office	8. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	Within the day	GF101 & RF164 – Administrative Officer IV
	9. Chief Accountant randomly checks and verifies before certifying as to the availability of funds	None	Within 8 working hrs upon receipt	Chief Accountant
	10. Acctg. Staff forwards to Approving Officer (Chancellor or Vice Chancellors)	None	Within 8 working hrs upon receipt	Senior Admin. Asst. II, Admin. Aide I
	11. Approval of payment and staff forwards to Cash Office	None	Within 8 working hrs upon receipt	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCA – <i>Administrative Matters</i> b. VCAA – <i>Academic Matters</i> c. VCRE – <i>Research, Extension and Public Service Matters</i> d. VCPD – <i>Planning & Development Matters</i>
	12. Cash Office prepares check for signature and pays the client.	None	Within 8 working hrs upon receipt	Cash Office Chief & Staff
Total		None	5 days	



3. PAYMENT OF CLAIMS

Office or Division	Accounting Office – Processing and Disbursement Section	
Classification	Complex	
Type of Transaction	G2 G2B G2	
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 Unit Head 		BULSA
<ul style="list-style-type: none"> 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 		Downloadable from the UPV intranet: upv.edu.ph
<ul style="list-style-type: none"> Supporting Documents for each type of expense: 		
Cash Advance for Petty Operating expenses/Special Activity Operating Expenses		
1. Authority by the Chancellor/authorized representative		Approving Officer
2. Approved application of bond for amounts higher than P5,001.00 and above		Bureau of Treasury c/o Cash Office
3. a. Monthly Estimated expenses PCF b. Estimated expenses for special activity		Client Supplied
4. Approved budget for COE of the research project/special activity		Client Supplied
Travel Expenses thru Cash Advance		
1. Travel order		Chancellor or authorized representatives
2. Approved itinerary of travel		Client Supplied
3. Certification from the Accounting Office that previous cash advance has been liquidated thru reimbursement or liquidation		Chief Accountant
Travel expenses: (after the trip)		
1. Certificate of appearance or its equivalent		Authorized representative where the employee travelled



2. Certificate of travel completed	Client Supplied
3. Used plane/boat/bus tickets/terminal fees (whichever is applicable)	Service Provider
4. Travel report or other documents if necessary	Client Supplied
5. Liquidation report	Chief Accountant
6. Official receipt for refund of excess cash Advance	Client supplied thru Cash Office
7. Original copy of original IT	Client Supplied
Communication Services	
a. Telephone rentals	
1. Original copy of the telephone bill by the telephone company	Service Provider
2. Certification that calls paid are all official	Client Supplied
b. Postage stamps	
1. Statement of Account (SOA) /Name and Addresses where the communications were sent	Client Supplied
2. Evidence of payment (RER) by the Post Office	Client Supplied
c. Cell phone and prepaid/postpaid plan	
1. Used prepaid cards	Client Supplied
2. Name of card user	Client Supplied
3. Billing or SOA	Service Provider
4. Certification that calls paid are all official	Client Supplied
5. Accomplished Report and Certification on Services Rendered using Cellular Phone Load and/or Internet/Mobile Data	Client Supplied
6. Official/tape receipt for post/pre-paid card	Client supplied
d. Internet and Other IT subscription	
1. Billing or SOA	Service Provider
2. MOA (first payment only)	Client Supplied
Repair and Maintenance	
1. Job-order request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Pre- and post-repair inspection for amount above P1,000.00	SPSO
3. Specifications and costs estimates	SPSO
4. Abstract of canvass or bidding (for	SPSO/Bids & Awards Committee



P3,000.00 and above)	
5. Letter of award/Notice to commence work	SPSO
6. Job contract or its equivalent duly acknowledged by COA thru SPSO	SPSO
7. Performance Bond for contracts amounting to P50,000.00 and above	Supplier/Contractor/Insurer
8. Certification of Inspection and Acceptance/Compliance	Downloadable from the UPV intranet: upv.edu.ph
9. Warranty/Guarantee	Supplier/Contractor/Insurer
10. Report of waste materials if any	SPSO
11. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider
Supplies, Equipment and Other Materials	
1. Purchase request (PR)	Downloadable from the UPV intranet: upv.edu.ph
2. Abstract of canvass or bidding for P3,000.00 and above	SPSO/Bids & Awards Committee
3. Purchase Order (PO)	SPSO
4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)	SPSO
5. Certificate of Inspection and Acceptance	Downloadable from the UPV intranet: upv.edu.ph
6. Duly approved trip ticket (for gasoline only)	Client Supplied
7. Warranty/Guaranty Bond if necessary	Service Provider
8. SOA, Charge Invoice, or Delivery Receipt (whichever is applicable)	Service Provider
Other Services (Transportation, printing, reproduction, catering, etc.)	
1. Job Order Request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO/Bids & Awards Committee
3. Job contract for transactions P3,000.00 and above	Client Supplied
4. Certificate of Inspection and acceptance/compliance	Downloadable from the UPV intranet: upv.edu.ph
5. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider



6. List of participants duly signed in the case of catering / meals and the like	Client Supplied
7. Justification in case of difference of actual number of participants vs. actual order of meals	Client Supplied
Rents	
1. Contract of lease (for first payment only)	Contracting Parties
2. Billing or SOA	Service Provider
CAPITAL OUTLAY	
A. Purchase of Land	
1. Original copy of Deed of Absolute Sale	Contracting Parties
2. Certified Photocopy of Tax Clearance from Assessor's Office	Client Supplied
B. Infrastructure	
1. Letter request from contractors for advance / progress / final payment or for substitution in case of release of retention money	Contractor/Supplier
2. Statement of Work Accomplished/Progress Billing	CDMO
3. Inspection Report by the Agency's Authorized Engineer	CDMO
4. Results of Test Analysis, if applicable	CDMO
5. Statement of Time Elapsed	CDMO
6. Monthly Certificate of Payment	CDMO
7. Contractor's Affidavit on payment of laborers and materials	Contractor
8. Pictures, before, during and after construction of items of work especially the embedded items	CDMO
9. Photocopy of vouchers of all previous payments	Cash Office
10. Certificate of completion	CDMO
<u>ADDITIONAL DOCUMENTARY REQUIREMENTS</u>	
For Advance Payment	
1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Service Provider



2. Such other documents peculiar to the contract and/or to the mode of procurement	
For Variation Order/Change Order/Extra Work Order	
1. Copy of Approved Change Order (CO)/Extra Work Order (EWO)	CDMO
2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications	CDMO
3. Copy of the agency's report establishing the necessity/justification for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item; (b) the date of inspection conducted and the result of such inspection; (c) detailed estimate of the unit cost of such items	CDMO
4. Copy of the approved/revised PERT/CPM Network Diagram	CDMO
5. Copy of the approved detailed breakdown of contract cost	CDMO
6. Copy of the COA Technical Evaluation Report for the original contract	COA
7. If the Variation Order to be reviewed is not the 1 st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders	
8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost	Service Provider
9. Such other documents peculiar to the contract and/or to the mode of procurement	
For Final Payment	
1. As-Built plans	CDMO
2. Warranty security	Service Provider
3. Copy of turn-over documents/transfer of project and facilities included in the contract	CDMO



For Release of Retention Money				
1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand		Service Provider		
2. Certification from the end-user that the project is completed and inspected		CDMO/SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unit staff in charge prepares DV online, attaches the OBR and required supporting documents.	1. Unit Head signs on Box A of the DV and OBR/BUR	None	1 hour	Administrative Officer / Unit Assigned Staff and Unit Head
2. Staff in charge forwards the DV and other requirements to Acctg. Office.	2. Accounting staff pre audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions. Initials for the Chief Accountant	None	Within 2 working days	General Fund (GF) MOOE: Administrative Officer IV GF PS: Admin. Aide VI GF CO: Accountant II RF: Accountant II Administrative Assistant VI Trust Fund: Administrative Officer IV, Administrative Assistant VI, Special Project: Administrative Officer IV, COS
	3. The pre-audited amount is relayed back to the Unit concerned online	None	30 minutes	Staff In Charge (See above)



3. Unit Head checks for update and approves online	4. Unit Heads Approved online	None	Depends on the Unit Head Concerned	Unit Head
	5. Accounting Office forwards the pre-audited DV and other documents to the Budget Office	None	Within the day	Administrative Aide V and Administrative Aide I
4. Budget Office	6. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting Office	None	Depends on the Office concerned	Budget Office Chief & staff
5. Accounting Office	7. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	Within the day	GF/RF – Administrative Officer IV Trust – Senior Administrative Assistant II
	8. Chief Accountant randomly checks and verifies before certifying as to the availability of funds.	None	10 minutes	Chief Accountant
	9. Acctg. Staff forwards to Approving Officer (OVCA)	None	Within 24 hours	Administrative Aide V and Administrative Aide I
6. Approving Officers	10. Chancellor/VCA/VCAA/VCRE approves staff forwards to Cash Office	None	Within 24 hours	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCA – <i>Administrative Matters</i> b. VCAA – <i>Academic Matters</i> c. VCRE – <i>Research, Extension and Public Service Matters</i> d. VCPD – <i>Planning</i>



				& Development Matters
7. Cash Office	11. Cash Office prepares check for signature and pays the client	None	Within 24 hours	Cash Office Chief & Staff
8. Client claims the check/s				
Total		None	5 days	



AUXILIARY SERVICES OFFICE



EXTERNAL SERVICE

1. Request for Use of UPV Facilities, space, etc.

(Memorandum No. IMS-2005-04-44 dated 02 June 2005). These guidelines are issued to rationalize better the use of UPV's minimal budget for Maintenance and Other Operating (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 bound 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.

Office or Division	Auxiliary Services Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government, G2B Government to Business & G2C -Government to Client			
Who may avail	All outside clients			
Checklist of Requirements		Where to Secure		
1. Writes a detailed request letter to the Vice Chancellor for Administration (VCA) 2. Accomplished the "External Application form" for use of UPV facilities 3. "Letter and Application" form should be submitted and emailed (aso@upv.edu.ph) to ASO before 7 calendar days of activity 4. No acceptance of request permit after 7 calendar days of submission, except for University activity 5. Requestor and participants should observe the wearing of a face mask 6. Requestor and attendees should bring their sanitizer/alcohol		Application Form for external clients at Auxiliary Services Office (ASO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
<p>1. Applicants/requesting parties write a letter addressed to the Vice Chancellor for Administration (VCA)</p> <p>* 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)</p>	<p>1.1 ASO provides the requestor a copy of the external application form personally or through email after receiving the letter request</p>	none	<p>5 mins from or upon receiving the request</p>	<p><i>Admin Assistant ASO</i></p>
<p>2. Fill out & accomplish the application form with complete signatories</p>		none	<p>10 mins from or upon receiving the request</p>	<p><i>Admin Assistant ASO</i></p>
<p>3. Submits application form to the ASO</p> <p>*All requesting parties should submit their request permit within 7 calendar days only</p>	<p>3.1 ASO conducts preliminary assessment of the request & evaluates the sufficiency of the needed requirements</p>	none	<p>30 mins</p>	<p><i>Admin Assistant ASO</i></p>
	<p>3.2 Forwards the application form to the Facility-in-Charge</p>	none	<p>30 mins from or upon receiving the request</p>	
	<p>3.3 Facility-in-Charge recommends the request and returns the application form to ASO</p>	none	<p>1 day or upon availability of the approving official</p>	<p><i>Chief CDMO</i></p> <p><i>Head P.E. Dept.</i></p> <p><i>Director GPO (lobby)</i></p>



				<i>Director OSA (CUB lobby)</i>
	3.4 ASO computes fees, if applicable,	Based on the requested facilities	30 mins	<i>Admin Assistant ASO</i>
	3.5 ASO makes recommendation on "ANNEX A" and forwards to VCA for approval	Based on the requested facilities	30 mins	<i>Head ASO</i>
	3.6 VCA acts/approved on the request application form and returns to ASO	none	30 mins, and or upon the availability of an approving official	<i>Admin Officer OVCA</i>
	3.7 ASO photocopied the approved permit for distribution to the concerned offices	none	15 mins	<i>Admin Assistant ASO</i>
4. Obtains a copy of the approved request permit at ASO	4.1 ASO Furnish copies of approved application form to requestor, SSF and Facility-in-Charge through messenger/ email	none	30 mins(through email/messenger) / next day c/o Bus-(City)	<i>Admin Assistant ASO</i>



	<i>*Any approved permit can be cancelled at any time due to the University activity</i>			
5. Secures a copy of the billing statement at ASO	5.1 ASO prepares billing statement and provides the requestor a copy	Based on prescribed rates	10 mins	<i>Admin Officer ASO</i>
6. Pays Charges to the UPV Cash Office	6.1 Cash Office issues Official Receipt (OR)	Based on prescribed rates	15 mins	<i>Admin Officer Cash Office (Iloilo), Admin Officer Cash Office (Miagao)</i>
7. Present Official Receipt (OR) to ASO	7.1 ASO post the payment to the approved permit	none	3 mins upon receipt of Official Receipt (OR)	<i>Admin Officer ASO</i>
TOTAL		Based on the requested facilities	2 days,3 hours & 58 mins	



INTERNAL SERVICE

2. Request for Use of UPV Facilities, space, etc.

(Memorandum No. IMS-2005-04-44 dated 02 June 2005). These guidelines are issued to rationalize better the use of UPV's minimal budget for Maintenance and Other Operating (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 bound 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.

Office or Division	Auxiliary Services Office
Classification	Complex
Type of Transaction	G2G-Government to Government & G2C -Government to Client
Who may avail	All UPV personnel and students
Checklist of Requirements	Where to Secure
<p>1. Accomplished Application Request Form for use of UPV facilities in one (1) Copy</p> <p>1.1 "Part 1" of the application form be signed completely (applicable for UPV personnel & students)</p> <p>1.2 Conforme Form should be attached with a signature of the adviser beyond 7 pm activity (applicable for students)</p> <p>2. Application request Form should indicate complete details</p> <p>3. Application Request Form should be submitted to the ASO email @ (aso@upv.edu.ph) before 7 calendar days of the activity</p> <p>5. No acceptance of Application Request Form after 7 calendar days of submission, except for University activity</p>	<p>Application Request Form is secure at the Auxiliary Services Office (ASO)</p>



6. Requestor and participants should observe the wearing of a face mask 7. Requestor and attendees should bring their sanitizer/alcohol				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a.(UPV Clients Only) Secure the "Application Request Form" at ASO	1.1 ASO provides the requestor a copy of the external application form	none	5 mins from or upon downloading/ receiving the request	Admin Assistant ASO
2. Fill out and accomplish one (1) copy of the "Application Request Form" with complete signatories Part 1 (UPV Clients) Only *Activity beyond 8 pm, the Conforme Form should be attached with the signature of the adviser (applicable for students)		none	10 mins from or upon receiving the request	Admin Assistant ASO
3. Submits application form to the ASO *All requesting parties should submit their request permit within 7 calendar days only	3.1 ASO conducts preliminary assessment of the request & evaluates sufficiency of needed requirements before receiving	None	30 mins	Admin Assistant ASO



	the letter request			
	3.2 Forwards the application form to the Facility-in-Charge	none	30 mins from or upon receiving the request	
	3.3 Facility-in-Charge recommends that the request and return the application form to ASO	none	1 day or upon availability of the approving official	<i>Chief CDMO</i> <i>Head P.E. Dept.</i> <i>Director GPO (lobby)</i> <i>Director OSA (CUB lobby)</i>
	3.4 ASO computes fees, if applicable,	Based on the requested facilities	30 mins	<i>Admin Assistant ASO</i>
	3.5 Makes recommendation "ANNEX A" and forwards to VCA for approval		30 mins	<i>Head ASO</i>
	3.6 VCA acts/approved on the request application form and returns to ASO	none	30 mins, and or upon the availability of an approving official	<i>Admin Officer OVCA</i>
	3.7 ASO photocopied the approved permit for distribution to the concerned offices		15 mins	<i>Admin Assistant ASO</i>



4. Obtains a copy of approved request permit at ASO	4.1 ASO Furnish copies of approved application form to requestor, SSF and Facility-in-Charge through messenger/ email *Any approved permit can be cancelled anytime due to university activity		30 mins(through email/messenger) / next day c/o Bus-(City)	<i>Admin Assistant ASO</i>
5. Secures a copy of the billing statement at ASO	5.1 ASO prepares billing statement and provides the requestor a copy	Based on prescribed rates	10 mins	<i>Admin Officer ASO</i>
6. Pays Charges to the UPV Cash Office	6.1 Cash Office issues Official Receipt (OR	Based on prescribed rates	15 mins	<i>Admin Officer Cash Office (Iloilo), Admin Officer Cash Office (Miagao)</i>
7. Present Official Receipt (OR) to ASO	7.1 ASO post the payment to the approved permit		3 mins upon receipt of Official Receipt (OR)	<i>Admin Officer ASO</i>
TOTAL		Based on the requested facilities	2 days 3 hours & 58 mins	



CAMPUS DEVELOPMENT AND MAINTENANCE OFFICE



EXTERNAL SERVICE

1. Use of UPV Facilities in Miagao Campus (UPV Students and Alumni)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block 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.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students and Alumni			
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 Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	forward the letter request to the section in-charge			
	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> 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>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<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>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>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>Administrative Assistant II</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>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and	2.1 Furnish copies of approved application		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office



billing statement (if any) at ASO	form/letter request to the requestor, SSF and Facility-in-Charge; 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	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<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>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> <i>Electrical Section</i>
5. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 6 Hours, 42 Minutes	



	(see Annex A)		
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2. Use of UPV Facilities in Miagao Campus (Non-UPV Clients)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block 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 Miagao Campus.

Office or Division	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 (can be done through email) for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and forward the letter request to the section in-charge		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> 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>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<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>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>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>Administrative Assistant II</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>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing	2.1 Furnish copies of approved application form/letter request to the		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office



statement (if any) at ASO	requestor, SSF and Facility-in-Charge; 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	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<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>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> Electrical Section
5. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University (see Annex A)	3 Days, 6 Hours, 42 Minutes	



3. Use of UPV Bus and Pooled Vehicle

The Campus Development and Maintenance Office renders transportation services to the UPV constituents (including recognized/accredited student groups and UPV Alumni Association). The UPV vehicles that may be requested for use are the buses, dump truck, and L300 vans.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	UPV Constituents only ((including recognized/accredited student groups and UPV Alumni Association)			
Checklist of Requirements		Where to Secure		
1. Application form for Use of UPV Vehicles (1 copy)		Downloadable through this link: https://www.upv.edu.ph/files/application-form-for-the-use-of-upv-vehicles-2023.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) the application form 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>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.2 Verify itinerary with the requestor and check availability of the vehicle		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Receive and record the request		10 Minutes	<i>Administrative Assistant II</i> CDMO Administrative Section
	1.4 Compute fuel and service charges and make recommendation to the VCA		1 Hour	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section



	1.5 Review and sign the recommendation with the computation of fuel and service charges		15 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.6 Record and forward (can be done through email) the form with recommendation to the Office of the Vice Chancellor for Administration (OVCA)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Retain a copy of the request and recommendation for office reference and file		5 Minutes	<i>Administrative Assistant II</i> 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>Vice Chancellor for Administration</i> <i>Admin. Staff</i> Office of the Vice Chancellor for Administration
2. Receive duly acted request and pay charges to the UPV Cash	2.1 Issue Official Receipt (OR) to the requestor/client	Fuel = actual market price X	2 Minutes	<i>Administrative Officer V</i> Cash Office



Office. For charge payment (UPV Offices only), prepare online Disbursement Voucher payable to UP Visayas.		distance of travel; Service charge = hourly overtime rate X number of hours of services to be rendered		
3. Coordinate with the CDMO, present Official Receipt/signed Disbursement Voucher, and scan & answer the CDMO CSM Survey	3.1 Provide the requested vehicle (if approved) on the scheduled date and send the QR Code of CDMO CSM Survey to the client		1 Day	<i>Driver II</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, 47 Minutes	



4. 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 or Division		Campus Development and Maintenance Office		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		UPV Constituents (Students and Alumni) only		
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section
	1.3 Conduct coordinated site inspection with the requestor; determine the		1 Day	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i>



	scope of work, materials needed and schedule of implementation			Electrical Section Or <i>Engineer III</i> Sanitation and Water Utilities Section
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the CDMO central store for the needed materials		1 Hour	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section Or <i>Engineer III</i> Sanitation and Water Utilities 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 acknowledgment in the Requisition Issuance Slip (RIS) for the materials received. Send the QR Code of CDMO CSM Survey to the client.		5 Days	<i>Carpenter II and Utility Worker</i> Civil Works Section Or <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)
2. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 1 Hour, 45 Minutes	



5. Support Services during Activities

The Campus Development and Maintenance Office provides 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, 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 or Division	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 (can be done through email) 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	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form/letter request		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form/letter request to the CDMO		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the application form/letter request		30 Minutes	<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>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.6 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation 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 personnel needed and rate per hour for overtime services.		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Review the application form/letter request for signature of the CDMO Chief		10 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.9 Review and sign the application form/letter request		10 Minutes	<i>Chief</i> 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>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.12 Record, review, act on the request		30 Minutes and/or upon	<i>Junior Office Aide</i>



	and return the acted application form to ASO		availability of the approving official	<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 Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<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	Approved overtime pay*	2 Minutes	<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>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Render the services requested during the activity. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> (see attached list of names) Campus Development and Maintenance Office
5. Scan and answer the CDMO CSM Survey				
	TOTAL	Approved overtime pay	3 Days 1 Hour 14 Minutes	

*Hourly rate x total number of hours for actual services rendered



6. Payment for utilities expenses (telephone, water, and electricity)

The Campus Development and Maintenance Office takes charge of the processing of payment for utilities expenses of both UPV Miagao and Iloilo City Campuses. These utilities include telephone, water, and electricity. Payment for utilities expenses are processed on a monthly basis.

Office or Division	Campus Development and Maintenance Office				
Classification	Complex				
Type of Transaction	G2G – Government to Government G2B – Government to Businesses				
Who may Avail	Utilities Provider				
Checklist of Requirements		Where to Secure			
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 Miagao Campus.	1.1 Receive and record the Statement of Account.	None	15 Minutes	Administrative Assistant II CDMO Administrative and Transportation Section	
	1.2 Prepare online Disbursement Voucher (DV)		40 Minutes	Administrative Assistant II CDMO Administrative and Transportation Section	
	1.3 Review the DV for signature of the CDMO Chief		5 Minutes	Administrative Officer V CDMO Administrative and Transportation Section	
	1.4 Sign the DV		5 Minutes	Chief Campus Development and Maintenance Office	
	1.5 Record and forward the Statement of Account with attached DV to the Accounting Office		1 Hour	Administrative Assistant II Driver II CDMO Admin. and Transportation Section	



	1.6 Record, pre-audit the documents and forward to the Budget Office		4 hours	<i>Receiving and Outgoing Section Accounts Payable Section Accounting Office</i>
	1.7 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section Budget Office</i>
	1.8 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section Bookkeeping Section Accounting Office</i>
	1.9 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide Vice Chancellor for Administration Office of the Vice Chancellor for Administration</i>
	1.10 Prepare check payment and facilitate signing of the check.		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III Cash Office</i>
	1.11 Bring the check of payment to the concerned company. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Administrative Assistant II CDMO Administrative and Transportation Section Or Utility Worker CDMO Iloilo</i>
2.	Scan and answer the CDMO CSM Survey			
	TOTAL	None	3 Days, 7 Hours, 5 minutes	



7. Water Connection

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

Office or Division	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		
<ol style="list-style-type: none"> 1. Application Form (3 original) 2. Certification as permanent employee (for UPV employee) (1 original, 2 photocopies) 3. Certification as Affected Landowners (for Affected Landowner) 1 original, 2 photocopies) 4. Clearance or endorsement from Miagao Water District if the area is served by Miagao Water District (1 original, 2 photocopies) 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) 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.) 		<ol style="list-style-type: none"> 1. UPV CDMO – Sanitation and Water Utilities Section 2. UPV Human Resource and Development Office 3. UPV Site Acquisition and Resettlement Project Office 4. Miagao Water District Office 5. Municipal Engineering Office 6. Punong Barangay Office or Municipal Assessor's Office 7. Owner of the house/lot 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receive and		15 Minutes	Administrative



application form with the requirements listed above to the Sanitation and Water Utilities Section, CDMO Miagao	record the application form with attached requirements and forward to the Section Chief, SWUS			<i>Aide III</i> Sanitation & Water Utilities Section
	1.2 Check and evaluate the application form and attached requirements		30 Minutes	<i>Engineer III</i> Sanitation & Water Utilities Section
	1.3 Inspect and validate the location for water connection.		2 Days	<i>Engineer III</i> <i>Administrative Aide III</i> Sanitary & Water Utilities Section
	1.4 Prepare recommendation, sign the application form and forward to the CDMO Admin. Section		1 Hour	<i>Engineer III</i> Sanitation & Water Utilities Section
	1.5 Review and sign the application form		15 Minutes	<i>Chief</i> 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		30 Minutes	<i>Administrative Aide III</i> Sanitation & Water Utilities Section <i>Driver II</i> CDMO Administrative and



	(OVCA)			Transportation Section
	1.7 Act on the request, forward the duly acted request to CDMO		2 Days (paused-clock)	<i>Vice Chancellor for Administration</i> <i>Administrative Staff</i> 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>Engineer III</i> Sanitation & Water Utilities Section
2. Pay the prescribed fees and present the Official Receipt to CDMO Sanitation and Water Utilities Section	2.1 Issue Official Receipt of payment to the client	Installation fee Php 500.00 plus deposit = Number of persons in the household x 0.3 cu.m.per day x 60 days x tariff rate	2 Minutes	<i>Administrative Officer V</i> Cash Office
3. Provide materials and labor for water connection and notify the Sanitation			5 Days (paused-clock)	<i>Applicant</i>



and Water Utilities Section (SWUS) upon availability.				
	3.1 Schedule with the client the implementation of the request.		1 Day	<i>Engineer III</i> Sanitation & Water Utilities Section
	3.2 Implement the request and secure conforme of the requestor for the accomplished job. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Administrative Aide III</i> Sanitation & Water Utilities Section
4. Scan and answer the CDMO CSM Survey				
TOTAL	P 500.00 plus deposit = Number of persons in the household x 0.3 cu.m. per day x 60 days x tariff rate		14 Days, 2 Hours, 32 Minutes	



8. 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 or Division	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	1.1 Check, receive and record the submitted documents pertinent to the payment of the first billing.	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



Office, UPV Miagao Campus				
	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	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.3 Evaluate, verify and conform the accomplishment report		2 Days	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	1.4 Prepare endorsement and online disbursement voucher		1 Hour	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.5 Review the endorsement and authenticate the attached supporting documents.		2 Hours	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.6 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.7 Record and forward the		1 Hour	<i>Junior Office Associate</i>



	complete documents to the Accounting Office			<i>Driver II</i> 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	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> 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	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> 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	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	1.11 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.12 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
	1.13 Record, sign and forward the		30 Minutes and/or upon availability of	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i>



	Disbursement Voucher to the Cash Office		the approving official	Office of the Vice Chancellor for Administration
	1.14 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<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>Administrative Officer III</i> Cash Office
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
3. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 2 Hours, 32 Minutes	

Note: Payment of Contractor's Billing for Maintenance Projects is qualified for multi-stage processing.



9. 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 or Division	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 Miagao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the first billing.	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section
	1.2 Prepare endorsement and online disbursement voucher		1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



	1.3 Review the endorsement and authenticate the attached supporting documents		2 Hours	<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>Chief</i> Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</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>Junior Office Aide</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	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> 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		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office



	Office of the Vice Chancellor for Administration			
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</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>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>Administrative Officer III</i> Cash Office
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
2.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	4 Days, 3 Hours, 32 Minutes	

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



10. 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 or Division	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		
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 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 Maintenance Office, UPV Miagao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the 15% advance payment.	None	1 hour	Junior Office Associate CDMO Admin. and Transportation Section
	1.2 Prepare endorsement and online disbursement voucher		1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



	1.3 Review the endorsement and authenticate the attached supporting documents.		2 Hours	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.4 Review and sign the endorsement and disbursement voucher.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</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>Junior Office Aide</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	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> 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		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office



	forward to the Office of the Vice Chancellor for Administration			
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</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>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>Administrative Officer III</i> Cash Office
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
3.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	2 days, 3 hours, 32 minutes	

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



11. 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 or Division	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	1.1 Check, receive and record the submitted documents pertinent to the payment of the final billing.	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



Miagao Campus				
	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	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.3 Evaluate and verify the project's completion.		1 Day	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	1.4 Prepare punch list and send to the Contractor.		3 Hours	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
2. Attend to the deficiencies listed in the punch list and inform the Campus Development and Maintenance				15 Days (paused-clock)



Office when the project is ready for inspection.				
	2.1 Re-inspect the project's completion, conforme the accomplishment report, and the UPV Inspection Committee to issue a report.		1 Day	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	2.2 Prepare endorsement and online disbursement voucher		1 Hour	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	2.3 Review the endorsement and authenticate the attached supporting documents.		1 Hour	<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>Chief</i> Campus Development and Maintenance Office
	2.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</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,		30 Minutes	<i>Junior Office Aide</i>



	review, sign and forward the documents to the Office of the Chancellor		and/or upon availability of the approving official	<i>Vice Chancellor for Administration</i> 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	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	2.9 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	2.10 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
	2.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> 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	<i>Administrative Officer III</i> 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	<i>Administrative Officer III</i> Cash Office
	3.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff



4. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	19 Days, 7 Hours, 2 Minutes	

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

INTERNAL SERVICE

12. Use of UPV Facilities in Miagao Campus (UPV Employees, Units, and Offices)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities are used by the UPV offices, units, and employees during university activities and other related activities.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students and Alumni			
Checklist of Requirements		Where to Secure		
1. Application Form for Use of UPV Facilities (2 original)		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 Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office



	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and forward the letter request to the section in-charge		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> 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>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<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>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>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>Administrative Assistant II</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>Junior Office Aide</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	3.1 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>Administrative Assistant II</i> Auxiliary Services Office
4.0 Pay charges to the UPV Cash Office	4.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University (see Annex A)	2 Minutes	<i>Administrative Officer V</i> Cash Office
5.0 Present Official Receipt (OR) to ASO and Facility-in-Charge	5.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	5.2 Prepare/set-up the facilities requested 5.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> <i>Electrical Section</i>
6.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL	Based on the prescribed rate of the University (see Annex A)		3 Days, 6 Hours, 42 Minutes	



13. Use of UPV Bus and Pooled Vehicle

The Campus Development and Maintenance Office renders transportation services to the UPV constituents (including UPV offices and units). The UPV vehicles that may be requested for use are the buses, dump truck, and L300 vans.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	UPV Constituents only ((including UPV offices and units)			
Checklist of Requirements		Where to Secure		
1. Application form for Use of UPV Vehicles (1 copy)		Downloadable through this link: https://www.upv.edu.ph/files/application-form-for-the-use-of-upv-vehicles-2023.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) the application form 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>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.2 Verify itinerary with the requestor and check availability of the vehicle		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Receive and record the request		10 Minutes	<i>Administrative Assistant II</i> CDMO Administrative Section
	1.4 Compute fuel and service charges and make recommendation to the VCA		1 Hour	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.5 Review and sign		15 Minutes	<i>Chief</i>



	the recommendation with the computation of fuel and service charges			Campus Development and Maintenance Office
	1.6 Record and forward (can be done through email) the form with recommendation to the Office of the Vice Chancellor for Administration (OVCA)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Retain a copy of the request and recommendation for office reference and file		5 Minutes	<i>Administrative Assistant II</i> 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>Vice Chancellor for Administration</i> <i>Admin. Staff</i> Office of the Vice Chancellor for Administration
2. Receive duly acted request and pay charges to the UPV Cash Office. For charge payment (UPV Offices only), prepare online Disbursement Voucher payable	2.1 Issue Official Receipt (OR) to the requestor/client	Fuel = actual market price X distance of travel; Service charge = hourly overtime	2 Minutes	<i>Administrative Officer V</i> Cash Office



to UP Visayas.		rate X number of hours of services to be rendered		
3. Coordinate with the CDMO, present Official Receipt/signed Disbursement Voucher, and scan & answer the CDMO CSM Survey	3.1 Provide the requested vehicle (if approved) on the scheduled date and send the QR Code of CDMO CSM Survey to the client		1 Day	<i>Driver II</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, 47 Minutes	



14. 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 or Division		Campus Development and Maintenance Office		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens G2G – Government to Government		
Who may Avail		UPV Constituents (Employees & Offices) only		
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or 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>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section Or <i>Engineer III</i> Sanitation and Water Utilities Section
	1.4 Assign personnel to do the job and file Material Requisition		1 Hour	<i>Labor Foreman</i> Civil Works Section Or



	Slip (MRS) to the CDMO central store for the needed materials			<i>Construction and Maintenance General Foreman Electrical Section Or Engineer III Sanitation and Water Utilities Section</i>
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form for the accomplished job and acknowledgment in the Requisition Issuance Slip (RIS) for the materials received. Send the QR Code of CDMO CSM Survey to the client.		5 Days	<i>Carpenter II and Utility Worker Civil Works Section Or Plumber II Civil Works Section Or Plumber and Utility Worker Sanitation and Water Utilities Section Or Electrician II Electrical Section (See attached list of names of carpenters, plumbers, and electricians)</i>
5. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 1 Hour, 45 Minutes	



15. Support Services during Activities

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, 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 or Division	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	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form/letter request		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form/letter request to the CDMO		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office



	1.4 Receive and record the application form/letter request		30 Minutes	<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>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.6 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation 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 personnel needed and rate per hour for overtime services.		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Review the application form/letter request for signature of the CDMO Chief		10 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.9 Review and sign the application form/letter request		10 Minutes	<i>Chief</i> 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>Administrative Assistant II</i> CDMO Admin. and Transportation



				Section
	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head Auxiliary Services Office</i>
	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>Junior Office Aide</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 Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<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	Approved overtime pay*	2 Minutes	<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>Administrative Assistant II</i> Auxiliary Services Office
	4.3 Render the services requested during the activity. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> (see attached list of names) Campus Development and Maintenance Office
5. Scan and answer the CDMO CSM Survey				
	TOTAL	Approved overtime pay	3 Days 1 Hour 14 Minutes	

*Hourly rate x total number of hours for actual services rendered



16. 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 or Division	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		
2. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-sv1qS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section
	1.3 Conduct coordinated site inspection with the requestor; determine the scope of work, materials needed and		1 Day	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section Or



	schedule of implementation.			<i>Engineer III</i> 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. Send the QR Code of CDMO CSM Survey to the client.		4 Days	<i>Labor Foreman</i> Civil Works Section <i>Or</i> <i>Construction and Maintenance</i> <i>General Foreman</i> Electrical Section <i>Or</i> <i>Engineer III</i> Sanitation and Water Utilities Section <i>Carpenters,</i> <i>Plumbers,</i> <i>Electricians, Utility Workers</i> Campus Development and Maintenance Office
3. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 45 Minutes	



17. 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, plumbing, or mechanical specifications provided by the Office are used as the terms of reference in the procurement process.

Office or Division	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		
3. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-svlqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign technical personnel for the request		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section
	1.3 Conduct coordinated site inspection with the requestor to gather initial data regarding the intent of the requestor.		2 Days	<i>Engineer III</i> Civil Works Section Or Sanitation and Water Utilities Section



				Or Electrical Section Or <i>Draftsmen</i> Civil Works Section
	1.4 Prepare plans, specifications, cost estimates, program of works (POW)		15 Days	<i>Engineer III</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section Or <i>Engineer II</i> Civil Works Section Or <i>Draftsman</i> Civil Works Section Or <i>Construction and Maintenance</i> <i>General Foreman</i> Electrical Section
	1.5 Check and certify the technical documents.		1 Day	<i>Chief</i> Campus Development and Maintenance Office
	1.6 Prepare transmittal or endorsement of the CDMO Chief		1 Hour	<i>Administrative Assistant II</i> Or <i>Junior Office Associate</i> CDMO Administrative and Transportation Section
	1.7 Review the		15 minutes	<i>Melany T. Calcaben</i>



	transmittal/endorsement for signature of the CDMO Chief			<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.8 Review and sign the transmittal/endorsement		30 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and forward the complete documents to the requestor. Send the QR Code of CDMO CSM Survey to the client		45 minutes	<i>Administrative Assistant II</i> Or <i>Junior Office Associate</i> <i>Driver II</i> CDMO Administrative and Transportation Section
2. Scan and answer the CDMO CSM Survey				
TOTAL		None	18 Days, 3 Hours, 15 Minutes	



18. Check-up and minor repair of ACUs

Check-up and minor repair of ACUs are carried out in-house in order to maintain functionality and ensure efficiency of the Air Conditioning Units 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 or Division		Campus Development and Maintenance Office		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens G2G – Government to Government		
Who may Avail		UPV Offices/Units and Employees only		
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EB_JX-Dq0Veevk2XeRdYZ-sv1qS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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 Miagao Campus	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman and update the CDMO Job Monitoring System		30 Minutes	<i>Engineer III</i> Electrical Section
	1.3 Conduct coordinated site inspection with the		1 Day	<i>Construction and Maintenance General Foreman</i> Electrical Section



	requestor; determine the scope of work, materials needed and schedule of implementation.			<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>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. Send the QR Code of CDMO CSM Survey to the client		5 Days	<i>Aircon Technician</i> Electrical Section <i>Helper (see attached list of names)</i> Electrical Section
2. Scan and answer the CDMO CSM Survey				
	TOTAL	None	6 Days, 2 Hours, 15 Minutes	TOTAL



19. 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 with the assistance of the vehicle's driver. The Mechanic is stationed at 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 or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPV Offices/Units only			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
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 Miagao Campus	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assess the nature of request and refer to the mechanic.		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Schedule check-up of the vehicle		30 Minutes	<i>Mechanic III</i> CDMO Administrative and Transportation Section
2. Bring vehicle for			1 Day	



check-up in the CDMO Garage, PPO, UPV Miagao Campus			(Paused Clock)	
	2.1 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>Mechanic III</i> CDMO Administrative and Transportation Section
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>Mechanic III</i> CDMO Administrative and Transportation Section With <i>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. Send the QR Code of CDMO CSM Survey to the client		1 Hour	<i>Mechanic III</i> CDMO Administrative and Transportation Section
4. Scan and answer the CDMO CSM Survey				
	TOTAL	None	6 Days, 2 Hours, 15 Minutes	



CASH OFFICE



EXTERNAL/INTERNAL SERVICE

1. 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 or Division	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		
Students: Temporary Form 5 or ID		College Secretaries Office/Client		
Outside Clientele: Billing Statement		Billing statement issued by UPV Units (e.g. Dorm; Registrars etc..)		
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	Administrative Officer V, Cash Office
1.2 Present Temporary Form 5/ student ID	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	
	3. Encode OR number to the student assessment form in the CRS	None	1 minute	
TOTAL		As per amount billed	8 minutes	



2. DISBURSEMENT OF CHECK/CASH OVER-THE-COUNTER

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 or Division	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 (1-Original copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
University Issued Identification Card (1-Original copy)		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/Invoices		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of check/cash in his/her name or business entity.	1. Verify the availability of the check/cash and requires the client of the required documents.	None	1 Minute	Administrative Officer III Cash Office- Miagao
2. For individual clients: Present valid ID and for claims thru representative	2. Receive the documents and verify the authenticity of the	None	2 Minutes	Administrative Officer III Cash Office- Miagao



<p>present ID of the representative and the person represented and authorization or SPA</p> <p>For suppliers and other GAs: Present their official receipt.</p>	<p>ID and other documents or check the validity of the official receipt of the supplier</p> <p>2.1. 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.</p>	None	2 Minutes	Administrative Officer III Cash Office- Miagao
<p>3. For individual clients: Sign the payroll (cash disbursement) or properly fill-up and sign the disbursement voucher and warrant register (check disbursement) and turn-over to the cashier</p> <p>For suppliers and other GAs Issue official receipt, properly fill-up and sign the disbursement voucher and the warrant register</p>	<p>3. Evaluate the correctness of the filling-up of the disbursement voucher, payroll, warrant register and official receipt.</p>	None	3 minutes	Administrative Officer III Cash Office- Miagao
		None	2 minutes	



and turn-over to the cashier.	3.1. Issue the check or cash to the client.			
TOTAL		None	10 minutes	



3. COLLETION OF FEES THROUGH ON-LINE PLATFORM

The Cash Office receives collection or payment deposited to UPV-LBP Bank Accounts or other payment portals (e.g. Maya and LBP Link.Biz apps)

Office or Division	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		
Deposit Slips from Land Bank or Personal Bank Account with fund transfer facility (validated copy); or		College Secretaries Office/Client		
Validation of successful transfer from payment apps.		Billing statement issued by UPV Units (e.g. Dorm; Registrars etc..)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/Clients to email the scanned copy of deposit slip or proof of payment to: cash.upvisayas@up.edu.ph indicating information of payee and nature of payment	Download and print payee's payment details and proof of payment	None	2 minutes	Administrative Officer V, Cash Office
	Acknowledgement / Response to Email		5 minutes	
	Check and verify on-line transfer/ payment received in the UPV Bank Statement:	As per amount deposited		Administrative Officer V, Cash Office
	Payment/transfer through Maya Account Payment/transfer through LBP Link.Biz Account		2-3 working days from date of fund transfer Next working	



	-Fund Transfer/Payment Deposit to UPV LBP Account		day from date of fund transfer	
2. Issuance of Official Receipt (OR)	Check correctness of the amount deposited against the amount reflected in the Computerized Registration and Student Information System (CRSIS)	As per amount	2 minutes	Administrative Officer V Cash Office
	Encode transaction data in the on-line collection system and print Official Receipt (OR)		3 minutes	
3. Receives Official Receipt (OR)	Encodes OR Number and clear students in the CRSIS.	None	1 minute	Administrative Officer V Cash Office
	Send scanned OR to payee.		5 minutes	
TOTAL		As per amount deposited	3 days, 18 minutes	



4. DISBURSEMENT OF CASH/CHECK THROUGH ON-LINE DEPOSIT

Office or Division	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		
Individual Clients: -With Account at Land Bank of the Philippines or Other Commercial Banks		Any Government or Commercial Banks in the Philippines		
Suppliers and other Government Agencies: -With Account at Land Bank of the Philippines or Other Commercial Banks		Any Government or Commercial Banks in the Philippines		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of check/cash in his/her name or business entity.	1. Verify the availability of the check/cash and requires the client valid personal bank account or agency's bank details	None	1 minutes	Administrative Officer III, Cash Office
2. For individual clients: Provide valid personal bank Account For suppliers and other GAs: Provide valid agency bank details	2. Prepares deposit slip in 4 copies	None	2 minutes	Administrative Officer III, Cash Office
3. Pays Bank Service Fee for Inter- Branch deposits	3. Deposits the check in the bank collection	P 100 – less than 50,000 P100 – more than 50,000	Within the day	Administrative Officer III, Cash Office
	4. Scan copy of	None	3 minute	Administrative



<p>4. <u>For suppliers and other GAs:</u> Issue corresponding Official Receipt (OR) for the payment received and send to UP Visayas Cash Office.</p>	<p>deposit and send to payee/ agency/office</p>			<p>Officer III, Cash Office</p>
<p>TOTAL</p>	<p>P 100 – less than 50,000 P100 – more than 50,000</p>	<p>6 minutes</p>		



INTERNAL SERVICE

5. PREPARATION AND DISBURSEMENT OF CHECK

Office or Division	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, private individuals, suppliers and other government agencies			
Checklist of Requirements		Where to Secure		
Duly Approved Disbursement Voucher		Office of the Vice Chancellor for Administration or Office of the Chancellor or Vice Chancellor for Research & Extension or Vice Chancellor for Planning & Development or Vice Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward disbursement vouchers	1. Verify completeness of signatories and stamp received the DV	None	2 minutes	Administrative Officer III, Cash Office
	1.1 Forward the DV for approval to the Chief of Cash Office	None	2 minutes	
	1.2 Approve the DV using BULSA and forwards the same for encoding	None	2 minutes	Chief, Cash Office
	1.3 Encode the check number and check date using BULSA and print the check	None	5 minutes	Administrative Officer III, Cash Office
	1.4 Forwards the check for signing of one (1)	None	6 minutes	Administrative Officer III, Cash



	<p>signatory and one (1) counter-signatory</p> <p>1.5 Verify the accuracy of data on the check and sign the check</p> <p>1.6 Generate the check warrant register</p> <p>1.7 Segregate checks for disbursement.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>variable</p> <p>2 minutes</p>	<p>Office</p> <p>*Signatories **Counter-signatories</p> <p>Administrative Officer III, Cash Office</p> <p>*SIGNATORIES Chief, Cash Office Or SAO, Cash Office</p> <p>**COUNTER SIGNATORIES Chancellor, UP Visayas or VCA, UP Visayas or VCPD, UP Visayas or VCRE, UP Visayas or VCAA, UP Visayas or Chief, Budget Office</p>
	TOTAL	None	21 minutes	



6. ISSUANCE OF UPV CAR STICKER

The University issues UPV Car Sticker to vehicle owned Faculty/Staff/Students who enters the Campus frequently. The Cash Office is designated as custodian of the UPV Car Sticker. UPV constituents may request issuance of UPV Car Sticker upon approval of the UPV Security Service Force.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client; GTB-Government to Business Entity;			
Who may Avail	UPV faculty, students and staff; Business Entity with Official Business to UPV			
Checklist of Requirements		Where to Secure		
1. Duly Approved UPV Car Sticker Application Form		1. Security Service Force		
2. Attached Photocopied OR & CR of the Vehicle		2. Client/Owner		
3. Attached Photocopied Valid ID of the Owner of the Vehicle		3. Client/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly approved UPV Car Sticker Form	1. Verify completeness of the form	None	1 minute	Administrative Officer V, Cash Office
2. Receives the Official Receipt and the UPV Car Sticker	2. Accept payment and issue appropriate UPV Car Sticker.	P 300 – Private Cars/ Tricycle P 200 - Motorcycle.	4 minutes	
TOTAL			5 minutes	



7. REQUEST FOR ISSUANCE OF LETTER OF INTRODUCTION TO LAND BANK

The Cash Office release a Letter of Introduction to newly hired employee of the University in Opening a Payroll Account at Land Bank of the Philippines as the Authorized Depository Bank of U.P. Visayas.

Office or Division	CASH OFFICE			
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 (1 photocopy)		1. Office of the Chancellor		
2. Tax Identification Number (1 photocopy)		2. BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents 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 minute	Supervising Administrative Officer Cash Office
2. Receives the copy of the Letter of Introduction to be presented to the bank	2. Chief, Cash Office or any Authorized Signatory to sign the Letter of Introduction and release to the requestor	None.		
TOTAL			5 minutes	



8. 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 or Division	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		A. None		
B. Representative or Per Unit/Division/Office – List of Employees authorizing to Claim.		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	<u>A. Individual Release:</u> 1. Finds and releases payslip to employee	None	3 minutes	Administrative Asst. II Cash Office
2. Accepts payslip and sign in the Payslip Logbook	2. Chief, Cash Office or any Authorized Signatory to sign the Letter of Introduction and release to the requestor	None	3 minutes	Chief Cash Office
3. Submits names of employees per unit/division/office requesting for the release of payslip.	<u>B. Per Unit/Division Release:</u> 1. Finds and releases individually folded payslips (in compliance with the data privacy law)	None	15 minutes	Administrative Asst. II Cash Office



4. Accepts payslips and sign in the payslip logbook.				
TOTAL		None	21 minutes	



9. BOND APPLICATION FOR PUBLIC 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 or Division	CASH OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	UPV Employees			
Checklist of Requirements		Where to Secure		
1. Fidelity Bond Application Form (1 copy)		1. Cash Office or Bureau of the Treasury Website		
2. Authenticated copy of Administrative Order to Hold Cash Advance (3 copies)		2. Office of the Chancellor		
3. Passport size pictures (4 copies)		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled-out bond application form	1. Receives and checks duly filled-out application for bond and other requirements	None	5 minutes	Administrative Officer III Cash Office
	2. Enrolls/Register on-line to the BTr-OFBS (On Line Fidelity Bonding System)	None	10 minutes	Administrative Officer III Cash Office
	3. Notifies Office of the Vice Chancellor for Administration (OVCA) for On Line Approval	None	15 minutes	Administrative Asst. II Cash Office
	4. Approves On Line Bond Application	None	15 minutes	VC for Administration



	5. Downloads and sends Agency approved application to client	None	10 minutes	Administrative Officer III Cash Office
	6. Prints List of Bonded Accountable Public Officer/s and Employees for approval of the Chief, Cash Office and <u>Vice Chancellor for Administration.</u>	None	1 day	Administrative Officer III Cash Office
	7. Prepares Obligation Request (ObR) and Disbursement Voucher for payment of bond premium	None	5 minutes	Administrative Officer III Cash Office
	8. Forwards ObR and DV to <u>Accounting Office</u> for Pre-Audit	None	10 minutes	Administrative Officer III Cash Office
	9. Receives duly approved DV & prepares check for payment to the Bureau of the Treasury	None	5 minutes	Administrative Officer III Cash Office
	10. Submits Attachment 1 (Fidelity Bond Application Form) and Attachment 2 (List of Bonded Accountable	None	5 minutes	Administrative Officer III Cash Office



	Public Officer/s) to the Vice Chancellor for Administration for signature.			
	11. Submits documents to the Bureau of the Treasury through the Email and secures Authority to Accept Payment	None	10 minutes	Administrative Officer III Cash Office
	12. Respond to emailed documents for Issuance of Authority to Accept Payment (ATAP)	None	*variable	Bureau of the Treasury
	13. Deposits checks/cash to Land Bank	Corresponding bond premium	30 minutes	Administrative Officer III Cash Office
	14. Submits validated deposit slip and Authority to Accept Payment to the Bureau of the Treasury On-Line portal	None	10 minutes	Administrative Officer III Cash Office
	15. Secures confirmation letter of approved bonded officials and employees	None	3-7 days	
TOTAL		Corresponding bond premium	7 days, 2 hrs, 10 mins	



10. DISBURSEMENT OF CHECK THROUGH ISSUANCE OF ACKNOWLEDGEMENT RECEIPT (AR)

The Cash Office may disburse payment for utilities through permanent employees of the University by using the Acknowledgement Receipt (AR).

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
University issued ID		UPV		
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	Administrative Officer III, Cash Office
	1.1 Prepare AR for signature of the client		3 minutes	
	1.2 Prepare warrant register for signature of the client		1 minute	
2. Accepts payslip and sign in the Payslip Logbook	2. Check the documents for completeness and safe keep the ID and the AR.	None	3 minutes	Administrative Officer III, Cash Office
	2.1 Issue the check together with the copy of DV to the client. Release to the requestor		2 minutes	



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	Administrative Officer III, Cash Office
TOTAL		None	15 minutes	



11. CERTIFICATION OF EMPLOYEE FOR: UNIVERSITY CLEARANCES; HDMF/PAG-IBIG LOAN APPLICATION & CWT AND ECWT OF GLOBE TELECOM TAXES WITHHELD

The Cash Office is one of the offices who approves HDMF/Pag-Ibig Loans application, Certifies Employee Clearances and approves the BIR Form for taxes withheld from Globe Telecom Monthly Bills Payment

Office or Division	CASH OFFICE			
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. Duly filled up form uploaded in the cash.upvisayas@up.edu.ph (University Clearance & Globe Communications BIR Form);		1. HRDO; or Download to Respective Websites; Globe Portal		
2. Latest Employees Payslip for Pag-Ibig/ HDMF loan		2. Accounting Office- Payroll Section or Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Presents requirements or Send through Cash Office email (University Clearance)	1.1.Downloads, Check, Prints and sign the duly filled up University Clearance Form;	None	3 minutes	Supervising Administrative Officer Cash Office
1.2 Presents or email scanned copy of latest Employee Payslip for Pag-Ibig/ HDMF loan application and Fill in the Globe Telecom Form 2307) for	1.2 Check on-line loan application in Pag-Ibig/HDMF Portal and Globe CWT Portal.	None	3 minutes	Chief, Cash Office



appropriate action.				
2 Employee applicant notified via on-line	2.1 Sign the downloaded University Clearance form; 2.2 Certifies/ approve Pag-Ibig/HDMF Form and/or on-line loan approval for Pag-Ibig/HDMF and Globe Telecom CWT.	None None	3 minutes	Chief, Cash Office
3. HRDO Receives scanned clearance via email	3.Scan and send to HRDO through email the duly signed University Clearance Form.	None	2 minutes	Supervising Administrative Officer Cash Office
TOTAL		None	8 minutes	



12. DISBURSEMENT OF CHECK THROUGH MAIL TO OTHER U.P. UNITS

Office or Division	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		
1. Individual Clients: - Exact address and Contact Numbers of U.P. Units/Office & Other Government Agencies				
2. Suppliers and other Government Agencies: - Exact address and Contact Numbers of Supplier or Government Agencies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of check/cash in his/her name or business entity.	1. Verify the availability of the check/cash and requires the client exact address and Contact Numbers	None	5 minutes	Administrative Officer III Cash Office- Miagao
<u>2. For individual clients:</u> Provide information as to exact address and Contact Numbers of U.P. Units/Office & Other Government Agencies <u>For suppliers and other GAs:</u> Provide information as to exact address and		None	2 minutes	Administrative Assistant II, Cash Office



Contact Numbers of U.P. Units/Office & Other Government Agencies	2. Prepares Pouch Transmittal in 3 copies	None	Within the day	Administrative Assistant II, Cash Office
3. U.P. Units/Office Receives the Transmittal with the checks sent by UPV and facilitate release to respective Payee.	3. Send transmittal through accredited courier of UPV (LBC/ JRS)		3-4 days	Administrative Assistant II, Cash Office
4. U.P. Units/Office returns copy of Duly acknowledged Pouch Transmittal	4. U.P. Visayas Receives Duly Acknowledged Pouch Transmittal for filing and updating of check status in BULSA.	None	Within the day of receipt	Administrative Assistant II, Cash Office
TOTAL		None	4 days, 7 mins	



13. ISSUANCE OF BUS PASS AND TICKET

The University is providing transportation services for its faculty and staff going to and from the main campus in Miagao, 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 P18.00 and the bus ticket at P35.00 from the Cash Office.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	GTG – Government to Government			
Who may Avail	UPV faculty and staff			
Checklist of Requirements		Where to Secure		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Office to purchase bus tickets/pass	1.1 Verify whether the employee is qualified to purchase a bus pass or bus ticket		1 minutes	Administrative Officer III, Cash Office
	1.2 Accept payment and issue appropriate bus pass or ticket. Bus Pass Bus Ticket	P18.00 each P35.00 each	2 minutes	
2 Receives bus pass/ticket				Chief, Cash Office
TOTAL		P18.00 each P35.00 each	3 minutes	



14. REQUEST FOR CANCELLATION OF CHECK and/or REISSUANCE OF CHECK

Concerned units within the University may request for cancellation of check and reissuance of the same for as long as they can justify such request, pay required fees and approved by the Chief of the Cash Office.

Office or Division	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		
Letter request		Requestor/client		
Official Receipt		UPV Cash Office, Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Office to purchase bus tickets/pass	1.1 Receive the letter, stamp date of receipt and verify the details of the check.	None	2 minutes	Administrative Officer III, Cash Office
	1.2 Forward the letter of request together with the copy of the DV and check to the Chief of the Cash Office.		2 minutes	
	1.3 Approve/ Disapprove the request and forward the request to the concerned staff for releasing to the requestor.		2 minutes	
	1.4 Prepare letter for COA	None	30 minutes	Administrative Officer III,



	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.			Cash Office
	1.5 Receive the letter as file of the office	None	2 minutes	Receiving staff of COA and Accounting Office
	1.6 Inform the client regarding the status of the request	None	2 minutes	Administrative Officer III, Cash Office
2 Receive the approval/disapproval of his/her request and if requesting for reissuance of check, pay the required fee.	2.1 Accept the payment and issue official receipt.	P 50.00	2 minutes	Administrative Officer V, Cash Office
	2.2 Prepare the new check		7 minutes	Administrative Officer III, Cash Office
	2.3 Forward the check for signing of one (1) signatory and one (1) counter-signatory		2 minutes	
	2.4 Verifies the			



	accuracy of data on the check and sign the check		<ul style="list-style-type: none"> variable 	<p>*SIGNATORIE S</p> <p>Chief, Cash Office Or SAO, Cash Office</p> <p>**COUNTER SIGNATORIE S</p> <p>Chancellor, UP Visayas or VCA, UP Visayas or VCPD, UP Visayas or VCRE, UP Visayas or VCAA, UP Visayas or Chief, Budget Office</p>
3. Return to the Cash Office to claim the reissued check and fill-up necessary documents	3. Return to the Cash Office to claim the reissued check and fill-up necessary documents	None	5 minutes	Administrative Officer III, Cash Office
TOTAL		P 50.00	56 minutes	



DIGITAL INNOVATION CENTER



INTERNAL SERVICES

1. ICT Troubleshoot, Repair and Maintenance

The DIC provides technical support to all offices and personnel of the university in the installation, configuration, and troubleshooting of ICT equipment in the University provided that they send a formal request through the DIC ticket system.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds to the request and conducts troubleshooting, repair and maintenance	None	3 days	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network/Database Administrator</i> DIC
	1.3 For successful service, provide appropriate action to the request For unsuccessful service, create and print the technical specification for replacement	None	5 minutes 1 hour	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network/Database Administrator</i> DIC
	1.4 For unsuccessful service, approve technical specification; and Provide appropriate action to the request	None	30 minutes 5 minutes	<i>Director</i> DIC <i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network/Database Administrator</i> DIC
	1.5 Close the ticket and provide link for feedback and	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance</i>



	evaluation form			<i>Technologist II/Senior Network/Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL		None	3 days, 1 hour, 45 minutes	



2. ICT Equipment Installation and Set-up

DIC assists the offices and personnel of the university by providing technical assistance in the installation and set-up of ICT equipment through a formal request submitted in the DIC ticket system.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and conducts installation and set-up of equipment	None	3 days	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
	1.3 Provide appropriate action to the request	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL		None	3 days, 20 minutes	



3. Installation, Configuration, and Troubleshooting of WiFi and Network Equipment

DIC is mandated to manage the UP inter-campus network connectivity and equipment. The office assists the requests of university personnel and students by performing installation, configuration and troubleshooting of WiFi and other network equipment.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel and students in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds, evaluates, plans, and executes the request	None	3 days	<i>Information Technology Officer I/Senior Network Administrator</i> DIC
	1.3 Provide appropriate action to the request	None	5 minutes	<i>Information Technology Officer I/Senior Network Administrator</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Senior Network Administrator</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL		None	3 days, 20 minutes	



4. ICT Technical Specifications

DIC assists the offices and personnel of the university by providing technical specifications in the acquisition of computer hardware, network facilities and other ICT-equipment of the university.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds and checks if the cost of the equipment is below 50,000. If the ICT equipment is above P50,000.00, provide justification letter.	None	15 minutes	<i>Technical Assistance and Helpdesk Officer/IT Officer I/Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
2. Provide justification letter	2.1 Create and print the technical specification	None	3 days	<i>Technical Assistance and Helpdesk Officer/IT Officer I/Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
	2.2 Approve the technical specification	None	30 minutes	<i>Director DIC</i>
	2.3 Send the approved the technical specification	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/IT Officer I/Computer Maintenance Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
	2.4 Close the ticket and provide link for	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/IT Officer I/Computer Maintenance</i>



	feedback and evaluation form			<i>Technologist II/Senior Network Administrator/ Senior Database Administrator DIC</i>
1. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	3 days, 1 hour, 5 minutes	



5. Technical Assistance During University Events

The DIC supports the conduct of face-to-face, online, and hybrid University-wide activities. This service includes technical support of the DIC personnel and the use of equipment during the activities.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel and students/student organizations in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Identify the nature of the request and the availability of the DIC staff	None	10 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Inform the Director of the request.	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II-III/ Senior Network Administrator/ Senior Database Administrator</i> DIC
	1.3 Assign the personnel and approve the request	None	1 hour	<i>Director</i> DIC
	1.4 Assigned personnel responds to the request and coordinates with the requestor	None	10 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II-III/ Senior Network Administrator/ Senior Database Administrator</i> DIC
	1.5 After the event, close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II-III/ Senior Network Administrator/ Senior Database Administrator</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	1 hour, 35 minutes	



6. E-Procurement Concerns (New Unit or Project)

The DIC is responsible for the management of data and information services of the University using online platforms. This service provides assistance in giving e-Procurement account access to personnel for a new unit or project of the university.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds to the request and requires for the complete details of the new unit or project	None	20 minutes	<i>Information Technology Officer I</i> DIC
2. Sends complete details of the new unit or project	2.1 Encode in database, test the new account, and send the account details to the requestor	None	30 minutes	<i>Information Technology Officer I</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	1 hour, 5 minutes	



7. E-Procurement Concerns (User Account)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service helps employees of the university to create a new user account and grant them access to an e-Procurement account upon their request and proper validation.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds to the request and encodes details of the user	None	15 minutes	<i>Information Technology Officer I</i> DIC
	1.3 Send the details of the new account to the requestor	None	5 minutes	<i>Information Technology Officer I</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	35 minutes	



8. E-Procurement Concerns (Password Reset)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service offers help in changing the e-Procurement password for the account user upon their request.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds to the request and encodes details of the user	None	15 minutes	<i>Information Technology Officer I</i> DIC
	1.3 Send the temporary password to the requestor	None	5 minutes	<i>Information Technology Officer I</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	35 minutes	



9. E-Procurement Concerns (Edit Entries in the Database)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service assists the users in editing and verifying the changes of entries in the database of e-Procurement.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel responds to the request and gets information on the request	None	10 minutes	<i>Information Technology Officer I</i> DIC
2. Sends information on entries to be edited	2.1 Edit and synchronize entries, verify and screenshot the changes and send it to the requestor for verification	None	1 hour	<i>Information Technology Officer I</i> DIC
3. Inform the DIC staff of the correctness of the entries	3.1 If the entries are not correct, make a final edit to the entries and send back to the requestor.	None	30 minutes	<i>Information Technology Officer I</i> DIC
	3.2 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I</i> DIC
4. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	1 hour, 55 minutes	



10. UP e-mail - New Account for Employees

The DIC is responsible for the grant and maintenance of information system accounts of the UPV constituents. This service is offered to the employees, whether they are regular or otherwise and whose names are endorsed by HRDO, to have a UP e-mail account.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of employee by requiring documents or verification with the unit or HRDO	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit copies of documents	2.1 If not employed, inform the requestor that he/she is not qualified for issuance of new UP email If employed, provide new email address and temporary password and inform the requestor of the action taken	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 minutes	



11. UP e-mail - New Account for Students

The DIC is responsible for the grant and maintenance of information system accounts of the UPV constituents. Only officially enrolled students have the privilege of having a UP Mail account.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not employed, inform the requestor that he/she is not qualified for issuance of new UP email If employed, provide new email address and temporary password and inform the requestor of the action taken	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 minutes	



12. UP e-mail - Reactivation of Account for Employees

The DIC is responsible for the maintenance of information system accounts of the UPV constituents. This service provides permission of reactivation of account for employees provided that they are active employees of the university.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of employee by requiring documents or verification with the unit or HRDO	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.3 If not active, inform the requestor that he/she is not qualified for email reactivation. If active, reactivate the email address and inform the requestor of the action taken.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 inutes	



13. UP e-mail - Reactivation of Account for Students

The DIC is responsible for the maintenance of information system accounts of the UPV constituents. This service provides permission of reactivation of account for students provided that they are officially enrolled in the university.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not active, inform the requestor that he/she is not qualified for email reactivation If active, reactivate the email address and inform the requestor of the action taken.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 inutes	



14. UP e-mail - Password Reset for Employees

The DIC is responsible for the supervision and management of the UPV constituents' information system accounts. Employees shall seek assistance to the DIC for resetting their UP mail accounts provided that they are currently employed in the university.

Office or Division	Digital Innovation Center			
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 and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of employees	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.3 If not active, inform the requestor that he/she is not qualified for email password reset If active, reset the password of the email address and send details to the requestor	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 minutes	



15. UP e-mail - Password Reset for Students

The DIC is responsible for the supervision and management of the UPV constituents' information system accounts. Employees shall seek assistance to the DIC for resetting their UP mail accounts provided that they are currently employed in the university.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not active, inform the requestor that he/she is not qualified for email password reset If active, reset the password of the email address and send details to the requestor	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total		None	30 minutes	



HEALTH SERVICES UNIT



EXTERNAL SERVICES

1. MEDICAL CONSULTATION AND TREATMENT

Office or Division	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		
Senior Citizen Identification Card		Office of the Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for consultation/treatment 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	None	5 minutes	Administrative Aide
Proceeds to the consultation/examination room	Takes vital signs, weight Asks for patient's chief complaint	None	5 minutes	Nurse on duty
Undergoes medical check-up	Obtains pertinent medical history Performs physical examination Makes appropriate diagnosis and gives treatment/management	None	15 minutes	
Receives prescription and laboratory/diagnostic test requests	Gives laboratory/diagnostic test requests, Gives prescription and advice	None	5 minutes	Doctor on duty



	Schedules follow-up visit when necessary			
Pays consultation fee and receive official receipt Present Senior Citizen ID to avail of the Senior Citizen rate	Receives payment and issue official receipt	Regular rate - 300.00 Senior citizen- 240.00	3 minutes	Administrative Aide VI
	TOTAL	Regular rate - 300.00 Senior citizen- 240.00	33 minutes	



2. X-RAY SERVICES

Office or Division		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		
X-Ray Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents x-ray request to the Radiologic Technologist	Receives request and issues charge slip for x-ray fee	None	2 minutes	Radiologic Technologist
Changes into a patient's gown	Prepares and mounts x-ray film to be used	None	3 minutes	Radiologic Technologist
Submits to x-ray procedure	Performs x-ray procedure	None	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 CERVICAL (any view) Regular Rate- ₱270.00 Senior Citizen- ₱226.80 PELVIS Regular	3 minutes	Administrative Aide VI (Cashier)



		Rate- ₱270.00 Senior Citizen- ₱226.80 HIP Regular Rate- ₱270.00 Senior Citizen- ₱226.80 FOOT APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 LEG (TIBIA, FIBULA) Regular Rate- ₱370.00 Senior Citizen- ₱310.80 KNEE APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 THIGH (FEMUR APL) Regular Rate-		
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		<p>₱370.00 Senior Citizen- ₱310.80</p> <p>ANKLE Regular Rate- ₱370.00 Senior Citizen- ₱310.80</p> <p>CHEST PA- AP Regular Rate- ₱250.00 Senior Citizen- ₱210.00</p> <p>CHEST LATERAL or APL Regular Rate- ₱250.00 Senior Citizen- ₱210.00</p> <p>CHEST BUCKY Regular Rate- ₱270.00 Senior Citizen- ₱226.80</p> <p>CHEST LATERAL DECUBITU</p>		
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		S Regular Rate- ₱250.00 Senior Citizen- ₱210.00 HAND Regular Rate- ₱370.00 Senior Citizen- ₱310.80 WRIST APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 FOREARM APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 ELBOW APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPPER ARM APL Regular		
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		Rate- ₱270.00 Senior Citizen- ₱226.80 SHOULDER Regular Rate- ₱270.00 Senior Citizen- ₱226.80 CLAVICLE Regular Rate- ₱270.00 Senior Citizen- ₱226.80 ABDOMEN Regular Rate- ₱300.00 Senior Citizen- ₱252.00 SCAPULA Regular Rate- ₱270.00 Senior Citizen- ₱226.80 SKULL APL Regular Rate- ₱500.00 Senior		
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		Citizen- ₱420.00		
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	



3. LABORATORY SERVICES

Office or Division	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		
Laboratory Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents laboratory request to the Medical Technologist	Receives request and issues charge slip for laboratory fees	None	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	None	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 URINALYSIS Regular Rate- ₱50.00 Senior Citizen- ₱40.00 PLATELET COUNT Regular Rate-	3 minutes	Administrative Aide VI (Cashier)



		<p>₱70.00 Senior Citizen- ₱56.00</p> <p>CT-BT Regular Rate- ₱60.00 Senior Citizen- ₱48.00</p> <p>Hematocrit Regular Rate- ₱50.00 Senior Citizen- ₱40.00 PREGNAN CY TEST Regular Rate- ₱250.00</p> <p>BLOOD TYPING Regular Rate- ₱80.00 Senior Citizen- ₱64.00</p> <p>FBS Regular Rate- ₱120.00 Senior Citizen- ₱96.00</p>		
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		CHOLESTE ROL Regular Rate- ₱145.00 Senior Citizen- ₱116.00 TRIGLYCER IDES Regular Rate ₱155.00 Senior Citizen- ₱124.00 CBC Regular Rate- ₱100.00 Senior Citizen- ₱80.00 LIPID PROFILE Regular Rate- ₱600.00 Senior Citizen- ₱480.00 HDL Regular Rate ₱155.00 Senior Citizen- ₱124.00 URIC ACID		
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		Regular Rate- ₱150.00 Senior Citizen- ₱120.00 CREATININ E Regular Rate- ₱130.00 Senior Citizen- ₱104.00 BUN Regular Rate - ₱120.00 Senior Citizen- ₱96.00 HEMOGLO BIN Regular Rate- ₱50.00 Senior Citizen- ₱40.00 SGPT Regular Rate- ₱220.00 Senior Citizen- ₱176.00		
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	
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4. DENTAL CONSULTATION AND TREATMENT

Office or Division		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		
Senior Citizen ID		Office of Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)	None	3 minutes	Dental Aide
Proceeds to the Dental Clinic	Prepares instruments to be used for dental examination/procedure Takes blood pressure	None	5 minutes	Dental Aide
	Obtains relevant medical/dental history Secures consent for dental examination/procedure	None		Dentist
Undergoes dental examination/procedure Receives prescription and request if any		None	2 minutes	Dental Aide
Pays dental procedure fees and receives official	Receives payment and issues official	None	3 minutes	Administrative Aide VI



receipt	receipt			
TOTAL		Per procedure plus 100.00 for PPE	58 minutes	



INTERNAL SERVICE

5. ANNUAL MEDICAL/PHYSICAL EXAMINATION

Office or Division	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 Student Health Entrance Examination Form		UPCAT notice - Office of the University Registrar		
Old Student: UPV ID, duly accomplished Periodic Health Examination Form		Student Health Entrance Examination Form & Periodic Health Exam Forms- downloadable from CRS		
Employees: Birthday Notice for Annual PE		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Pays laboratory and x-ray fees and receives official receipt	P180.00 for students P800.00 for employees charged to the University	3 minutes	Administrative Aide VI
Undergoes	Performs		5 minutes	Medical



laboratory and x-ray procedures	laboratory or x-ray procedure			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		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		Students: P 180.00 Employees P 800.00 charged to the university	40 minutes	



6. ANNUAL DENTAL EXAMINATION

Office or Division	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
New Student: Presents UPCAT notice & Fills out Dental Record form Old Student: Presents UPV ID	Prepares dental record Retrieves dental record	None	3 minutes	Dental Aide
Undergoes dental examination	Obtains pertinent dental history Performs dental examination Gives dental advise	None	15 minutes	Dentist
Receives dental certificate, prescription, dental x-ray request if needed	Issues dental certificate Gives prescription/dental x-ray request if needed Schedules follow-up visit if needed	None	2 minutes	Dentist
TOTAL		None	20 minutes	



7. MEDICAL CONSULTATION AND TREATMENT

Office or Division	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 Employees: UPV ID		PSA Office of the University Registrar HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	5 minutes	Administrative Aide
Proceeds to the consultation/examination room	Takes vital signs, weight Asks for patient's chief complaint	None	5 minutes	Nurse on duty
Undergoes medical check-up	Obtains pertinent medical history Performs physical examination Makes appropriate diagnosis and gives treatment/management	None	15 minutes	
Receives	Gives	None	5 minutes	Doctor on duty



prescription and laboratory/ diagnostic test requests	laboratory/diagnostic test requests, Gives prescription and advice Schedules follow-up visit when necessary			
Receives starter dose of medicine if available	Provides starter dose of medicine if available (for faculty and staff)	None	2 minutes	Nurse on duty
Pays consultation fee and receive official receipt	Receives payment and issue official receipt	None	3 minutes	Administrative Aide VI
	TOTAL	None	35 minutes	



8. DENTAL CONSULTATION AND TREATMENT

Office or Division	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 first visit of dependents)		PSA		
UPV ID (for students)		Office of the University Registrar		
Senior Citizen ID		Office of Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)	None	3 minutes	Dental Aide
Proceeds to the Dental Clinic	Prepares instruments to be used for dental examination/procedure Takes blood pressure	None	5 minutes	Dental Aide
	Obtains relevant medical/dental history Secures consent for dental examination/procedure	None	45 minutes	Dentist
Undergoes dental examination/procedure Receives	Performs dental examination/procedure Makes diagnosis	Employees and Dependents	45 minutes	Dentist



prescription and request if any	and gives appropriate treatment/management Requests for tooth x-ray if needed Issues dental certificate when needed Schedules follow-up visit when necessary	Oral Prophylaxis 90.00 Tooth Extraction 75.00 Tooth Filling-7		
Receives starter dose of medicine if available (for students, employees)	Provides starter dose of medicine if available (for students, employees)	None	2 minutes	Dental Aide
Pays dental procedure fees and receives official receipt	Receives payment and issues official receipt	None	3 minutes	Administrative Aide VI
TOTAL		Per procedure plus PPE- 100.00	58 minutes	



9. LABORATORY SERVICES

Office or Division		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		
Laboratory Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents laboratory request to the Medical Technologist	Receives request and issues charge slip for laboratory fees	None	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	None	5 minutes	Medical Technologist
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	FECALYSIS UPV Student- ₱15.00 UPV Faculty/ staff/dependent- ₱20.00 URINALYSIS UPV Student- ₱15.00 UPV Faculty/ staff/dependent- ₱20.00 PLATELET	3 minutes	Administrative Aide VI (Cashier)



		COUNT UPV Student- ₱30.00 UPV Faculty/ staff/depend ent- ₱40.00		
		CT-BT UPV Student- ₱22.50 UPV Faculty/ staff/depend ent- ₱30.00		
		Hematocrit UPV Student- ₱20.00 UPV Faculty/ staff/depend ent- ₱25.00		
		PREGNAN CY TEST UPV Student- ₱200.00 UPV Faculty/ staff/depend ent- ₱220.00		
		BLOOD TYPING UPV Student- ₱20.00		



		UPV Faculty/ staff/depend ent- ₱25.00		
		FBS UPV Student- ₱40.00 UPV Faculty/ staff/depend ent- ₱50.00		
		CHOLESTE ROL UPV Student- ₱70.00 UPV Faculty/ staff/depend ent- ₱90.00		
		TRIGLYCERI DES UPV Student- ₱100.00 UPV Faculty/ staff/depend ent- ₱125.00		
		CBC UPV Student- ₱35.00 UPV Faculty/ staff/depend ent- ₱45.00		



		LIPID PROFILE UPV Student- ₱285.00 UPV Faculty/ staff/depend ent- ₱380.00		
		HDL UPV Student- ₱65.00 UPV Faculty/ staff/depend ent- ₱85.00		
		URIC ACID UPV Student- ₱65.00 UPV Faculty/ staff/depend ent- ₱85.00		
		CREATININ E UPV Student- ₱60.00 UPV Faculty/ staff/depend ent- ₱75.00		
		BUN UPV Student- ₱60.00		



		UPV Faculty/ staff/depend ent- ₱75.00 HEMOGLO BIN UPV Student- ₱15.00 UPV Faculty/ staff/depend ent- ₱20.00 SGPT UPV Student- ₱117.00 UPV Faculty staff/depend ent- ₱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	



10. X-RAY SERVICES

Office or Division		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		
X-Ray Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents x-ray request to the Radiologic Technologist	Receives request and issues charge slip for x-ray fee	None	2 minutes	Radiologic Technologist
Changes into a patient's gown	Prepares and mounts x-ray film to be used	None	3 minutes	Radiologic Technologist
Submits to x-ray procedure	Performs x-ray procedure	None	5 minutes	Radiologic Technologist
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	LUMBO SACRAL APL UPV Student- ₱285.00 UPV Faculty/ staff/depend ent- ₱380.00 CERVICAL (any view) UPV Student- ₱120.00 UPV Faculty/ staff/depend ent- ₱160.00	3 minutes	Administrative Aide VI (Cashier)



		PELVIS UPV Student- ₱120.00 UPV Faculty/ staff/depend ent- ₱160.00		
		HIP UPV Student- ₱120.00 UPV Faculty/ staff/depend ent- ₱160.00		
		FOOT APL UPV Student- ₱156.00 UPV Faculty/ staff/depend ent- ₱208.00		
		LEG (TIBIA, FIBULA) UPV Student- ₱156.00 UPV Faculty/ staff/depend ent- ₱208.00		
		KNEE APL		



		UPV Student- ₱156.00 UPV Faculty/ staff/depend ent- ₱208.00		
		THIGH (FEMUR APL) UPV Student- ₱156.00 UPV Faculty/ staff/depend ent- ₱208.00		
		ANKLE UPV Student- ₱156.00 UPV Faculty/ staff/depend ent- ₱208.00		
		CHEST PA- AP UPV Student- ₱105.00 UPV Faculty/ staff/depend ent- ₱140.00 CHEST		



		LATERAL or APL UPV Student- ₱105.00 UPV Faculty/ staff/depend ent- ₱140.00		
		CHEST BUCKY UPV Student- ₱120.00 UPV Faculty/ staff/depend ent- ₱160.00		
		CHEST LATERAL DECUBITU S UPV Student- ₱105.00 UPV Faculty/ staff/depend ent- ₱140.00		
		HAND UPV Student- ₱156.00 UPV Faculty/ staff/depend		



		ent- ₱208.00		
		WRIST APL		
		UPV Student- ₱156.00		
		UPV Faculty/ staff/depend ent- ₱208.00		
		FOREARM APL		
		UPV Student- ₱156.00		
		UPV Faculty/ staff/depend ent- ₱208.00		
		ELBOW APL		
		UPV Student- ₱156.00		
		UPV Faculty/ staff/depend ent- ₱208.00		
		UPPER ARM APL		
		UPV Student- ₱120.00		



		UPV Faculty/ staff/depend ent- ₱160.00		
		SHOULDER		
		UPV Student- ₱120.00		
		UPV Faculty/ staff/depend ent- ₱160.00		
		CLAVICLE		
		UPV Student- ₱120.00		
		UPV Faculty/ staff/depend ent- ₱160.00		
		ABDOMEN		
		UPV Student- ₱142.50		
		UPV Faculty/ staff/depend ent- ₱190.00		
		SCAPULA		
		UPV Student- ₱120.00		
		UPV		



		Faculty/ staff/depend ent- ₱160.00 SKULL APL UPV Student- ₱240.00 UPV Faculty/ staff/depend ent- ₱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	



HUMAN RESOURCES DEVELOPMENT OFFICE



INTERNAL SERVICES

1. Issuance of University ID Card

An ID card is a document used to verify a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically includes the employee's name, photo, office, employee number, tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status, and the contact person during an emergency. It is also used to facilitate access to 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: a. Official Receipt issued by the UPV Cash Office	1. HRDO receives the application form together with the ID picture and takes the following actions: a. Validates the information provided in the application form b. Checks the completeness of the required documents c. Forwards the application form to the Office of the University Registrar if the supporting documents are complete.	P130.00	1 working day	Administrative Assistant II



for payment of the ID card fee b. ID picture with prescribed background color				
	<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 picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of employee in the ID template f. Prints and verifies correctness and condition of the IDs 		5 working days	OUR staff (Administrative Aide III Information Systems Analyst II)
	3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.			
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.		1 working day	Administrative Assistant II
TOTAL		P 130.00	7 working days, including the waiting time.	



2. Issuance of Retiree's ID Card

An ID card is a document used to verify a person's identity. It simplifies retiree's identification and enhances the University's integrity and security. The retiree's University ID card typically includes the retiree's name, photo, tax identification number, PhilHealth number, GSIS ID number, UMID card number, employment status, and the contact person's details in case of an emergency. It is also used to facilitate access to 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: a. Official Receipt issued by the UPV Cash Office for payment of the ID card fee b. GSIS retirement	1. HRDO receives the application form together with the ID picture and takes the following actions: a. Validates the information provided in the application form b. Checks the completeness of the required documents c. Forwards the application form to the Office of the University Registrar if the supporting documents are complete.	P130.00	1 working day	Administrative Assistant II



number c. ID picture with prescribed background color				
	<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 picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of retiree in the ID template f. Prints and verifies correctness and condition of the IDs 		5 working days	OUR staff (Administrative Aide III; and Information Systems Analyst II)
	3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.			
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.		1 working day	Administrative Assistant II
TOTAL		P 130.00	7 working days, including the waiting time.	



3. Replacement of University ID Card

An ID card is a document used to verify a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically includes the 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 an emergency. It is also used to facilitate access to 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 (if lost)		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 documents: a. Official Receipt issued by the UPV Cash Office for payment of the ID card fee	1. HRDO receives the application form together with the ID picture and takes the following actions: a. Validates the information provided in the application form b. Checks the completeness of the required documents c. Forwards the application form to the Office of the University Registrar if the supporting	P 130.00	1 working day	Administrative Assistant II



<p>b. ID picture with prescribed background color (<i>may choose for the existing picture on file</i>)</p> <p>c. Duly notarized Affidavit of Loss (<i>in case ID card was lost</i>)</p>	<p>documents are complete.</p>			
	<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 picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of employee in the ID template f. Prints and verifies correctness and condition of the IDs 		<p>5 working days</p>	<p>OUR staff (Administrative Aide III Information Systems Analyst II)</p>
	<p>3. Office of the University Registrar forwards to HRDO the machine printed University ID for</p>			



	release.			
	4. HRDO releases the University ID card to the employee or to his/her office representative.		1 working day	Administrative Assistant II
TOTAL		P 130.00	7 working 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 University shall bear the cost of an ARTA ID card for a first-time application. The cost for re-printing to replace a 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		
<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1. Employee accomplishes the ARTA ID application form and submits the form together with his/her recent colored 2x2 photo to HRDO. 	<ol style="list-style-type: none"> 1. HRDO receives the application form together with the photo and takes the following actions: <ol style="list-style-type: none"> a. Validates the information in the form accomplished by the employee. b. Prepares (scans the photo, encodes the needed information in the ARTA ID template) c. Prints the ARTA ID for validation/signature of the 	None	2 working days	Administrative Assistant II



	HRDO Chief.			
2. Employee or his/her representative receives the ARTA ID card.	2. HRDO releases the ID to the employee or to his/her office representative.		1 working day	Administrative Assistant II
TOTAL		None	2 working 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 an ARTA ID card for a first-time application shall be borne by the University. The cost for re-printing to replace a 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		
<ol style="list-style-type: none"> Accomplished Application Form for University ID Official Receipt 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				
<ol style="list-style-type: none"> Employee accomplishes the ARTA ID application form with recent colored 2x2 photo with white background and submits them to HRDO. Employee <i>may</i> also opt to use his/her <i>existing colored photo stored in the computer file system</i>. 	<ol style="list-style-type: none"> HRDO receives the application form together with the photo and takes the following actions: <ol style="list-style-type: none"> Validates the information in the form accomplished by the client. Informs the employee to pay the ARTA ID replacement fee to the Cash Office 	P 30.00 as replacement fee	1 working day	Administrative Assistant II



	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.			
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.		35 minutes	Cash Office staff
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.		25 minutes	Administrative Assistant II
TOTAL		P 30.00	2 working days, 1 hour, including waiting time	



6. Issuance of Certification of Performance Rating

The certification of performance rating attests to 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 upon 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.	<ol style="list-style-type: none"> 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 • P20.00 for the first page and P10.00 for succeeding pages if purpose is not work related 	2 working days	Administrative Officer V; or Administrative Officer II
2. Requestor receives his/her certificate of performance ratings		PERSONNEL ON INACTIVE STATUS <ul style="list-style-type: none"> • P20.00 for the first page and P10.00 for succeeding 		



		g pages if purpose is not work related		
	TOTAL	PERSONNEL ON ACTIVE STATUS <ul style="list-style-type: none"> • None if the purpose is work related • P20.00 for the first page and P10.00 for succeeding pages if purpose is not work related PERSONNEL ON INACTIVE STATUS <ul style="list-style-type: none"> • P20.00 for the first page and P10.00 for succeeding pages if purpose is not work related 	2 working days, including waiting time	



7. Issuance of Certificate of Leave Credits Earned

A Certificate of Leave Credits earned is issued to an employee who opts to transfer their non-commuted vacation and sick leave credits to the new agency to which they are transferring.

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.	1. HRDO receives the request and prepares the certificate.	None	3 working days	Administrative Officer IV; or Administrative Officer II
2. Employee receives his/her certificate of leave credits earned.	2. HRDO issues the certificate to employee			
TOTAL		None	3 working days, including waiting time	



8. Issuance of Certificate of Leave Without Pay

Certificate of Leave Without Pay attests to 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 working days	Administrative Officer IV; or Administrative Officer II
2. Employee receives his/her certificate of leave without pay	2. HRDO issues the certificate to the employee.			
TOTAL		None	3 working days	



9. Issuance of Certificate of Employment (and compensation) for personal purposes (active personnel)

The Certificate of Employment (and compensation) attests to 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	
<ol style="list-style-type: none"> 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 			<ol style="list-style-type: none"> 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	1. HRDO receives request and takes the following actions <ol style="list-style-type: none"> a. Verifies service record b. Prepares certificate c. Signs certificate d. Issues charge slip to client 	P 20 per -page; P10 per additional page	1 working day	Administrative Assistant II
2. Receives the charge slip upon claim.	2. Cash Office receives the payment and issues OR		45 minutes	Cash Office staff
3. Pays the fee to the Cash Office				
4. Presents the following to HRDO to claim the certificate	3. HRDO records the OR presented by the employee.		5 minutes	Administrative Assistant II



a. OR issued by the Cash Office b. authorization letter and copy of valid ID if to be claimed by a representative				
5. Employee/representative receives the certificate of employment	4. HRDO releases the certificate of employment to employee/representative		10 minutes	Administrative Assistant II
TOTAL		P 20 per page; P10 per additional page	1 working day, 1 hour, including waiting time	



10. Issuance of Certificate of Employment (inactive personnel)

The Certificate of Employment attests to 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 endeavors/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	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	P 20 per page; P10 per additional page	1 working day	Administrative Assistant II
2. Receive the charge slip upon claim	d. Issues charge slip to client			
3. Pays the fee to the Cash Office	2. Cash Office receives the payment and issues OR		45 minutes	Administrative Officer V (Cashier Iii)



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 client		5 minutes	Administrative Assistant II
5. Former employee/representative receives the certificate of employment	4. HRDO releases the certificate of employment to former employee/representative		10 minutes	Administrative Assistant II
TOTAL		P 20 per page; P10 per additional page	1 working day, 1 hour, including waiting time	



11. Issuance of Certificate of Employment (and compensation) for official travel/purposes (active personnel)

The Certificate of Employment (and compensation) attests to the position, office, employment status, and compensations of employees. This certificate is issued to employees who require it to support official or 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		
<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. HRDO receives request and takes the following actions <ol style="list-style-type: none"> a. Verifies service record b. Prepares certificate c. HRDO Chief signs certificate 	None	1 working day	Administrative Assistant II
2. Presents authorization letter and copy of valid ID if to be claimed by a representative.				
2. Employee receives the certificate of	2. HRDO releases the certificate to		10 minutes	Administrative Assistant II



employment.	employee.			
TOTAL		None	1 working day, 10 minutes, including waiting time	



12. Application for Expanded Maternity Leave (105 days) under RA 11210

The Expanded Maternity Leave is granted to female employees to provide financial assistance and a period of rest and recuperation in connection with pregnancy. It is a paid leave benefit granted to a qualified female employee for the duration of one hundred (105) days for live childbirth, 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, a female employee is entitled to only sixty (60) days of maternity leave. The employer must be notified in writing at least 45 days before the end of the maternity leave, except in the event of a medical emergency.

A female employee may also allocate up to seven (7) days of her maternity leave to the father of her child, provided she submits a written notice to her employer, not later than the period of her maternity leave. The father shall be excused from his work (leaving without pay), but his leave without pay shall not be considered a gap in his service.

Office	<ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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	1. Unit Head/authorized official evaluates the completeness of	None	3 working days	Unit Head/authorized official/supervisor of female employee



Leave application form with attached Medical Certificate and forwards the documents to her unit head/supervisor	requirements and refers the maternity leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.			
	<p>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.</p> <p><i>(Note: This step is applicable only to employees assigned in the colleges/school)</i></p>		3 working days	Dean
	<p>3. HRDO receives the maternity leave application including the complete requirements and takes the following actions:</p> <p>a. Counter-checks the completeness of requirements and updates leave record of female employee</p> <p>b. Certifies pertinent leave</p>		5 working days	Administrative Officer IV or Administrative Officer II



	<p>balances</p> <p>c. Secures the signature of HRDO Chief</p> <p>d. Forwards the processed maternity leave application to the authorized Office of the Vice Chancellor.</p>			
	4. The authorized Vice Chancellor takes final action on the maternity leave application and sends back the maternity leave application to HRDO.		3 working days	Vice Chancellor
2. Female employee receives her maternity leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed maternity leave application to the female employee through her unit/office and furnishes another copy to Accounting Office.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	17 working days, including waiting time	



13. Confirmation of Certificate of Report for Duty after a long-term Sick Leave, Maternity Leave, or Rehabilitation Leave

The employee is required to accomplish a certificate of the report for duty after a long-term sick leave, rehabilitation leave, or maternity leave.

Office	<ol style="list-style-type: none"> 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		
<ol style="list-style-type: none"> 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/immediat	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 working days	Unit Head/immediate supervisor



e supervisor.				
	<p>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.</p> <p><i>(Note: This step is applicable only to employees assigned in the colleges/school)</i></p>		1 working day	Dean
	<p>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.</p>		3 working days	Vice Chancellor
2. Employee furnishes copies of Certificate of Report for Duty to Accounting and HRDO	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	9 working days, including waiting time	



14. Confirmation of Certificate of Report for Duty after a long-term vacation leave, study leave, sabbatical, secondment, or special detail

The employee is required to accomplish a certificate of the report for duty after a long-term vacation leave; study leaves, 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 working days	Unit Head/immediate supervisor
	2. The Dean confirms the accuracy of the information provided in the form and returns the		1 working day	Dean



	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>			
	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 working days	Vice Chancellor
2. Employee furnishes copies of Certificate of Report for Duty to Accounting and HRDO	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	7 working days, including waiting time	



15. 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	<ol style="list-style-type: none"> Office/Unit Concerned Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor Human Resources Development Office 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		
<ol style="list-style-type: none"> Duly Accomplished Leave Application Form Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court Barangay Protection Order (TPO/BPO) obtained from the barangay Temporary Permanent Protection Order (TPO/PPO) obtained from the court Police report specifying the details of the occurrence of violence on the victim 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	1. Unit Head/authorized official evaluates		3 working days	Administrative Officers/authorized officials of the



application together with the required documents to the unit head/authorized official.	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.			college/school/office
	<p>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.</p> <p><i>(Note: This step is applicable only to employees assigned in the colleges/school)</i></p>		3 working days	Administrative Officer V
	<p>3. HRDO receives the AVAWC leave application including the complete requirements and takes the following actions:</p> <p>a. Counter-checks the completeness of requirements and updates leave record of victim female employee</p> <p>b. Certifies</p>		5 working days	Administrative Officer IV or Administrative Officer II



	<p>pertinent leave balances</p> <p>c. Secures the signature of HRDO Chief</p> <p>d. Forwards the processed AVAWC leave application to the Office of the Chancellor.</p>			
	4. The Chancellor evaluates the exigency of service of victim female employee and then takes final action on the AVAWC leave application		3 working days	Chancellor
	5. The Office of the Chancellor sends back the AVAWC leave application to HRDO.		1 working day	Administrative Aide VI
3. Victim female employee receives his/her AVAWC leave application with action of the Chancellor.	6. HRDO releases the processed AVAWC leave application to the victim female employee through her office/unit.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	15 working days, including waiting time	

16. 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	<ol style="list-style-type: none"> 1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office
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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 working 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 colleges/school)</i>		2 working days	Dean/Next higher supervisor
	3. HRDO receives the vacation leave application and takes the following actions:		5 working days	Administrative Officer IV or Administrative Officer II



	<ul style="list-style-type: none"> 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. 			
	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 working days	Vice Chancellor
2. Employee receives his/her mandatory/vacation leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	15 days, including waiting time	





17. Application for Sick Leave (15 calendar days but less than 30)

Sick Leave is granted to officials, employees, or any member of their immediate family due to sickness or disability.

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 working 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</i>		2 working days	Dean/Next higher supervisor



	<i>employees assigned in the colleges/school)</i>			
	3. HRDO receives the sick leave application and takes the following actions: <ol style="list-style-type: none"> Counter-checks the completeness of information in the application form and updates leave record of employee Certifies leave balances Secures the signature of HRDO Chief Forwards the processed sick leave application exceeding 15 days (but less than 30 days) to the authorized Office of the Vice Chancellor. 		5 working days	Administrative Officer IV or Administrative Officer II
	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 working days	Vice Chancellor
2. Employee receives his/her mandatory/vacation leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed sick leave application to the employee through his/her unit/office.		3 working days	Administrative Officer IV or Administrative Officer II



TOTAL	None	15 working days, including waiting time
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18. 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 childbirth, as the case may be, 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 working days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor (Dean) acts on		2 working days	Dean/Next higher supervisor



	<p>the paternity leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO.</p> <p><i>(Note: This step is applicable only to employees assigned in the colleges/school)</i></p>			
	<p>3. HRDO receives the paternity leave application including the complete requirements and takes the following actions:</p> <ul style="list-style-type: none"> 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. 		5 working days	Administrative Officer IV or Administrative Officer II
	4. The authorized Vice Chancellor		3 working days	Vice Chancellor



	takes final action on the paternity leave application and sends back the paternity leave application to HRDO.			
2. Married male employee receives his paternity leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed paternity leave application to the married male employee through his unit/office.		3 working days	Administrative Officer IV or Administrative Officer II
TOTAL		None	15 working days, including waiting time	



19. 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 working 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 immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is</i>		2 working days	Dean/Next higher supervisor



	<i>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		5 working days	Administrative Officer IV or Administrative Officer II
	4. HRDO releases the processed CSC/CNA special leave application to the employee through his/her unit/office.		3 working days	
TOTAL		None	12 working days, including waiting time	



20. 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) or more days of 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 working days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/Dean takes final action on the vacation/mandatory leave application based on the recommendation of the immediate supervisor and		2 working days	Dean/Next higher supervisor



	forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	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		5 working days	Administrative Officer IV or Administrative Officer II
2. Employee receives his/her processed mandatory/vacation leave application.	4. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		3 working days	
TOTAL		None	12 working days, including waiting time	



21. 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 department chair) before the start of academic leave.	1. The immediate head of faculty administrator evaluates the exigency of service of faculty administrator and refers the application to HRDO for appropriate action.	None	3 working days	Administrative Officers of the college/school



	<p>2. HRDO receives the academic leave application and takes the following actions:</p> <p>a. Evaluates and updates leave record of faculty administrator</p> <p>b. Certifies academic leave balance</p> <p>c. Secures the signature of HRDO Chief</p> <p>d. Forwards the processed academic leave application to the Office of the Chancellor.</p>		5 working days	Administrative Officer IV or Administrative Officer II
	3. The Chancellor evaluates the exigency of service of faculty administrator and then takes final action on the academic leave application.		3 working days	Chancellor
	4. The Chancellor sends back the academic leave application to HRDO.		1 working day	Tessie G. Quezon Administrative Aide VI
2. Faculty administrator	3. HRDO releases the processed		3 working days	Administrative Officer IV



receives his/her academic leave application with action of the Chancellor.	academic leave application to the faculty administrator through his/her office.			or Administrative Officer II
TOTAL		None	15 working days, including waiting time	



22. Issuance of Certificate of Clearance for Long-Term

Leave/Retirement/Other Modes of Separation from Service

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 the employee has been cleared of all academic/administrative responsibilities, money and property accountabilities, and 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 is 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	1. HRDO checks the correctness of information provided in the form by the employee.	None	1 working day	Administrative Officer IV or Administrative Officer II
	2. HRDO <i>simultaneously</i> emails the three (3) following forms to all the offices/college included in the clearance matrix form: a) The employee's duly filled out request form for certificate of		1 working day	University Extension Associate I (for personnel going on full-time study leave privilege)



	<p>clearance;</p> <p>b) The form for clearance from money and property accountabilities at the college/office level;</p> <p>c) The form stating the remaining obligations that employee must settle.</p>			Office heads/Authorized officials of the college
	<p>3. Office heads/authorized officials from offices included in the matrix form check the obligations/accountabilities of the requesting employee.</p> <p>a) If employee has remaining obligations/accountabilities:</p> <p>1. The concerned office heads/college's authorized officials accomplish the form stating the remaining obligations that the employee must settle and email the form to the employee.</p> <p>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>Within 3 working days reckoned from date of receipt of the office/college clearance form and the form for the statement of remaining obligations.</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>Employee requesting for clearance</p> <p>Office heads/Authorized officials of the college</p>



	4. HRDO staff consolidates all approved office/college clearances and fills out the clearance matrix form;		Within 3 working days after the receipt of the approved clearances from all offices	Administrative Officer IV or Administrative Officer II University Extension Associate I (for personnel going on full-time study leave privilege)
	5. HRDO Chief verifies and signs the consolidated data. Then the HRDO staff forwards the verified clearance matrix to the Office of the Chancellor.		Within 1 working day	HRDO Chief Above-listed HRDO staff
	6. 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.		Within 3 working days reckoned from date of receipt of the clearance matrix prepared and verified by HRDO	Chancellor; OC staff
2. Employee receives his/her Certificate of Clearance from HRDO	7. HRDO prepares, signs and releases the Certificate of Clearance to the employee, the office concerned, and the Accounting Office.		Within 2 working days reckoned from date of receipt of the approved clearance matrix	HRDO Chief Administrative Officer IV or Administrative Officer II University Extension Associate I (for personnel going on full-time study leave privilege)
TOTAL		None	16 working days, including the waiting time; however, the settlement of the employee's remaining accountabilities	



		may exceed 3 working days, and thus, the issuance of the <i>certificate of clearance</i> may also go beyond 16 working days.
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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.



23. Issuance of the Service Record (No Service Fee)

It is a comprehensive record of service rendered detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out. 2. Information on the purpose and number of copies for the service record.		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed. a) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.	N/A	Five (5) minutes	Administrative Assistant II
	a) For service record not yet stored in the database, HRDO checks the 201 documents and leave card of the employee.		(Two working days)	



	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.		Five (5) minutes, including waiting time	
3. Employee receives the service record.	3. HRDO releases the service record to the employee.			
	TOTAL	As specified above	70 minutes, including waiting time	



24. Issuance of the Service Record (With Service Fee through Over-the-Counter Payment)

It is a comprehensive record of service rendered detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	1. Human Resources Development Office 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out. 2. Information on the purpose and number of copies for the service record. 3. Proof of payment of the service fee if purpose for the service record is personal/not work related.		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed 3. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed.	PhP 20.00 per copy and additional of PhP 10.00 per page for the succeeding pages if purpose of the SR is for personal transactions and not work-related (OC Executive Order No. 5, series of 2006 (dated 2 June 2006))	Five (5) minutes	Administrative Assistant II
	a) For service record <u>not yet stored</u> in the database, HRDO checks the 201 documents and leave card of the employee.		(Two working days)	

	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.			Administrative Assistant II
3. If the purpose is personal or not work-related, the employee pays the service fee at the Cash Office.	3. Cash Office receives the payment for the service fee and issues an official receipt to the employee.		Five (5) minutes for over-the-counter payment, including waiting time.	Staff in charge at the Cash Office
4. Employee presents proof of cash payment (over-the-counter mode) of the service fee to the HRDO.	4. HRDO records the OR number and the amount paid by the employee in the logbook for over-the-counter payment.		Five (5) minutes) including waiting time.	Administrative Assistant II



5. Employee receives the service record.	5. HRDO releases the service record to the employee.			Administrative Assistant II
	TOTAL	As specified above	75 minutes, including waiting time	



25. Issuance of the Service Record (With Service Fee through Online payment)

It is a comprehensive record of service rendered, detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	1. Human Resources Development Office 2. Cash Office 3. Landbank or Pay Maya			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out 2. Information on the purpose and number of copies for the service record. 3. Proof of payment of the service fee if purpose for the service record is personal/not work related		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed 3. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed.	PhP 20.00 per copy and additional of PhP 10.00 per page for the succeeding pages if purpose of the SR is for personal transactions and not work-related (OC Executive Order No. 5,	Five (5) minutes.	Administrative Assistant II
	a) For service record not yet stored in the database, HRDO checks the 201 documents and leave card of the employee		(Two working days)	



		series of 2006 (dated 2 June 2006)		
	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.		Five (5) minutes	Administrative Assistant II
3. If the purpose is personal or not work-related, the employee pays the service fee online, via LandBank or PayMaya, under the account name, "U.P. Visayas". Employee must provide his/her complete name and the details of payment.	3. Cash Office receives the online payment for the service fee and emails HRDO a copy of the proof of payment.		One (1) to two (2) working days for online payment via Landbank. Two (2) to three (3) working days for online payment via Pay Maya.	Staff in charge at the Cash Office



4. Employee receives the service record.	4. HRDO records the OR number and the amount paid by the employee in the logbook and releases the service record to the employee.		Five (5) minutes	Administrative Assistant II
	TOTAL	As specified above	Three (3) working days	



SECURITY SERVICE FORCE



EXTERNAL SERVICE

1. Issuance of vehicle pass/sticker

This information outlines the procedure for obtaining car pass sticker, granting authorized vehicle access and parking privileges within UPV.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal Appearance 2. Client's vehicle 3. Official receipt from Cash Office 4. Documentary requirement: <ul style="list-style-type: none"> Valid identification card Proof of university membership LTO Car/Motorcycle certificate of registration LTO Car/Motorcycle official receipt Driver's license of the vehicle owner Driver's license of non-owner operators 		Provided by applicant		
5. UPV Car Sticker Application Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Receive and ask the client's identification and purpose.	None	1 Minute	Officer of the day SSF
	1.1 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.2 Provide the client with application form for UPV car sticker.	None	1 Minute	Officer of the day SSF
2. Fill-out the application for UPV car sticker and attach the photocopied requirement.	2.0 Assist the client in signing the form.	None	2 Minutes	Officer of the day SSF
	2.1 Ensure the completeness of the	None	2 Minutes	Officer of the day SSF



	application.			
	2.2 Forward the form together with the attachments to the Chief Security or the on-duty security officer for approval.	None	1 Minutes	Officer of the day SSF
3. Wait for the approval.	3.0 Approve and return the application form to client.	None	1 Minute	Chief Security or on-duty security officer SSF
	3.1 Provide client with the instruction to pay at the cash office.	None	2 Minutes	Chief Security or on-duty security officer SSF
4. Proceed to cash office together with the application form and its attachment to pay the prescribed fee.	4.0 Cashier receives payment and issues official receipt with car sticker.	₱300 – Vehicle ₱200 – Tricycle/ Motorcycle	2 Minutes	Cashier Cash Office
5. Return to SSF office together with the car sticker and receipt issued by Cash office.	5.0 Receive and log the official receipt and sticker number in the log book.	None	2 Minutes	Officer of the day SSF
6. Follow the instructions	6.0 Conduct short orientation on university traffic rules and regulations	None	4 Minutes	Designated SSF Personnel
	6.1 Guide the applicant on the proper placement of the vehicle sticker on the	None	3 Minutes	Designated SSF Personnel



	windshield.			
7. Accomplish the feedback form.	7.0 Provide client with feedback form.	None	3 Minutes	Officer of the day SSF
TOTAL		None	25 Minutes	



2. Issuance of Toll Fee

This information outlines the process for the issuance of toll fee for vehicle without car pass/sticker.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal appearance 2. Client's vehicle 3. Toll fee provisional receipt		SSF Guardhouse/Entrance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Slow down the vehicle and politely answer security guard's questions.	1.0 Receive and ask the client's identification and purpose. 1.1 Inform that vehicles without a car pass are subject to a toll fee.	None	2 Minutes	Contracted Security Agency
2. Fill-out the visitor's logbook.	2.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Contracted Security Agency
3. For vehicle subject to a toll, pay the prescribed fee	3.0 For vehicle subject to a toll, collect payment and issue a provisional toll receipt	Free – Emergency vehicles Free – Government vehicles ₱5 – Motorcycle ₱5 – Hired tricycle ₱10 – Private	2 Minutes	Contracted Security Agency



		vehicle ₱10 – PUJ vehicle ₱20 – Medium to heavy vehicle ₱50 – Tour vehicle		
4. Receive the toll fee provisional receipt.	4.0 Release the toll fee provisional receipt to the client.	None	1 Minute	Contracted Security Agency
TOTAL		None	5 minutes	



3. Review of CCTV Footage

This information outlines the process of handling requests to review CCTV footage.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal appearance 2. Valid I.D.		Provided by complainant		
1. CCTV Viewing Request Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.1 Provide the client with CCTV viewing request form.	None	1 Minute	Officer of the day SSF
2. Fill-out and submit the request for CCTV Viewing Request Form.	2.0 Assist the client in signing the form.	None	2 Minutes	Officer of the day SSF
	2.1 Endorse the client to the designated security personnel.	None	1 Minute	Officer of the day SSF
3. Wait for the approval.	3.0 Check and forward the form to the Chief Security for approval.	None	2 Minutes	Designated Security Personnel SSF
	3.1 Approve the request and return the form to designated security personnel.	None	2 Minutes	Chief Security SSF
	3.2 Inform the client that the request was approved.	None	1 Minute	Designated Security Personnel SSF



4. Provide incident information	4.0 Assist the client for the review of CCTV footage	None	Depending on the duration of the review	Designated Security Personnel SSF
5. Accomplish the feedback form	5.0 Provide client with feedback form	None	3 Minutes	Designated Security Personnel SSF
TOTAL		None	13 minutes	



4. Handling a Complaint

This information outlines the action to complaints from any individual regarding security and safety.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Any individual/agency			
Checklist of Requirements		Where to Secure		
1. Personal appearance		Provided by complainant		
2. Valid I.D.				
3. Security and Safety Complaint Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.1 Endorse the complainant to designated security officer.	None	1 Minute	Officer of the day SSF
2. Fill-out the Security and Safety Complaint Form (SSCF).	2.1 Interview the complainant.	None	10 Minute	Designated Security Personnel SSF
	2.2 Assist the client in signing the SSCF.	None	5 Minute	Designated Security Personnel SSF
3. Accomplish the feedback form.	3.0 Provide client with feedback form.	None	3 Minutes	Officer of the day SSF
4. Await notification via email, text, or call.	4.0 Endorse the SSCF to Chief Security.	None	1 Minute	Designated Security Personnel SSF
	4.1 Evaluate the complaint and assign security officer to investigate.	None	2 Minutes	Chief Security SSF



	4.2 Conduct investigation and submit report to Chief Security.	None	24 Hours	Designated Security Personnel SSF
	4.3 Notify the complainant of the result of investigation which may be referred to Vice Chancellor for Administration for proper disposition	None	2 Minutes	Chief Security SSF
TOTAL		None	1 day, 25 minutes	



5. EMERGENCY RESPONSE

This information outlines the Security and Safety Force (SSF) emergency response procedures within UPV. Upon notification of an accident, incident, or disaster, the SSF will initiate immediate action, requiring the reporting party to provide essential information (location of the incident, victim's information, and the number of casualties), and simultaneously coordinating with internal and external stakeholders.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
Call from any individual		Provided by reporter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call SSF Hotline: • 0910 5956 538	Receive call	None	1 Minute	Officer of the day SSF
2. Inform personal details of the incident	Take notes and complete details of the incident reported: Name of reporter; Contact information; and Ask what sort of assistance needed Endorse the request for assistance to the designated security officer	None	4 Minutes	Officer of the day SSF
3. Wait for the Emergency Response Team	Prepare the vehicle, necessary equipment, and personnel	None	Depending on the distance of the subject	Designated Security Officer SSF
4. Answer relevant queries/questions	After response, ensure proper documentation of the incident	None	10 Minutes	Designated Security Officer SSF
TOTAL		None	15 minutes	



INTERNAL SERVICE

6. REQUEST FOR SECURITY ASSISTANCE

This information outlines the procedures in requesting for security assistance (e.g. escort, event, monitoring). For events, the request must be at least ten (10) working days before the intended event to allow sufficient time for SSF to prepare the deployment plan.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All UPV units/offices			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to Vice Chancellor for Administration		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
2. Submit the letter request	2.0 Receive and endorse the letter request to Chief Security	None	1 Minute	Officer of the day SSF
3. Clarify any questions raised by chief security	3.0 Review the request	None	5 Minutes	Chief Security SSF
4. Accomplish the feedback form	4.0 Provide client with feedback form	None	3 Minutes	Officer of the day SSF
5. Await communication regarding the outcome of request, via email, text message, or phone call.	5.0 Discuss the plan with assigned security personnel	None	10 Minutes	Chief Security SSF
	5.1 Forward the requestor's letter to OVCA	None	24 Hours	Chief Security SSF
6. Guide support and the security	6.0 Once approved, coordinate with the requestee	None	Depending on the duration of the activity	Assigned Security Personnel SSF
TOTAL		None	1 day, 20 minutes	





SUPPLY AND PROPERTY SERVICES OFFICE



EXTERNAL SERVICE

1. ACCEPTANCE OF DELIVERY/ DOCUMENTS FROM EXTERNAL CLIENTS

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

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Duly signed PO/Contract/NTP and other communication letter regarding delivery (Cancellation, counter offer, extension of delivery, performance bond; etc.)		Requestor		
2. Invoice, copy of Purchase Order and items to be delivered (for delivery)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier presents the document for acceptance and secures the acknowledgement copy to be signed by the incoming staff	1. Incoming staff, check the documents presented, if complete, signs the acknowledgement copy and forwards to the personnel-in-charge	None	10 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
2. If delivery, presents the copy of PO and issues the invoice with items for acceptance	2. If delivery, the incoming staff endorses to the person-in-charge for acceptance of items	None	10 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
3. Secures the acceptance in the invoice	3. The person-in-charge checks the completeness of delivery as stated in the Purchase Order and accepts the invoice.	None	20 minutes	Assigned Staff (Buyer in-charge) SPSO
TOTAL		None	40 minutes	



2. PROCESSING OF REFUND OF PERFORMANCE BOND AND WARRANTY SECURITY (RETENTION MONEY)

The supplier may request for the refund of performance bond after the completion of delivery, and for the warranty security after the lapse of warranty period.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Letter request for refund of Performance Bond or Warranty Security		Requestor		
2. Original receipt issued by the UPV Cash Office (For performance bond)		Requestor		
3. Copy of Disbursement Voucher or collection receipt showing deduction of warranty security (retention money)		Requestor		
4. Inspection and Acceptance Report (IAR)/ Certificate of Final Acceptance		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request for refund of performance bond or Warranty Security with complete attachments	1. Review and receive request for refund and forward to assigned staff	None	10 minutes	Administrative Aide I SPSO
	2. Verification and processing of request for refund (attached copy of IAR/ CFA)	None	20 minutes	Assigned Staff (Buyer in-charge)
	3. Prepares endorsement letter to VCA/ Chancellor for signature of authorize signatory	None	10 minutes	Admin. Officer III SPSO
	4. Signs endorsement letter and forwards to Incoming/Outgoing Staff	None	5 minutes	Chief, SPSO
	5. Forwards to OVCA/OC for approval	None	10 minutes	Administrative Aide I SPSO
	6. Approves endorsement letter	None	Paused-clock	VCA/ Chancellor



	7. Forwards to SPSO for preparation of Disbursement Voucher	None	Paused-clock	OVCA Frontline staff
	8. Receives approved endorsement letter and forward to assigned staff for DV	None	5 minutes	Administrative Aide I SPSO
	9. Prepare Disbursement Voucher for signature of authorize signatory	None	15 minutes	Administrative Aide VI/ Administrative Officer III
	10. Signs Disbursement Voucher	None	10 minutes	Chief, SPSO
	11. Forwards to Accounting Office for processing	None	20 minutes	Administrative Aide I SPSO
TOTAL		None	1 hour and 45 minutes	



3. SALE OF BIDDING DOCUMENTS

Prospective bidders may purchase and secure a copy of the bidding documents at the SPSO (BAC Secretariat) Office.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2B			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Letter of Intent		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent to the BAC Secretariat	1. Issue order of payment	None	10 minutes	Junior Office Aide/ BAC Secretariat member SPSO
2. Pays the necessary fees at the Cashier's Office	2. Accept Payment and issues official receipt	Prescribed rate of RA 9184	Pause-clock	Cashier's Office
3. Submits the Official Receipt (OR) at the SPSO	3. Photocopy Official Receipt and return the original copy to the prospective bidder	None	10 minutes	Junior Office Aide/ BAC Secretariat member SPSO
4. Receives original copy of Official Receipt and Bidding Documents	4. Release a copy of the bidding documents	None	10 minutes	Junior Office Aide/ BAC Secretariat member SPSO
TOTAL		Prescribed rate of RA 9184	30 minutes	



4. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UPV CAMPUS

Gatepass is issued for the properties/ items that are brought outside the campus

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. List of Items to be brought out of UPV campus		Requestor		
2. Actual physical inventory		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies and list the items to be brought out	1. Prepares Gatepass based on the list submitted by the requestor	None	5 minutes	Inventory Section Personnel SPSO
2. Signs Gatepass of whoever will bring the items out of UPV campus Secures signature of the head of the concerned unit/office	2. Conduct physical inventory and sign the Gatepass	None	1 hour	Inventory Section Personnel SPSO
3. Secures signature of the head of the concerned unit/office	3. Secures signature of the Guard on Duty assigned in the building/area concerned.	None	2 minutes	Inventory Section Personnel SPSO
4. Secures copy of Gatepass to be presented on the Guard assigned at the Main Gate of the campus upon departure.		None	Paused- clock	
TOTAL		None	1 hour and 7 minutes	



INTERNAL SERVICE

5. ASSISTANCE IN THE SUBMISSION OF PPP AND INCLUSION IN THE APP

The offices prepare PPMP yearly and No Procurement is done unless it is in accordance with the APP.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. eProcure Account		DIC (requested through Buylog)		
2. Approved inclusion in the APP		Requestor/ OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the staff-in-charge of the assistance needed	1.Assists the requestor regarding the request 1.1 If the issues cannot be resolved and needed technical assistance, forwards the request to DIC (Data and Innovation Center)	None	30 minutes	Administrative Aide III SPSO
2. E-mail the approved inclusion in the APP to spso.upvisayas@up.eu.ph	2. Acknowledges the email and forwards to the staff-in-charge	None	10 minutes	Administrative Officer III SPSO
3. Ready to prepare Purchase Request/ Job Order Request	3. The staff in-charge encodes the inclusion in APP and informs the requestor once done	None	10 minutes	Administrative Aide III SPSO
TOTAL		None	50 inutes	



6. ACCEPTANCE OF DOCUMENTS FROM INTERNAL CLIENTS

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

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
Document/s duly signed by the requestor and with complete supporting documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed the document/s to incoming/outgoing clerk 1.1 Return the document/s to the source for compliance	1. Checks and verifies the completeness of document/s 1.1 If incomplete, informs the messenger and return the documents for compliance of deficiency/ies 1.2 If complete, receive the document and sign the acknowledgment copy.	None	5 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
2. Secure the acknowledgment copy	2. Log in the designated logbook	None	3 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
	3. Forwards to the concerned personnel	None	2 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
TOTAL		None	10 minutes	



7. REGISTRATION OF NEW SUPPLIER/PAYEE IN THE BULSA SYSTEM

In order to create Disbursement voucher in the BULSA System, payee must be registered in the supplier database.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. BULSA Account		DIC (requested through Buylog)		
2. Complete information of payee (Name, TIN, Address, Contact Details, Bank Details)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for registration thru Buylog (DIC)	1.Checks the completeness of the request and encode in the google form	None	Pause clock	Staff in-charge DIC
	2.Acknowledges the notification in the email for the registration	None	3 minutes	Administrative Aide VI/ Administrative Officer III SPSO
	3. Log in the BULSA System and register the requested payee	None	10 minutes	Administrative Aide VI/ Administrative Officer III SPSO
	4. Notify the requestor that the request has been registered	None	2 minutes	Administrative Aide VI SPSO
TOTAL		None	15 minutes	



8. FACILITATES DOCUMENTARY REQUIREMENTS FOR PAYMENT

Replenishment of petty cash, reimbursement and DV prepared by other offices passes through the office for issuance of PAR/ICS/WMR (if applicable) and for control/recording of IAR.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. DV with supporting documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses the document/s to incoming/ outgoing clerk	1. Receives the document and signs the acknowledgment copy	None	5 minutes	Administrative Aide I SPSO
	2. Checks and reviews the supporting documents and identify the documentary requirement/s needed for processing of payment	None	10 minutes	Administrative Aide I SPSO
	3. Log in the designated logbook 3.1 If it requires an ICS/PAR/WMR, forwards to Inventory Section for preparation of such document/s 3.2 If IAR is concerned, controls/ records the IAR and returns back to the requestor	None	10 minutes	Administrative Aide I SPSO
	4. The Inventory Section prepares the PAR/ICS/WMR whichever is	None	30 minutes	Senior Admin. Asst. I SPSO



	needed and forwards to Staff-in-charge for outgoing			
	5. Staff in-charge logs the document/s and forwards to the messenger for outgoing to the requestor	None	5 minutes	Administrative Aide I SPSO
TOTAL		None	1 hour	



9. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED PROPERTIES

PAR is required for equipment amounting to Php50,000.00 and above while ICS is for the semi-expandable equipment amounting to Php3,000.00 up to below 50k.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Approved Purchased Request (PR)		Requestor		
2. Obligated Obligation Request and Status (ORS)/ Budget Utilization Request Status (BURS)		Requestor		
3. Invoice (with complete details e.g. date, brand, model, serial number of equipment)		Requestor		
4. Purchase Order		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents all documents required	1. Assigns property number to each items	None	10 minutes	Inventory Section Personnel SPSO
	2. Encodes information of the newly acquired properties on PAR/ICS Controls Program and assigns its MR Number.	None	10 minutes	Inventory Section Personnel SPSO
2. Secures signature of the Accountable Officer / End User	3. Prints PAR/ICS and return to the requestor for signature of the accountable officer.	None	2 minutes	Inventory Section Personnel SPSO
3. Forwards to the SPSO Chief for signature	4. Secures duly signed PAR/ICS and copy furnish	None	Paused-clock	Requestor



	the requestor (2 copies)			
4. Secures 2 photocopies of the PAR/ICS and return the original copy to Inventory Staff In-Charge.	5. Encodes item's information on Property Record	None	10 minutes	Inventory Section Personnel SPSO
	6. Prepares Property Card (equipment only).	None	10 minutes	Inventory Section Personnel SPSO
	7. Scans and prints documents for file copy.	None	3 minutes	Inventory Section Personnel SPSO
	8. Prepares Property Number Sticker, attaches to a copy of the PAR/ICS and forwards to concerned officer for their file copy.	None	3 minutes	Inventory Section Personnel SPSO
	9. Files original copy of PAR/ICS to its designated Office file folder.	None	2 minutes	Inventory Section Personnel SPSO
TOTAL		None	50 minutes	



10. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR RENEWAL/ TRANSFER OF ACCOUNTABILITIES

PAR/ICS is renewed every 3 years and/or every change of accountable officer.

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Letter request for transfer		Accountable Officer		
2. University Clearance		HRDO		
3. New Unit Head Appointment		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. Accountable Officer forwards letters requesting the transfer of his/her property accountabilities. 1b. HRDO forwards University Clearance. 1c. HRDO provides copy of appointment of the new unit head.	1. Checks property records for the properties signed by the requestor, retiree, previous unit head, etc.	None	3 minutes	Inventory Section Personnel SPSO
	2. Prints listing of property accountabilities and reconcile with its PAR/ICS	None	1 day	Inventory Section Personnel SPSO
	3. Encodes property accountabilities on the new PAR/ICS	None	3 days	Inventory Section Personnel SPSO
2. New accountable officer signs the new PAR/ICS	4. Prints new PAR/ICS and forwards to	None	1 hour	Inventory Section Personnel



	office/ requestor to facilitate the signature of the new accountable officer.			SPSO
3. Return to SPSO the duly signed PAR/ICS	5. Forwards to SPSO Chief for signature.	None	Paused-clock	Inventory Section Personnel SPSO
	6. Updates records of the property on the Property Record database based on the new PAR/ICS.	None	4 hours	Inventory Section Personnel SPSO
	7. Searches and cancels old PAR/ICS.	None	4 hours	Inventory Section Personnel SPSO
	8. Scans new PAR/ICS for softcopy filing	None	1 hour	Inventory Section Personnel SPSO
	9. File original PAR/ICS on the Office Folder.	None	30 minutes	Inventory Section Personnel SPSO
TOTAL		None	5 days, 2 hours and 33 minutes	



11. PULL OUT OF UNIVERSITY PROPERTIES TO BE RETURNED TO SPSO FOR PROPER DISPOSAL

Unserviceable property/ies are returned to SPSO for proper disposal.

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Accomplished Request for Condemnation of Unserviceable Properties (RCUP)		SPSO		
2. Properties for condemnation		SPSO		
3. Inventory and Inspection Report for Unserviceable Properties (IIRUP)		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV unit submits signed RCUP reflecting the list of properties to be condemned including its property number.	1. Upon receipt of RCUP, coordinate with the office concerned to schedule the pull-out of properties for condemnation	None	5 minutes	Inventory Section Personnel SPSO
2a. Bring properties for condemnation to SPSO, if not scheduled 2b. Gather all properties for condemnation and wait for the schedule of pull-out.	2. Pull-out the properties for condemnation based on the RCUP	None	6 hours	Inventory Section Personnel SPSO
3. Signs the IIRUP and return to SPSO	3. Check pulled-out properties with the Property Record database.	None	2 hours	Inventory Section Personnel SPSO
	4. Control and encode record of pulled-out properties on IIRUP Control Program	None	15 minutes	Inventory Section Personnel SPSO
	5. Prints IIRUP and forwards to office	None	3 minutes	Inventory Section



	concerned for signature of the accountable officer			Personnel SPSO
	6. Upon receipt of signed IIRUP, search and cancels PAR/ICS of condemned properties; deletes record of the property on the Property Record database.	None	8 hours	Inventory Section Personnel SPSO
	7. Forward IIRUP to UPV Appraisal and Disposal Committee (ADC) secretariat for disposal.	None	1 minute	Inventory Section Personnel SPSO
	8. Prepares Property Number Sticker, attaches to a copy of the PAR/ICS and forwards to concerned officer for their file copy.	None	3 minutes	Inventory Section Personnel SPSO
	9. Files original copy of PAR/ICS to its designated Office file folder.	None	2 minutes	Inventory Section Personnel SPSO
TOTAL		None	2 days and 23 minutes	



12. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UP CAMPUS

Gatepass is issued for the properties that are brought outside the campus for repair; etc.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. List of Items to be brought out of UPV campus		SPSO		
2. Actual physical inventory				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies and list the items to be brought out	1. Prepares Gatepass based on the list submitted by the requestor	None	5 minutes	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
2. Signs Gatepass of whoever will bring the items out of UPV campus Secures signature of the head of the concerned unit/office	2. Conduct physical inventory and sign the Gatepass	None	1 hour	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
3. Secures signature of the head of the concerned unit/office	3. Secures signature of the Guard on Duty assigned in the building/area concerned.	None	2 minutes	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
4. Secures copy of Gatepass to be presented on the Guard assigned at the Main Gate of the campus upon departure.		None	Paused- clock	
TOTAL		None	1 hour and 7 minutes	



13. ASSISTANCE IN THE QUERIES REGARDING PROCUREMENT INVENTORY AND ADMIN PROCEDURALS

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
Complete details regarding the query		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mails to spso.upvisayas@up.edu.ph, call (033) 3159632 loc. 180/181/122/247, face to face approach in the office regarding the query	1. If email, the AO acknowledges the email and forwards to the head of the sections if where the query is to be addressed for appropriate action 1.1 The section head answers the query	None	5 minutes	Administrative Section Head/ Procurement Section Head/ Inventory Section Head SPSO
	2. If the query received is through call, the person answering the phone forwards the concerns to the appropriate personnel 2.1 The concerned personnel addressed the query	None	10 minutes	Administrative Aide I SPSO
	3. If face to face, the receiving clerk entertains the client and ask the concerns and forwards the concern to the appropriate personnel	None	5 minutes	Administrative Aide I SPSO
TOTAL		None	15 minutes	



14. ISSUANCE OF WASTE MATERIAL REPORT FOR REPAIRED/ REHABILITATED DEFECTIVE UPV PROPERTIES

Waste Material Report is issued for the items replaced like spare parts of equipment, vehicle, etc.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Approved Purchased Request (PR) or Job Order Request (JOR)		Requestor		
2. Obligated Obligation Request and Status		Requestor		
3. Invoice		Requestor		
4. Waste materials		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents: PR/JOR, ORS and Invoice	1. Receives and reviews PR/JOR, ORS and Invoice.	None	5 minutes	Inventory Section Personnel SPSO
2. Surrenders waste materials (item)	2. Encodes necessary information on the WMR Control Program database and prints the WMR	None	10 minutes	Inventory Section Personnel SPSO
	3. Upon received of waste material item, the form will be signed by the Inventory personnel in-charge	None	4 hours	Inventory Section Personnel SPSO
	4. Secures signature of SPSO Chief and forwards to OVCA	None	4 hours	Chief SPSO
	5. Secures signature of the Vice Chancellor for Administration	None	Paused- clock	OVCA
	6. Secures signature of	None	Paused-clock	CDMO



	Chair/co-Chair of Appraisal and Disposal Committee and return to SPSO			
	7. Upon receipt of duly signed WMR, The Inventory personnel in-charge, secures and files the original copy and provide 2 duplicate copies for attachment to payment	None	15 minutes	Inventory Section Personnel SPSO
TOTAL		None	1 day and 30 minutes	



15. PROCESSING OF UNIVERSITY CLEARANCE

UPV Personnel who secures University Clearance must be cleared from property accountabilities.

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Certificate of Clearance Request Form (Attachment A)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure College & Department Clearance	1. SPSO receives email of Certificate of Clearance Request Form (<i>Attachment A</i>)	None	2 minutes	Inventory Section Personnel SPSO
	2. Encodes the personnel/faculty's data at the clearance logbook	None	5 minutes	Inventory Section Personnel SPSO
	3. Checks with Property Records if the requestors have Property Accountabilities	None	2 minutes	Inventory Section Personnel SPSO
2. With property accountabilities: A. Secure signature of the new accountable officer whom would temporary assume his/her Property Accountabilities on the List provided by SPSO (for LOA 6 months & below)	4. With property accountabilities: A. Accomplish Statement of Remaining Obligation that Employee Must Settle (<i>Attachment C</i>) and email to HRDO.	None	5 minutes	Inventory Section Personnel SPSO



	B1. Prepare List of Property Accountabilities of the requestor for signature of the new accountable officer (for LOA 6 months & below)		5 minutes	Inventory Section Personnel SPSO
B. Secures signature of the new accountable officer on the PAR/ICS for transfer of property accountabilities.	B2. Prepare PAR/ICS for signature of the new accountable officer for transfer of property accountabilities.	None	4 days	Inventory Section Personnel SPSO
C. Return property accountabilities that are unserviceable.	B3. Pull-out unserviceable properties and prepare IIRUP for signature of the unit head.	None	3 days	Inventory Section Personnel SPSO
	5. W/out property accountabilities or cleared from his/her property accountabilities, fills out and sign the College/Office Clearance from Money and Property Accountabilities (<i>Attachment B</i>)	None	5 minutes	Inventory Section Personnel SPSO
	6. Forwards Attachment B to SPSO Admin. Officer for signature of SPSO Chief.	None	1 day	Administrative Officer III SPSO



	7. Scan & Email Attachment B to HRDO and file to Clearance Folder	None	5 minutes	Inventory Section Personnel SPSO
TOTAL		None	8 days and 29 minutes	



16. REQUEST FOR PROCUREMENT OF GOODS AND SERVICES

Requestors prepared their request for procurement that are only listed in the Annual Procurement Plan (APP).

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Duly signed and obligated Purchase Request/Job Order Request		Requestor		
2. Approved inclusion if the items were not included in the APP		Requestor		
3. Specifications (for technical items), Menu (for catering), Itinerary (for rental of transport service), Terms of reference (for consulting services)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepares purchase request /job order request through eProcure	1. Checks/verifies as to correctness, categorization, of specifications of on-line request	None	4 hours	Admin. Aide III SPSO
2) Check if the items requested were included in their office PPMP	1.1. Returns to requestor if specifications are not complete	None	1 day	Admin. Aide III SPSO
a. If items were not included, Submits letter request for Inclusion	1.2. After the end-user complied the required specification,	None		
3) Request TWG to give specification intended for the requested item	2. Budget Office earmarks funds for the request	None	Paused-clock	Budget office
4) Prints obligated Purchase Request & Obligation Request	3. SPSO Groups and pre-MPS on-line (eProcure) the categorized request	None	1 day	Procurement Section Head, Administrative Officer V SPSO
5) Facilitates signature of the Head of unit	4. SPSO prepares Mode of Procurement Summary	None	1 day	Admin. Aide III SPSO



	(MPS) through on-line for categorized and obligated request& submits to the SPSO Chief for review			
6) Forwards the hard copy of PR and ObR to the Budget Office	5. The SPSO Chief review and identify the mode of procurement to be used in the specific request on-line	None	1 day	SPSO Chief
	6. SPSO forwards the MPS to the Bids & Awards Committee (BAC) for approval online	None	2 days	Bida and Awards Committee
	7. SPSO prints the approved MPS and secures the wet signatures of the BAC and approval of the VCA	None	1 day	Admin. Aide III SPSO
	8. Once the MPS is approved, SPSO Procurement Head assigns Purchase Requests to Buyers depending on category	None	4 hours	Procurement Section Head, Administrative Officer V SPSO
	9. SPSO Buyers generate and prints Request for Quotations (RFQ) and forwards to Procurement Head for review	None	4 hours	SPSO Buyer-in-charge



	10. Procurement Head reviews and counter signs the RFQ and forwards it for approval to the SPSO Chief	None	4 hours	Procurement Section Head, Administrative Officer V SPSO
	11. SPSO Chief approves Request for Quotation	None	4 hours	SPSO Chief
	12. SPSO Buyers distribution of signed RFQ to prospective suppliers (via email, fax or personal canvass), copy furnish the PhilGEPS in-charge for posting for ABC equal to and above 50K)	None	4 hours	SPSO Buyers-in-charge
	13. SPSO Buyers retrieves RFQ from suppliers for preparation of Abstract of Quotation	None	7 days	SPSO Buyers-in-charge
	14. SPSO Buyers prepares & prints Abstract of Quotation from at least 3 suppliers (applied depending on the mode of procurement)	None	4 hours	SPSO Buyers-in-charge
7) Evaluate/Recommend the award in the AOQ (If applicable), then signs the AOQ and return back to SPSO	15. Checks/reviews and controls the AQQ and forwards to TWG/ End-user (if applicable) for evaluation and recommendation	None	3 days	Procurement Section Head, Administrative Officer V SPSO



	on of award			
	16. Procurement Head initials and forwards to SPSO Chief for signature	None	1 hour	Procurement Section Head, Administrative Officer V SPSO
	17. SPSO Chief recommends award for ABC <P100k signs the AOQ, or recommends award to the BAC for ABC >P100k	None	3 hours	SPSO Chief BAC
	18. SPSO facilitates signature of BAC members at the Abstract of Quotation for the awarded items (if applicable)	None	5 days	Admin. Aide III SPSO
	19. VCA approves the Abstract of Quotation	None	Puased-clock	OVCA
	20. SPSO Buyers prepares Purchase Order for the awarded items from the approved AOQ and forwards to Procurement Section Head	None	1 day	SPSO Buyers-in-charge
	21. Procurement Section Head checks and reviews, and counter signs the Purchase Order and forwards to SPSO Chief for approval.	None	1 day	Procurement Section Head, Administrative Officer V SPSO
	22. SPSO Chief approves	None	2 days	SPSO Chief/VC for



	Purchase Order /Job Contract if contract amounts to Up to 100k – SPSO Chief up to 500k – VCA will sign up to <50M – Chancellor			Administration/ Chancellor
	23. SPSO Buyers sends the signed Purchase Order to the Supplier for conforme.	None	1 day	SPSO Buyers-in-charge
	24. SPSO Buyers retrieves the signed PO/Job Contract from suppliers and copy furnish the COA of the duly signed PO/JC	None	5 days	SPSO Buyers-in-charge
	25. SPSO buyers receives delivery from suppliers	None	Within the prescribed delivery terms	SPSO Buyers-in-charge
	26. SPSO Buyers Prepares Inspection & Acceptance Report (IAR) and coordinates with Inspection Committee	None	1 day	SPSO Buyers-in-charge UPV Inspection Committee
	27. SPSO Buyers forwards to Property Management Section for PAR & ICS(if required)	None	2 days	SPSO Buyers-in-charge SPSO Property Management Section
	28. SPSO Buyers prepares Requisition	None	1 day	SPSO Buyers-in-charge



	Issuance Slip (RIS)			
8) Receives stocks and signs the IAR Report, RIS and PAR/ICS (if applicable) and return back to SPSO	29. SPSO Buyers releases stock to requestors/end-users	None	1 day	SPSO Buyers-in-charge Admin. Aide IV SPSO
	30. SPSO buyers secures completion of required documents and forwards documents for monitoring	None	1 day	SPSO Buyers-in-charge
	31. SPSO monitoring-in-charge records the documents in the database and forwards documents for DV Preparation	None	3 hours	Junior Office Aide SPSO
	32. SPSO personnel-in-charge prepares DV and forwards to the SPSO Chief	None	2 days	Admin. Aide VI/ Administrative Officer III SPSO
	33. The SPSO Chief signs the DV and forwards to in-charge in scanning for digital file	None	2 hours	SPSO Chief
	34. The SPSO personnel-in-charge in scanning scans the whole documents and forwards to the Accounting	None	3 hours	Admin. Aide IV SPSO



	Office for processing.			
TOTAL		None	48 days	

OFFICE OF THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION





EXTERNAL SERVICES

1. Grant of Funding Support for Thesis and Dissertation Grant

This grant is a financial assistance to provide support for Theses or Dissertations graduate students of UPV.

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 (endorsed by the Division Chair /Institute Director and Dean) 2. Copy of approval of Thesis / Dissertation defense 3. Copy of approved Thesis/Dissertation proposal 4. Line Item Budget			Requirements #1,3 and 4 will be provided by the Requestor Requirement # 2 can be requested at their respective College secretaries	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (student) submits letter request (properly endorsed by the Division Chair/ Institute Director and Dean) with complete requirement (#2,3,4)	1.a. OVCRE receives and records application.	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks completeness of the application and sends acknowledgement receipt of proposal to the proponent (via email) and prepares endorsement for signature of VCRE.	NONE	1 day	University Research Associate 1 Admin Officer IV VCRE



	1.c. OVCRE forwards endorsed proposal to the Office of the Chancellor for approval	NONE	30 minutes	Admin Aide VI
2. Client (Student) receives a copy of Chancellor's approval and contract for signature and to forward to other signatories	2.a. OVCRE receives a copy of the Chancellor's approval.	NONE	30 minutes	Admin Aide VI
	2.b. Staff in charge issues a contract to be signed by the students, Thesis /Dissertation Adviser, VCRE and Chancellor.	NONE	3-5 days	University Research Associate 1
	2.c. Signed contract will be forwarded to the Legal Office for notarization	NONE	1 day	UPV Legal Office
3. Client (Student) receives a copy of his/her notarized contract.	3.1. OVCRE receives a notarized contract and gives a copy to Student /Proponent; his/her adviser, College Dean and College Secretary, Budget Office and COA.	NONE	1 day	Admin Aide VI
	3.2. Staff in charge prepares the release of funds for the first tranche of the project.	NONE	3 days	University Research Associate 1
TOTAL		NONE	11 Days, 1 Hour	



2. Grant of Funding Support for Small Budget In-house Research Grant (SBIRG)

A financial assistance for use by undergraduate students with courses in Special Problem or Undergraduate Thesis.

Office	Office of the 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 Students proposal review committee 3. Project activity budget 4. Students' insurance + parental consent (should the students need to travel for sampling and information gathering) 5. Updated curriculum vitae (CV) of Faculty adviser			Application forms/proposals evaluation forms and project activity is downloadable at the OVCRE website (ovcre.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent/ Faculty Adviser submits application properly endorsed by Director/Chair and Dean and with complete requirements	1.a. OVCRE receives and records the application with complete requirements	NONE	30 minutes	Admin Aide VI
	1.b. AO checks request and forward to staff in charge for appropriate action	NONE	30 minutes	Admin Officer IV
	1.c. Staff in charge checks and screen for completeness of the application and sends	NONE	1 day	University Research Associate 1 VCRE



	acknowledgement receipt of received proposal to the proponent via email and prepares endorsement for signature of VCRE			
	1.d. OVCRE forwards endorsed application to the Office of the Chancellor for approval	NONE	30 minutes	Admin Aide VI
2. Proponent / Faculty Adviser receives copy of the Chancellor's approval	2.a. OVCRE receives copy of Chancellor's approval	NONE	30 minutes	Admin Aide VI
	2. b. Staff in-charge prepares a contract to be signed by the Proponent, his/her advisees, VCRE and Chancellor.	NONE	3-5 days	University Research Associate 1 VCRE
	2.c. Signed contract will be forwarded to UPV Legal Office for notarization.	NONE	1 day	Admin Aide VI
3. Proponent/ Faculty Adviser receives the notarized contract	3.a. OVCRE staff receives and records notarized contract. Furnishes copy the Proponent, College Dean and College Secretary, Budget Office, Accounting and	NONE	1 day	Admin Aide VI University Research Associate 1



	COA			
TOTAL		NONE	8 days, 2 hours	



3. Application for Project-based Personnel ID

This is in compliance with Memorandum No. 2009-01-06: implementation of ID system and Memo No. MJF 2009-03-20 for issuance of identification cards to project-based personnel.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Project-based Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished application form 2. Photocopy of project contract 3. 2 pcs. 1X1 ID picture 4. Official receipt of payment (P20.00) issued by Cash Office			Application form can be downloaded from OVCRE website at ovcre.upv.edu.ph or can request hard copy at the Office of the Vice Chancellor for Research and Extension (OVCRE).	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill-up application form	1.a. Staff in charge receives and checks completeness of the application and prepares ID	P20.00	1-2 days	Cash Office Senior Office Assistant
2. Client pay the application fee to Cash office	1.b. AO verifies the information and forward to VCRE		20 minutes	Admin Officer II
3. Client submits complete requirement to OVCRE	1.c. VCRE signs the ID		30 minutes	VCRE
	1.d. Staff in charge inform client for availability of ID for release		10 minutes	Senior Office Assistant
TOTAL		P20.00	2 days, 1 hour	



4. Ethical Clearance for Projects Involving Human Subjects (UPV-REB Section) *(for clients outside UPV)*

An Ethics review ensures the safety, dignity and well-being of research participants. This is also in compliance to key international guidelines such as the 2013 revised declaration of Helsinki, 2016 Council for International Organizations of Medical Sciences (CIOMS), International Ethical Guidelines for Health-related research, 2013 Philippine National Health Research System (PNHRS) Act, 2012 Data Privacy Act, Joint DOST, DOH, CHED and UPM Memorandum Order 001 Series of 2012 and PHREB-DCIP Memorandum of Understanding on the ethics Review of Research involving indigenous cultural communities/ indigenous peoples as participants. In addition, an ethics review is in response to the fact that an increasing number of journals already require information on the ethics clearance of research projects before processing project-based manuscript for publication.

Office	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	Faculty, researchers, students from other universities or institutions
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Review checklist (UPVREB Form 7.1) 2. Application for Ethical Review (UPVREB Form 7.2) 3. Evidence of Technical Review 4. Study proposal with CV of lead researcher and team members 5. Data collection forms (questionnaires, informed consent forms and/or parental consent forms) 6. Study Proposal Assessment Worksheet (UPVREB Form 10.1) 7. Informed Consent Assessment Worksheet (UPVREB Form 10.2) 8. Declaration of Conflict of Interest (UPVREB Form 7.3) 9. Proof of Payment <p>For student thesis and dissertation:</p> <ol style="list-style-type: none"> 10. Study proposal assessment worksheet (UPVREB Form 10.1) 11. Informed consent assessment worksheet (UPVREB Form 10.2) 12. Student research ethics clearance (UPVREB 	<p>Application form/ proposal format are downloadable from OVCRE website (https://ovcre.upv.edu.ph)</p>



Form 8.1)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/ proposal with complete requirements.	1.a. OVCRE receives application/ proposal with complete requirements	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks the completeness of the application and sends acknowledgement receipt of the proposal to the proponent (via email)	NONE	1 day	University Research Associate 1
	1.c. Staff in charge forwards application to the UPVREB Chair for initial assessment and classification of review (exempted, expedited and full review)	NONE	1 day	University Research Associate 1
2. Client pays to the Cash Office		Faculty, Researcher, Student-10,000.00	1 hour	Cash Office
	2.a. Staff in charge forwards payment slip to the client	NONE	30 minutes	University Research Associate 1
	2.b. Staff in charge forwards application to appropriate review panel	NONE	30 minutes	University Research Associate 1



	2.c. Panel review	NONE	14 days	Review Panel
	2.d. Staff in charge forwards ethical clearance and decision letter to UPVREB chair for signature	NONE	30 minutes	University Research Associate 1
3. Client/ Applicant receives copy of UPVREB's approval	3.a. UPVREB issues ethical clearance and decision letter to the applicant	NONE	30 minutes	University Research Associate 1
TOTAL		Faculty, Researcher; Student-10,000.00	16 days, 3.5 hours	



INTERNAL SERVICES

5. Grant funding support for Regular In House (RIR), Mentored Research (MR), Leveraged Research (LR) and Creative Works

RIR, MR, LR and Creative work 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	Office of the 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 the Chancellor (endorsed by the Division Head/Institute Director and Dean) 2. Accomplished application Form / Proposal 3. Updated Curriculum vitae 4. Softcopy (MS Word format) of proposal without names for double-blind review			Application forms / proposal format are downloadable at the OVCRE website (https://ovcre.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application properly endorsed by the Division Head/ Institute Director and Dean and with complete requirement as attachment/s	1.a. OVCRE receives application with complete requirements and coursed through channels		30 minutes	Admin Aide VI
	1.b. Staff in charge checks and screens completeness of the application and sends acknowledgement receipt of the proposal to the applicant via email	NONE	30 minutes	University Research Associate 1



	1.c. Staff in charge sends soft copy of proposal to the University Research Board (URB) for evaluation: i. Merit ii. Research Ethics iii. TTBD	NONE	1 day	University Research Associate 1
	1.d. Staff in charge sends invitation to evaluators to review the proposal (Note: evaluators take days to reply to invitation and 2 weeks for them to evaluate the proposal depending on their availability)	NONE	30 minutes	University Research Associate 1
	1.e. Staff in charge consolidates comments of evaluators and sends them to the clients / proponent	NONE	7-21 minutes 1 day	University Research Associate 1
2. Client / Proponent revised the proposal as per comments of the evaluators and re-submits to OVCRE properly endorsed by the Division Head/ Institute Director and Deans in hard	2.a. OVCRE receives and records the revised proposal properly endorsed by the Division Chair/Institute Director and Dean.	NONE	30 minutes	Admin Aide VI
	2.b. Officer in	NONE	30 minutes	University



copy and also in MS Word format without names	charge sends the revised proposal to the evaluator for the <i>second round of review</i>		<i>3-5 days</i>	Research Associate 1
	2.c. Staff in charge consolidates final comments of evaluators and sends them to the Client / Proponent	NONE	<i>1 day</i>	University Research Associate 1
	2.d. Staff in charge sends the revised and final proposal to the <i>University Research Board (URB)</i>	NONE	<i>30 minutes</i> <i>3-5 days</i>	University Research Associate 1; URB Office of the Chancellor
	2.e. Staff in charge will prepare endorsement of VCRE for the Chancellor's approval	NONE	30 minutes	University Research Associate 1 VCRE
	2.f. OVCRE forwards endorsed proposal to the Chancellor for approval	NONE	30 minutes	Admin Aide VI



3. Client / Proponent receives approval from the Office of the Chancellor (copy furnished OVCRE)	3.a. Upon receipt of the approved proposal Staff in charge prepares project contract for signature of the <i>proponent, his/her College Dean, VCRE and Chancellor and forwards to Legal Office for notarization</i>	NONE	1 hour 3-5 days	University Research Associate 1 Proponent/s College Dean VCRE Chancellor Legal Office
4. Client/ Proponent receives notarized contract and will prepare inclusion of PPMP, enrolment to eProcure and Basic paper	4.a. OVCRE receives	NONE	30 minutes	Admin Aide VI University Research Associate 1
TOTAL		NONE	39 days, 5 hours, 30 minutes	



6. Registration of Newly Implemented Projects to OVCRE

Office	Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request for registration addressed to VCRE coursed through proper channels 2. Notarized MOA / MOU 3. Approved Line-Item Budget (LIB) 4. Approval of Project Proposal / Implementation 5. Copy of Release of Funds			-Project Leader -Funding / Monitoring Agency -Funding / Monitoring Agency -Funding / Monitoring Agency -Funding/ Monitoring Agency, Cash Office, Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for registration addressed to the VCRE with complete required attachments	1.a. OVCRE receives and records the request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE-RAS checks and verifies the request and the attached documents	NONE	1 day	Senior Office Assistant
	1.c. AO checks and forwards the documents to VCRE for approval	NONE	30 minutes	Admin Officer II
	1.d. OVCRE-RAS registers the project to RCWPPS database	NONE	30 minutes	Senior Office Assistant Admin Officer II
	1.d. OVCRE-RAS scans and sends the approval to the client through email	NONE	30 minutes	Senior Office Assistant Admin Officer II
TOTAL		NONE	1 day, 2 hours	



7. Grant of funding support for public service activities

A public service window that 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 to the public.

Office	Office of the 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 the Chancellor endorsed by the Division Chair/ Institute Director and College Dean 3. Invitation letter by community / LGU (case to case basis)		Application Form/ Proposal formats are downloadable at the OVCRE website (https://ovcre.upv.edu.ph/forms/)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/ proposal properly endorsed by the Division Chair/ Institute Director and Dean and with complete requirements to OCEP	1.a. OVCRE receives application / proposal with endorsement from the Office of Continuing Education (OCEP)	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks completeness of the application and sends	NONE	30 minutes	University Research Associate 1



	acknowledgement receipt of the proposal to the Client via email			
	1.c. VCRE recommends the proposal to the Chancellor	NONE	1 day	VCRE
	1.d. OVCRE forwards recommended documents to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	1 day, 90 minutes	



8. Application for Research, Creative Work and Public Service Load Credit (RLC/CWLC, PSLC)

Research, Creative Work, and Public Service Load Credits are support for faculty researchers to focus on their research, creative works, public service initiatives and to meet project deliverables; thereby contributing to the research or creative work and publication productivity of the university without compromising their teaching roles.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for RLC/CWLC/PSLC/NTLC addressed to the Chancellor coursed through proper channels with the following attachments: a. NEW APPLICATION i. Copy of Approval of Project Implementation ii. Project Contract; MOA / MOU (indicating Funding Agency, Name of Project Leader, Approved Implementation Date) iii. Notice of Additional Assignment b. RENEWAL i. Certificate of Submission of Semestral output from previous application (MEMO No. RAE 2017-10-080) <i>*Note: Only projects registered to OVCRE (through RCWPPS) will be given RLC / CWLC / PSLC / NTLC</i>		- Client - Funding / Monitoring Agency - Funding / Monitoring Agency - HRDO - OVCRE (upon submission of required reports)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Applicant submits letter request with complete required	1.a. OVCRE receives and acknowledges the application request	NONE	30 minutes	Admin Aide VI Admin Officer IV



attachments	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II
	1.c. OVCRE-RAS prepares the indorsement letter	NONE	30 minutes	Admin Officer II
	1.d. VCRE signs the indorsement letter	NONE	30 minutes	VCRE
	1.e. OVCRE staff forwards the endorsed request to OVCAA	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 2 hours	



9. Issuance of Certificate for Submitted Reports (Semi-Annual, Annual, Terminal Progress Report) of Research Projects, Creative Works, Public Service, and Publications

A form of monitoring services using the RCWPPS platform; recording the outputs and the requirements for clearance and promotion purposes of the researchers.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizens)			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Submission of Report (Semi-Annual, Annual, Terminal Narrative Progress Report) of the research project addressed to the VCRE coursed through proper channels 2. Copy of Report (Semi-Annual, Annual, Terminal Narrative Progress Report)		The letter and report are provided by the requestor.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends to OVCRE a copy of report (hardcopy or electronic version) of their research, creative work or public service projects with cover letter duly endorsed by the Division Chair / Institute Director and College Dean	1.a. OVCRE receives and acknowledges receipt of the request and forwards request to RAS email	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE RAS checks and verifies the completeness of the submitted documents	NONE	1 day	Senior Office Assistant Admin Officer II
	1.c. VCRE notes the request and the submission of the report	NONE	30 minutes	VCRE
	1.d. OVCRE RAS	NONE	1 day	Senior Office



	updates the RCWPPS database and prepares certification and sends the soft copy to the client through email			Assistant Admin Officer II
TOTAL		NONE	2 days, 1 hour	



10. 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 (Government to Citizen)			
Who may avail	Faculty /REPs, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from Faculty/REPs/Staff duly endorsed by the Division Chair/ institute Director and Dean 2. Copy of the proposal and Line-Item Budget (if necessary)		Respective home unit of the requestor.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request duly endorsed by the Division Chair / Institute Director and Dean	1.a. OVCRE receives, and records submitted request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. Staff in charge verifies and checks completeness of the documents and forwards to VCRE for appropriate action	NONE	4 hours	University Research Associate 1
	1.c. AO forwards to Budget/Accounting Office for budget clearance and availability of funds	NONE	4 hours 1-2 days	Admin Officer IV Budget/Accounting Office
	1.d. OVCRE receives request with budget clearance	NONE	30 minutes	Admin Aide VI



	1.e. VCRE recommends approval/disapproval of the request to the Chancellor	NONE	30 minutes	VCRE
	1.f. OVCRE forwards recommendation to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour, 30 minutes	



11. Approval of request for Extension for Research, Creative Work and Public Service for UPV-RCWPPS funded projects

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Proponent of UPV- RCWPPS funded projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for extension addressed to VCRE duly endorsed by the Division Chair/Institute Director and College Dean 2. Progress / Accomplishment Report 3. Certification of presentation during the UPV in-house review 4. Current Financial report		Progress/ Accomplishment report template - downloadable at OVCRE website (https://ovcre.upv.edu.ph) Certification of presentation during the UPV In-house review - OVCRE Current Financial Report - Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request duly endorsed by the Division Chair/ Institute Director and College Dean with complete requirement attached	1.a. OVCRE receives duly endorsed letter request with complete attachment	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks and verifies the completeness of the request and the attachments	NONE	1 day	University Research Associate 1
	1.c. AO forwards to VCRE for action (VCRE approves/disapproves request)	NONE	1 day	Admin Officer IV VCRE
	1.d. OVCRE relays the action of VCRE to client (through email); hard copy are sent back to the Division/Institute through the Dean)	NONE	30 minutes	University Research Associate 1 Admin Aide VI



TOTAL	NONE	2 days,1 hour	
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12. Endorsement of Proposal of Externally Funded Projects

A form of service intended to check the completeness and correctness of externally-funded research projects proposals and to record in the database of research before the endorsement of the Chancellor to the funding agency.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for endorsement addressed to the Chancellor coursed through proper channels		Client		
2. Duly filled-up Proposal Form of the Funding/Monitoring Agency		Client		
3. Complete requirements required by the Funding/Monitoring Agency		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement of their Progress Report addressed to the Chancellor coursed through proper channels	1.a. OVCRE receives and acknowledges receipt of the request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II



	1.c. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE
	1.d. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour, 30 minutes	



13. Endorsement of Reports (Semi-Annual, Annual, Terminal Progress Report) to External Funding Agencies (DOST, UP System, DA, etc.)

Reports are submitted to the OVCRE for recording and monitoring. The office checks the attachments and confirms the completeness of the deliverables before the endorsement of the Chancellor to the funding agency.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for endorsement addressed to the Chancellor coursed through proper channels		Client		
2. Complete attachments required by the Funding/Monitoring Agency (Financial Report, List of Equipment, etc.)		Client; Accounting Office; Supply and Property Services Office (SPSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement of their Progress Report addressed to the Chancellor coursed through proper channels	1.a. OVCRE receives and acknowledges receipt of the request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II
	1.c. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE



	1.d. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour, 30 minutes	



14. Endorsement of Request for Extension of Externally Funded Projects (DOST, UP System, DA, etc.)

Research projects request for extension from the original dates of its implementation and culmination are submitted to the OVCRE. The office facilitates the recording and the processing of the request before the endorsement of the Chancellor to the funding agency.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for endorsement addressed to the Chancellor coursed through proper channels 2. Letter request addressed to the Funding/Monitoring Agency 3. Complete attachments required by the Funding/Monitoring Agency (Financial Report, List of Equipment, etc.)		Client Client; Accounting Office; Supply and Property Services Office (SPSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement of their Progress Report addressed to the Chancellor coursed through proper channels	1.a. OVCRE receives and acknowledges receipt of the request	NONE	30 minutes	Admin Aide VI Admin Officer IV



	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II
	1.c. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE
	1.d. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour, 30 minutes	



15. Endorsement of Request for Renewal of Externally Funded Projects

Request for renewals of externally funded projects is received by the OVCRE. The office facilitates its processing before the endorsement of the Chancellor to the funding agency.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for endorsement addressed to the Chancellor coursed through proper channels 2. Letter request addressed to the Funding/Monitoring Agency 3. Complete attachments required by the Funding/Monitoring Agency		Client Client; Accounting Office; Supply and Property Services Office (SPSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement of their extension addressed to the Chancellor coursed through proper channels	1.a. OVCRE receives and acknowledges receipt of the request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II
	1.c. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE
	1.d. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour, 30 minutes	



16. Endorsement of Request for Realignment/Reprogramming of Externally Funded Projects

Requests for realignment and reprogramming of externally funded projects are transmitted to the OVCRE. These are recorded and checked before the Chancellors action of endorsement to the funding agency.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for endorsement addressed to the Chancellor coursed through proper channels		Client		
2. Letter request addressed to the Funding/Monitoring Agency		Client; Accounting Office; Supply and Property Services Office (SPSO)		
3. Complete attachments required by the Funding/Monitoring Agency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement of their extension addressed to the Chancellor coursed through proper channels	1.a. OVCRE receives and acknowledges receipt of the request	NONE	30 minutes	Admin Aide VI Admin Officer IV
	1.b. OVCRE-RAS checks and verifies the completeness of the attachments and the request	NONE	1-2 days	Senior Office Assistant Admin Officer II
	1.c. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE
	1.d. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	2 days, 1 hour,	



		30 minutes	
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17. Return/Refund of Unexpended Balance of Externally Funded Projects

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Justification Letter addressed to the VCRE coursed through proper channels		Client		
2. Terminal Financial Report		Client; Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests draft letter from Accounting Office for refund of UB	1.a. OVCRE receives and acknowledges receipt of the request	NONE		<i>Accounting Office</i>
2. Client prepares letter request for justification addressed to the VCRE	2.a. OVCRE receives and acknowledges receipt of the justification for the Return/Refund of UB	NONE	30 minutes	Admin Aide VI
	2.b. OVCRE Staff checks and verifies the justification letter	NONE	1-2 days	Admin Officer IV Admin Officer II Senior Office Assistant
	2.b. VCRE signs and endorses the request to OC	NONE	30 minutes	VCRE
	2.c. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	Admin Aide VI
TOTAL		NONE	5 days,	



		2 hours	
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18. Technical assistance for OVPAA's Enhanced Creative Work and Research Grant (ECWRG) and Emerging Inter-Disciplinary Research (EIDR) Grant

OVPAA's ECWRG is a financial assistance to faculty and REPs who wish to undertake research or creative work that will lead to publication, exhibitions, performances of creative work or other significant output such as patents, new software and advanced technologies. OVPAA's EIDR Grant aims to generate fundamentally new knowledge contributing to the understanding of natural phenomenon, and with beneficial applications. UPV OVCRE facilitates the evaluation of the proposal in the CU level.

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/proposal format are downloadable at the OVCRE website (https://ovcre.upv.edu.ph/forms/)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client applicant submits application with complete requirements	1.a. OVCRE receives and records the application duly endorsed through channels and with complete requirements	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks the completeness	NONE	30 minutes	University Research Associate 1



	of the application and sends acknowledgment receipt of proposal to the Client/ applicant (via email)			
	1.c. OVCRE-RAS checks the duplication of proposal topic against the ongoing or completed research projects	NONE	1 day	University Research Associate 1
	1,d Staff in charge refers proposal to evaluators for review	NONE	7-21 days	University Research Associate 1
	1.e. Staff in charge consolidates comments of evaluators and sends them to the client / applicant	NONE	1 day	University Research Associate 1
2. Client / Applicant revised and submit corrected/revised proposal in hard and in MS word format without names properly endorsed through channels	2. a. OVCRE receives duly endorsed through channels revised proposal	NONE	30 minutes	University Research Associate 1
	2.b. Staff in charge prepares endorsement of the revised proposal	NONE	4 hours	University Research Associate 1



	2.c. AO checks and forward endorsement for signature of VCRE	NONE	4 hours	University Research Associate 1
	2.d. OVCRE forwards endorsed proposal to OC	NONE	30 minutes	University Research Associate 1
TOTAL		NONE	46 days, 90 minutes	



19. Ethical Clearance for Projects Involving Human Subjects (UPV-REB Section) (for UPV Constituents)

An Ethics review ensures the safety, dignity and well-being of research participants. This is also in compliance to key international guidelines such as the 2013 revised declaration of Helsinki, 2016 Council for International Organizations of Medical Sciences (CIOMS), International Ethical Guidelines for Health-related research, 2013 Philippine National Health Research System (PNHRS) Act, 2012 Data Privacy Act, Joint DOST, DOH, CHED and UPM Memorandum Order 001 Series of 2012 and PHREB-DCIP Memorandum of Understanding on the ethics Review of Research involving indigenous cultural communities/ indigenous peoples as participants. In addition, an ethics review is in response to the fact that an increasing number of journals already require information on the ethics clearance of research projects before processing project-based manuscript for publication.

Office	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	UPV Faculty, REPs and Staff
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Review checklist (UPVREB Form 7.1) 2. Application for Ethical Review (UPVREB Form 7.2) 3. Evidence of Technical Review 4. Study proposal with CV of lead researcher and team members 5. Data collection forms (questionnaires, informed consent forms and/or parental consent forms) 6. Study Proposal Assessment Worksheet (UPVREB Form 10.1) 7. Informed consent assessment worksheet (UPVREB Form 10.2) 8. Declaration of conflict of Interest (UPVREB Form 7.3) 9. Proof of payment <p>For student thesis and dissertation:</p> <ol style="list-style-type: none"> 12. Study proposal assessment worksheet (UPVREB Form 10.1) 13. Informed consent assessment 	
WHERE TO SECURE	
<p>Application form/ proposal format are downloadable at OVCRE website (https://ovcre.upv.edu.ph)</p>	



worksheet (UPVREB Form 10.2) 14. Student research ethics clearance (UPVREB Form 8.1)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/ proposal with complete requirements.	1.a. OVCRE receives application/ proposal with complete requirements	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks the completeness of the application and sends acknowledgement receipt of the proposal to the proponent (via email)	NONE	1 day	University Research Associate 1
	1.c. Staff in charge forwards application to the UPVREB Chair for initial assessment and classification of review (exempted, expedited and full review)	NONE	1 day	University Research Associate 1
2. Client pays to the Cash Office		Student-NONE REPS with internal funding projects-P3,000.00 Faculty with internal funding projects-P5,000.00 Faculty & REPs with external funding projects-	1 hour	Cash Office



		P10,000.00		
	2.a. Staff in charge forwards payment slip to the client	NONE	30 minutes	University Research Associate 1
	2.b. Staff in charge forwards application to appropriate review panel	NONE	30 minutes	University Research Associate 1
	2.c. Panel review	NONE	14 days	Review Panel
	2.d. Staff in charge forwards ethical clearance and decision letter to UPVREB chair for signature	NONE	30 minutes	University Research Associate 1
3.Client/ Applicant receives copy of UPVREB's approval	3.a. UPVREB issues ethical clearance and decision letter to the applicant	NONE	30 minutes	University Research Associate 1
TOTAL		Internally Funded Projects:	16 days, 3 hours, 30 minutes	



	REPS - P3,000.00 Faculty - P5,000.00 Externally funded projects: Faculty & REPS - P10,000.00 Students - NONE		
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20. Application for UPV Publication Support

A financial assistance for faculty-researchers to continue publishing in Web of Science or Scopus recognized journals. The grant is given on reimbursement basis.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty/REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished publication support form signed by the Division Chair/Institute Director 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 receipt		Application form can be downloaded from the OVCRE website (https://ovcre.upv.edu.ph) or could be availed from OVCRE by emailing ovcre		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/Applicant submits required	1.a. OVCRE receives and records the	NONE	30 minutes	Admin Aide VI



documents	application			
	1.b. Staff in charge checks and verifies the application and its attachment.	NONE	1 day	University Research Associate 1 Admin Officer IV
	1.c. VCRE endorses the application	NONE	1 day	VCRE
	1.d. OVCRE forwards application for Chancellor's approval	NONE	30 minutes	Admin Aide VI
2. Client /Applicant receives approval from the Office of the Chancellor	2.a. OVCRE receives and records the approved application	NONE	30 minutes	Admin Aide VI
	2.b. Staff in charge prepare and process the DV and OR through UIS (for reimbursement of expenses)	NONE	4 hours	University Research Associate 1
TOTAL		NONE	2 days, 5 hours, 30 minutes	





21. UPV Enhanced/Expanded Research Dissemination Grant (ERDG)

UPV's support for researchers in their paper presentations to international conferences.

Office	Office of the Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty, REPs with OVCRE registered projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Accomplished ERDG application form 2. Letter of application addressed to the Chancellor properly endorsed/recommended by Division/ Department Head / Institute Director and College Dean 3. Completed manuscript (full manuscript) 4. Letter of acceptance from the Conference Committee / Organizer 5. Certificate of pre-presentation Committee 		<p>ERDG Application Form can be downloaded from OVCRE website at https://ovcre.upv.edu.ph</p> <p>Certificate of Pre-presentation Committee- % Dean's Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Applicant submits all requirement to OVCRE	1.a. OVCRE receives properly endorsed/ recommended letter and application form by their Division Chair/ Institute Director and Dean with attached complete requirement		30 minutes	Admin Aide VI
	1.b. Staff in charge checks if the project is OVCRE registered project,	NONE	1 day	University Research Associate 1



	checks completeness and verifies the application and its attachments.			
	1.c. Admin Officer forwards application for <i>Budget clearance</i>	NONE	30 minutes 1-2 days	Admin Officer IV <i>Budget Office</i>
	1.d. OVCRE receives Budget cleared application	NONE	30 minutes	Admin Aide VI
	1.e. Admin Officer forwards application to VCRE for recommendation	NONE	30 minutes	Admin Officer IV VCRE
	1.f. OVCRE forwards application to OC for approval	NONE	30 minutes 1-3 days	Admin Aide VI OC
	1.g. OVCRE receives approval and staff in charge will prepare contract for signature of applicant, Division/Dept Chair, Dean	NONE	1 day	Admin Aide VI University Research Associate 1
2. Client/ Applicant receives approval and contract for signature	2. a. OVCRE receives signed contract by Applicant and dean	NONE	30 minutes	Admin Aide VI
	2.b. AO forwards contract to VCRE for signature	NONE	30 minutes	Admin Officer IV VCRE
	2.c. OVCRE forwards contract to OC and OC	NONE	30 minutes 3-5 days	Wenona Ober (Admin Aide IV)



	forwards signed contract to Legal office for Notarization.			OC Legal Office
	2. d. OVCRE received a notarized contract and gave a copy to Applicant, Accounting, Budget, HRDO and COA.	NONE	30 minutes	Admin Aide VI University Research Associate 1
	2.e. Staff in charge prepares DV/OR for release of the grant		1 day	University Research Associate 1
TOTAL		NONE	12 days, 4 hours, 30 minutes	



22. Technical Assistance for paper submission to UPV Journals (PJNS and PJSSH)

UPV maintains two (2) journals the Philippine Journal of Natural Sciences and the Philippine Journal of Social Sciences and Humanities, which are peer reviewed journals that accept papers from researchers of UPV, and other institutions in the Philippines and outside the country. These journals cater and facilitate the dissemination of research results in the natural sciences, social sciences, and humanities.

Office	Vice Chancellor for Research and Extension			
Classification	Highly technical			
Type of Transaction	G2C (Government to Citizen)			
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 Forms are downloadable at the OVCRE website (https://ovcre.upv.edu.ph/forms/) or email pjns@upv.edu.ph and pjssh@upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits the required documents	1.a. Staff in charge receives and acknowledges the submission	NONE	20 minutes	University Research Associate 1
	1.b. Staff in charge checks and verifies the application and its attachments	NONE	20 minutes	University Research Associate 1
	1.c. Staff in charge forwards the application to the Editor <i>*Editors initially screen the submission including the list of reviewers</i>	NONE	10 minutes 1 day	University Research Associate 1 <i>Editor</i>
	1.d Staff in charge codes paper submission after the initial approval from	NONE	20 minutes	University Research Associate 1

	the editor			
	1.e. Staff in charge drafts and sends invitation with conforme and article abstract to the 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 if the evaluator has no response within the timeframe the OVCRE emails the editor.</i>	NONE	37 days	University Research Associate 1 Evaluators
	1.f. Staff in charge consolidates comments and forward to the editor	NONE	1 day	University Research Associate 1
	1.g. Staff in charge forwards to the author/s once the editor has given his/her final comments	NONE	20 minutes	University Research Associate 1
2. Clients revised the article (<i>revision timeline varies on the evaluation of the reviewers</i>): Minor comments: 1-2 weeks Major comments: 1 month (or	2.a. OVCRE receives the revised article	NONE	20 minutes	University Research Associate 1
	2.b. Staff in charge submits the revised paper to the Editor for final decision	NONE	20 minutes	University Research Associate 1 <i>Editor</i>
	2.c. Staff in charge put to lay-out galley	NONE	2-3 days	University Research



depends on the comments and suggestions of the evaluator)	proof of the article			Associate 1
TOTAL		NONE	42 days, 2 hours, 30 minutes	



23. Technical Assistance for OVPAA's International Publication Award (IPA)

International Publication Awards-OVPAA is a grant 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 scholarships.

Office	Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Faculty-researchers, REPs and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.For IPA application for article: (1) Accomplished Form 4.1 and signed by the Dean or Division Chair/ Institute Director. (2) Complete data on Form 4.2 (Laymanized version), (3) Form 4.3 Unit share (signed by the Institute Director/ Unit Head (4) Full copy of manuscript (5) Notice of Appointment (updated at the time of application) 2.For IPA book application: (1) Form 4.4 (2) All the listed requirements in F4.4 (3) Form 4.3 Unit share (signed by the Institute Director/ Unit Head		Application forms can be downloaded from the OVPAA Website or can be availed from OVCRE by emailing ipa.ovcre@upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required documents	1.a. OVCRE receives IPA applications (hardcopy) and staff-in-charge acknowledges receipt through email	NONE	30 minutes	Admin Aide VI
	1.b. Staff in charge checks and verifies the application and its attachments	NONE	30 minutes	University Research Associate 1



	1.c. AO checks and forward to VCRE for endorsement	NONE	1-2 days	University Research Associate 1
	1.d. Staff in charge scans, arranges and sends endorsed application to the author/ applicants	NONE	20 minutes	University Research Associate 1
	1.e. Staff in charge 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 the application</i>	NONE	10 minutes	University Research Associate 1
TOTAL		NONE	2 days, 1 hour, 30 minutes	



24. Technical Assistance for OVPAA's Research Dissemination Grant

UP System RDG is an award given to faculty and REPs who received invitations and acceptance to present their research in prestigious international conferences. UPV OVCRE facilitates the checking of the documents and secures the completeness of the application before its endorsement.

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. Cover letter addressed to the Chancellor 2. Accomplished OVPAA RDG Form 6.0 3. Annexes and attachments as mentioned in the Form 6.0 <i>Note: RDG Application follows an application period of every two months: February 10-15; April 10-15; June 10-15; August 10-15; October 10-15; December 10-15 Applications before and after these dates will not be processed.</i>		OVPAA RGD Application Form and Conference Report form are downloadable at the OVPAA website: https://ovpaa.up.edu.ph/grants-awards/research-creative-work/research-dissemination-grant/		
1. Conference Report Form OVPAA RDG Form 6.1 2. Annexes and attachments as mentioned in the Conference Report Form <i>Note: Conference report is submitted a month after the conference date</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/ applicant submits application with complete requirements	1.a. OVCRE receives and records the application duly endorsed through channels and with complete requirements	NONE	30 minutes	Admin Aide VI



	1.b. Staff in charge checks the completeness of the application and sends acknowledgement receipt of application to the Client/ applicant (through email)	NONE	30 minutes	University Research Associate 1
	1.c. Staff in charge refers the application to AO for verification; AO forwards the application to VCRE for action		30 minutes	University Research Associate 1 Admin Officer IV VCRE
	1.d OVCRE forwards the signed application to OC for the endorsement of Chancellor	NONE	30 minutes 1-2 days	Admin Aide VI OC
	1.e OVCRE receives the endorsed RDG application from OC; staff in charge scans and sends back the application to the applicant <i>Note: The division/institute where the applicant is affiliated with will facilitate the sending of the application to the OVPA through the Document Routing</i>	NONE	1 hour	Admin Aide VI University Research Associate 1



	<i>System (DRS); the hard copy shall be sent through mail.</i>			
2.Client / Applicant submits Conference Report	2. a. OVCRE receives and records the conference report submission duly endorsed through channels and with complete attachments	NONE	30 minutes	Admin Aide VI
	2.b. Staff in charge checks and verifies the attachments of the conference reports	NONE	1 hour	University Research Associate 1
	2.c. AO checks and forward conference report to VCRE for signature	NONE	1 hour	Admin Officer IV VCRE
	2.d. Staff in charge scans and forwards the signed conference report to the applicant	NONE	30 minutes	University Research Associate 1
TOTAL		NONE	RDG Application: 2 days, 3 hours Conference report: 3 hours	



25. Technical Assistance for application for recognition or awards given by external award giving body

External awards giving bodies refer to institutions that recognize the contributions of researchers in the field of research, publication, creative work, and public service including but not limited to DOST Publication Award, Dr. Elvira O. Tan Award, Pantas Tanglaw Award, IDLAB Awards

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. Cover letter address to the Chancellor 2. Applications should abide with the general principles and implementing guidelines		Application forms/proposal format are downloadable at the websites of the agency;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application with cover letter to Chancellor and a set of complete requirements	1.a. OVCRE receives and records the application	NONE	30 minutes	Admin Aide VI
	1.b. Staff in-charge checks the completeness of the application and its attachments	NONE	1 day	University Research Associate 1
	1.c. Staff in-charge drafts endorsement, verify by the	NONE	1 day	University Research Associate 1 Admin Officer IV



	AO, forward to VCRE for signature			
	1.d. Endorsed application shall be forwarded to Chancellor's Office for endorsement	NONE	1 day 2-4 days	Admin Aide VI Chancellor's Office
	1.e. OVCRE receives back the application from OC with Chancellor's certification and endorsement	NONE	1 day	University Research Associate 1
	1.f. Staff in charge emails the client on the status of the application	NONE	30 minutes	University Research Associate 1
	1.g. Staff in charge scans the endorsement and package the complete set of application as required by the award giving agency. <i>(If the package should be sent in hardcopies to the agency, the staff in charge will prepare the package and will facilitate the mailing through recognized courier).</i>	NONE	4 hours	University Research Associate 1



TOTAL	NONE	10 days, 2 hours, 30 minutes	
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26. Application for Arts and Science Productivity System

Arts Productivity System and Science Productivity System are programs funded by the UP System OVPAA to honor and support the most productive and distinguished artists and scientists in UP Community.

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), Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter address to the Chancellor 2. Accomplished application form <i>3. Attachments should abide with the general principles and implementing guidelines of both awards (New and for renewal applications have specific requirements)</i> <i>Note: Applications should have undergone a pre-evaluation process in the Institute/Division Level</i>		Guidelines and application forms can be downloaded from OVPAA Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/REPS/ Administrative Staff submit application for the checking and certification of VCRE and endorsement of the Chancellor	1.a. OVCRE receives and records the applications	NONE	30 minutes	Admin Aide VI
	1.b. Staff in-charge checks the completeness of the application and its attachments; inform the applicants of additional or missed attachments	NONE	1 day	University Research Associate 1



2. Client complies with the needed attachments to complete the process of application endorsement	2.a. Staff in-charge acknowledges the receipt; drafts endorsement, verify by the AO, and forward to VCRE for signature	NONE	1 day (2 days are given to clients to comply)	University Research Associate 1 Admin Officer IV
	2.b. Endorsed application shall be forwarded to Chancellor's Office for endorsement	NONE	1 day 2-4 days	Admin Aide VI Chancellor's Office
3. Client shall receive emails from the OVCRE on the status of the application	3.a. Staff in charge emails the client on the status of the application	NONE	30 minutes	University Research Associate 1
	3.b. Staff in charge shall email the endorsed application and its attachment to the OVPAA	NONE	30 minutes	University Research Associate 1
	3.c. Staff in charge will prepare the package of the hard copy and facilitate the submission to the OVPAA	NONE	4 hours	University Research Associate 1
TOTAL		NONE	9 days, 2 hours, 30 minutes	



27. Application for IACUC and Biosafety certification

The issuance of animal ethics and biosafety clearances implies that the research project, before its implementation, has ensured that the use of animals as subjects are scientifically justified and has declared the procedures on research sampling, its biological safety level and risk assessment.

Office	Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cover letter address to VCRE on the request for issuance of certification 2. A copy of the project proposal indicating the procedural and handling protocols		<i>Note: No forms required</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits/emails a request for certification, attaching the necessary requirements	1.a. OVCRE receives and acknowledges the request for certification	NONE	30 minutes	Admin Aide VI University Research Associate 1
	1.b. Staff in charge reviews the proposal and drafts the certification	NONE	1 day	University Research Associate 1
	1.c. AO checks the draft and forward to VCRE for signature	NONE	30 minutes	Admin Officer IV VCRE
	1.d. Staff in charge forwards the signed certification to the requestor/s	NONE	20 minutes	University Research Associate 1



TOTAL	NONE	1 day, 1 hour, 20 minutes	
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28. Delegated Authority for Approved Budget Contract (ABC) below 50,000.00

Shopping and readily off-the-shelf goods, or ordinary /regular equipment (shall be understood to include those supplies, commodities, or materials necessary in the transaction of official business and consumed in the day-day operations) under Section 52.1 of the implementing Rules and Regulations (IRR) of Republic Act No. 9184; and small value procurement of goods which do not fall under shopping, under Section 53.9 of the IRR.

Office	Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Units and offices under the Office of the Vice Chancellor for Research and Extension (NIMBB, RRC, PGC, TTBD0, SWF, CWVS, OCEP and GDP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Obligate BUR/ORS and Approved JOR/PR		Intranet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client prepares Purchase Request (PR) and Obligation request (signed by the Budget/Accounting Office)	1.a. OVCRE receives the obligated BURS/ORS and approved PR	NONE	15 minutes	Admin Aide VI
	1.b. Staff in charge will prepare Request for Quotation/ Canvass for signature of the VCRE	NONE	1 hour	Information Tech. Officer



	1.c. AO checks and verifies completeness of the documents VCRE signs the RFQ	NONE	15 minutes	Admin Officer IV; VCRE
	1.d. Staff in charge forwards the signed certification to the requestor/s	NONE	20 minutes	Admin Officer IV
	<i>Designated canvasser conducts canvass/ quotation</i>		3 days	(OVCRE, NIMBB) (RRC, PGC, TTBD) (OCEP; SWF, CWVS; GDP)
	<i>Designated canvasser prepares the abstract of canvass / quotation</i>		1 hour	OVCRE, NIMBB RRC, PGC, TTBD OCEP; SWF, CWVS; GDP
	AO certifies the completeness of documents and that proper procurement procedures have been followed VCRE approves the abstract of Quotation/ canvass		30 minutes	Admin Officer IV VCRE
	Staff in charge prepares Purchase Order (for supplies) / Notice to Proceeds and Contract (JOR)		1 day	Information Tech. Officer



	VCRE approves PO / signs Notice to Proceed and Contract		30 minutes	VCRE
	Issuance of PO and acceptance of Goods		1 hour	Inspection Committee
	Return complete documents to End User			
2.Pre pares DV for payment				
TOTAL		NONE	1 day, 4 hours, 50 minutes	

CENTER FOR WEST VISAYAN STUDIES





EXTERNAL SERVICE

1. Library Services

The CWVS maintains a Library, Archives and 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 researchers 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 Nolada.

Office or Division	Center for West Visayan Studies/OVCRE			
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)		CWVS Director		
1. Valid ID (for Non-UPV Clients) 2. Official Receipt (Non-UPV Clients)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1. Admin Staff receives and records the request.	None	5 Minutes	Administrative Assistant II, CWVS
	1.1. CWVS Director approves/disapproves the letter request depending on the merits of the purpose.	None	5 Minutes	Director, CWVS
2. Approved Request forwarded to Scientific Documentation Officer II for recording and filing.	2. SDO II records and files the approved request.	None	5 Minutes	Scientific Documentation Officer II, CWVS
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	3. Cash Office receives payment and issues Official Receipt to Non-UPV Client.	P 50.00	15 Minutes	Cash Office Staff, UPV



receipt and valid ID, and provides the materials needed by the client (for NON-UPV Client)				
	3.1 Both UPV and Non-UPV Clients avail Library Services.		5 Minutes	
4. SDO II directly provides the material needed by the client after presenting the valid ID(for UPV Client).		None	5 Minutes	Scientific Documentation Officer II, CWVS
TOTAL		P 50.00	1 Day	



2. Request to Conduct Lecture, Seminar and Conferences

The CWVS annually conducts its Regional Conference on West Visayan History and Culture in partnership with local government units or educational/cultural institutions in the region and holds lectures and seminars geared towards the preservation, propagation and dissemination of the 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 or Division	Center for West Visayan Studies/OVCRE			
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		
1. Letter of request.		CWVS Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1. Admin Staff receives and records the request.	None	5 Minutes	Administrative Assistant II, CWVS
	1.1. CWVS Director approves/disapproves the letter request depending on the merits of the purpose.	None	5 Minutes	Director, CWVS
2. Approved Request forwarded to University Research Associates II/Available Resource Person.	2. URA II/Available Resource Person schedules lecture, seminar and conference and coordinates with Client on the preparation and implementation of the event.	None	5 Minutes	URA II, CWVS
3. Client avails the lecture, Seminar and conferences.	3. URA II/Available Resource Person delivers lectures, seminars and conferences.	None		URA II, CWVS
TOTAL		None	2 Months	





3. 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 or Division	Center for West Visayan Studies/OVCRE			
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		
1. Letter of request.		CWVS Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1. Admin Staff receives and records the request.	None	5 Minutes	Administrative Assistant II, CWVS
	1.1. CWVS Director approves/disapproves the letter request depending on the merits of the purpose.	None	5 Minutes	Director, CWVS
2. Approved Request forwarded to University Research Associates II/Available Trainor.	2. URA II/Available Trainor schedules training and workshop and coordinates with Client on the preparation and implementation of the event.	None	2 Months	URA II, CWVS
3. Client avails the lecture, Seminar and conferences.	3. URA II/conducts training and workshops.	None		URA II, CWVS
TOTAL		None	2 Months	



4. 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 or Division	Center for West Visayan Studies/OVCRE			
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		
1. Letter of request.		CWVS Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1. Admin Staff receives and records the request.	None	5 Minutes	Administrative Assistant II, CWVS
	1.1. CWVS Director approves/disapproves the letter request depending on the merits of the purpose.	None	5 Minutes	Director, CWVS
2. Approved Request forwarded to University Research Associates II/Available Technical Consultant.	2. URA II/Available Technical Consultant schedules consultancy and technical assistance and coordinates with Client on the schedule of consultation/technical assistance.	None	2 Months	URA II, CWVS
3. Client avails the consultation/technical assistance.	3. URA Technical Consultancy provides technical assistance to the clients.	None		URA II, CWVS
TOTAL		None	2 Months	

GENDER AND DEVELOPMENT PROGRAM





EXTERNAL SERVICES

1. USE OF GDP LIBRARY

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C-Government to Client, G2G-Government to Government			
Who may Avail	UPV Constituents, GAD Advocates, Alumni, SUCs, LGUs, & other Government Agencies			
Checklist of Requirements		Where to Secure		
Logbook (Original)		GDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to use library for research through phone and email.	1.1. Inform clients regarding rules and regulations in the use of library.	None	5 minutes upon receiving the request	URA Administrative Aide – Junior Office Aide
	1.2. Assist clients during research.	None	5 minutes upon request	URA Administrative Aide Junior Office Aide
2. Request to borrow books in the library.	2.1. Inform clients that books are allowed to be borrowed for photocopy but not for take home.	None	5 minutes upon receiving the request	URA Administrative Aide Junior Office Aide
	2.2. Assist clients in filling out the borrower's form and request them to leave their identification cards upon	None	5 minutes upon request	URA Administrative Aide Junior Office Aide



	releasing the books for photocopy.			
TOTAL		None	20 minutes	



2. SECRETARIAT OF THE UGSAD REGIONAL GENDER RESOURCE NETWORK

The *Ugsad* Regional Gender Resource Network serves as a coordinating body of all efforts and resources in providing gender responsive services and facilitate gender mainstreaming in national government agencies, non-government organizations, local government units, academic institutions and other entities.

Office or Division	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		GDP		
Budget (Original)		GDP		
Invitation letter (Original)		Responsible Government Agencies		
Permits (Original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Propose the conduct of gender-related activities such as fora, seminars, and trainings to strengthen gender mainstreaming in Western Visayas	1. Organize series of coordinating committee meetings with partner institutions to identify and plan for activities to be implemented by the network.	None	Twice a month before the scheduled activity	GDP Director URA Administrative Aide Junior Office Aide
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	GDP Director URA
	3. Secure the approved proposal and Line-Item Budget	None	2 days	Administrative Aide OVCRE



	for procurement of items needed to conduct the activity.			Budget Office Accounting Office OC
	4. Facilitate and process permits and other documents necessary for the activity to be conducted.	Permit fee	2 days	Administrative Aide Junior Office Aide SPSO Budget Office Accounting Office
	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	URA Junior Office Aide
	6. Facilitate and process documents for payment of suppliers, resource speakers and reimbursement of expenses after the conduct of activity.	None	15 days	Administrative Aide Accounting Office Cash Office
TOTAL		Permit fee	31 days	



3. SECRETARIAT OF THE NATIONAL NETWORK ON WOMEN IN FISHERIES IN THE PHILIPPINES, INC. (WINFISH)

WINFISH is a network of professionals and individuals interested in improving the status of women especially in the fisheries industry.

Office or Division	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		
Invitation letters (Original)		GDP, WINFISH website, email		
BIR Form (Original)		WINFISH		
SEC Registration Form (Original)		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 participate in gender-related activities conducted by WINFISH.	None	30 days before the conduct of the activity	GDP Director URA Administrative Aide Junior Office Aide
	1.1. Receive and deliver communications of the organization.	None	1 day upon receiving the documents for delivery to WINFISH officers and members	URA Administrative Aide Mr. Annee Lloyd Leysa – Junior Office Aide
	2. Provide office space and equipment.	None	None	URA Administrative Aide Junior Office Aide
	3. Process transactions pertaining to renewal of business registration,	BIR Annual Registration Fee Income	7 days	URA Administrative Aide Junior Office Aide



	<p>payment of annual taxes, etc.</p> <p>4. Extend capacity development with WINFISH members, such as on strengthening of research capability.</p> <p>5. Share information and data which can enhance WINFISH functions.</p>	<p>Tax</p> <p>None</p> <p>None</p>		<p>GDP Director URA Administrative Aide Junior Office Aide</p> <p>GDP Director URA Administrative Aide Junior Office Aide</p>
	TOTAL	BIR Annual Registration Fee Income Tax	38 days	



INTERNAL SERVICES

4. CONDUCT OF GENDER SENSITIZING ACTIVITIES, CAPACITY BUILDING SEMINARS AND FORA RELATED TO RAISING AWARENESS ON GENDER CONCERNS

Office or Division	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		GDP		
Invitation letter (Original)		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	GDP Director URA OVCRE Budget OC
	2. Secure the approved proposal and Line-Item Budget for procurement of items needed to conduct the activity.	None	2 days	Administrative Aide SPSO Budget
	3. Send invitation to the different offices, units or student organizations and confirm attendance of participants.	None	2 days	URA
	4. Facilitate and process documents for	None	30 days	Administrative Aide Accounting



	payment of suppliers, resource speakers and reimbursement of expenses after the conduct of the activity.			Office Cash Office
TOTAL		None	46 days	



5. BALAY-BALAY CHILD MINDING CENTER OPERATIONS: ENROLLMENT OF CHILDREN

Office or Division	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 (Original)		Balay Balay Child Minding Centers / GDP		
Enlistment Forms (Original)		BBCMC		
Child's Information Sheet (Original)		BBCMC		
Health Assessment Record (Original)		Parents		
Birth Certificate (Photocopy)		Parents		
2x2 ID picture w/ white background (Original)		Parents		
BBCMC Handbook (Original)		BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about BBCMC	1.1. Prepare and submit BBCMC proposal for its annual operation through channels.	None	10 days	GDP Director URA OVCRE Budget OC
	1.2. Secure the approved proposal and Line-Item Budget for procurement of items needed for the annual operation of BBCMC before the start of enrollment.	None	2 days	Administrative Aide SPSO Budget
2. Inquire availability of slots before enrollment of their children	2.1. Enlistment of child aged 3-4 years old as the basis of prioritizing for	None	1 month before the enrollment date	Day Care Workers of Balay-Balay Child Minding Centers in Iloilo City and



	<p>enrollment on a first come, first served basis</p> <p>2.2. Inform and set –up interview schedule to parents/guardians that are qualified to avail the services.</p> <p>2.3. Interview of parents/guardians and fill out registration forms for 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 5 parents/day</p>	<p>Miagao campuses</p> <p>Day Care Workers of Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses</p> <p>Iloilo City Campus / Miagao Campus</p> <p>Day Care Workers of Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses</p> <p>Iloilo City Campus/ Miagao Campus</p>
	Total	<p>Php150.00 upon enrollment and 1st month Tuition fee (UPV direct dependent s' tuition is based on the SG</p>	1 month, 23 days	



		level)		
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6. BALAY-BALAY CHILD MINDING CENTER OPERATIONS: CONDUCT OF BALAY-BALAY CHILD MINDING CENTER ACTIVITIES

Office or Division	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		GDP		
Invitation letter (Original)		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	GDP Director URA BBCMC Day Care Worker BBCMC Day Care Worker OVCRE Budget OC
	2. Secure the approved proposal and Line-Item Budget for procurement of items needed to conduct the activity.	None	2 days	Administrative Aide SPSO Budget
	3. Conduct of the activity.	None	1 day	Day Care Workers of Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses



	4. Facilitate and process documents for payment of suppliers, resource speakers and reimbursement of expenses after the conduct of the activity.	None	30 days	Iloilo City Campus/ Miagao Campus Ms. Joanne P. Hinayan - Administrative Aide Accounting Office Cash Office
	Total	None	43 days	



7. GDP PULUY-AN ACCOMMODATION

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV constituents, GAD Advocates, CUs, others who are recommended by UPV constituents			
Checklist of Requirements		Where to Secure		
Reservation Forms (Original)		GDP		
Registration Forms (Original)		GDP		
Payment slip (Original)		GDP		
Official Receipt (Original)		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of rooms for accommodation through phone, email or Facebook page.	1.1. Check the availability of rooms for reservation on the date specified by the guest and fill out reservation form.	None	30 minutes upon receiving the inquiry	Junior Office Aide
	1.2. Request guest to fill out the registration form and inform them of the house rules upon check-in.	None	1 hour upon confirming the availability of room	Junior Office Aide
	1.3. Issuance of payment slip	None	1 hour upon confirming the availability of room	Junior Office Aide
2. Payment of accommodation	2.1. Payment and issuance of official receipt	UPV users: Php200.00/ pax UPV alumni/	10 minutes	Cash Office



		parents of UPV students/ users not on official business/ UP users (other constituents): Php300.00/ pax Non-UPV users: Php400.00/ Pax		
	TOTAL	UPV users: Php200.00/ pax UPV alumni/ parents of UPV students/ users not on official business/ UP users (other constituents): Php300.00/ pax Non-UPV users: Php400.00/ Pax	2 hours & 40 minutes	



NATIONAL INSTITUTE OF MOLECULAR BIOLOGY AND BIOTECHNOLOGY



EXTERNAL SERVICES

1. REQUEST FOR TECHNICAL ADVICE

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 or Division	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 Advice 2. Client Feedback Form		Request and 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. Administrative Aide IV (AA IV) receives request form and forwards to University Research Associate I (URA I)	None	10 minutes	<i>Administrative Aide IV</i> NIMBB
	1.1 URA I reviews request and recommends schedule		10 minutes	<i>University Research Associate I</i> NIMBB
	1.2 URA I forwards request to the Director for approval		2 days	<i>Director</i> NIMBB
	1.3 Director approves/disapproves request		10 minutes	<i>University Research Associate I</i> NIMBB
	1.4 URA I informs client		1 hour	<i>NIMBB Staff</i>
	1.5 NIMBB staff give/provide technical		15 minutes	



	service to client 1.6 Client receives technical service, fills out and submits client's feedback form			
TOTAL		None	2 days, 1 hour, 45 minutes	



2. USE OF LABORATORY SPACE AND EQUIPMENT

The UPV-NIMBB acknowledges the rights and needs of students and researchers to access its laboratory spaces (both wet and dry) and equipment for the convenient, efficient, and safe conduct of experiments. Trained and authorized personnel will provide assistance in handling chemicals and operating equipment to ensure proper usage and safety.

Office or Division	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, Faculty (UP and non-UP)			
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 a copy of the proposal via online transaction	1. AA IV receives letter and other necessary documents/attachments and forwards to URA I	None	10 minutes	<i>Administrative Aide IV</i> NIMBB
	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		3 days	<i>Director</i> NIMBB
	1.3 Director approves/disapproves request			
	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</i> NIMBB NIMBB Staff
	1.6 URA I attaches laboratory forms and informs the client		15 minutes	<i>University Research Associate I</i> NIMBB
	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	



3. 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 or Division	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, Faculty (UP and non-UP)			
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. Request and 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 letter/form and forwards to URA I	(Depends on the type of training to be conducted, duration, and reagents/ consumables to be used)	10 minutes	<i>Administrative Aide IV</i> NIMBB
	1.1 URA I reviews request letter/form		30 minutes	
	1.2 URA I forwards request letter to Director for approval		10 minutes	<i>University Research Associate I</i> NIMBB
	1.3 Director approves/disapproves request		3 days	
	1.4 Director forwards letter to AA IV (with corresponding action)			<i>Director</i> NIMBB
	1.5 AA IV forwards letter (with		10 minutes	



	<p>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>		<p>1 day</p> <p>10 days</p> <p>3 days</p> <p>2 days</p>	<p><i>Administrative Aide IV</i> NIMBB NIMBB Staff</p> <p><i>University Research Associate I</i> NIMBB</p>
TOTAL		(Depends on the type of training to be conducted, duration, and reagents/consumables to be used)	19 days, 1 hour	



PHILIPPINE GENOME CENTER VISAYAS



EXTERNAL/INTERNAL SERVICES

1. Nucleic Acid Extraction

Samples (tissue, blood, bacteria) can be submitted to the Facility for extraction of genomic DNA (gDNA) or total RNA (tRNA) using the Facility's prescribed protocols. If the client provides his/her extraction protocol, validation and optimization of the protocol shall be done by the Facility, provided that the Client agrees to include the costs of validation and optimization with the Billing Statement. Additional costs for quality checks and quantification are included in this service. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) 2. Client Conforme (Form PGCV-LF-CC) 3. Sample Submission Form (PGCV-LF-SSF)		Forms are available at the PGC Visayas Laboratories or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: <ul style="list-style-type: none"> Proceed to PGC Visayas Staff Office For email: <ul style="list-style-type: none"> Send email to sequencing.pgc.upvisayas@up.edu.ph 	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and checks availability of equipment and assign to URA I/SRA in-charge	None	3 days	URAs I



	<p>1.3 Recommend and forwards to Program Director for approval/disapproval</p> <p>1.4 Approve/disapprove request and forward to URI</p> <p>Informs Client of approved request and schedules sample submission</p>			<p>AED-PGCV</p> <p>URAs I</p>
<p>2. Submit samples</p> <p>Applicable samples: Bacterial culture Animal blood Animal cell and tissue</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.4 Provide DNA/RNA Extract and Service Report</p>	None	<p>5 days</p> <p>(Processing of samples is on a first come-first served basis)</p>	<p>URA-I, SRA</p> <p>URA/SRA In-Charge</p> <p>URAs I</p>
3. Receives DNA/RNA Extract	3. Issue charge slip after client's	None	1 day	URAs I



and Service Report Note: A backup of the purified DNA or RNA will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report	receipt of service report			
<p>4. The client presents the charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> Proceed to Cash Office <p>For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Bacterial culture (spin column): P940 per sample</p> <p>Animal blood (magnetic-based): P910.00 per sample</p> <p>Cell and tissue (magnetic-based): P1,100 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE
5. Provides OR number to PGC	5. Receives OR number and	None	1 day	URAs I



Visayas staff	notes payment of client			
		Bacteria I culture (spin column) : P940 per sample Animal blood (magnetic-based): P910.00 per sample Cell and tissue (magnetic-based): P1,100 per sample <i>(Prices are subject to change without prior notice)</i>	11 Days	
		TOTAL		



	<p>Program Director for approval/di sapproval</p> <p>1.4 Approve/di sapprove request and forward to UR I</p> <p>Informs Client of approved request and schedules sample submission</p>			URAs I
<p>2. Submit samples</p> <p>Applicable samples: Purified DNA/RNA</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. 2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.4 Provide Service Report</p>	None	<p>3 days</p> <p>(Processing of samples is on a first come-first served basis)</p>	<p>URA-I, SRA</p> <p>URA/SRA In-Charge</p> <p>URAs I</p>
<p>3. Receives Service Report</p> <p>Note: Submitted samples will be discarded</p>	<p>3. Issue charge slip after client's receipt of service report</p>	None	1 day	URAs I



immediately after the release of the Service Report				
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer:</p> <ul style="list-style-type: none"> • Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) 	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Qubit 4.0 fluorometry: P190.00 per sample</p> <p>Agilent Bioanalyzer: P1,100.00 per sample</p> <p>Agarose Gel Electrophoresis: P590.00 per run</p> <p>Multiskan Sky Spectrophotometry: P300.00 per run</p> <p><i>(Prices are subject to change without prior notice)</i></p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE
5. Provide OR number to PGC Visayas staff	5. Receives OR number and notes payment of client	None	1 day	URAs I
TOTAL		Qubit 4.0 fluorom	9 Days	



	<p>etry: P190.00 per sample</p> <p>Agilent Bioanaly zer: P1,100.0 0 per sample</p> <p>Agarose Gel Electrop horesis: P590.00 per run</p> <p>Multiska n Sky Spectro photom etry: P300.00 per run</p> <p><i>(Prices are subject to change without prior notice)</i></p>		
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3. PCR/Real-time PCR

Samples for PCR or Real-time PCR can be submitted to the Facility, provided that all primers shall be provided by the client. Optimized protocols can be provided by the client; however, custom optimization costs shall be shouldered by the client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) 2. Client Conforme (Form PGCV-LF-CC) 3. Sample Submission Form (PGCV-LF-SSF) 4. Optimized PCR Protocols (if not available, PGC Visayas can optimize the protocols with additional optimization costs) 		<p>Forms are available at the PGC Visayas Laboratories or can be acquired through e-mail inquiry at sequencing.pgc.upvisayas@up.edu.ph</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fill out and submit the necessary forms <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to PGC Visayas Staff Office <p>For email:</p> <ul style="list-style-type: none"> • Send email to sequencing.pgc.upvisayas@up.edu.ph 	<ol style="list-style-type: none"> 1. Receive and record the necessary forms <p>1.1 Checks for completeness of the necessary forms</p> <p>1.2 Review forms and check availability of equipment and assign to URA I/SRA in-charge</p> <p>1.3 Recommend and</p>	None	3 days	<p>URAs I</p> <p>AED-PGCV</p>



	<p>forward to Program Director for approval/di approval</p> <p>1.4 Approve/di approve request and forward to UR I</p> <p>Informs Client of approved request and schedules sample submission</p>			URAs I
<p>2. Submits samples and primers</p> <p>Applicable samples: Purified gDNA (for PCR) cDNA</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receives samples and primers and checks samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.3 Provide PCR Product and Service Report</p>	None	<p>5 days</p> <p>(Processing of samples is on a first come-first served basis)</p>	<p>URA-I, SRA</p> <p>URA/SRA In-Charge</p> <p>URAs I</p>
3. Receives PCR Product and Service Report	3. Issue charge slip after client's receipt of service	None	1 day	URAs I



Note: Submitted samples will be discarded immediately after the release of the Service Report	report			
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer:</p> <ul style="list-style-type: none"> • Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) 	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>End-point PCR (Low-throughput): P300.00 per sample</p> <p>Real-time PCR:</p> <p>Single channel: P230.00 per sample</p> <p>Per additional channel: P170.00 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE
5. Provides OR number to PGC Visayas staff	5. Receives OR number and notes payment of	None	1 day	URAs I



	client			
		End-point PCR (Low-throughput): P300.00 per sample		
		Real-time PCR:		
		Single channel: P230.00 per sample	11 Days	
		Per additional channel: P170.00 per sample		
		(Prices are subject to change without prior notice)		
	TOTAL			

	<p>sapproval</p> <p>1.4 Approve/di sapprove request and forward to UR I</p> <p>Inform Client of approved request and schedule sample submission</p>			URAs I
<p>2. Submit samples</p> <p>Applicable samples: Purified DNA PCR Product</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Record the samples received and assign sample ID</p> <p>2.2 Sample processin g</p> <p>2.3 Provide purified DNA/PCR Product and Service Report</p>	None	<p>5 days</p> <p>(Processing of samples is on a first come- first served basis)</p>	<p>URA-I, SRA</p> <p>URA/SRA In- Charge</p> <p>URAs I</p>
<p>3. Receives purified DNA/PCR Product and Service Report</p> <p>Note: A backup of the purified DNA or</p>	<p>3. Issue charge slip after client's receipt of service report</p>	None	1 day	URAs I



PCR Product will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report				
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> Proceed to Cash Office <p>For bank transfer:</p> <p>Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Gel excision and purification (Recovery kit): P530.00 per sample</p> <p>PCR Product Purification: P450.00 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE
5. Provide OR number to PGC Visayas staff	5. Receive OR number and notes payment of client	None	1 day	URAs I
TOTAL		Gel excision and purification (Recovery kit)	11 Days	



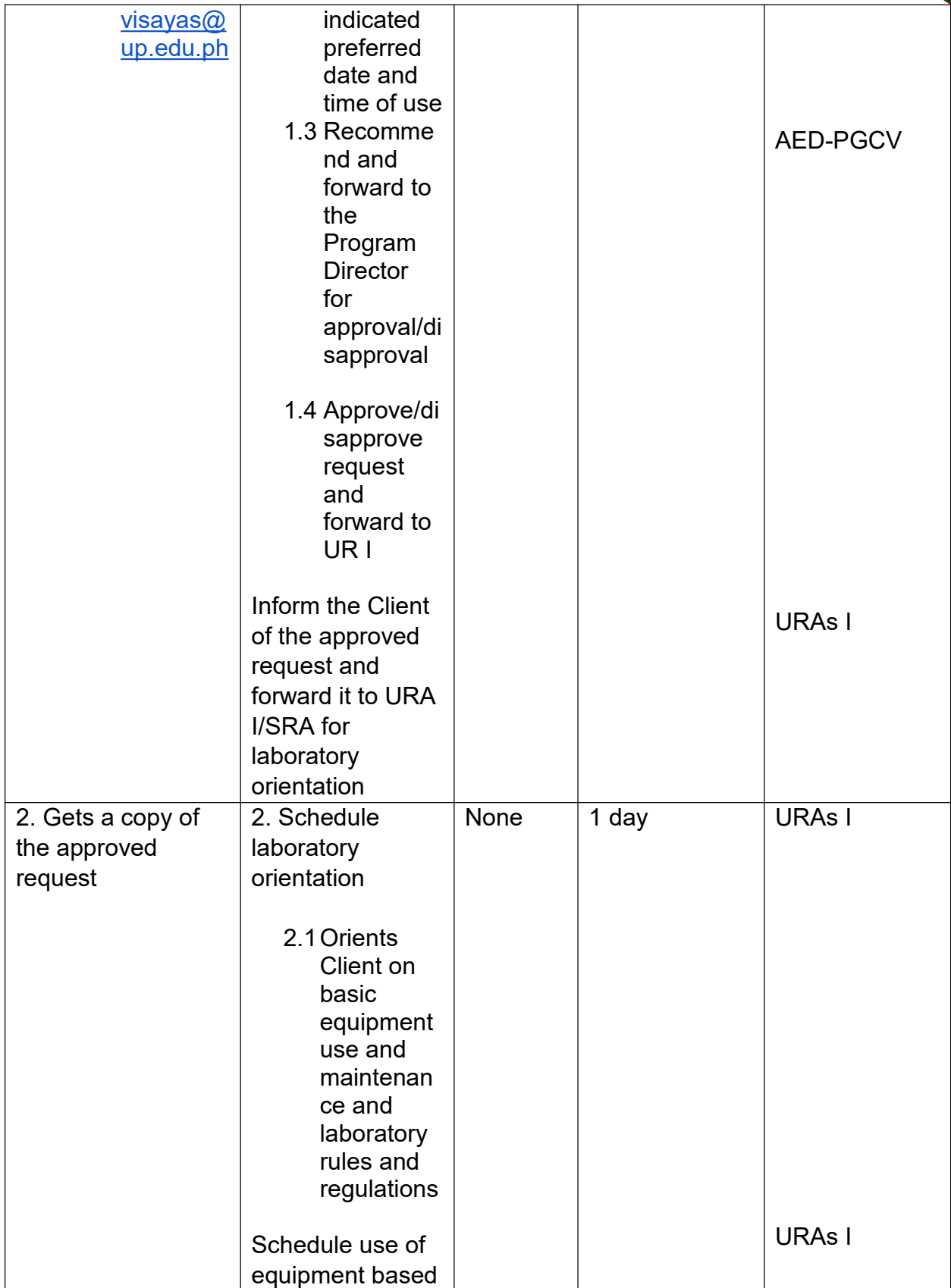
	<p>ry kit): P530.00 per sample</p> <p>PCR Product Purificat ion: P450.00 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>		
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5. Equipment Use

Interested clients who would like to conduct their experiments can avail of the Equipment Use service, wherein they are allowed to personally handle several equipment, provided that the clients undergo basic orientation on equipment use and maintenance and abide by the Rules and Regulations of the Facility (Annex 4, Orientation on PGC VSF Rules and Regulations and Annex 5, PGC VSF Laboratory Safety Manual) and provide their consumables and reagents. A list of equipment that can be used is found in the pricing guide. Use of equipment will be charged per hour of use, with a minimum of one (1) hour of use. Any damage incurred during use shall be shouldered by the Client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Laboratory Services (Equipment Use) Form (Form VSF-LF-LS-EU) 2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) 3. Client Conforme (Form PGCV-LF-CC) Copy of research proposal or methodology		Forms are available at the PGC Visayas Laboratories or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: <ul style="list-style-type: none"> • Proceed to PGC Visayas Staff Office For email: <ul style="list-style-type: none"> • Send email to sequencing.pgc.up 	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check equipment availability based on the	None	3 days	URAs I





	on availability of equipment and URA in-charge			
<p>3. Uses equipment</p> <p>Equipment uses less than 8 hours:</p> <ul style="list-style-type: none"> • Proceed to supervised equipment use <p>Equipment used for more than 8 hours: <i>Comply with minimum 8-hour equipment use for issuance of Certificate of Competency for specific equipment (Certificate of Competency allows unsupervised use of equipment)</i></p>	<p>3. Supervise Client on equipment use</p> <p>3.1 Issues certificate of competency to Client for unsupervised use of equipment</p> <p>Issues Charge Slip after client finishes use of equipment</p>	None	<p>1 day</p> <p>(depends on the hours of equipment use)</p>	URA-I, URA-I, URA-I)
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@u</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	(May vary depending on the equipment used and hours of use)	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE



p.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)				
5. Provides OR number to PGC Visayas staff	5. Receives OR number and notes payment of client	None	1 day	URAs I
TOTAL		<i>(May vary depending on the equipment used and hours of use)</i>	7 Days	



6. Technical Advice

PGC Visayas offers expert technical advice in genomics, bioinformatics, and molecular biology to support research and innovation in health, agriculture, biodiversity, and public health. Our team guides study design, data analysis, sequencing technologies, and molecular techniques to help researchers, institutions, and industries optimize their projects and achieve high-quality results.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
1. Technical Advice Form (VSF-LF-TA) 2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only)		Forms are available at the PGC Visayas Laboratories or can be acquired through e-mail inquiry at pgc.upvisayas@up.edu.ph or sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up and submits the necessary forms For walk-in: <ul style="list-style-type: none"> Proceed to PGC Visayas Staff Office For email: <ul style="list-style-type: none"> Send email to pgc.upvisayas@up.edu.ph or sequencing.pgc.upvisayas@up.edu.ph 	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms; recommend and forward to the Program Director for approval/disapproval 1.3 Approve/disapprove	None	1 day	URAs I



	the request and forward to UR I			AED-PGCV) URAs I
	2. Inform the Client of the approved request and schedule appointment date for technical advise			
2. Receives approved/disapproved request	2. PGC Visayas Core Staff in-charge gives technical advice	None	1 day (depends on personnel availability)	PGC Visayas Core Staff
3. The client fills up the feedback form	3. Receives feedback form	None	1 day	PGC Visayas Core Staff
TOTAL		NONE	3 Days	



7. Library Preparation and Next-Generation Sequencing

Nucleic acid samples can be submitted to the Facility for Library Preparation. The client shall ensure that the samples meet the minimum sample qualifications. Initial quality checks will be done to determine whether the submitted samples can proceed to Library Preparation. Results of the initial quality checks shall be provided to the client and advice will be given to the client whether to proceed or not with the Library Preparation. After advice is given, the client can then decide to proceed with the service.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) 2. Client Conforme (Form PGCV-LF-CC) 3. Sample Submission Form (PGCV-LF-SSF) 		<p>Forms are available at the PGC Visayas Laboratories or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fill out and submit the necessary forms <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to PGC Visayas Staff Office <p>For email:</p> <ul style="list-style-type: none"> • Send email to sequencing.pgc.upvisayas@up.edu.ph 	<ol style="list-style-type: none"> 1. Receive and record the necessary forms <ol style="list-style-type: none"> 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of equipment and assign to URA I/SRA in-charge 	None	3 days	URAs I

	<p>1.3 Recommend and forward to the Program Director for approval/disapproval</p> <p>1.4 Approves/disapproves request and forwards to UR I</p> <p>1.5 Informs Client of approved request and schedules sample submission</p>			<p>AED-PGCV</p> <p>URAs I</p>
<p>2. Submission of samples</p> <p>Applicable samples: genomic DNA (gDNA) total RNA (tRNA) PCR Product DNA Library</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receives samples and checks samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.3 Data</p>	None	<p>5 days</p> <p>(Processing of samples is on a first come-first served basis)</p>	<p>URAs I, SRA</p> <p>OMICS Staff Bioinformatics Staff</p> <p>URAs I and/or Bioinformatics</p>



	analysis			Staff
	2.4 Provides raw sequence files and Service Report			
<p>3. Receives raw sequence files and Service Report</p> <p>Note: Submitted samples for sequencing will be kept only up to one week after the release of the Service Report, NGS libraries will be kept for up to six months, and backup sequence files for NGS will be kept for one year.</p>	3. Issue charge slip after client's receipt of service report	None	1 day	URAs I
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> Proceed to Cash Office <p>For bank transfer:</p> <p>Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.up.edu.ph)</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p> <p>4.2 Return Charge Slip to Client</p>	<p>Library Preparation:</p> <p>DNA Lib Prep: P11,350.00 per sample</p> <p>Nextera XT DNA Lib Prep: P10,240.00 per sample</p> <p>TruSeq Stranded mRNA</p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE



visayas@up.edu.ph and/or bioinfo.pgc.upvisayas@up.edu.ph)		Lib Prep: P25,750.00 per sample TruSeq Stranded Total RNA Lib Prep: P34,900.00 per sample 16s Metagenomics: P4,750.00 per sample Amplicon Sequencing: P5,100.00 per sample COVIDS eq Test HT: P6,850.00 per sample COVIDS eq Test LT: P10,750.00 per sample <i>(Prices are subject to</i>		
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		<i>change without prior notice)</i>		
5. Provide OR number to PGC Visayas staff	5. Receives OR number and notes payment of client	None	1 day	URAs I
TOTAL		Library Preparation:	11 Days	
		DNA Lib Prep: P11,350.00 per sample		
		Nextera XT DNA Lib Prep: P10,240.00 per sample		
		TruSeq Stranded mRNA Lib Prep: P25,750.00 per sample		
		TruSeq Stranded Total RNA Lib Prep: P34,900.00 per sample		
		16s		



	<p>Metagenomics: P4,750.00 per sample</p> <p>Amplicon Sequencing: P5,100.00 per sample</p> <p>COVIDSeq Test HT: P6,850.00 per sample</p> <p>COVIDSeq Test LT: P10,750.00 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>		
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	<p>Director for approval/dis approval</p> <p>1.8 Approve/dis approve request and forward to UR I</p> <p>Inform Client of approved request and schedule sample submission</p>			URAs I
<p>2. Submit samples</p> <p>Applicable samples: PCR Product</p> <p>Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements</p>	<p>2. Receive samples and check samples if it conforms to the Sample Submission Requirements</p> <p>2.1 Records the samples received and assigns sample ID</p> <p>2.2 Sample processing</p> <p>2.3 Data analysis</p> <p>2.4 Provides raw sequence files and Service Report</p>	None	<p>5 days</p> <p>(Processing of samples is on a first come-first served basis)</p>	<p>URA-I, SRA</p> <p>OMICS Staff Bioinformatics Staff</p> <p>URAs I</p>
<p>3. Receives raw sequence files and Service Report</p> <p>Note: Submitted samples for</p>	<p>3. Issue charge slip after client's receipt of service report</p>	None	1 day	URAs I



sequencing will be kept only up to one week after the release of the Service Report, and backup sequence files for capillary sequencing will be kept for one month				
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p>	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client</p>	<p>Capillary Sequencing:</p> <p>SeqStudio Genetic Analyzer: P2,100.00 per sample</p> <p><i>(Prices are subject to change without prior notice)</i></p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)</p>	CASH OFFICE
5. Provide OR number to PGC Visayas staff	5. Receives OR number and notes payment of client	None	1 day	URAs I
TOTAL		<p>Capillary Sequencing:</p> <p>SeqStudio</p>	11 Days	



	dio Genetic Analyze r: P2,100. 00 per sample <i>(Prices are subject to change without prior notice)</i>		
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9. RETAIL SERVICES



	<p>1.4 Approve/disapprove request and forward to UR I</p> <p>Inform the Client of the approved request and schedule a collection date with the JRA</p>			URAs I
<p>2. Provide appropriate containers</p> <p>Appropriate containers: For LN2 – Liquid Nitrogen Tank For Flaked Ice – Cooler/bucket For Type 1 and 2 water and Nuclease-free water – Tubes/water container</p>	<p>2. Receive containers</p> <p>2.1 Prepares required volume of liquid nitrogen/flaked ice/nuclease free-water</p> <p>2.2 Fill up provided container</p>	None	<p>1 days</p> <p>(Collection is scheduled on a first come-first served basis)</p>	JRA
3. Receive filled-up container	3. Issue charge slip after client's receipt of service report	None	1 day	URAs I
<p>4. The client presents a charge slip and pays the corresponding fee</p> <p>For walk-in:</p> <ul style="list-style-type: none"> Proceed 	<p>4. Receives charge slip and payment</p> <p>4.1 Issue Official Receipt (OR)</p>	<p>Liquid nitrogen: P620.00 per liter</p> <p>Flake ice:</p>	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the</p>	CASH OFFICE



<p>to Cash Office</p> <p>For bank transfer:</p> <ul style="list-style-type: none"> Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) 	<p>4.2 Return Charge Slip to Client</p>	<p>P100.00 per kilo</p> <p>Type 1 water (<i>Ultrapure</i>): P900.00 per 3 liters</p> <p>Type 2 water (Pure): P280.00 per liter</p> <p>Nuclease-free water (NFW): P703.00 per 100 mL</p> <p><i>Prices are subject to change without prior notice</i></p>	<p>Cash Office usually takes more than 1 day)</p>	
<p>5. Provides OR number to PGC Visayas staff</p>	<p>5. Receives OR number and notes payment of client</p>	<p>None</p>	<p>1 day</p>	<p>URAs I</p>
<p>TOTAL</p>		<p>Liquid nitrogen : P620.00 per liter</p> <p>Flake ice: P100.00 per kilo</p>	<p>7 days</p>	



	<p>Type 1 water (Ultrapure): P900.00 per 3 liters</p> <p>Type 2 water (Pure): P280.00 per liter</p> <p>Nucleas e-free water (NFW): P703.00 per 100 mL</p> <p><i>Prices are subject to change without prior notice</i></p>		
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	oval 1.4 Approve/disapprove the request and forward it to UR I 2. Inform the Client of the approved request and schedule the training date			URAs I
2. Receives approved/disapproved request	2. Prepares needs for training 3.1 Issues charge slip 3.2 Prepare laboratory set-up 3.3 Procure training needs Send reminders for training and assist with transportation and accommodation inquiries	None	30 days (may depend on lab and personnel availability, but the procurement of needs has a minimum of 30 days of preparation according to University Procurement Guidelines)	OMICS and Bioinfo Staff URAs I URA/SRA In-Charge UEA I URAs I
3. Client presents the charge slip and pays a corresponding fee (payment should be done on or before the first day of training)	3. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip	<i>(May vary depending on the type of training requested and equipment)</i>	1 day (For payment through banks, the issuance of OR by the Cash Office usually takes	CASH OFFICE



<p>For walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)</p>	to Client	<i>nt and consumables used)</i>	more than 1 day)	
4. Provide OR number to PGC Visayas staff	4. Receives OR number and notes payment of client	None	1 day	URAs I
5. The client undergoes training	5. Conduct training on the scheduled date	None	2-3 days (depending on the type of training requested)	PGC Visayas Core Staff
TOTAL		<i>(May vary depending on the type of training requested and equipment and consumables used)</i>	37 days	



11. BIOINFORMATICS ANALYSIS SERVICES

The PGC Visayas Bioinformatics Laboratory offers bioinformatics analysis services such as molecular phylogenetics analysis, whole genome assembly, 16s metabarcoding/metagenomics, transcriptomics, and custom bioinformatics analysis.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	High school students, undergraduate and graduate students, researchers, and faculty (UP and Non-UP)			
Checklist of Requirements		Where to Secure		
Request from the concerned agency/committee/organizer		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for Bioinformatics Analysis Service/s through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph	1. Acknowledge receipt of the E-mail of the requestor 2. Clarify the objectives and analysis	None	1 hr	<i>Senior Research Assistant / Career Incentive Program Fellow</i>
2. Requests Quotation	3. Receives request from requestor 4. Clarify specific objectives and analysis 5. Calculate the cost of the analysis and create quotation for bioinformatics pipeline	None	1 day	<i>Senior Research Assistant / Career Incentive Program Fellow</i>
3. Confirms availability of service based on the provided quotation	6. Receives confirmation and client approval to proceed with the service	None	5 min	<i>Senior Research Assistant</i>
4. Fills up and submits necessary forms	7. Receives and records necessary forms 8. Checks for completeness of the necessary forms	None	1 hr	<i>Career Incentive Program Fellow</i>



	<p>9. Recommends and forwards to Program Director for approval/disapproval</p> <p>10. Approves/disapproves request and forward to SRA</p>			
5. Receives data for bioinformatics analysis	<p>11. Checks usability of data</p> <p>12. Approves/disapproves the usability of provided data to proceed for analysis</p> <p>13. Performs analysis if data was approved for analysis; otherwise, inform client regarding reasons for unusability of data for analysis</p> <p>14. Prepares output of the analysis together with the service report and send to client</p> <p>15. Issue Charge Slip</p>	None	<p>Within 1 month after data is approved for analysis.</p> <p>(For complex analysis and/or cases with large data input which would require large computational resources, overall completion may take more than 1 month)</p>	<i>Senior Research Assistant / Career Incentive Program Fellow</i>
<p>6. Present charge slip and pay corresponding fee</p> <p>For Walk-in:</p> <ul style="list-style-type: none"> • Proceed to Cash Office <p>For bank transfer</p> <ul style="list-style-type: none"> • Sends bank deposit and provides copy of proof of 	<p>16. Receive copy of OR and proof of payment</p> <p>17. Send service report and output files to client</p>	Based on the amount provided in the charge slip	<p>1 day</p> <p>(For payment through banks, the issuance of OR by the Cash Office may take more than 1 day)</p>	<i>Senior Research Assistant / Career Incentive Program Fellow</i>



payment to Cash Office via email to cash.upvisayas.edu.ph (cc: bioinfo.pgc.upvisayas@up.edu.ph)				
7. Receives service report and output files of the analysis	18. End of service	None		
TOTAL		None	5 hrs, 2 hrs, 5 mins	



12. BIOINFORMATICS ANALYSIS SERVICES - TRAINING

The PGC Visayas Bioinformatics Laboratory offers bioinformatics training services including basic coding, whole genome assembly, and analysis, 16s metabarcoding/metagenomics, and transcriptomics.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	High school students, undergraduate and graduate students, researchers, and faculty (UP and Non-UP)			
Checklist of Requirements		Where to Secure		
Request from the concerned agency/committee/organizer		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Bioinformatics Training	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	SRA/CIP
2. Requests Quotation	3. Receives request from requestor 4. Clarify specific objectives and analysis 5. Confirms the availability of bioinformatics pipeline/s 6. Calculate and create a quotation for the bioinformatics pipeline	None	1 day	SRA/CIP
4. Fills up and submits the necessary forms	7. Receives and records necessary forms 8. Checks for completeness of the necessary forms 9. Recommends and forwards to Program Director	None	3 days	SRA/CIP



	for approval/disapproval 10. Approves/disapproves the request and forward to SRA 11. Inform Client of approved request and schedules training date			
5. Receives approved/disapproved request	12. Issues charge slip 13. Prepares modules and training materials 14. Set ups workstations and servers 15. Sends reminders for training and assists with transportation and accommodation inquiries	None	30 days	SRA/CIP
6. Client presents the charge slip and pays the corresponding fee (payment should be done on or before the first day of training)	16. Receives charge slip and payment 17. Returns Charge Slip to Client	Based on the amount provided in the charge slip	1 day (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)	SRA/CIP
7. Provides OR number to PGC Visayas	17. Receives OR number and notes payment of client	None	1 day	SRA/CIP
8. Client undergoes training	18. Conducts training on scheduled date	None	2-3 days (Depending on the type of	SRA/CIP



			training requested)	
TOTAL		Based on the amount provided in the charge slip	40 days	



13. BIOINFORMATICS ANALYSIS SERVICES - TECHNICAL ADVISE

The PGC Visayas Bioinformatics Laboratory provides technical advice to clients by offering expertise in analyzing and interpreting sequencing results, selecting appropriate bioinformatics tools, designing experiments, and troubleshooting data analysis workflows.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	High school students, undergraduate and graduate students, researchers, and faculty (UP and Non-UP)			
Checklist of Requirements		Where to Secure		
Request from the concerned agency/ committee / organizer		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries for Technical Advise	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	SRA/CIP
Fills up and submits the necessary forms	3. Receives and records necessary forms 4. Checks for completeness of the necessary forms 5. Recommends and forwards to Program Director for approval/disapproval 6. Approves/disapproves the request and forward to SRA 7. Inform Client of approved request and schedules appointment date of technical advice	None	1 day	SRA/CIP
Receives approved/disapproved request	8. PGC Visayas SRA (Bioinformatician) gives technical advice	None	1 day	SRA/CIP
TOTAL		None	4 Days	



14. TOURS AND VISITS

This is the process for requesting and conducting tours and visits at PGC Visayas. It provides a clear guide on the steps to follow, expected processing time, and the responsible personnel to ensure a smooth and informative experience for all visitors.

Office or Division	Philippine Genome Center Visayas			
Classification	Simple			
Type of Transaction	G2G – Government to Government / Private G2C – Government to Citizen			
Who may Avail	Government / Public and Private Individuals			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Google Form for Tour request Letter of Request from visitor/client Tour Feedback Form		<p>Tour Request Form and Letter of Request Submission: To request a tour, please fill out the Google Form available on the official PGC Visayas website or access it directly via this link: https://forms.gle/otk6cCQ9zWn4kdn69. Please ensure that a Letter of Request from the visitor/client is uploaded in the Google Form. You may also submit a copy via email to pgc.upvisayas@up.edu.ph or deliver it directly to the PGC Visayas Office.</p> <p>Tour Feedback Form: Provided at the end of the tour by the assigned tour guide or available via Google Form: https://forms.gle/aJPJfqPp4JTfqxfEA</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request for a tour or visit via email at pgc.upvisayas@up.edu.ph	Acknowledge receipt of the request and review the details	None		UEA-I
Wait for confirmation and schedule availability	1. Confirm schedule and provide guidelines for the visit Prepare all necessary materials and equipment for the tour	None	1 working day	UEA-I PDO II
Attend the scheduled tour or visit	1. Conduct the tour, including a presentation and lab walkthrough	None	2 working days (excluding weekends)	PDO II together with the Assigned Tour Guide from PGC Visayas Staff,



	Collect and review feedback to improve future tours			UEA-I
TOTAL		None	1–2 hours (depending on the duration of the tour)	



15. UNDERGRADUATE INTERNSHIP

The Philippine Genome Center Visayas, as part of its mandate to support genomics appreciation in the region, will hold an annual internship program for college students, with approval from the UP Visayas Office of the Chancellor. Internship Programs will be divided into different tracks, in accordance with the present Core Facilities in PGC Visayas (e.g., Genomics Track for the Omics Laboratory and Bioinformatics Track for the Bioinformatics Laboratory).

Office or Division	Philippine Genome Center Visayas			
Classification	Highly Technical (January - August annually)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	Undergraduate students and sending institution			
Checklist of Requirements		Where to Secure		
a. Motivational Letter from potential trainee addressed to the Program Director b. Letter of recommendation from OJT Adviser (in special cases, a letter from the Division/Department head can be accepted) c. Curriculum Vitae in .pdf format d. Unofficial copy of grades reflecting units taken in biology, molecular biology, or a related field Other internship requirements by sending institution		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits requirements via email	Persons responsible posts call for interns and acknowledges receipt of documents	None	40 days	PDO II, UEA I
	Person responsible pre-screens internship applicants (review of completeness of documents)	None	10 days	PDO II, UEA I
	Persons responsible screens internship applicants	None	5 days (depending on Assistant to the PGC Executive Director for Satellite Facility in the Visayas)	URA I, SRA I and Assistant to the PGC Executive Director for Satellite Facility in the Visayas



			schedule)	
Client confirms internship slot	Selected interns are informed about their acceptance	None	10 days	PDO II, UEA I
Sending institution of client reviews and processes MOA	Person responsible and UP Visayas Legal Services Office review and processing the MOA	None	60 days	PDO II
Client attends orientation	Person responsible orients interns	None	1 day	PDO II, UEA I
Client undergoes internship	Person responsible supervises interns	None	18 days or depending on the need of the client	URA I, SRA I
Client answers feedback form and participates in Culminating Activity	Person responsible solicits feedback from client and conducts Culminating Activity	None	1 day	PDO II, UEA I
Client submits internship report	Person responsible reviews Interns' Report	None	3 days	PDO II, UEA I
	Person issues clearance and certificate of completion	None	1 day	PDO II, UEA I
TOTAL		None	148 days	



16. SCIENCE IMMERSION PROGRAM (SIP)

Science Immersion Program (SIP) is for high school students who are required to undergo immersion to gain real work life experience. SIP serves as exposure to the operations of a research center for high school students too.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories to supervise high school students)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	High school students and sending institution			
Checklist of Requirements		Where to Secure		
Request letter from sending institution of high school students Other immersion requirements of sending institution		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sending institution submits a request letter.	1. Request letter is acknowledged and forwarded to Assistant to the PGC Executive Director for Satellite Facility in the Visayas. Request is approved or disapproved by Assistant to the PGC Executive Director for Satellite Facility in the Visayas.	None	10 days	PDO II, Assistant to the PGC Executive Director for Satellite Facility in the Visayas
Sending institution of client reviews and processes MOA	Person responsible and UP Visayas Legal Services Office review and processing the MOA	None	60 days	PDO II
Client attends orientation	Person responsible orients interns	None	1 day	PDO II, UEA I
Client undergoes internship	Person responsible supervises interns	None	8 days	URA I, SRA I
Client answers feedback form and participates in Culminating Activity	Person responsible solicits feedback from client and conducts Culminating	None	1 day	PDO II, UEA I



	Activity			
Client submits internship report	Person responsible reviews Interns' Report	None	3 days	PDO II, UEA I
	Person issues clearance and certificate of completion	None	1 day	PDO II, UEA I
TOTAL		None	84 days	



17. CONSORTIUM MEMBERSHIP

PGC Visayas maintains a consortium to ensure access to omics-driven technologies and customized services through extension activities intended for consortium members.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
Expression of interest Memorandum of Understanding Memorandum of Academic and Research Cooperation/Memorandum of Agreement		Draft to be provided by PGC Visayas		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client expresses interest to become a consortium member via email or through PGC Visayas activities	Person responsible acknowledges expression of interest and conducts orientation meeting (online or face-to-face)	None	1 day	PDO II, Assistant to the PGC Executive Director for Satellite Facility in the Visayas
	Person responsible drafts agreements	None	2 days	PDO II
Client meets with Person Responsible regarding activities pursuant to the draft agreements	Person responsible documents activities pursuant to the draft agreements as attachment to draft agreements	None	1 day (depending on client schedule)	PDO II
Client reviews agreements	Person responsible and UP Visayas Legal Services Office review	None	3 days (depending on client)	PDO II
Client processes agreements	Person responsible processes agreements	None	30 days (depending on client response)	PDO II
Client receives agreements	Person responsible receives agreements	None	1 day	PDO II
TOTAL		None	37 days	



18. PREPARATION OF AGREEMENTS

Most services that clients avail require an agreement to aid in procurement processes and research collaboration. In PGC Visayas, we help our clients draft the agreements they need so we could work together smoothly.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
Expression of need for agreement Draft agreement		Draft to be provided by PGC Visayas		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client expresses the need for an agreement	Person responsible acknowledges expression of need for agreement	None	1 day	PDO II, Assistant to the PGC Executive Director for Satellite Facility in the Visayas
	Person responsible assigns personnel involved in the agreement	None	1 day	Assistant to the PGC Executive Director for Satellite Facility in the Visayas
	Person responsible drafts agreement	None	2 days	PDO II
Client reviews agreement	Person responsible and UP Visayas Legal Services Office review	None	3 days (depending on client)	URA I, SRA I
Client processes agreements	Person responsible processes agreements	None	30 days (depending on client response)	PDO II
Client receives agreements	Person responsible receives agreements	None	1 day	PDO II
TOTAL		None	38 days	

19. HANDLING CUSTOMER FEEDBACK

This service encompasses a comprehensive range of tasks and processes spanning from the initial moment when a complaint is received to the point at which the correct and adequate actions are taken to address and resolve the issue.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Simple to Complex			
Type of Transaction	G2G – Government to Government / Private G2C – Government to Citizen			
Who may Avail	Government / Public Individuals			
Checklist of Requirements		Where to Secure		
Customer Feedback Form / CSM Form		<ul style="list-style-type: none"> Forms are available at the PGC Visayas Office and Laboratory or can be acquired through the PGC Visayas website and email inquiry at pgc.upvisayas@up.edu.ph. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit feedback (form) through the designated channels (through email or in-person)	1. Receive Customer Feedback / Complaint <ul style="list-style-type: none"> Acknowledge receipt of feedback and log details into the feedback tracking system 	None	Within 1 working day	UEA-I, PDO II, Senior Research Aide
	2. Discuss Customer's Complaints / Feedback with the concerned unit Assess and escalate the issue to the concerned unit for resolution	None	Within 2 working days	PDO II, PGC Visayas Core Staff
	3. Implement the necessary measures by engaging with the	None	Within 3 working days	PDO II, PGC Visayas Core Staff



	relevant unit responsible for addressing the complaint <ul style="list-style-type: none"> Provide an appropriate response or forward it to the relevant department 			
	4. Draft a letter of clarification or a response letter in response to the complaint <ul style="list-style-type: none"> Conduct an internal review or request additional details from the client 	None	Within 5-7 working days	PDO II, PGC Visayas Core Staff
	5. Letter of clarification or response to the complaint that has been authorized and signed <ul style="list-style-type: none"> Provide a formal response to the client with details of actions taken or proposed solutions 	None	Within 7-10 working days	PDO II, AED-PGCV
Client acknowledges response (if required)	6. Send a letter of clarification/response letter to the complainant <ul style="list-style-type: none"> Log resolution 	None	Immediately upon acknowledgment	PDO II



	and close the feedback case			
	7. If unresolved or escalated further Forward the issue to higher management or an external grievance committee (if applicable)	None	Varies depending on complexity	AED-PGCV
TOTAL		None	1 to 10 working days (depending on the nature of feedback and required action).	



SENTRO NG WIKANG FILIPINO



EXTERNAL SERVICE

1. CONDUCT OF FILIPINO LANGUAGE ACTIVITIES, CAPACITY BUILDING SEMINARS AND FOR A RELATED TO RAISING AWARENESS ON FILIPINO LANGUAGE CONCERNS (BUWAN NG WIKA, HANASAN SA WIKA, LAKBAY WIKA, 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. Lakbay Wika 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.

Office or Division	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		SWF		
Invitation letter		SWF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in the activities organized and conducted	1. Submit proposal through channels with attached Line Item Budget for approval to conduct the activity	None	10 days For Agency action	Program Director/Proponent- SWF OVCRE Budget OC



by the unit	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	<i>Admin Asst/Admin Aide -SWF OVCRE SPSO Budget OC</i>
	1.2 Send invitation to the different offices, units or student organizations and confirm attendance of participants.	None	10 days	<i>Admin Asst/Admin Aide -SWF</i>
	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	<i>Admin Asst/Admin Aide -SWF Accounting Office Cash Office</i>
TOTAL		None	52 days	

* Conduct of Filipino Language Activities, Capacity Building Seminars and Fora Related To Raising Awareness On Filipino Language Concerns (Buwan Ng Wika, Hanasan Sa Wika, Lakbay Wika, Buwan Ng Panitikan qualified for multi-stage processing.



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.

Office or Division	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,			
Checklist of Requirements		Where to Secure		
Request letter w/ attached LIB		SWF		
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	<i>Program Director/Proponent</i> - SWF 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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct of Teachers Training For Filipino Language And Literature Teachers For Enhancement And Advancement Of Teaching Of Language And Literature qualified for multi-stage processing.



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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent- SWF OVCRE Budget OC</i>
	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	<i>Admin Asst/Admin Aide -SWF OVCRE SPSO Budget OC</i>
	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	<i>Admin Asst/Admin Aide -SWF</i>



	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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of Translation Training For Teachers And Translator qualified for multi-stage processing.



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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent</i> - SWF 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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of Module Writing For Teachers And Educator qualified for multi-stage processing.



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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent</i> - SWF 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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of Teaching Material Writing And Production qualified for multi-stage processing.

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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent- SWF</i> 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	<i>Admin Asst/Admin Aide -SWF</i> 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	<i>Admin Asst/Admin Aide -SWF</i>
	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	<i>Admin Asst/Admin Aide -SWF</i> Accounting Office Cash Office



	TOTAL	None	52 days	
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* Conduct Of Trainers Training For Filipino Language And Literature Teachers qualified for multi-stage processing.



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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent</i> - SWF 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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of MTB-MLE Material Writing And Production qualified for multi-stage processing.



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.

Office or Division	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		SWF		
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	<i>Program Director/Proponent</i> - SWF 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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin Asst/Admin Aide</i> -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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of Teachers Training For MTB-MLE Teachers qualified for multi-stage processing.



9. CONDUCT OF CULTURE-BASED EDUCATION TEACHERS TRAINING FOR FILIPINO LANGUAGE AND LITERATURE TEACHERS

The program will exposed 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.

Office or Division	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,			
Checklist of Requirements		Where to Secure		
Request letter w/ attached LIB		SWF		
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	<i>Program Director/Proponent- SWF</i> 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	<i>Admin Asst/Admin Aide -SWF</i> 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	<i>Admin Asst/Admin Aide -SWF</i>



	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	<i>Admin</i> <i>Asst/Admin Aide</i> -SWF Accounting Office Cash Office
TOTAL		None	52 days	

* Conduct Of Culture-Based Education Teachers Training For Filipino Language And Literature Teachers qualified for multi-stage processing.



10. ISSUANCE OF CERTIFICATION FOR CERTIFIED TRANSLATION OF THE ORIGINAL TEXTS.

The Sentro ng Wikang Filipino is an agency recognize 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 or Division	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>Admin. Assistant/ Admin Aide-SWF</i>
	1.1 Issues billing to be paid	Php 150.00	5 minutes Employees action	CASH Office for Issuance of OR
	1.2 Update record in logbook	None	20 mins. For Agency action	<i>Admin. Assistant/ Admin Aide-SWF</i>
	1.3 Issue certification	None	1- 2 days For Agency action	<i>Coordinator SWF</i>
	1.4 Send email and notice to requestor for the availability of certification that can be now claim.	None		<i>Admin Assistant/ Admin Aide-SWF</i>
TOTAL		Php 150.00	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.

Office or Division	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/Kinaraya-a	1. Receive and record request	None	5 minutes For Agency action	<i>Admin Assistant/ Admin Aide-SWF</i>
	1.1 Issues billing to be paid	*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	5 minutes For Agency action	CASH Office for Issuance of OR
	1.2 Update record in logbook	None	20 minutes For Agency action	<i>Coordinator SWF</i>
	1.3 Issue certification	None	1- 2 days For short materials For Manuals and	<i>Admin Assistant/ Admin Aide-SWF</i>
	1.4 Send email and notice to requestor for the availability of certification that can be now claim.	None		



			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. BALAY WIKA ACCOMMODATION

Acceptance of guests for accommodation as IGP of the SWF and also as service to the community.

Office or Division	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 employees action	<i>Junior Utility Worker</i> SWF
	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 employees action	<i>Junior Utility Worker</i> SWF
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room For Agency action	<i>Junior Utility Worker</i> SWF
	1.3 Payment of bill and issuance of Official Receipt	500/ pax for UP Client and 1000/ pax for Non-UP Client	10 minutes.	Cash Office



		Total	700/ pax for UP Client 1400/ pax for Non- UP Client	2 hours, 40 minutes



13. SENTRO NG WIKANG FILIPINO SILID PANDAYAN (CONFERENCE ROOM)

Acceptance of Conference Room accommodation as service to the university and the community.

Office or Division	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 employees action	<i>Junior Utility Worker</i> SWF
	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 employees action	<i>Junior Utility Worker</i> SWF
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room For Agency action	<i>Junior Utility Worker</i> SWF
	1.3 Payment of bill and issuance of Official Receipt	200/hr for UP Client and 400/hr for Non-UP	10 minutes.	Cash Office



		Client Use of Equipment will be charge based on the University approved rate for use of Equipment		
	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) as a public service of the university to the community and general public.

Office or Division	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 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 employees action	Junior Utility Worker SWF
	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 employees action	Junior Utility Worker SWF
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room For Agency action	Junior Utility Worker SWF
	1.3 Payment of bill and issuance of Official Receipt	Free of Use provided books are not for	10 minutes.	Cash Office



		sale items from the collections		
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 or Division	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	None	3 days For Agency action	<i>Admin Aide-SWF</i>
	1.2 Admin Assistant forwards request to Director for approval	None		<i>Admin Assistant SWF</i>
	1.3 Director approves/disapproves request	None		<i>Coordinator SWF</i>
	1.4 Admin Assistant informs the requestor	None		<i>Admin Assistant SWF</i>
	1.5 Director gives technical advise to requestor 1.6 Requestor fills up feedback form	None		<i>Coordinator SWF</i>
TOTAL		None	3 days	



TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. Intellectual Property Right Application

This service is provided to UPV industry partners or collaborators who want to protect their Intellectual Property. This type of service involves facilitation, updating, drafting and assistance in preparing documents for Intellectual Property Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
Letter Request		Client(Sample Letter: https://bit.ly/TTBDO-Reqs25)		
UPV TTBDO Form 1A: Invention Disclosure Form		TTBDO (https://bit.ly/TTBDO-IDF25)		
UPV TTBDO Form 1B: Prior Art Search Report		TTBDO (https://bit.ly/TTBDO-PAS25)		
IPOP HL Form 400 for Trademark Application		IPOP HL Website (https://bit.ly/TTBDO-TM25)		
Copyright Registry Enrollment Form		IPOP HL Website (https://bit.ly/CopyrightForm25)		
BCRR Supplemental Sheet for Copyright Application		IPOP HL Website (https://bit.ly/CopyrightSS25)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invention Disclosure Form and Letter Request	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review completeness of Submitted Disclosure and Provide Quotation for the Requested Service/s	None	2 days	Intellectual Property Officer TTBDO
2. Agree/Disagree to the Quotation	2. Assess and Recommend applicable IPR to the client	None	2 days	Intellectual Property Officer TTBDO
3. Send confirmation on the recommended IPR	3. Prepare Pertinent IP Application Documents and	None	12 days	Intellectual Property Officer TTBDO



	Send to Client for Review and Feedback			
4. Provide Feedback on the Drafted Application	4. Finalize IP Application and Submit to IPOPHL	None	3 days	Intellectual Property Officer TTBD0
5. Pay necessary fees and submit proof of payment	5. Confirm and acknowledge the payment	5,000 - 20,000	30 minutes	Administrative Aide VI TTBD0
TOTAL		5,000 - 20,000	19 days and 1 hour	



2. Intellectual Property Rights Prosecution

This service is provided to UPV industry partners or collaborators who have pending IP Applications and need assistance in drafting an office response to the IPOPHL Notice of Action Regarding the filed IP Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
Letter Request		Client(Sample Letter: https://bit.ly/TTBDO-Regs25)		
IPOPHL's Notice of Action		IPOPHL E-corr		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Copy of Notice of Action from IPOPHL and Letter Request	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review IPOPHL Notice of Action and Provide Feedback	None	3 days	Intellectual Property Officer TTBDO
2. Provide necessary or additional information requested from IPOPHL Notice of Action	2. Draft Response to IPOPHL Notice of Action and submit to IPOPHL	None	7 days	Intellectual Property Officer TTBDO
3. Payment of Necessary Fees	3. Provide Client with a copy of Proof of Response from IPOPHL Notice of Action	5,000 - 10,000	30 minutes	Administrative Aide VI TTBDO
TOTAL		5,000 - 10,000	10 days and 1 hour	



3. Technology Licensing

This service is provided to private entities including spin-off companies, that are interested in licensing the technologies owned by the university. Under this service, clients are provided assistance in preparing licensing documents which includes Business Plan or Business Model Canvas and Draft of Technology Licensing Agreement or Term Sheet, as prerequisite in securing the Fairness Opinion Report.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Adopter, Interested Licensee			
Checklist of Requirements		Where to Secure		
Letter of Intent (LOI)		Client(Sample LOI: https://bit.ly/TTBDO-LOi25)		
DOST Term Sheet		DOST/TTBDO (https://bit.ly/DOSTTermSheets)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to License	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review Submitted LOI	None	1 day	URA for Tech Transfer TTBDO
2. Work with TTBDO in preparing answering the DOST Term Sheet	2. Negotiate with the client the Terms and Conditions in the DOST Term Sheet	None	10 days	URA for Tech Transfer TTBDO Director TTBDO
	2.1 Draft the Technology Licensing Agreement based on the agreed Terms and Conditions in the DOST Term Sheet	None	5 days	URA for Tech Transfer TTBDO Director TTBDO
	2.2 Send the Drafted TLA to the Client	None	30 minutes	URA for Tech Transfer TTBDO
3. Review and Provide Necessary Feedback to the Drafted TLA	3. Endorse the agreed TLA to the Chancellor	None	30 minutes	Director TTBDO
TOTAL		None	16 days, 1 hour and 30 minutes	



4. Renewal of Technology Licensing

This service is provided to the Licensee of UPV-owned technology who wants to renew their license to continue its production and selling. This type of service includes assistance in preparing the new Technology Licensing Agreement and facilitating the approval of requests.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
Letter of Intent (LOI)		Client(Sample LOI: https://bit.ly/TTBDO-LOi25)		
Clearance on Payment of Royalty (Clearance)		TTBDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to Renew Technology Licensing Agreement (TLA)	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review and Recommend Appropriate Action*	None	1 day	Director TTBDO
	1.2. Send Notice of Action to the Client	None	30 minutes	Administrative Aide VI TTBDO
2. Work with TTBDO in preparing New TLA	2. Prepare New TLA	None	2 days	URA for Tech Transfer TTBDO
	2.1. Endorse renewal request to the Chancellor	None	30 minutes	Director TTBDO
3. Sign the New TLA	3. Facilitate Signing and Notarization of the TLA	None	2 days	URA for Tech Transfer TTBDO
	3.1. Send copy of notarized TLA to the client	None	1 day	Administrative Aide VI TTBDO
TOTAL		None	6 days, 1 hour and 30 minutes	

**In case of changes in the provisions of the previous TLA, proceed to Service 3 (Technology Licensing)*



5. Permit to Use UP and UPV Trademark for Commercial Purposes

This service is provided to private individuals or companies who want to use UP and/or UPV Trademark for commercial purposes. This service includes facilitation in securing the approval to use any marks of UP and UPV that are protected under trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
Letter Request to Use UP Trademark		Client		
UPV TTBD Form 5 - Request to Use UP Trademark		TTBDO (https://bit.ly/UPVTTBDForm5)		
Design (where to use the requested Trademark)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, UPV TTBD Form 5, and Design	1. Receive, record and forward the request to Staff In-charge	None	30 Minutes	Administrative Aide VI TTBDO
	1.1. Review the request and prepare endorsement documents	None	2 days	IP Officer TTBDO or URA for Tech Transfer TTBDO
	1.2. Endorse the Request to UPV Chancellor, through Channels*	None	1 hour	Director TTBDO
	1.3. Send copy of Chancellor's Action to the Client	None	30 minutes	Administrative Aide VI TTBDO
TOTAL		None	2 days and 2 hours	

*For UP System Trademark, request will be forwarded to UP System TTBDO



6. Facilitation, Collaboration, and Capacity Building

This service offers assistance to facilitate requests for meetings or events, including industry collaboration or event collaboration; and requests to conduct IP or technology commercialization-related training and workshops.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
Letter of Request		Client		
Service Request Form		TTBDO (https://bit.ly/ServReq_Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Fill-up Service Request Form	1. Receive and record the Request	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Set schedule meeting/activity if applicable	None	1 day	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
	1.2. Provide feedback/Office Action to the client's request	None	30 minutes	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
TOTAL		None	1 day and 1 hour	



INTERNAL SERVICES

7. Intellectual Property Right Application

This service is provided to UPV constituents who want to protect their Intellectual Property that is owned or assigned to the University. This type of service involves drafting and submission of documents for Intellectual Property Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction				
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
Commitment Letter		Client(Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
UPV TTBDO Form 1A: Invention Disclosure Form		TTBDO (https://bit.ly/TTBDO-IDF25)		
UPV TTBDO Form 1B: Prior Art Search Report		TTBDO (https://bit.ly/TTBDO-PAS25)		
Deed of Assignment for Invention		Client (Template: https://bit.ly/UPVTTBDODOA)		
Deed of Assignment for Student Thesis		Client(Template: https://bit.ly/DoAStudentThesis)		
IPOP HL Form 400 for Trademark Application		IPOP HL Website (https://bit.ly/TTBDO-TM25)		
Copyright Registry Enrollment Form		IPOP HL Website (https://bit.ly/CopyrightForm25)		
BCRR Supplemental Sheet for Copyright Application		IPOP HL Website (https://bit.ly/CopyrightSS25)		
Deed of Assignment for Copyright		Client(Template: https://bit.ly/UPVTTBDODOAC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invention Disclosure Form and Commitment Letter	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review completeness of Submitted Disclosure	None	2 days	Intellectual Property Officer TTBDO
	1.2. Assess and Recommend applicable IPR to the client	None	1 day	Intellectual Property Officer TTBDO
2. Send confirmation on the recommended IPR together with	2. Prepare Pertinent IP Application	None	12 days	Intellectual Property Officer TTBDO



Appropriate Deed of Assignment	Documents and Send to Client for Review and Feedback			
3. Provide Feedback on the Drafted Application	3. Finalize IP Application and Submit to IPOPHL	None	3 days	Intellectual Property Officer TTBDO
	3.1. Facilitate payment of Application Fee	None	1 day	Administrative Aide VI TTBDO
	3.2. Send Proof of Filing to the Client	None	30 minutes	Intellectual Property Officer TTBDO
TOTAL		None	19 days and 1 hour	



8. Intellectual Property Rights Prosecution

This service is provided to UPV constituents with pending IP Applications owned by the university and needing assistance in drafting an office response to the IPOPHL Notice of Action Regarding the filed IP Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
IPOPHL's Notice of Action		IPOPHL E-corr		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Copy of Notice of Action from IPOPHL	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review IPOPHL Notice of Action and Provide Feedback	None	3 days	Intellectual Property Officer TTBDO
2. Provide necessary or additional information requested from IPOPHL Notice of Action	2. Draft Response to IPOPHL Notice of Action and submit to IPOPHL	None	7 days	Intellectual Property Officer TTBDO
	2.1. Facilitate Payment to IPOPHL if Necessary	None	1 day	Administrative Aide VI TTBDO
	2.2. Provide client with a copy of Proof of Response from IPOPHL Notice of Action	None	30 minutes	Administrative Aide VI TTBDO
TOTAL		None	11 days and one hour	



9. Invention Disclosure Incentive (IDI)

This service is offered to UPV faculty and REPS who want to receive a monetary incentive by disclosing their technology. This service includes nomination to the UP system and assistance in preparing technology presentations.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty and REPS			
Checklist of Requirements		Where to Secure		
Invention Disclosure Incentive (IDI) Form		TTBDO (https://bit.ly/UPVTTBDOForm2)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Completed Invention Disclosure Incentive Form	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review the submitted IDI and provide feedback to the client	None	5 days	URA for Tech Transfer TTBDO
2. Work with UPV TTBDO in preparing the presentation	2. Present the technology requested for IDI to UP System TTBDO TWG	None	1 day	URA for Tech Transfer TTBDO
	2.1. Relay UP System TTBDO TWG Action to the client	None	1 day	URA for Tech Transfer TTBDO
TOTAL		None	7 days and 30 minutes	



10. Technology Readiness Enhancement Assistance

This type of service offers linkages and/or assistance in improving the technology readiness for possible commercialization. Included in this service is the assistance in preparing pre-commercialization related documents and activities which includes Feasibility Report; IP Valuation; Technology Commercialization Plan; Freedom to Operate; and Market Matching to UPV constituents with technology that has a commercialization potential.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty, REPS, and Students			
Checklist of Requirements		Where to Secure		
Commitment Letter		Client (Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
Technology Assessment Form		TTBDO (https://bit.ly/Checklist23)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Commitment Letter to Avail the Service and Completed Technology Assessment Form	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review the submitted form and provide feedback to the client	None	4 days	URA for Tech Transfer TTBDO
2. Submit necessary documents or information needed	2. Connect the client to the expert or resources	None	15 days	URA for Tech Transfer TTBDO
	2.1. Provide feedback to the client	None	4 hours	URA for Tech Transfer TTBDO
TOTAL		None	19 days, 4 hours and 30 minutes	



11. Permit to Use UP and UPV Trademark for Commercial Purposes

A service provided to UPV-affiliated organizations who want to use the UP and/or UPV Trademark for commercial purposes. This service includes facilitation in securing the approval to use any marks of UP and UPV that are protected under trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
Letter Request to Use UP Trademark		Client		
UPV TTBD Form 5 - Request to Use UP Trademark		TTBDO (https://bit.ly/UPVTTBDForm5)		
Design (where to use the requested Trademark)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, UPV TTBD Form 5, and Design	1. Receive, record and forward the request to Staff In-charge	None	30 Minutes	Administrative Aide VI TTBDO
	1.1. Review the request and prepare endorsement documents	None	2 days	IP Officer TTBDO or URA for Tech Transfer TTBDO
	1.2. Endorse the Request to UPV Chancellor, through Channels*	None	1 hour	Director TTBDO
	1.3. Send copy of Chancellor's Action to the Client	None	30 minutes	Administrative Aide VI TTBDO
TOTAL		None	2 days and 2 hours	

**For UP System Trademark, requests will be forwarded to UP System TTBDO*



12. Facilitation, Collaboration, and Capacity Building

This service offers assistance to facilitate requests for meetings or events, including requests to include in committee works; event or activity collaboration; and requests to conduct IP or technology commercialization-related training and workshops.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty and UPV Offices/Units			
Checklist of Requirements		Where to Secure		
Letter of Request		Client		
Service Request Form		TTBDO (https://bit.ly/ServReg_Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Fill-up Service Request Form	1. Receive and record the Request	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Set schedule meeting/activity if applicable	None	1 day	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
	1.2. Provide feedback/Office Action to the client's request	None	30 minutes	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
TOTAL		None	1 day and 1 hour	



13. Patent Search Report and Analysis

This service is offered to UPV faculty and REPS active in research. This service includes conduct of Patent Search for IP Protection, research proposal, or research updates.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
Commitment Letter		Client (Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
Details of Subject for Prior Art Search (PAS)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit commitment letter with details of subject for PAS	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBD0
	1.1. Assess the Request and Provide Feedback to the Client	None	1 day	Intellectual Property Officer TTBD0
2. Provide additional information or document if necessary	2. Conduct Patent Search; Analyze Patent Search Result and Prepare Complete Patent Search Report	None	15 days	Intellectual Property Officer TTBD0
	2.1. Send Prior Art Search Report to the Applicant	None	10 minutes	Administrative Aide VI TTBD0
TOTAL		None	16 days and 40 minutes	



OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT



INTERNAL SERVICE

1. Provision of UPV Master Plan/Land Use Plan and other planning-related information

The UPV Master Plan/Land Use Plan and other planning-related information e.g. Infrastructure Development Plan, Conceptual design, Minor DAED, Maps, Budgetary Estimates, Terms of Reference are being requested as a basis for future development, and for possible funding of UPV infrastructure projects from internal and external sources. Information/maps are also requested by faculty members/students for academic and research purposes.

Office or Division	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/Funding Agencies/Donors)				
Who may Avail	UP System, UPV constituents, and other stakeholders				
Checklist of Requirements			Where to Secure		
Letter request for planning-related information (stating the office/organization and purpose)			Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends a letter request or email addressed to the Chancellor through the Office of the Vice Chancellor for Planning and Development (OVCPD)					
2. The Office of the Chancellor refers the request to the OVCPD for comments/	2.1 Receives the communication and records in the logbook and	None	10 Minutes	Administrative Assistant II OVCPD	



appropriate action		forwards to the Admin Officer			
	2.2	Check the request and refers to the staff in charge	None	30 minutes	Administrative Officer II OVCPD
	2.3	Review/ev aluate the request and prepare the information / documents needed	None	1-10 days <i>(depends on the data/information needed)</i>	Architect II /Engineer II OVCPD
	2.4	Submit the required document with a draft response letter for recommen dation/app roval of the VCPD	None	1 hour	Architect II /Engineer II OVCPD
	2.5	Finalize the letter with the recommen dation of the VCPD	None	30 minutes	Administrative Officer II Vice Chancellor for Planning and Development OVCPD
	2.6	Records the recommen dation with the	None	10 minutes	Administrative Assistant II OVCPD



	requested document/ information and logs out the document to OC			
	2.7 Checks completeness of documents and forwards to the Office of the Chancellor (OC) for appropriate action	None	1 hour	Administrative Officer V OC
	2.8 Finalize the letter addressed to the requestor	None	1 hour	Administrative Officer V OC
	2.9 Signs the letter	None	10 minutes	Chancellor UP Visayas
	2.10 Send the letter to the requestor, copy furnished the OVCPD for file	None	30 minutes	Administrative Officer V OC
TOTAL		None	1-10 days and 5 hrs	



2. Provision of UP System and UP Visayas Strategic Plans

The UP System and UP Visayas Strategic Plans are being requested as the basis of performance and alignment of college/office goals with their mandated functions. These are significant information that serves as a roadmap to where UP and UPV aspire to be in a couple of years (3-year/ 6-year plans) that are anchored with the Philippine Development Plan and Sustainable Development Goals. UPV-Wide Strategic Planning workshops and conferences are being conducted to cascade the UP System Strategic goals and to formulate targets for UP Visayas. These plans are being requested by the colleges/units and external stakeholders for goal setting, alignment of PPAs, project proposals and other future plans.

Office or Division	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/Funding Agencies/Donors)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
Letter request for a copy of the UP System and/or UP Visayas Strategic Goals (stating the office/organization and purpose)		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends a letter request or email addressed to the Chancellor through the Office of the Vice Chancellor for Planning and Development (OVCPD)	1.1 Receives the communication and records in the logbook and forwards to the Admin Officer	None	5 minutes	Administrative Assistant II OVCPD
2. The Office of the Chancellor refers the request to the OVCPD for comments/ appropriate action	1.2 Check the request and refers to the staff in charge	None	5 minutes	Administrative Officer II OVCPD
	1.3 Review/evaluate the request and prepare the information/ documents needed	None	30 minutes	Architect II/Engineer II OVCPD Planning Officer III/OC



	1.4	Submit the required document with a draft response letter for recommendation/approval of the VCPD	None	1-2 days	Architect II/Engineer II OVCPD Planning Officer III/OC
	1.5	Finalize the letter with the recommendation of the VCPD	None	30 minutes	Administrative Officer II Vice Chancellor for Planning and Development OVCPD
	1.6	Records the recommendation with the requested document/information and logs out the document to OC	None	10 minutes	Administrative Assistant II OVCPD
	1.7	Checks completeness of documents and forwards to the Office of the Chancellor (OC) for appropriate action	None	30 minutes	Administrative Officer V OC



	1.8	Finalize the letter addressed to the requestor	None	30 minutes	Administrative Officer V OC
	1.9	Signs the letter	None	10 minutes	Chancellor UP Visayas
	1.10	Send the letter to the requestor, copy furnished the OVCPD for file	None	30 minutes	Administrative Officer V OC
TOTAL			None	1-2 days and 3 hours	



3. Consolidation and submission of the Budget Preparation (BP) Reports, e.g., Agency Performance Measures (BP Form B), BP Form 201-D, and BP Form 202

Every year the Office of the Vice President for Planning and Finance requests the submission of the budget preparation (BP) reports for the fiscal year's budget proposals. These are budgetary requirements submitted to the Department of Budget and Management (DBM). These reports are necessary for allocation of University funds from the national government.

Office or Division	1. Office of the Vice Chancellor for Planning and Development 2. UPV Budget Office 3. Office of the Chancellor 4. UP System Budget Office			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may Avail	UPV Offices			
Checklist of Requirements		Where to Secure		
1. Accomplished Agency Performance Measures (BP Form B), Obligations for Capital Outlay (BP Form 201-D), and Proposal for New or Expanded Locally-Funded Projects (BR Form 202)		Forms are attached to the Memorandum issued by the Office of the Vice President for Planning and Finance re Budget Preparation Forms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVPPF-UP System issued a Memorandum for the submission of BP Forms	1.1 OVCPD drafts Memorandum re submission of required information from the UPV Colleges/Units/Offices in compliance with the memorandum issued by the VPPF for the signature of the Chancellor	None	1 day (preparation and finalization of draft Memo)	Planning Officer III Administrative Officer V OC
	1.2 Disseminates		1 day (send	Planning Officer



	the Memorandum to UPV constituents for compliance and for submission of the required data		through email and provided hard copies to colleges/units/offices)	III/OC Administrative Assistant II/ OVCPD
	1.3 Consolidates the required information submitted by the colleges/units/office in coordination with the Budget Office, CDMO, and PDT, and finalizes the BP Forms		1-3 days (3 days allocated for the preparation and submission of required data by the colleges/units/offices)	Planning Officer III/OC Budget Chief CDMO Chief and CDMO Engineers Architect II/Engineer II OVCPD
	1.4 Submits the duly filled out forms duly reviewed and signed by the VCPD, Budget Officer and Chancellor to the OVPPF		1 to 2 days (30 minutes online submission for advance copy; and 1-2 days route of reports for signature depending on the availability of the signatories)	Planning Officer III/OC Administrative Officer II/Administrative Assistant II/ Vice Chancellor for Planning and Development OVCPD
TOTAL		None	3 – 5 Days	



4. Review of UPV OPCR Targets (Manual OPCR Target submission)

Anchored with the UP System (UPS) and UP Visayas Strategic Plans (UPV), colleges/offices/units submit their Office Performance and Commitment Review (OPCR) targets/ accomplishments semi-annually (January to June; July to December rating periods) for review and approval of the Performance Management Team (PMT). The OPCR are being reviewed to check the alignment of office/unit-mandated functions with the UPS and UPV strategic goals and how significantly they contribute to the realization of these goals.

Office or Division	1. Office of the Vice Chancellor for Planning and Development 2. Office of the Vice Chancellor for Administration 3. Office of the Chancellor 4. Human Resource and Development Office			
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		
Office Performance and Commitment Review (OPCR) form duly filled out, indicating the Office targets for specified rating periods (e.g. January 1 to June 30; July 1 to December 31)		Office of the Vice Chancellor for Planning and Development (OVCPD)/ SPMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out OPCR Forms, (3 sets) indicating the Office performance targets at the start of the rating period; duly reviewed and signed by the Head of Office/ Dean/ Vice Chancellors to the OVCPD	1.1 The OVCPD receives the OPCR target, forwards it to the Planning Officer for review	None	20 mins	Administrative Assistant II OVCPD
	1.2 The Planning Officer initially checks and reviews the OPCR if in order then forwards it to the VCPD for review/comments and for signature		20 mins	Planning Officer III/OC



	1.3 The OVCPD staff forwards the OPCR Target to the Performance Management Team (PMT) for their comments/ signature (VCA, Chair, PMT; VCPD, Co-Chair, PMT), then for approval of the Chancellor		30 mins (depends on the availability of signatories)	Administrative Assistant II/ Vice Chancellor for Administration/ Vice Chancellor for Planning and Development/ Chancellor OVCPD/OVCA/ OVCPD/OC
2. Receives copy of OPCR duly reviewed and signed by the PMT for reference in the preparation of the performance evaluation after the rating period	2.1 After completion of signatories, the OVCPD staff provides copy to HRDO, concerned office and keeps a copy for OVCPD file		30 mins to 1 hour	Administrative Assistant II OVCPD
TOTAL		None	1 – 2 days	



5. Preparation and submission of the Quarterly Physical Report of Operations (QPRO)

The Quarterly Physical Report of Operations (QPRO) is being submitted to the UP-System Budget Office every 2nd week after the quarter ends. The QPRO is generated from the Performance and Budget Monitoring System (PBMS) Portal after all the delivery units (DUs) diligently complied and completed the requirements. The report is one part of the performance results for the Performance-Based Bonus using GAA-mandated performance indicators.

Office or Division	<ol style="list-style-type: none"> Office of the Vice Chancellor for Planning and Development Office of the Chancellor Budget Office UP System Budget Office 			
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		
Accomplished Quarterly Physical Report of Operation Targets (for the 1 st to 4 th quarters) or Budget Preparation Form B (BP Form B) and Quarterly Physical Report of Operations or Budget Accountability Report No. 1 (BAR 1)		UP System Budget Office/ Office of the Vice Chancellor for Planning and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Colleges/Units/Offices encodes the Quarterly Physical Report of Operation (QPRO) Targets (for the 1 st to 4 th quarters) and Quarterly Physical Report of Accomplishments through the PBMS Portal	1.1 OVCPD drafts Memorandum reminder on the submission of PPA accomplishments of UPV Colleges/Units/Offices (for a specified quarter—1 st , 2 nd , 3 rd , and 4 th) then forwards to OC for finalization	None	1 – 3 days (preparation and finalization of draft Memo/ depending on the availability of the Chancellor)	Planning Officer III Administrative Officer V OC



	and signature of the Chancellor			
	1.2 Disseminat es the Memorandu m to UPV constituents for online compliance and for submission of the reports; reminds and assists the DUs in the encoding of reports.		1 to 3 days (send through email and provided hard copies to colleges/units/of fices)	Administrative Assistant II OVCPD Planning Officer III/OC
	1.3 The Planning Officer/PBB Team generates the BAR 1 report through the PMBS portal after the DUs have satisfactoril y complied with the requirement s		1 day (receives/ follow-up those who have not submitted and consolidates report) 1 hour to 1 day (depends on completeness of the required information)	Administrative Assistant II OVCPD Planning Officer III/OC
	1.4 Forwards the report to the PBB FIC, VCPD,		30 mins	Planning Officer III/OC Vice Chancellor for Planning and



	OVCA and PBB Team for review and feedback.			Development OVCPD
	1.5 Finalize the report and encodes the QPRO target and accomplishment online through http://fmo.up.edu.ph/budget_far/login.php		30 mins to 1 hr	Planning Officer III/OC
	1.6 Prints the QPRO/ BAR report for the signature of the VCPD, Budget Officer, and the Chancellor		3hrs to 1 day (depending on the availability of the signatories)	Planning Officer III/OC Vice Chancellor for Planning and Development/ Budget Chief/ Chancellor
	1.7 Submits duly signed e-copy and hard copy of the report to the Office of the Chancellor, UPV Budget Office, and UPS		30 mins	Administrative Assistant II OVCPD Planning Officer III OC



	Budget Office			
TOTAL		None	1 – 2 days	

6. Review and consolidation of Equipment Outlay Proposals for GAA Funding

Annually, the Department of Budget and Management (DBM) issues a memorandum for the National Budget Call for the succeeding fiscal year. The national budgeting system aims to improve the efficiency of the underlying processes, i.e., planning, programming, procurement, cash management, and payment. Fully aware of the competing demands of government programs against limited resources, the budget will ensure that only implementation-ready agency proposals are included. Consultation visits were conducted to assist the project proponents on how to prioritize and make viable equipment outlay proposals.

Office or Division	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/Funding Agencies/Donors)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
List of Capital Outlay (CO) – Equipment Outlay (prioritized) Project Profile CO Equipment/ Furniture/ Furnishings Proposal Form		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the prioritized list of CO-Equipment Outlay with the attached duly accomplished (signed) project profile and CO-equipment/furniture/furnishing proposal form and supporting documents	1.1 Receives the list and documents submitted by the proponent and records in the logbook and forwards to the Admin Officer	None	5 minutes	Administrative Assistant II OVCPD
	1.2 Check the request and refers to the PDS for review and appropriate action	None	5 minutes	Administrative Officer II OVCPD
	1.3 Check/review the equipment outlay proposal submitted for evaluation of the Equipment Outlay Technical Working Group (EO-TWG)	None	30 minutes (1-3 days for review of EO-TWG)	Planning Officer III OC



	1.4 Provide feedback to the proponent/s	None	1 day	Planning Officer III/ EO-TWG OVCPD
2. Comply with the requirements based on the feedback of the EO-TWG and submit revised proposal to OVCPD	2.1 Receive the revised EO proposal then forwards to PDS	None	5 minutes	Administrative Officer II/Administrative Assistant II OVCPD
	2.2. Check/ review the revised proposal based on the feedback then forwards to the EO-TWG for recommendation/ approval	None	30 minutes (1-3 days for review of EO-TWG)	Planning Officer III / EO-TWG Vice Chancellor for Planning and Development OVCPD
	2.3. Finalize the proposal and include it in the budget proposal for GAA funding	None	1 day	Planning Officer III/OC
	2.4 Provide a copy of the final list of equipment outlay included in the budget proposal for reference of the proponent/s	None	1 day	Planning Officer III/OC Administrative Assistant II OVCPD
TOTAL		None	3 days, 1 hour and 15 minutes	



7. Process Flow and Procedure for Getting Endorsement from the UPV Chancellor for the Concept Design for Capital Outlay Proposals for GAA Funding

Annually, the Department of Budget and Management (DBM) issues a memorandum for the National Budget Call for the succeeding fiscal year. The national budgeting system aims to improve the efficiency of the underlying processes, i.e., planning, programming, procurement, cash management, and payment. Fully aware of the competing demands of government programs against limited resources, the budget will ensure that only implementation-ready agency proposals are included. Consultation visits were conducted to assist the project proponents on how to prioritize and make viable capital outlay proposals.

Office or Division	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/Funding Agencies/Donors)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
List of Capital Outlay (CO) – Capital Outlay Form Project Profile CCET, QAR		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for the project	1.1 Receives the requests submitted by the proponent and records in the logbook and forwards to the Admin Officer	None	5 minutes	Administrative Assistant II OVCPD
	1.2 Check the request and refers to the OVCPD – CAT & MET for review and appropriate action	None	5 minutes	Administrative Officer II OVCPD
	1.3 OVCPD – CAT & MET reviews (desk review) the proponents project request for zoning compliance, prioritization in the list of investment program	None	4 hours	Architect II/CAT Engineer II/MET OVCPD



	1.4 Provide the Capital Outlay Form and other Attachment to the proponent/s to fill-up	None	1 day	Architect II/CAT Engineer II/MET OVCPD
2. Proponent submits the Capital Outlay and other Attachments to OVCPD	2.1 Receive the Capital Outlay and other Attachments then forwards to OVCPD – CAT & MET	None	5 minutes	Administrative Assistant II/ Administrative Officer II
	2.2. Check/ review the Capital Outlay and other Attachments and forwards to VCPD for endorsement to the Infrastructure Committee	None	4 hours (dependent to the schedule of CIC meeting)	Architect II/CAT Engineer II/MET Vice Chancellor for Planning and Development OVCPD
	2.3. Infrastructure Committee endorses the project for pre-design phase	None	-	Campus Infrastructure Committee



	2.4 OVCPD – CAT/ MET/ SDRP/ SARP /FRAS and Proponent conduct site visit, zoning, impact assessment	None	15 days	Architect II/CAT, Engineer II/MET, / SDRP Personnel/ Administrative Officer V/College Business Manager II OVCPD
	2.5 OVCPD conducts stakeholders consultation meeting with the proponent and other representativ es	None	4 hours	Architect II/CAT, Engineer II/MET Vice Chancellor for Planning and Development OVCPD
	2.6 OVCPD CAT prepares the preliminary plans and design for endorsement of VCPD	None	20-40 days	Architect II/CAT Vice Chancellor for Planning and Development OVCPD
	2.7 CIC discusses and reviews the preliminary plans	None	4 hours (dependent to the schedule of CIC meeting)	Campus Infrastructure Committee
	2.8 OVCPD CAT prepares documents for signatures of proponents	None	5 days	Architect II/CAT OVCPD Vice Chancellor for Planning and Development



3. Proponents sign the preliminary plans prepared by the OVCPD CAT	and other officials			OVCPD
	3.1 VCPD drafts endorsement letter to the UPV Chancellor	None	2 hours	Chancellor /OC
	3.2 UPV Chancellor endorses the Proposal to the UP President		1 day	Vice Chancellor for Planning and Development OVCPD Chancellor/OC
TOTAL		None	42-62 days, 19 hours and 5 minutes	



SITE ACQUISITION AND RESETTLEMENT PROJECT



EXTERNAL SERVICE

1. Issuance of Certification on the status of land ownership

This service provides individuals or entities with official documentation detailing the current ownership status of a particular property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Affected Landowners; Heirs			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet		
Certified True Copy of Technical Description, if the lot is skirted/outside UP property (1 original and 1 photocopy)		CENRO		
Government-issued ID (1 original and 1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written or fill out the request form (SARP Form 3)	1.1 Receive and record the letter request and other requirements	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Interview the requestor to gather additional information	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site



				Acquisition and Resettlement Project
	1.4 Prepare the desk review form (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Prepare the draft certification	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and the certification	None	30 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Provide legal authorization for the issuance of the certification	None	1 day	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Countersign the certification	None	10 minutes	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement



				Project
	1.9 Review and sign the certification	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.10 Inform the requester of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the document	2.1 Release the certification	None	10 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	1 day, 3 hours and 25	



		minutes	
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2. Request for Assistance in the Mediation of Disputes among Former Landowners and their Heirs and Residents of the Relocation Centers

This service may be availed by affected landowners and their heirs as well as residents of the relocation centers in order to reach a voluntary and acceptable agreement between parties for the resolution of land disputes within UP property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may Avail	Affected landowners and their heirs; Relocation Center residents			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Original and photocopy of valid ID of the requestor		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to ascertain compliance with the requirements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	1.4 Prepare the desk review form and related documents (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 **Conduct site inspection and interview concerned parties	None	3 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 **Prepare the draft Inspection report with notes on the interview conducted	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 **Verify the report/assessment; finalize and sign	None	30 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Approve/Confirm the Schedule proposed by the requestor	None	1 hour	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. The requester spearheads the	2.1 Observe the mediation	None	1 day	<i>Administrative Aide IV</i>



mediation				<p>Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p> <p><i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p> <p><i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p> <p><i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p> <p>Barangay Representative of involved party/ies</p>
	2.2 Prepare the related documents available (Desk Reviews,	None	20 minutes	<p>Administrative Aide IV Office of the Vice Chancellor for Planning and Development, Site</p>



	DAS, DCHI)			Acquisition and Resettlement Project
	2.3 Prepare the Mediation Agreements	None	2 days	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. The requestor facilitates the signing of the agreement	3.1 Printing of the Mediation Agreements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.2 Forwarding of Mediation Agreements to the requestor	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.3 Receive a copy of the signed agreement from the requestor for office's file	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.4 Submit relevant documents to the OVCPD	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and



				Resettlement Project
TOTAL		None	**7 days and 4 hours 3 days, 3 hours, and 30 minutes	

*Note: ** entails process/es applicable to requests needing additional on-site information; This process however does not apply to all requests*



3. Assistance to Walk-in Clients Inquiring about SARP Services

SARP assists walk-in clients by providing information based on its service standards and available records. This service may be availed by other units of the University and the public.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Government-issued ID (original)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Client Log Book	1.1 Check the completeness of the information provided in the logbook	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Clarify the details of the query	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Act on the client's concern and provide the information requested	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Provide the	None	5 minutes	<i>Administrative</i>



	Client Satisfaction Measure form			<i>Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Accomplish the Client Satisfaction Form	2.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	45 minutes	



4. Payment of Lots for Acquisition

The service involves facilitating and managing the financial transactions associated with acquiring lots, ensuring the payment for the purchase of land or property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may Avail	Landowners; Co-Heirs			
Checklist of Requirements		Where to Secure		
Offer to Sell		Requester		
Government-issued ID (2) – original and photocopy of sellers and authorized representatives		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
Special Power of Attorney (if applicable)		Person being represented		
Waiver of Real Rights		Heirs/Co-Heirs		
Deed of Sale		Heirs/Co-Heirs		
Deed of Extrajudicial Partition		Heirs/Co-Heirs		
Certification that the Land is Alienable and Disposable		CENRO		
Certified True Copy of Tax Declaration for the last 30 years or Certified copy of Certificate of Title		Registry of Deeds		
Original Certificate of Title		Registry of Deeds		
Tax Identification Number of Seller		BIR		
Tax clearance from the Local Government Treasurer's Office		Municipal Treasurer's Office		
Certificate of No Informal Settler		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Offer to Sell with a. Government-issued ID (2) – original and photocopy of sellers and the	1.1 Receive the offer to sell and the required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Check the	None	30 minutes	<i>Administrative</i>



<p>authorized representative</p> <p>b. Special Power of Attorney (if applicable)</p> <p>c. Certified True Copy of Tax Declaration for the last 30 years or Certified Copy of Certificate of Title</p>	completeness of the documents submitted			<i>Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Submits the documents and the offer to sell to the OVCPD for recommendation	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 The OVCPD issues the recommendation and forwards the same to the OC	None	3 days	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 The OC issues the recommendation for the endorsement of the offer to sell to the UP President	None	3 days	<i>Chancellor</i> Office of the Chancellor
	1.6 SARP will require the seller to submit additional documents	None	1 day	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. The Seller submits the	2.1 Receive the form Receive and check the	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice



<p>following documents</p> <p>a. Certification that the Land is Alienable and Disposable</p> <p>b. Tax identification number of seller</p> <p>c. Certificate of No Informal Settler (if applicable)</p>	completeness of the documents submitted			Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Procurement of the relocation survey and valuation of land, structures, and improvements	None	66 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Staff</i> Supply, Property & Services Office
	2.3 Conduct an assessment of relocation or replacement of compensable utilities, crops, and trees.	None	22 days	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	2.4 Secure ECC (Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage	None	22 days	<i>Engineer II</i> Office of the Vice Chancellor for Planning and Development <i>Engineer II</i> Office of the Vice Chancellor for Planning and Development <i>Engineer II</i> Office of the Vice Chancellor for Planning and



				<p>Development</p> <p><i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development</p>
	2.5 Prepare the Draft Deed of Sale, Waiver of Real Rights, Deed of Extrajudicial Partition	None	3 days	<p><i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p>
	2.6 Evaluation and clearance of the legal documents	None	3 days	<p><i>Legal Officer III</i> Legal Services Office</p>
	2.7 Prepare the acquisition proposal and submission to OVCPD	None	22 days	<p><i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project</p> <p>_____</p> <p><i>Asst to the VCPD for SDRP</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project</p> <p>_____</p> <p><i>Zoning Officer</i></p>



				Office of the Vice Chancellor for Planning and Development
	2.1 Issue the recommendation and forward the same to the OC	None	3 days	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.9 Submit the proposal to the UP President and the Board of Regents for approval	None	22 days	<i>Administrative Officer V</i> Office of the Chancellor
	2.10 Receive the approval and inform the seller of the documents to sign	None	7 days	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Signs the following documents a. Deed of Absolute Sale b. Waiver of Real Rights c. Deed of Extrajudicial Partition	3.1 Receive and check the completeness of the documents submitted.	None	3 hours	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.2 Forward the document to the Legal Office for evaluation	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	3.3 Evaluate the legal documents for completeness and forward to the OC	None	3 days	<i>Legal Officer III</i> Legal Services Office
	3.4 Forward the legal documents to the Office of the President	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	3.5 Sign the legal documents and forward the documents to OVPLA	None	3 days	<i>President</i> Office of the President, UP System
	3.6 Notarize the documents and send them to the CU	None	3 days	<hr/> <i>Vice President for Legal Affairs</i> Office of the VP for Legal Affairs, UP System
	3.7 Prepare the documents for payment	None	1 day	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.8 Approve the obligation request	None	1 day	<i>Chief Administrative Officer</i> Budget Office
	3.9 Process the disbursement voucher	None	1 day	<i>Chief Accountant</i> Accounting Office
	3.10 Approve the payment	None	1 day	<i>Chancellor</i> Office of the Chancellor
	3.11 Issue	None	1 day	<i>Chief</i>



	Check			<i>Administrative Officer</i> Cash Office
4. Claim the check and turnover the original Certificate of title (if applicable)	4.1 File the payment documents	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	192 days, 4 hours, and 30 minutes	



5. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses.

This service may be availed by heirs of former landowners, other units within the university, and other government agencies to obtain copies of documents related to the land properties owned by the University of the Philippines across its Miagao and Iloilo City campuses. These documents are essential documents for their transaction with government agencies and approval of project proposals.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other Government Agencies			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet/		
Government-issued ID (1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request form (SARP Form 3)	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Interview the requestor to gather additional information	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement



				Project
	1.4 Prepare the desk review form and documents requested (SARP Form No. 4)	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Draft the response letter	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and documents; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the response letter	None	30 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Inform the requestor of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



2. Claim the document	2.1 Release the requested documents	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	1 day, 2 hours and 15 minutes	



INTERNAL SERVICES

6. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses.

This service may be availed by heirs of former landowners, other units within the university, and other government agencies to obtain copies of documents related to the land properties owned by the University of the Philippines across its Miagao and Iloilo City campuses. These documents are essential documents for their transaction with government agencies and approval of project proposals.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet/		
Government-issued ID (1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request form (SARP Form 3)	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Interview the requestor to gather additional information	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and



				Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and documents requested (SARP Form No. 4)	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Draft the response letter	None	30 minutes	Hearty G. Adolfo-Sapanza <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and documents; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the response letter	None	30 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.8 Inform the requestor of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and



				Resettlement Project
2. Claim the document	2.1 Release the requested documents	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	1 day, 2 hours and 15 minutes	



7. Provision of reports/data related to UPV land holdings

This service may be availed by other units within the university to obtain comprehensive and up-to-date reports and data pertaining to the landholdings owned by the University of the Philippines under the administration of UP Visayas.

Office or Division		Site Acquisition and Resettlement Project (SARP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government		
Who may Avail		Other units within the University		
Checklist of Requirements		Where to Secure		
Request letter/email		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to ascertain whether the requested data falls under the jurisdiction of the office	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the	None	5 days	<i>Administrative</i>



	report/data requested			<i>Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Prepare the draft response letter	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the report; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the response letter	None	30 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development,
	1.8 Inform the requester of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for



				Planning and Development, Site Acquisition and Resettlement Project
2. Claim the report/data	2.1 Release the requested report/data	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 2 hours and 15 minutes	



8. Initial Assessment of Requests on Utilization of UPV Landholdings

This service may be availed by other units within the university, other government agencies, Local Government units, private individuals/organizations, and the barangays covering the UPV Miagao and Iloilo City campuses to obtain recommendation/initial assessment for their requests for use of the landholdings of the University.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Proposal		Client/ Requestor		
Sketch Plan of Proposed Site		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor forwards the written request	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request for compliance with requirements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	1.4 Prepare the desk review form and related documents (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Conduct the site inspection	None	5 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Prepare the draft Inspection report	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Prepare the draft recommendation/assessment (land information based on available records)	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Verify the report/assessment; finalize and sign	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the report/data	2.1 Forward assessment	None	10 minutes	<i>Administrative Assistant II</i>



	together with other relevant documents to OVCPD			Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 3 hours and 25 minutes	



9. Assistance with Field Investigations related to Unauthorized Use of UPV Landholdings

SARP assists in the investigation by providing land information based on available records, the current use of the property, and the demographic data of occupants if applicable. This service may be availed by other units of the University.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Incident Report		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request and incident report	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to assess compliance with requirements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice



	related documents (SARP Form No. 4)			Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Conduct the site inspection	None	5 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Prepare the draft Inspection report	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Prepare the draft recommendation/assessment (land information based on available records)	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Verify the report/assessment; finalize and sign	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	1.9 Forward assessment together with other relevant documents to OVCPD for logging	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
2. Claim the report/data	2.1 Release of the requested report/data	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 3 hours and 45 minutes	



SITE DEVELOPMENT AND REFORESTATION PROJECT



EXTERNAL SERVICE

1. Conduct of Tree Planting Activity in UPV Properties

This service is open to other government agencies like the Department of Public Works and Highways, student organizations within the University and alumni groups. This service is in line with the initiative of the University for reforestation.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Highly Technical (with MOA)			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of tree planting addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Sorts the communication (for	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice



	approval, for comment, for referral) and forward to the VCPD			Chancellor for Planning and Development
	1.4 Refer the communication to SDRP	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel. For requests that require MOA, especially with specific areas requested with considerations as	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	suggested by VCPD			
	1.7 MOA is forwarded to the Legal Services Office for comment/acti on	None	1 day	<i>Legal Officer III</i> Legal Services Office
	1.8 Finalize MOA for approval and signing	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.9 Forward the approval of request to the requestor	None	10 minutes	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	3 days and 50 minutes	



2. Identification of Tree Species in UPV Properties

The University of the Philippines Visayas is home to a variety of tree species. This service is open to students and researchers who may use this information for their research studies.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of identification of tree species addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Sorts the communication (for approval, for	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for



	comment, for referral) and forward to the VCPD			Planning and Development
	1.4 Refer the communication to SDRP)	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.7 Schedule the conduct of the activity	None	10 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 35 minutes	





3. Issuance of permit to cut bamboo poles

This service is designed to regulate and manage the cutting of bamboo poles in the University.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request/Request Form		SDRP Office		
Permit to Cut		OVCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients/Requestor secures and fill up request form for issuance of permit to cut/harvest agricultural yields	1.1 Prepare request form with the information on areas where to cut and amount intended to pay		5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
2. Requestor will pay the exact amount at the Cash Office	2.1 Receive the form	₱30.00/ bamboo pole	20 minutes	<i>Administrative Staff</i> Cash Office
3. Issuance of cutting permit	3.1 Receive the Request Form with OR	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	3.2 Approval of cutting permit	None	1 day	<i>Vice Chancellor for Planning and Development</i>



				Office of the Vice Chancellor for Planning and Development
	3.3 Forward the approved permit to the requestor, copy furnished SDRP and SSF	None	20 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
4. Client/requestor coordinates with SDRP personnel during and after the conduct of cutting	4.1 Inspects, checks and verify the number of bamboo poles cut as indicated in the cutting permit	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
	4.2 SDRP and SSF personnel sign the cutting permit before releasing the requested bamboo poles	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
TOTAL		None	3 days and 50 minutes	



4. Conduct of Orientation on Vermicasting

The orientation on vermicasting will educate participants on composting organic waste using earthworms to produce vermicompost.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of vermicasting orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Refer the communication to SDRP	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	1.4 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel.	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
TOTAL		None	2 days and 20 minutes	



INTERNAL SERVICE

5. Conduct of Tree Planting Activity in UPV Properties

This service is open to other government agencies like the Department of Public Works and Highways, student organizations within the University and alumni groups. This service is in line with the initiative of the University for reforestation.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Highly Technical (with MOA)			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client hands in communication or send via email in relation to the conduct of tree planting addressed to OVCPD	2.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.3 Sorts the communication (for	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice



	approval, for comment, for referral) and forward to the VCPD			Chancellor for Planning and Development
	2.4 Refer the communication to SDRP	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	2.6 Act based on the suggestions of the SDRP personnel. For requests that require MOA, especially with specific areas requested with considerations as	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	suggested by VCPD			
	2.7 MOA is forwarded to the Legal Services Office for comment/action	None	1 day	<i>Legal Officer III</i> Legal Services Office
	2.8 Finalize MOA for approval and signing	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.9 Forward the approval of request to the requestor	None	10 minutes	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	3 days and 50 minutes	



6. Identification of Tree Species in UPV Properties

The University of the Philippines Visayas is home to a variety of tree species. This service is open to students and researchers who may use this information for their research studies.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of identification of tree species addressed to OVCPD	2.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.3 Sorts the communication (for approval, for	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for



	comment, for referral) and forward to the VCPD			Planning and Development
	2.4 Refer the communication to SDRP)	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	2.6 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.7 Schedule the conduct of the activity	None	10 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 35 minutes	



7. Issuance of permit to cut bamboo poles

This service is designed to regulate and manage the cutting of bamboo poles in the University.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request/Request Form		SDRP Office		
Permit to Cut		OVCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Clients/Requestor secures and fill up request form for issuance of permit to cut/harvest agricultural yields	2.1 Prepare request form with the information on areas where to cut and amount intended to pay		5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
5. Requestor will pay the exact amount at the Cash Office	4.1 Receive the form	₱30.00/ bamboo pole	20 minutes	<i>Administrative Staff</i> Cash Office
6. Issuance of cutting permit	5.1 Receive the Request Form with OR	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	4.2 Approval of cutting permit	None	1 day	<i>Vice Chancellor for Planning and Development</i>



				Office of the Vice Chancellor for Planning and Development
	4.3 Forward the approved permit to the requestor, copy furnished SDRP and SSF	None	20 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
7. Client/requestor coordinates with SDRP personnel during and after the conduct of cutting	5.1 Inspects, checks and verify the number of bamboo poles cut as indicated in the cutting permit	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
	5.2 SDRP and SSF personnel sign the cutting permit before releasing the requested bamboo poles	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
TOTAL		None	3 days and 50 minutes	



8. Conduct of Orientation on Vermicasting

The orientation on vermicasting will educate participants on composting organic waste using earthworms to produce vermicompost.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client hands in communication or send via email in relation to the conduct of vermicasting orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	2.3 Refer the communication to SDRP	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	2.4 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	2.5 Act based on the suggestions of the SDRP personnel.	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
TOTAL		None	2 days and 20 minutes	



COLLEGE OF FISHERIES AND OCEAN SCIENCES – OFFICE OF THE DEAN



BOTH EXTERNAL SERVICE AND INTERNAL SERVICE

1. USE OF FACILITIES AND EQUIPMENT AT VILLADOLID HALL, PIDLAOAN HALL, AND UMALI HALL

The use of Conference Rooms at Villadolid Hall, Pidlaoan 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 or Division	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client; G2B-Government to Business Entity; G2G-Government to 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 Necessary for Outside Clients		Office of the Dean, Facebook Account (CFosUPVisayas), CFOS Website and Facebook Page (College of Fisheries and Ocean Sciences, UP Visayas)		
Billing Statement for Paying Users 6(For Paying Clients only) Official Receipt		c/o Remy M. Villoga, Audio Visual Technician		
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	1.1 Evaluates and validates the accomplished form	P375/hr for paying clients	30 minutes	Audio-Visual Technician
	1.2 Checks the availability of the facility and equipment requested	P194.68 /hr for overtime pay of the Technician for services during holidays and weekends and	10 minutes	Audio-Visual Technician
	1.3 Approves the request		1-3 days	Dean



2.Pays the fee 3.Presents the receipt	1.4 Issues billing for paying client	P162.24 /hour for services beyond office hours		Audio-Visual Technician
	2. Records the payment receipt			Audio-Visual Technician
TOTAL		P375/hour for paying clients;	1-3 days	
		P194.68/hr for overtime pay of the Technician for services during holidays and weekends and	(excluding the issuance of the bill to the requestor and recording of the payment receipt)	
		P162.24/hour for services beyond office hours		



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 or Division	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	
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	1.1 Prepares the Certificate	None	1 Day	Administrative Assistant III
	1.2 Checks the document			Administrative Officer V
	1.3 Signs the Certificate			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 or Division	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	
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	1.1 Receives and logs the request	None	3 days	Administrative Aide VI (for printed requests) Administrative Assistant III (Communications Equipment Operator III) (for requests sent via email)
	1.2 Screens communication			Administrative Officer V
	1.3			Dean, CFOS



2. Requestor coordinates with the Office regarding the visit and provides Itinerary of travel and other details	Reviews/Approves the request and gives instruction when necessary 2. Coordinates with the requestor, Public Service Coordinator, and Institute in charge of the tour of facilities and/or benchmarking activities.			Administrative Assistant II (Public Service Committee Member)
TOTAL		None	3 Days	



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 or Division	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		
Properly filled-out travel order form		Institute Office; Office of the Dean, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the travel form and submits the application	1.1 Institute Directors/Direct Supervisor recommends for approval the request	None	1-2 Days	Institute Directors/Direct Supervisor
	1.2 Approves the request			Dean, CFOS
TOTAL		None	1-2 Days	



5. CONDUCT OF ALTERNATIVE MODE OF PROCUREMENT (CFOS DELEGATED AUTHORITY)

As per Administrative Order No. CCC 2024-224, effective February 1, 2024, the CFOS Dean, Dr. Harold M. Monteclaro was authorized to conduct alternative mode of procurement through Small Value Procurement (SVP) and Shopping, for procurement with Approved Budget Contract 9ABC) below P50,000.00.

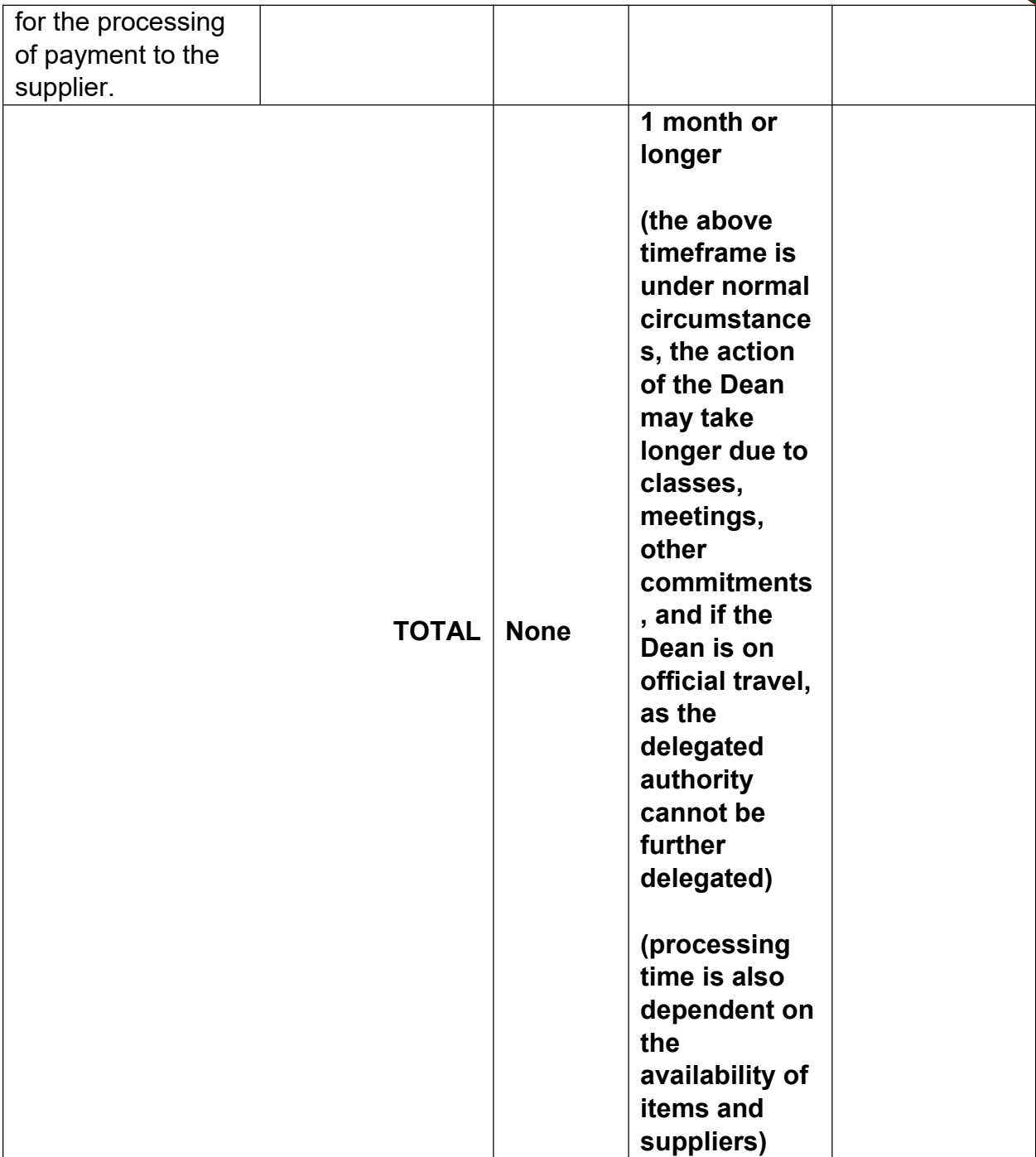
Office or Division	Office of the Dean, CFOS			
Classification	Complex/Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	All units under CFOS			
Checklist of Requirements		Where to Secure		
Purchase Request (PR)/Job Order Request (JOR), Obligation Request (OBR), Request for Quotation (RFQ), Abstract of Quotation (AOQ), Job Contract (JC) / Purchase Order (PO), Notice to Proceed (NTP), Inspection and Acceptance Report (IAR) or Certificate of Final Acceptance (CFA), Disbursement Voucher (DV)		CFOS Units/Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the PR form and have it approved by the Project Leader/Unit Head	1. c/o unit	None	-	Administrative Officer V
2. Submits the OBR and PR to the Accounting/Budget Office for obligation of funds	2. c/o Accounting/Budget Office		-	
3. Prepares the RFQ form in 3 copies for the signature of the Dean with attached Obligated PR and	3.1 Reviews, initials, and assigns reference numbers to the RFQ		10 mins	



PPMP inclusion certification	3.2 Reviews the documents and signs the RFQ		30 mins or longer depending on the availability of the Dean	Dean, CFOS
	3.3 Sends the signed RFQ and other documents back to the requisitioning unit		5 mins	Administrative Officer V
4. Unit canvasser to canvass, the prepares and submits AOQ for the approval of the Dean	4.1 Reviews, initials, and assigns reference numbers to the AOQ		15 mins	Administrative Officer V
	4.2 Reviews the documents and approves the AOQ		30 mins or longer depending on the availability of the Dean	Dean, CFOS
	4.3 Sends the signed AOQ and other documents back to the requisitioning unit		5 mins	Administrative Officer V
5. Prepares the purchase order (PO)/Job Contract (JC) and Notice to Proceed (NTP) and submits the documents for the signature of the Dean	5.1 Reviews, initials, and assigns reference numbers to the PO/JC/NTP		15 mins	Administrative Officer V
	5.2 Reviews the documents and signs the PO/JC/NTP		30 mins or longer depending on the availability	Dean, CFOS



<p>6. Contacts the supplier for the signing of PO/JC/NTP and for the delivery of procured items</p> <p>7. Gives a copy of the PO/JC to the Commission on Audit (COA)</p> <p>8. Receives the items and prepares the Disbursement Voucher (DV) with Inspection and Acceptance Report (IAR) or Certificate of Final Acceptance (CFA)</p> <p>9. Submits the DV with all the supporting documents to the Accounting Office</p>	<p>5.3 Sends the signed documents back to the requisitioning unit</p> <p>1. c/o unit</p>		of the Dean	5 mins	Administrative Officer V
	<p>2. c/o COA</p>				
	<p>8.1 Reviews all the documents</p>			20 mins	Administrative Officer V
	<p>8.2 Reviews all the documents and signs the CFA and DV</p>			30 mins or longer depending on the availability of the Dean	Dean, CFOS
	<p>8.3 Sends the signed documents back to the requisitioning unit</p>			5 mins	Administrative Officer V
	<p>9. c/o unit and Accounting Office</p>				





COLLEGE OF FISHERIES AND OCEANSCIENCES – OFFICE OF THE COLLEGE SECRETARY



EXTERNAL SERVICE

1. PRE-REGISTRATION OF STUDENTS

Pre-registration is a service intended to provide information to students before the registration proper.

Office or Division	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		CRSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students views the schedule from the CRSIS	1. No Action	None	5 Minutes	
2. Presents the schedule to the adviser for evaluation	2. Evaluates the schedule	None	30 Minutes	<i>Program Adviser</i>
3. Students confirms subjects thru CRSIS	3. No Action	None	5 Minutes	
TOTAL			40 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 or Division	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. Downloads cross-registration form, fills out completely	1. No Action	None	10 Minutes	
2. Forwards the duly signed up CRF to the program 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. Evaluates records, attaches copy of grades and makes recommendation	None	30 Minutes	<i>School Credits Evaluator College Secretary Office of the College Secretary</i>
4. Submits the duly signed form to the Office of the Dean	5. No Action	None	5 Minutes	<i>Administrative Aide VI Office of the College Secretary</i>
5. Forwards the duly signed form to the Office of the University Registrar (OUR) for approval	5. Recommends cross-registration form. (Wait for OUR approval.)	None	1 day	<i>Dean Office of the Dean</i>
6. Claims the approved/disapproved CRF	6. Issues the approved/disapproved CRF	None	5 minutes	<i>Administrative Aide VI</i>



				Office of the College Secretary
	TOTAL	None	1 Day, 1 hour & 10 minute s	



3. ENROLLMENT/REGISTRATION FOR REGULAR STUDENTS

This is a service provided to students who have approved pre-registration.

Office or Division	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. 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 all of the confirmed subjects thru CRSIS	None	15 minutes	<i>Program Adviser</i>
3. Proceeds to assessment.	3. Assesses the students for payment and prints form 5	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
4. Confirms the form in the CRSIS	4. No Action	None	5 minutes	
6. Program Adviser confirms the form 5 in the CRSIS	5. No Action	None	5 Minutes	<i>Program Adviser</i>
6. OCS to finalize the enrolment.	6. OCS Confirms the form 5 in the CRSIS	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL			37 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 or Division	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. 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	1-3 Days	<i>Admission Committee</i>
3. Claims the notice of action.	3. Releases the notice of action.	None	2 Minutes	<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	2-6 days & 2 Minutes	



5. APPLICATION FOR SHIFTING OF COURSE

This service is provided to students who intend to shift course.

Office or Division	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 form for shifting		Office of the College Secretary (OCS)		
Copy of grades		Office of the College Secretary (OCS)		
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 requirement	1. Receives application	None	2 Minutes	<i>Administrative Aide VI</i> Office of the College Secretary Student
	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 Credits Evaluator</i> Office of the College Secretary College
	1.2 College Admissions Committee or Division/Department head acts on the application	None	30 Minutes	Admissions Committee or Department/Division Head 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



	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			7 days, 47 Minutes	



6. CHANGE/ADD OF MATRICULATION

This service is provided to students who want to change/add matriculation.

Office or Division	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		CRS		
Registration form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads Change of Matriculation form (UP Form 26) in the CRS	No Action	None	1 Minute	
2. Fills out Change of Matriculation form (UP Form 26) and secures signatures of the Program Adviser and instructors/faculty of the subject authorized/subject cancelled	2. Checks, evaluates and signs the request form	None	1-3 days	<i>Program Adviser Instructors/Faculty Concerned</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	<i>OCS Staff Office of the College Secretary</i>
	3.1 Adds/changes/cancels courses	None	10 Minutes	<i>OCS Staff Office of the College Secretary</i>
	3.2 Assesses and bills fees then returns the form together with the	None	5 Minutes	<i>OCS Staff Office of the College Secretary</i>



	billing statement			
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	3 days & 30 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 or Division	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	OCS Staff Office of the College Secretary
	1.2 Recommends and forwards request to the Dean for final action	None	30 minutes	<i>College Secretary</i> Office of the College Secretary
	1.3 Acts on the request and returns the letter to the OCS	None	2 Hour	<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	OCS Staff Office of the College Secretary
TOTAL		None	2 hours & 37 Minutes	



8. SUBSTITUTION OF COURSES

This service is provided to students who want to substitute courses.

Office or Division	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. Downloads and fills out substitution form	1. No Action	None	3 minutes	
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	1-3 Days	<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	3 days & 28 Minutes	



9. APPLICATION FOR WAIVER OF PRE-REQUISITE

This service is provided to students who wish to apply for waiver of pre-requisite.

Office or Division	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	1 day	<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	1 day & 13 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 or Division	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	<i>Cashier</i> Cash Office
2. Forward to the instructor	2. Signs the permit	None	30 mins	<i>Instructor</i>
3. Submits permit for completion/removal to OCS	3. Recommends permit	None	5 mins	<i>College Secretary</i> Office of the College Secretary
4. Receives approved permit	4. Issues approved permit	None	2 minutes	<i>OCS Staff</i> Office of the College Secretary
5. Presents permit before completion/removal	5. Approves permit	None	2 minutes	<i>Faculty concerned</i>
TOTAL		If within removal period: none If not: ₱20 for removal & ₱10 for completion	44 Minutes	



11. DROPPING OF SUBJECTS/COURSES

This service is provided to students who want to drop subjects/courses.

Office or Division	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. Downloads and fills out waiver of prerequisite form	1. No Action	None		
2. Secures signature of teacher	2. Evaluates class standing and signs form	None	5 Minutes	<i>Faculty-In-Charge of the course</i>
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	<i>Adviser</i>
4. Presents form for assessment	4. Assesses and bills fee	None	5 Minutes	<i>OCS Staff Office of the College Secretary</i>
7. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	₱10/unit	5 Minutes	<i>Cashier Cash Office</i>
6. Submits duly accomplished dropping form with OR	6. Checks and verifies student's record	None	5 Minutes	<i>OCS Staff Office of the College Secretary</i>
8. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	<i>OCS Staff Office of the College Secretary</i>
TOTAL		₱10/unit	27 Minutes	



12. APPLICATION FOR LEAVE OF ABSENCE (LOA)

This service is provided to students who want to leave.

Office or Division	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. Downloads and fills out LOA form	1. No action	None		
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	1-3 days	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/Library/OSA
	4.2 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	3 days & 22 Minutes	



13. RE-ADMISSION FROM AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office or Division	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		
Readmission Form		Office of the College Secretary (OCS)		
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	1. Evaluates student's records,	None	1 hour	OCS Staff Office of the College Secretary
	1.1 if PD and delinquent students, goes through counseling via OSA	None	1 day	OSA
	1.2 Acts on the request and forwards to the Dean	None	1-3 days	College Secretary Office of the College Secretary; Admission Committee
	1.3 Acts on the request and forwards to OUR	None	1 hour	Office of the Dean
	1.4 Acts on the request and forwards to OVCAA	None	1 day	OUR
	1.5 Acts on the request and return to OCS	None	1 day	OVCAA
	1.6 Informs student of the result	None	30 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	6 days & 2 hours & 37 Minutes	



14. VALIDATION OF SUBJECTS FOR TRANSFEREES

This service is provided to validate subject for transferees.

Office or Division	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		
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	1 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	2 minutes	<i>Faculty Concerned</i>
	4.1 Forwards the result of the exam to 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	OCS Staff Office of the College Secretary
	4.3 Acts on the result of the exam	None	2 minutes	<i>Dean</i> Office of the Dean
	4.4 Forwards result of the exam to the OCS	None	2 minutes	<i>Staff</i> Office of the Dean
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> Office of the College Secretary
TOTAL		₱20.00	4-5 days and 40 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 or Division	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	Faculty Adviser
2.Submits duly accomplished form	2. Evaluates records, accomplishes page 2 of the form and forwards request to College Admission Committee	None	1 hour	Student Records Evaluator Office of the College Secretary
	2.1 Acts on the request and forwards to the Dean for action	None	2 days	College Admission Committee
	2.2 Acts on the request and forwards to the Office of the University Registrar (OUR)	None	1 hour	Dean Office of the Dean
	2.3 Evaluates and prepares recommendation and forwards to	None	30 minutes	Student Records Evaluator OUR



	Office of the Vice Chancellor for Academic Affairs (OVCAA)			
	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
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 or Division	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. 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	Program Adviser
	1.2 Forwards the endorsed application for graduation form to the Office of the College Secretary	None	5 Minutes	Program Adviser
	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 or Division	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	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	1 day	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		₱20/₱40 per copy	1 day & 22 Minutes	





MUSEUM OF NATURAL SCIENCES

EXTERNAL SERVICES



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.	1.1. Receives and records the request.	500.00	30-40 Days	<i>Administrative Aide I</i>
	1.2. Checks the request.			Museum of Natural Sciences
	1.3. Deliberates on the request.			<i>Museum Coordinator</i>
	1.4. Acts on the request.			Museum of Natural Sciences
2. If approved, client submits biological specimen for identification.	2.1. Fix, documents, prepares and stores the specimen.	500.00	30-40 Days	
3. Client waits for the result / issuance of certificate of identified biological specimen.	2.2. Gathers data / references necessary for species identification.			<i>Museum Technician II</i>
				Museum of Natural Sciences
4. Client receives the Certificate of identified biological specimen.	4.1. Issues Certificate of the identified biological specimens either virtually or physically.			
TOTAL		Php 500.00	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. 1.2.Checks the request. 1.3.Deliberates on the request. 1.4. Acts on the request. 1.5. Fix, documents and prepares the specimen. 1.6. Process the specimen for preservation 3.Issues Certificate to the client either virtually or physically	Fee depends on the size of the specimen.	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		Fee depends on the size of the specimen.	40 Days	



4. Evaluation of Condition of Stranded Animal

The museum serves to assist the different coastal barangays in Miagao 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.	1.1. Receives and records the request.	None	Five (5) minutes or upon request depending on the proximity or accessibility of place	<i>Administrative I</i> Museum of Natural Sciences
	1.2. Checks the request.			
	1.3. Deliberates on the request.			<i>Museum Coordinator</i> Museum of Natural Sciences
2. Client communicates through phone for immediate response.	1.4. Immediately acts on the request.			
	1.5. Gathers and records data regarding the stranded animal			<i>Museum Technician II</i> Museum of Natural Sciences
TOTAL		None	5 minutes 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.	1.1. 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 / online downloadable forms via FB Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request / Request Form to the Office.	1.1. 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 / online downloadable forms via FB Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends / submits letter request / Request Form to the Office.	1.1. Receives and records the request.	None	20 mins	<i>Administrative I</i> Museum of Natural Sciences
	1.2. Checks the request.			<i>Museum Technician II</i> Museum of Natural Sciences
	1.3. Deliberates on the request.			<i>Museum Coordinator</i> Museum of Natural Sciences
	1.4. Acts on the request.			
TOTAL		None	20 mins	



INSTITUTE OF AQUACULTURE



EXTERNAL SERVICE

1. ANALYTICAL LABORATORY SERVICES (AA Analysis; FAME; SFE, etc.)

The Analytical Laboratory Services provide the following: Amino Acid (AA) Analysis, Fatty Acid Methylene Ester (FAME), Supercritical Fluid Extraction (SFE), etc.

Office or Division	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; • Water Analysis; • Amino Acid Analysis-HPLC-AA; • Fatty Acid Methylene Ester (FAME); • Gas Chromatography and Mass Spectrometry Analysis (GC-MS) • Supercritical Fluid Extraction (SFE); 	1. Accepts letter request from NGO's & NGA; researchers	P 20,000 AA, SFE, FAME per sample	1 working day	Admin. Officer
	2. Forward for referral the laboratory request to concerned staff	P 1,500 Crude protein P 350 for H ₂ O and Soil samples P 550- Lime test; SFE	1 working day	REPS Laboratory -in-Charge Nutrition Laboratory & Microbiology Lab & Physiology Lab



<ul style="list-style-type: none"> • Fish Diseases Tests; • Neutralizing value of lime 				
	3. Schedule analyses requested and requires specification of samples brought for analyses		10 working days	
	4. Release of laboratory results upon payment to UPV Cashier's Office		1 working day	
	5. Forward a copy of Official Receipts to IA Office for encoding of income		1 working day	
TOTAL		P 20,000 AA, SFE, FAME per	14 working days	



	sample P 1,500 Crude protein P 350 for H2O and Soil samples P 550- Lime test; SFE		
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2. TECHNICAL CONSULTANCY SERVICES (E.G., SITE SELECTION; POND PREPARATION; WATER CULTURE; GROW-OUT HATCHERY DESIGNS)

Inquiries from clients are entertained and responded accordingly as part of the Institute's technical consultancy services.

Office or Division	1. Institute of Aquaculture 2. Brackishwater Aquaculture Center 3. Batan Mariculture Station 4. Freshwater Aquaculture Station 5. IA Hatchery			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may Avail	Researchers, Private Stakeholders, Other Government Entities, State Universities and Colleges			
Checklist of Requirements		Where to Secure		
Letter Request		Submit request to the Director, Institute of Aquaculture through email: ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	Pro bono	3 working days	Administrative Officer Director
	2. Schedule visits or ocular inspection		7 working days	Faculty/REPS
	3. Feedback/ evaluation of services			cc: CFOS Dean
TOTAL		Pro Bono	10 working days	



3. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT

Facilities and/or equipment of the Institute may be used by students, private, or government institutions.

Office or Division	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	External stakeholders from private, government, and non-government agencies/institutions.			
Checklist of Requirements		Where to Secure		
Letter Request Use of Facilities and/ or Equipment Request Form		Submit the request form to the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly filled up request for use of facilities form noted by the laboratory-in-charge and faculty adviser/project leader	1.Receives and records the request form	<ul style="list-style-type: none"> •Free for UP students •Refer to the Standard University rates 	1 working day	Administrative Officer
	2.Forwards to IA Director for approval		1 working day	Administrative Officer
	3.Acts on the request		2 working days	Director
	4.Forwards approved request to the laboratory-in-charge		3 working days	Administrative Officer Laboratory-in-charge
2.Gets the billing statement and pays at the Cash Office	5.Prepare billing statement and requests the client to		2 working days	Laboratory-in-charge



	pay at the Cash Office			
3.Furnishes the Institute a copy of the Official Receipt	6.Receives a copy of the Official Receipt		1 working day	
TOTAL		None	10 working days	



4. REQUEST FOR TOUR OF INSTITUTE OF AQUACULTURE

Request for the tour of the Institute facilities is being accommodated and facilitated.

Office or Division	Institute of Aquaculture			
Classification	Simple			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	Internal Stakeholders/ Private/ Government Agencies / Civic Organizations			
Checklist of Requirements		Where to Secure		
Agency/ Institution letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests/ informs IA office of the proposed schedule for the tour into the IA facilities which includes stations, hatchery, and laboratories.	1.The Office receives and records the request	Pro bono	1 working day	Administrative Officer
	2.Checks and verifies date of the tour from station heads, REPS/ laboratory in-charge, if permissible and forwards to IA Director for approval		2 working days	REPS Personnel Laboratory-in-charge Administrative Officer



	3.Acts/ responds on the request		1 working day	Director
TOTAL		None	4 working days	



5. REQUEST FOR AQUACULTURE TRAINING

As part of its mandate, the Institute conducts requested training in the field of Aquaculture and its specialized areas.

Office or Division	Institute of Aquaculture			
Classification	Complex			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	External Stakeholders/ Private/ Government Agencies / Civic Organizations			
Checklist of Requirements		Where to Secure		
Agency/Institution letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the letter request to the Admin Office	1. The Office receives and records the letter request which will be forwarded to the Director	Pro bono	1 working day	Admin. Officers
2. Coordinates with IA focal persons regarding the conduct of the training	2. The Director will evaluate and refer the letter request to the appropriate personnel. He then acts/responds on the request		2 working days	Director
	3. Preparation of training program in accordance to the request of the client		6 working days	Faculty/REPS/ Admin. Staff/ Admin. Officers
3. Sends trainees to the venue of the training	4. Conducts training activity*		1 working day	
TOTAL		None	10 working	



		days* <i>*(depends on the nature of the training being Requested; actual duration of training is not yet accounted)</i>	
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INTERNAL SERVICE

6. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT

Facilities and / or equipment of the Institute may be used by its internal stakeholders (UP constituents).

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Faculty, REPS, Students, Research Assistants and Project-Based Staff			
Checklist of Requirements		Where to Secure		
Use of Facilities Request Form		Request form from the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled up request for use of facilities form noted by the laboratory-in-charge and faculty adviser/project leader	1. Receives and records the request form	<ul style="list-style-type: none"> •Free for UP students •Refer to the Standard University rates 	5 working days	Admin. Officer
	2. Forwards to IA Director for approval			Director
	3. Acts on the request			
	4. Forwards approved request to the laboratory-in-charge		1 working day	Admin. Officer
2. Gets the billing statement and pays at the Cash Office	5. Prepares billing statement and requests the client to pay at the Cash Office		4 working day	Laboratory-in-charge
3. Furnishes the Institute a copy of the Official Receipt	6. Receives a copy of the Official Receipt			



TOTAL	<ul style="list-style-type: none">•Free for UP students•Refer to the Standard University rates	10 working days	
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7. REQUEST FOR OVERTIME AND / OR OVERTIME PERMITS

Overtime and/or overnight permits and other similar documents are being facilitated/issued as part of the Institute's regular operation.

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty, REPS, Students, Research Project Staff, Administrative Staff			
Checklist of Requirements		Where to Secure		
Overtime / Overnight Permit Form		Request form from the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for overnight/ overtime permit duly endorsed by the faculty adviser/project leader and recommended by the head/ laboratory-in-charge	1. Receives and records the request	Pro bono	1 working day	Admin. Officer
	2. Checks and verifies entries and forwards to IA Director for approval		2 working days	Admin. Officer
	3. Acts on the request			Director
2. Receives the approved overnight/ overtime permit	4. Releases the approved request to the client		1 working day	Laboratory-in-charge
TOTAL		Pro bono	4 working days	



8. REQUEST FOR AQUACULTURE TRAINING

As part of its mandate, the Institute conducts requested training in the field of Aquaculture and its specialized areas.

Office or Division	Institute of Aquaculture			
Classification	Complex			
Type of Transaction	G2C – Government to Client/ G2G – Government to Government			
Who may Avail	Internal Stakeholders - Faculty, REPS, Students, Research Assistants, Administrative Staff			
Checklist of Requirements		Where to Secure		
UPV constituent's letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the letter request to the Admin Office	1. The Office receives and records the letter request which will be forwarded to the Director	Pro bono	1 working day	Administrative Officers
	2. The Director will evaluate and refer the letter request to the appropriate personnel. He then acts/ responds on the request		2 working days	Director
2. Coordinates with IA focal persons regarding the conduct of the training	3. Preparation of training program in accordance to the request of the client		1 working day	Faculty/REPS/ Admin. Staff Admin. Officer



3. Sends trainees to the venue of the training	4. Conducts training activity*			Faculty/REPS/ Admin. Staff/ Admin. Officer
TOTAL		Pro bono	4 working days* <i>*(Depends on the nature of the training being Requested; actual duration of training is not yet accounted)</i>	

BRACKISHWATER AQUACULTURE CENTER





EXTERNAL SERVICE

1. ANALYTICAL LABORATORY SERVICES

Conducts request for water and soil analyses.

- Water Analysis:
Ammonia-Nitrogen (NH₃-N); pH; Nitrite-Nitrogen (NO₂-N); Chlorophyll a; Alkalinity;
Total *Vibrio*; Bacterial count (TPC, LBC); Plankton count; Phosphate; D.O. (Winkler
Method); Total suspended solids (TSS); Salinity
- Soil Analysis: Wet & dry pH; Organic matter; Potential acidity

Office or Division	Brackishwater Aquaculture Center			
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; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
Sample				
Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate with BAC re Analytical Laboratory Services	1. Accepts letter request from NGO's & NGA; researchers and forward for referral the request to concerned staff	None	30 minutes	Administrative Assistant III
2. Provide sample and wait for advice to pay.	2. Laboratory personnel provide clients details of requirements for the analysis such as specification for samples, rates, expected date to release.	None	30 minutes	URA II
	3. Analyze the sample		7 days	URA II Precision Instrument Technician I
	4. Inform client to pay.	None	30 minutes	URA II
	5. Prepare billing statement	None	30 minutes	AO V
3. Pay at the UPV Cash Office. • Ammonia-	6. Release of laboratory results upon payment to	P550.00	30 minutes	URA II



Nitrogen (NH ₃ -N) • pH • Nitrite-Nitrogen (NO ₂ -N) • Chlorophyll a • Alkalinity • Total vibrio • Bacterial count (TPC, LBC) • Plankton count • Phosphate • D.O. (Winkler) • Total suspended solids (TSS) • Salinity • Wet & dry pH • Organic matter • Potential acidity	UPV Cashier's Office	P135.00 P265.00 P600.00 P450.00 P400.00 P600.00 P500.00 P500.00 P450.00 P500.00 P55.00 P225.00 P320.00 P230.00 Special Rates: * students - 20% discount		
4. Provide OR to BAC through email or photocopy.	7. Collect Official Receipts for encoding of income	None	1 day	Administrative Aide VI
TOTAL			8 days, 2.5 hours	

Special Rates: * students - 20% discount



2. TECHNICAL CONSULTANCY SERVICES

Provides pro-bono consultancy to clients inquiring about aquaculture concerns and issues (e.g., site selection; pond preparation; water culture, grow-out hatchery designs)

Office or Division	Brackishwater Aquaculture Center			
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; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1. Staff receive and records request and refer to Station Head for evaluation.	None	30 minutes	Administrative Assistant III
	2. Station Head evaluates the request provides notice of action.	None	2 days	URA II
	3. Schedule visits or meeting with requestor.	None	1 day	URA II/ AO V
	4. Visit/inspect facility.	None	5 days	Station Head/Faculty/URA II/ Laborers
	5. Provide feedback/evaluation of services	None	30 minutes	Station Head/URA II
TOTAL		None	8 days, 1 hour	



3. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT

Facilities and/or equipment of the Institute are open for use by the students, private, or government institutions.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may Avail	Faculty, REPS, UPV Students, Students from Other Schools, Research Assistants, Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Filled out form for use of facilities and equipment		Brackishwater Aquaculture Center		
Approval of the Station Head		Brackishwater Aquaculture Center		
Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request to use facilities or equipment.	1. Staff provides request form to be filled out.	None	30 minutes	Administrative Assistant III
2. Fill out form and submit for approval of the Station Head	2. Staff receive and record filled out form and forward to the Station Head or AO V for evaluation and action.	None	30 minutes	Administrative Assistant III Station Head AO V
	3. Station Head/AO V approve or disapprove.	None	1 day	Station Head/Administrative Officer
	4. Inform requestor of the action and the requirements including payment.	None	1 day	Station Head/Faculty/URA II
3. Requestor proceed to use facility/ equipment	5. Staff assisted the client while using the facility or the equipment.	Refer to the Standard University Rates	5 days (maximum)	AO V UR URA II Precision Instrument Technician I Laborers
4. Requestor pays to the Cash	6. Staff collect copy of OR	None	1 day	



office.				
TOTAL		Refer to the Standard University Rates	8 days, 1 hour	



4. REQUEST FOR TRAINING

As part of its mandate, the Center accommodates request for trainings in the field of Aquaculture and its specialized areas.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	Researchers; Research Institutions; Government Institutions; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the detailed letter request to the Office	1. Staff receives and records the letter request & forward to the Station Head or AO V.	None	30 minutes	Administrative Assistant III
	2. The Station Head will evaluate and refer the letter request for the information and approval of the Director of IA.	None	2 days	Station Head Director
	3. Director approve/disapprove	None	1 day	Director
	4. IA send back to BAC action of the Director.	None	1 day	IA Staff
	5. Inform the requestor of the action.	None	1 hour	AO V
2. Attend meeting	6. Meet and discuss with requestor requirements/details of the training.	None	1 day	Station Head AO V
3. Procure materials/supplies and forward to BAC.	7. Preparation of training program as agreed by the BAC and the client.	None	5 days	Station Head AO V UR URA II
4. Sends trainees to the venue of the training	8. Conducts training activity.	None	5 days (maximum)	Director Station Head AO V UR URA II



TOTAL	None	15 days, 1 hour, 30 minutes	
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INTERNAL SERVICE

5. ANALYTICAL LABORATORY SERVICES

Conducts request for water and soil analyses.

- Water Analysis:
Ammonia-Nitrogen (NH₃-N); pH; Nitrite-Nitrogen (NO₂-N); Chlorophyll a; Alkalinity;
Total *Vibrio*; Bacterial count (TPC, LBC); Plankton count; Phosphate; D.O. (Winkler
Method); Total suspended solids (TSS); Salinity
- Soil Analysis: Wet & dry pH; Organic matter; Potential acidity

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	Government to Client			
Who may Avail	Researchers; Organizations, Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
Sample				
Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate with BAC re Analytical Laboratory Services	1. Accepts letter request from NGO's & NGA; researchers and forward for referral the request to concerned staff	None	30 minutes	Administrative Assistant III
2. Provide sample and wait for advice to pay.	2. Laboratory personnel provide clients details of requirements for the analysis such as specification for samples, rates, expected date to release.	None	30 minutes	URA II
	3. Analyze the sample		7 days	URA II Precision Instrument Technician I
	4. Inform client to pay.	None	30 minutes	URA II
	5. Prepare billing statement	None	30 minutes	AO V
3. Pay at the UPV Cash Office. • Ammonia-Nitrogen (NH ₃ -	6. Release of laboratory results upon payment to UPV Cashier's	P550.00	30 minutes	URA II



<ul style="list-style-type: none"> N) • pH • Nitrite-Nitrogen (NO₂-N) • Chlorophyll a • Alkalinity • Total vibrio • Bacterial count (TPC, LBC) • Plankton count • Phosphate • D.O. (Winkler) • Total suspended solids (TSS) • Salinity • Wet & dry pH • Organic matter • Potential acidity 	Office	P135.00 P265.00 P600.00 P450.00 P400.00 P600.00 P500.00 P500.00 P450.00 P500.00 P55.00 P225.00 P320.00 P230.00 Special Rates: * In-house research- 20% discount * UPV- 25% discount.		
4. Provide OR to BAC through email or photocopy.	7. Collect Official Receipts for encoding of income	None	1 day	Administrative Aide VI
TOTAL			8 days, 2.5 hours	



6. TECHNICAL CONSULTANCY SERVICES

Provides pro-bono consultancy to clients inquiring about aquaculture concerns and issues (e.g., site selection; pond preparation; water culture, grow-out hatchery designs)

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Researchers; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1. Staff receive and records request and refer to Station Head for evaluation.	None	30 minutes	Administrative Assistant III
	2. Station Head evaluates the request provides notice of action.	None	2 days	URA II
	3. Schedule visits or meeting with requestor.	None	1 day	URA II/ AO V
	4. Visit/inspect facility.	None	5 days	Station Head/Faculty/URA II/ Laborers
	5. Provide feedback/evaluation of services	None	30 minutes	Station Head/URA II
TOTAL		None	8 days, 1 hour	



7. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT

Facilities and/or equipment of the Institute are open for use by the students, private, or government institutions.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Research Assistants, Organizations; Students			
Checklist of Requirements		Where to Secure		
Filled out form for use of facilities and equipment		Brackishwater Aquaculture Center		
Approval of the Station Head		Brackishwater Aquaculture Center		
Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request to use facilities or equipment.	1. Staff provides request form to be filled out.	None	30 minutes	Administrative Assistant III
2. Fill out form and submit for approval of the Station Head	1. Staff receive and record filled out form and forward to the Station Head or AO V for evaluation and action.	None	30 minutes	Administrative Assistant III Station Head AO V
	2. Station Head/AO V approve or disapprove.	None	1 day	Station Head/Administrative Officer
	3. Inform requestor of the action and the requirements including payment.	None	1 day	Station Head/Faculty/URA II
3. Requestor proceed to use facility/equipment	4. Staff assisted the client while using the facility or the equipment.	Refer to the Standard University Rates	5 days (maximum)	AO V UR URA II Precision Instrument Technician I Laborers
4. Requestor pays to the Cash office.	5. Staff collect copy of OR	None	1 day	
TOTAL		Refer to the Standard University Rates	8 days, 1 hour	



8. REQUEST FOR TRAINING

As part of its mandate, the Center accommodates request for trainings in the field of Aquaculture and its specialized areas.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Researchers;; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the detailed letter request to the Office	1. Staff receives and records the letter request & forward to the Station Head or AO V.	None	30 minutes	Administrative Assistant III
	2. The Station Head will evaluate and refer the letter request for the information and approval of the Director of IA.	None	2 days	Station Head Director
	3. Director approve/disapprove	None	1 day	Director
	4. IA send back to BAC action of the Director.	None	1 day	IA Staff
	5. Inform the requestor of the action.	None	1 hour	AO V
2. Attend meeting	6. Meet and discuss with requestor requirements/details of the training.	None	1 day	Station Head AO V
3. Procure materials/supplies and forward to BAC.	7. Preparation of training program as agreed by the BAC and the client.	None	5 days	Station Head AO V UR URA II
4. Sends trainees to the venue of the training	8. Conducts training activity.	None	5 days (maximum)	Director Station Head AO V UR URA II
TOTAL		None	15 days, 1 hour, 30	



		minutes	
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INSTITUTE OF FISHERIES POLICY AND DEVELOPMENT STUDIES



EXTERNAL SERVICE

1. Conduct of public service activities (i.e., Lakbay Turo; lectures; training-workshops)

Public service activities in the field of Fisheries Policy and Development Studies is in the institute mandate of IFPDS

Office or Division	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/ written agreement		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IFPDS personnel re: public service needs	1. IFPDS REPS makes public service proposal and submits for review/ approval.	None	5 days	Any of the four (4) IFPDS REPS
	2. Request for cash advance.		3 days	Univ. Ext. Specialist
	3. Sends notice (i.e. LGU, schools, fisherfolks) to conduct training public service		2 days	Univ. Ext. Specialist
	4. Conducts public service			
TOTAL		None	10 days	



2. Assistance to the student concerns (i.e. enrolment, comprehensive exam, special problem, study plan, course offerings, etc.)

Academic support in the academic issues/ concerns of BS Fisheries, MMA and PMTMM students

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	IFPDS Students			
Checklist of Requirements		Where to Secure		
Letter request		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends letter request to the institute	1. Receives and refers request/ concern to the faculty-in-charge	None	4 hours	Admin. Asst. 3
	2. Faculty advises student on the concerns raised through email or messenger		2 hours	Faculty-in-charge of the course/ subject
	3. Student acknowledges and coordinates with the faculty through Admin. Asst. for further instructions		2 hours	Faculty-in-charge of the course/ subject, Admin. Asst. 3
TOTAL		None	8 hours (1 day)	



3. Consultancy Services (from LGU and other gov't agencies)

Request for consultancy services with the LGU and other gov't agencies being responded to by the institute

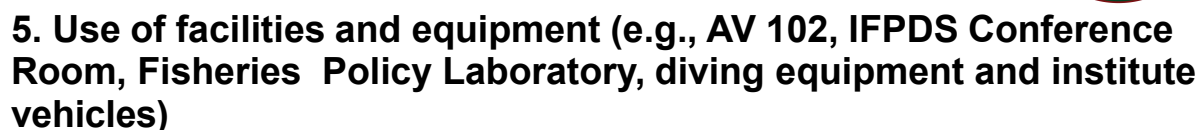
Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may Avail	LGU's and other gov't agencies in Iloilo			
Checklist of Requirements		Where to Secure		
Letter request		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends letter request for consultation	1. Director consults faculty/staff who is/ are in expertise with the problem of the client	None	2 days	Director, IFPDS
	2. Coordinates/ discusses problem with the client		1 day	IFPDS personnel involved
	3. Conducts consultancy with the client agency		2 days	Director, IFPDS and IFPDS personnel involved
TOTAL		None	5 days	



4. Use of IFPDS Library (Room Use only)

The Institute Library is accessible (for room use only) to all UPV constituents and outsiders provided government issued ID are presented; provide books, manuscripts, abstracts, magazines, periodicals and undergraduate/ graduate student thesis

Office or Division	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 provided gov't issued ID are presented			
Checklist of Requirements		Where to Secure		
Student/ Library ID		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in and presents student/ library ID or any Gov't issued ID	1. Provides client with library slip	None	10 mins.	Admin. Aide 6 (Library in Charge)
2. Fills and presents title of materials/ book needed	2. Checks availability of materials needed (if not recommend related materials)		3 mins	Admin. Aide 6 (Library in Charge)
3. Check/ browse/ study materials needed	3. Verifies client satisfaction (if not recommend more related materials)		2 mins	Admin. Aide 6 (Library in Charge)
TOTAL		None	15 mins	



Office or Division	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	1. 1.Checks availability of requested facilities/ equipment	None	1 hours	Admin. Asst. 3
	1.2. Director acts on the request based on the availability of the requested equipment		15 mins	Director, IFPDS
2. If available, client fills-up IFPDS Loan Form	2. Provides client with loan form/ prepares trip ticket/ releases equipment, etc.		10 mins	Admin. Asst. 3
TOTAL		None	1 hr & 25 mins	



6. Collaboration within UPV and/or with other government agencies

Partnership within UPV and/ or with other government agencies is an advocacy of the University for a world-class institute and upholds policy directions in the utilization of fisheries management

Office or Division	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 Request 2. MOA/ MOU		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends out response to IFPDS, CFOS	1. Sends out letter for research/ public service collaboration	None	3 days	IFPDS personnel involved
	2. Meet/ discuss possible research/ public service collaboration		10 days	IFPDS personnel involved
	3. Drafts proposal, MOA/ MOU/ TOR		10 days	IFPDS personnel involved
	4. Finalization/ Signing of MOA/ MOU/ TOR		5 days	Director, IFPDS
	5. Collaboration starts			IFPDS personnel involved & Director, IFPDS
TOTAL		None	28 days	



INSTITUTE OF FISH PROCESSING TECHNOLOGY



EXTERNAL/ INTERNAL SERVICE

1. POST-HARVEST FISHERIES RESEARCH LABORATORY (PFRL) SAMPLE ANALYSIS

The Post-Harvest Fisheries Research Laboratory of the Institute provides microbiological tests and sensory evaluation for fish and fishery products, as well as other technical services.

Office or Division	1. IFPT 2. Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	Non-IFPT students, researchers, funded research projects			
Checklist of Requirements		Where to Secure		
2. Letter request		Client		
3. Duly signed IFPT Request Form		IFPT Website/ Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Request form and submits it to the Admin Office together	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	None	5 mins.	Admin clerk
	3. Forwards the form and the sample to the laboratory-in-charge	None	15 mins	Admin clerk/driver
	4. Laboratory-in-charge will conduct the analysis	None	Processing time depends on the analysis being requested	Laboratory-in-charge
	5. Results will be forwarded to the ASL-in-charge	None	15 mins	Laboratory-in-charge
	6. Reviews and certifies the results	None	1 day	Faculty/REPS (ASL-in-charge)



	7. Results will be forwarded to the Director for signature	None	15 mins	AO/Admin clerk/driver
	8. Director will sign the results	None	15 mins	Director
3. Receives results	9. Releasing of results	None	15 mins	Admin Clerk
TOTAL		Fees will depend on the type of analysis (refer to Annex A)	1 day, 1 hour, 50 minutes (processing time for analysis not yet accounted)	



2. PROCESSED FISHERY PRODUCTS AVAILABLE FOR SALE

The Institute produces and sells value-added fishery products.

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	All individuals, Private or Government Agencies			
Checklist of Requirements		Where to Secure		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Fees will depend on the product (refer to Annex B)	Products ordered are delivered as per agreed schedule.	IGP-in-charge
	2. Orders products are delivered as per agreed schedule.			IGP-in-charge/ Driver
	3. Clients pay to the Cash Office as soon as they receive the products			Client
TOTAL		Fees will depend on the product (refer to Annex B)	Products ordered are delivered as per agreed schedule.	



3. USE OF FACILITIES/EQUIPMENT

Facilities/equipment of the Institute may be used by students, by private, or government institutions.

Office or Division	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		Client		
2. Duly signed IFPT Request Form		IFPT Website/ Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and signed IFPT Request Form to the IFPT Admin	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. Issuance of billing statement		1 hour	AO/Admin Aide
2. Client pays the bill and presents the Official receipt to IFPT	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	Admin Aide
	5. IFPT gets a copy of the Official receipt		1 hour	Admin Aide



3. Client use the facilities/equipment requested as per agreed schedule	6. Assists in the use of facilities/equipment		Depends on the duration of the request	Laboratory-in-charge
TOTAL		Fees depend on the facilities/equipment requested (refer to Annex C)	1 day, 1 hour, 45 minutes (processing time for analysis not yet accounted)	



4. USE OF LIBRARY

The Institute Library caters to UPV constituents and private individuals.

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV constituents and private individuals			
Checklist of Requirements		Where to Secure		
Library card/ID for UPV constituents		Client		
Letter request from private individuals (approved by the Institute Director)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV constituents present Library card or ID to the Library-in-charge	1. IFPT allows UPV constituents to use the library	P2/day for overdue accounts (for students only) *Students are only allowed 3 days to borrow the books	5 mins.	Library-in-charge
2. Private individuals submit letter request to the IFPT Admin Office	2. Letter request is submitted to the Director for approval		1 day	
	3. Approved letter request is forwarded to the Library-in-charge and copy furnished the requestor/s			
TOTAL		P2/day for overdue accounts	1 day, 5 mins	



5. ISSUANCE OF OVERTIME PERMIT, CERTIFICATE OF APPEARANCE, ETC.

The Overtime permits, certificate of appearance and other similar documents are being facilitated/ issued by the Institute as part of its regular operation.

Office or Division		IFPT		
Classification		Simple		
Type of Transaction		G2C/G2G/G2B		
Who may Avail		students, Private/Government agencies		
Checklist of Requirements		Where to Secure		
1. Filled-up form		IFPT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits filled-up form to the IFPT Admin Office	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.

Office or Division	IFPT			
Classification	Complex			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	Private/Government agencies			
Checklist of Requirements		Where to Secure		
1. Filled-up form		IFPT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits the letter request to the Admin Office	1.Letter request will be forwarded to the IFPT Admin Office	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 IFPT Admin Office will refer the letter request to the appropriate personnel for comments/ recommendations, and for the approval of the Director		5 days	Faculty/REPS/Lab Staff/Director
	3. Preparation of training program in accordance to the need of the client		5 days	Faculty/REPS/ Lab Staff
3. Sends trainees to the venue of the training	4. Conducts training activity		Depends on the duration of the training requested	Faculty/REPS/Lab Staff
TOTAL		Fees depend on the type of training being requested (list of trainings in Annex D)	11 Days (duration of training not yet accounted)	



7. TECHNICAL CONSULTANCY SERVICES

Inquiries from clients are entertained and responded to by the Institute personnel as part of its Technical Consultancy service.

Office or Division	IFPT			
Classification	Complex			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	Private/Government agencies			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may come directly to the office for inquiry or to submit a letter of intent, 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		At least within three (3) working days	Faculty/REPS/Admin
	2. Personnel concerned will discuss with the client re his/her needs		1-20 days depending on the need/s of the client	Faculty/REPS/Admin
TOTAL			25 To 30 Days	



8. TOUR OF FACILITIES

Request for the tour of the Institute facilities are being facilitated.

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	General Public			
Checklist of Requirements		Where to Secure		
1. Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to the IFPT Admin Office	1. Letter request is referred to the Public Service Coordinator/ Tours and Visits Committee for recommendation/schedule	None	1 day	AO/ Admin Aide
	2. Letter request with the recommendation of the Public Service Coordinator/ Tours and Visits Committee will be submitted to the Director for approval		3 days	Public Service Coordinator/ Tours and Visits Committee
2. Client tours IFPT Facilities as per agreed schedule	3. The Tours and Visits Committee facilitates the tour in accordance with the request		Depends on the agreed schedule	Tours and Visits Committee
TOTAL			_ Days	



EXTERNAL SERVICE

9. WORK IMMERSION/ INTERNSHIP PROGRAMS FOR SENIOR HIGH SCHOOL/ COLLEGE STUDENTS

The Institute assists senior high school and college students through its Work Immersion and Internship Program respectively by conducting activities to enhance/augment the implementation of the K-12 program (senior high school students) and in partial fulfillment of the course requirements (college students)

Office or Division	IFPT			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may Avail	Secondary Schools/ Universities and Colleges			
Checklist of Requirements		Where to Secure		
1. Letter request and MOA		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and draft MOA to the IFPT Admin Office	1. Letter request will be referred to the IFPT Public Service Coordinator/ OJT Internship Committee Chair regarding schedule and for approval of the Director.		1. 30 mins.	IFPT Public Service Coordinator/ OJT Internship Committee Chair/ Director
	2. MOA will be referred to the Legal Office		2. 1 day	AO/Admin Aide
	3. Legal Office review legal documents		3. 3 days	Legal Office
	4. MOA will be sent back to IFPT Office		4. 1 day	AO/Admin Aide
2. School concerned will facilitate the notarization of the MOA	5. MOA forwarded to the School concerned for signature		5. 3 days	IFPT Public Service Coordinator/ OJT Internship Committee



				Chair/ Director
	6. School returns MOA to IFPT Admin Office for the signature of the Director as witness		6. 3 days	School
	7. MOA for the signature of the Dean as witness		7. 1 day	AO/Admin Aide
	8. MOA for the signature of the Chancellor		8. 3 days	AO/Admin Aide
3. Gives IFPT a copy of the notarized MOA	9. IFPT Office Accepts the notarized copy of MOA for filing		9. 1 day	AO/Admin Aide
4. Sends students at IFPT Laboratories for work immersion	10. Assists students during the work immersion		10. Depends on the duration of the program	IFPT Public Service Coordinator/ OJT Internship Committee
TOTAL			30-60 Days	



INTERNAL SERVICE

10. OFFICIAL SHUTTLE SERVICES FOR FACULTY, STUDENTS AND NON-TEACHING PERSONNEL

An official shuttle is provided by the Institute for faculty, students, and non-teaching personnel at a certain time as assigned and agreed upon with the College of Fisheries and Ocean Sciences.

Office or Division	1. IFPT			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Faculty, students and non-teaching personnel			
Checklist of Requirements		Where to Secure		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client waits for the official shuttle along the designated route	1. Driver will ferry the passengers to its destination as long as it is within the regular route	None	30 mins/day	Driver
TOTAL		None	30 mins/day	



INSTITUTE OF MARINE FISHERIES AND OCEANOLOGY



EXTERNAL SERVICE

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 or Division	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	8. Staff receives inquiry/issues request and job order form	P100/slide	10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	9. Staff checks completeness of entries, signatures and records request		10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
2. Client submits samples, approved request and job order form to Lab-In-Charge	10. Staff acts on the requests with approval from the FIC		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
3. Client pays the bill at the Cash office and submits Official Receipt (OR)	11. Staff forwards requests to Lab-In-Charge		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
4. Client checks and accepts final slides	12. Staff receives and processes the samples and issues billing statements		18 days (on a first come first serve basis)	IMFO Lab Technician/Lab Staff of Histology Lab
	13. Staff records Official receipt and releases		1 day	IMFO Lab Technician/Lab Staff of



	final slides			Histology Lab
TOTAL		P100/slide	20 days	



2. USE OF IMFO FLOATING ASSETS

IMFO Floating Assets are functional boats that includes a speed boat (Thunnus) and a fiberglass boat (Bangsi) equipped with modern tools/devices necessary for class instructions and demonstrations, as well as field works to fulfill the academic (e.g., training on navigation and seamanship, actual fishing) and research needs (e.g., sampling) of its students, faculty members, and REPS in line with its institutional mandate. 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 or Division	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 floating assets		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the accomplished Request for use of IMFO Boats Form.	1. Staff-in-charge receives the request form and checks the availability of the unit/s. It should be forwarded to the IMFO Admin. Office and approved by the IMFO Director.	- P1500/ Bench Fee - Actual Fuel Cost - Per diem of crew based on distance from UPV Miagao - Overtime pay for short trips	10 mins 15 mins	IMFO Floating Assets Staff-in-charge IMFO Admin Staff-In-Charge IMFO Director
TOTAL		P1500/ Bench Fee plus other payables	25 minutes	



INTERNAL SERVICE

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 or Division	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.	P100/slide	10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
2. Client submits samples, approved request and job order form to Lab-In-Charge.	2. Staff checks completeness of entries, signatures and records request.		10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	5. Staff acts on the requests with approval from the FIC.		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
3. Client pays the bill at the Cash office and submits Official Receipt (OR).	6. Staff forwards requests to Lab-In-Charge.		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
4. Client checks and accepts final slides.	7. Staff receives and processes the samples and issues billing statements.		18 days (on a first come first serve basis)	IMFO Lab Technician/Lab Staff of Histology Lab
	8. Staff records Official receipt and releases		1 day	IMFO Lab Technician/Lab Staff of Histology Lab



	final slides.			
TOTAL		P100/slide	20 days	



3. USE OF 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 or Division	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	N/A	10 mins	IMFO Library Staff-In-Charge
2. Client signs borrower's card and presents library ID	2. Checks availability of books/reference materials - If not available (Library staff advises clients to check inquired materials to main library) - If available			
3. Client receives and returns borrowed materials on specified due date	3. Staff checks borrower's card, affix signature and stamp due date		10 mins	IMFO Library Staff-In-Charge
	4. Releases requested library materials, and reminds accountability after due date		10 mins	IMFO Library Staff-In-Charge
TOTAL		N/A	30 mins	



4. 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 or Division		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 2. Submits letter request (non-IMFO and external clients only) - submits request form - submits approved request	1. Staff responds to inquiries	N/A	10 mins	IMFO Admin Staff-In-Charge
	2. Receives and records requests		10 mins	IMFO Admin Staff-In-Charge
	3. Checks completeness of entries, signatures and attachments		10 mins	IMFO Admin Staff-In-Charge
	4. Acts on request		10 mins	IMFO Director
	5. Receives and records approved requests		10 mins	IMFO Admin Staff-In-Charge
	6. Prepares requested facilities and equipment for use of requestor			IMFO Admin Staff-In-Charge
TOTAL		P100/slide	20 days	



5. USE OF IMFO FLOATING ASSETS

IMFO Floating Assets are functional boats that includes a speed boat (Thunnus) and a fiberglass boat (Bangsi) equipped with modern tools/devices necessary for class instructions and demonstrations, as well as field works to fulfill the academic (e.g., training on navigation and seamanship, actual fishing) and research needs (e.g., sampling) of its students, faculty members, and REPS in line with its institutional mandate. 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 or Division	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 floating assets		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the accomplished Request for use of IMFO Boats Form.	1. Staff-in-charge receives the request form and checks the availability of the unit/s. It should be forwarded to the IMFO Admin. Office and approved by the IMFO Director.	N/A	10 mins	IMFO Floating Assets Staff-in-charge
2. Client pays the bill at the Cash office and submits Official Receipt (OR) to IMFO Office.			15 mins	IMFO Admin Staff-In-Charge IMFO Director
TOTAL		N/A	25 minutes	



COLLEGE OF ARTS AND SCIENCES – OFFICE OF THE DEAN



EXTERNAL SERVICE

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.

Office or Division	Office of the Dean, CAS Office of the College Secretary			
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 Office of the Dean, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form		None		Faculty/Student/ Staff requestor
	1. Receives the request form and forwards to person in-charge		10 Minutes	Administrative Assistant II Office of the Dean, CAS
	2. Evaluates the request and determines the availability of the requested facility/equipment		10 Minutes	Administrative Assistant II Office of the College Secretary, CAS
	3. Endorses the request to the Dean for approval		10 Minutes	Administrative Officer V Office of the Dean, CAS



	4. Approves/disapproves the request		10 Minutes	Dean, CAS
	5. Gives a copy of the Approved/Disapproved Request Form		5 Minutes	Administrative Assistant II Office of the Dean, CAS
2. Receives a copy of the Approved/Disapproves Request Form			5 Minutes	
TOTAL		None	50 Minutes	



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 answers for all damages that may arise due to carelessness or negligence.

Office or Division	Office of the Dean, CAS Office of the College Secretary, 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.Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form		None		Faculty/Student/ Staff requestor
	1.Receives the request and forwards to the person in-charge		10 Minutes	Administrative Assistant II Office of the Dean, CAS
	2.Evaluates the request and determines the availability of the requested facility/equipment		10 Minutes	Administrative Assistant II Office of the College Secretary, CAS
	3.Endorses the request to the Dean for approval		10 Minutes	Administrative Officer V Office of the Dean, CAS
	4.Recommends approval/disapproval of the request		10 Minutes	Administrative Officer V Office of the Dean, CAS



	5. Approves/ disapproves the request		10 Minutes	Dean, CAS
	6. Gives a copy of the Approved/ Disapproved Permit Form		5 Minutes	Administrative Assistant II Office of the Dean, CAS
2. Receives a copy of the Approved/Disappro ves Permit Form			5 Minutes	
TOTAL		None	60 Minutes	



3. Issuance of Local Travel Order 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 or Division	Office of the Dean, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	CAS Constituents			
Checklist of Requirements		Where to Secure		
Letter of Request Request Form		From the requestor Office of the Dean, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the form and submits the application		None		Division/ Department Chairs/Unit Heads/Direct Supervisor
	1. Division/ Department Chairs/Units Heads/Direct Supervisor recommends for approval the request		15 Minutes	Administrative Officer V Office of the Dean, CAS
	2. Checks and evaluates the request for Travel Order		10 Minutes	Administrative Assistant II Office of the Dean, CAS
	3. Approves the request for Travel Order		15 Minutes	Dean, CAS
	4. Issues Travel Order		15 Minutes	Administrative Assistant II Office of the



				Dean, CAS
	5. Furnished copy to concerned faculty and staff		5 Minutes	
TOTAL		None	60 Minutes	



COLLEGE OF ARTS AND SCIENCES – OFFICE OF THE COLLEGE SECRETARY



EXTERNAL SERVICES

1. CROSS REGISTRATION FROM OTHER CUs AND FROM OTHER INSTITUTION

This is a service provided to students who intend to cross-register to another constituent university.

Office or Division	CAS - Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may Avail	Students from other CUs and from other institution with approved request to Cross Register			
Checklist of Requirements			Where to Secure	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the application form to cross-register	1. Checks if it is complete and with an endorsement of the program adviser	None	2 minutes	Administrative Assistant II
2. Presents form to the Division/ Department offering the course	2. Check the availability of subjects to be taken and approves the request	None	within 2 days	Division/ Department Staff/ Chair
3. Presents form to the Office of the College Secretary	3. Acknowledges the request as Host/Unit Accepting School	None	2 minutes	College Secretary
4. Proceeds to the OUR for the approval of the request	4. Approves the request	None	2 minutes	University Registrar
5. Secures medical certificate from HSU	5. Issues request for laboratory tests	laboratory fees vary	within 2 days	HSU
6. Presents the approved request to Cross Register to the Office of the College Secretary	6. Add students' records and subjects to be taken to the CRSIS	None	5 minutes	Student Records Evaluator



with medical certificate				
	6.1 Assesses and bills fee (if applicable)	1000/unit	2 minutes	Student Records Evaluator
7. Pays fee	7. Accepts payment and issues official receipt	based on number of units enrolled	3 minutes	Cash office
8. Proceeds to the OCS and presents official receipt for confirmation of Form 5	8. Confirms Form 5	None	2 minutes	Student Records Evaluator*
TOTAL			4 days and 18 minutes	



2. CROSS REGISTRATION WITHIN THE UNIVERSITY

This is a service provided to students who intend to cross-register within the university.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students who are not in Dismissal or Permanent Disqualification Status			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through CRS or at the 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 out form and proceed to the Division/Department concerned for validation of courses	1. Validates courses to be taken	None	within the day	Program Adviser
2. Proceeds to the Office of the College Secretary for evaluation of Request for Cross Registration	2. Evaluate student's records (check the academic standing); if qualifies, it will be forwarded to the College Secretary for endorsement to the Dean; if not qualified, notify the student	None	5 minutes	Student Records Evaluator
	2.1 Endorses the request to the Dean	None	2 minutes	College Secretary
3. Forwards the request to the Office of the Dean for approval	3. Acts on the request	None	2 minutes	Dean
4. Forwards the	4. Acts on the	None	2 minutes	University



request to the OUR for approval	request			Registrar
5. Receives copy of the approved request	5. Furnishes copy of the Approved request	None	2 minutes	Administrative Assistant II
TOTAL		None	1 day and 13 minutes	



3. REQUEST FOR COPY OF GRADES, GOOD MORAL CHARACTER, AND OTHER CERTIFICATIONS

This service is provided to students who are requesting for a certain document.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Request Slip		Downloadable (CRS, OCS Website); Office of the College Secretary		
Official receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secure, fill-out request form for documents			3 minutes	Student
2. Pays the fee for document request	2. Receives payment and issues official receipt	₱20.00/copy	5 minutes	Cash Office Staff
3. Submits form with the Official receipt	3. Receives accomplished request slip with attached official receipt	None	3 minutes	Administrative Assistant II
	3.1 Process request and forwards it to the College Secretary for action	None	3 minutes	Student Records Evaluator
	3.2 Acts on the request	None	2 minutes	Dean / College Secretary
	3.3 Release signed documents	None	2 minutes	Administrative Assistant II



TOTAL	₱20.00/copy	18 inutes	
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4. TRANSFER WITHIN UP SYSTEM

This service is provided to students who intend to transfer within the UP System or from one CU to another.

Office or Division	CAS – Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students with previous college work from other autonomous units of the UP System			
Checklist of Requirements		Where to Secure		
Accomplished Application Form		Downloadable through Computerized Registration System (CRS)		
Official Receipt of Application Fee (as applicable)		Cash Office		
True Copy of Grades		Office of the College Secretary		
Certificate of Enrollment		Office of the College Secretary		
Certificate of No Contract		Office of the College Secretary		
Certificate of Good Moral Character		Office of the College Secretary		
Other documents required by the college		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished application form with required documents	1. Receives letter and check attached requirements	None	5 minutes	Administrative Assistant II
	1.1 Evaluates student's records and forwards request to Division/Department offering the program	None	3 days	Student Records Evaluator
	1.2 Forwards recommendation for action of the College Secretary	None	3 days	Division/ Department Chair
	1.3 Approves/ disapproves request	None	5 minutes	College Secretary



	1.4 Notifies the student of the evaluation result through email	None	5 minutes	Administrative Assistant II
TOTAL		None	6 days and 15 minutes	



INTERNAL SERVICES

5. CHANGE OF GRADE

This service is provided to faculty members who request authority from the faculty of his/her college/school to make the necessary change of grade. If the request is granted, a copy of the resolution of the faculty authorizing the change shall be forwarded to the OUR for recording and filing.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Faculty Member			
Checklist of Requirements		Where to Secure		
Letter request for change of grade				
Attachment (breakdown of grade components)				
Report of Change of grade (once approved)		Online through CRS or at the Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter addressed to the Dean	1. Receives and logs the letter and keeps the letter till the next faculty meeting	None	2 minutes	Administrative Assistant II
2. Presents request for change of grade during the CAS faculty meeting		None	Within the day	Faculty concerned/Division /Department Chair
3. Forwards the letter request to the Office of the Dean	3. Approves/ disapproves request and forwards request to the Office of the College Secretary	None	2 minutes	Dean/Dean's Office Staff
4. Fills out form for report of change of grade (once request is	4. Signs report for change of grade	None	2 minutes	College Secretary



approved)				
	4.1 Encoded the approved grade in the CRS	None	2 minutes	Student Records Evaluator
5. Receives copy of report for change of grade	5. Issues copy for OUR and Department/ Division's concerned	None	2 minutes	Administrative Assistant II
TOTAL		None	1 day and 10 minutes	



6. CHANGE/ADD/CANCEL MATRICULATION

This service is provided to students who want to change/add matriculation.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Request for Change of Matriculation		Downloadable (CRS, OCS Website); Office of the College Secretary		
Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secure, fill-out request for change of matriculation			3 minutes	Student
2. Pays change of matriculation	2. Receives payment and issues official receipt	₱10.00 / subject	3 minutes	Cash Office
	2.1 Receives form duly signed by the student, faculty-in-charge, and program adviser with attached official receipt and forwards to the SRE in-charge	None	3 minutes	Administrative Assistant II
	2.2 Verifies student's subject	None	2 minutes	Student Records Evaluator
	2.3 Forwards request to the College Secretary for Approval	None	2 minutes	Administrative Assistant II
	2.4 Acts on the request	None	2 minutes	College Secretary



	2.5 Informs student of the result and forwards to the assigned SRE	None	2 minutes	Administrative Assistant II
3. Receives approved request	3. Process request, issues a copy for the student and files office copy	None	3 minutes	Student Records Evaluator
TOTAL		₱10.00 / subject	20 minutes	



7. COMPLETION OF INC AND REMOVAL OF GRADES of 4.0

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students incurred a grade of 4.0 and/or Incomplete			
Checklist of Requirements			Where to Secure	
Permit for removal and completion			Online through CRS or at the Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out form from the CAS - Office of the College Secretary	1. Issues form	None - a. "...during the regular examination periods" b. "...the period covering ten days preceding the registration in each semester." 3. "...within the ten-day period preceding the Christmas vacation in colleges in which there is no inter-semester vacation...." [Art. 377, UP Code 1975] Removal - ₱10.00 INC - ₱20.00	2 minutes	Administrative Assistant II



		- outside the conditions stated above		
2. Presents permit for evaluation	2. Checks and verifies student's records	None	3 minutes	Administrative Assistant II
	2.1 Signs and issues permit for completion and removal of grades	None	3 minutes	College Secretary
TOTAL			8 minutes	



8. CROSS-REGISTRATION TO ANOTHER INSTITUTION (OUTSIDE UP SYSTEM)

This service is provided to students who intend to cross-register to another higher institution outside the UP system.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Graduating Students			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through Computerized Registration and Student Information System (CRSIS)		
Updated study plan with grades		Program Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits it to the OCS	1. Checks the number of units remaining in the degree program and the number of semesters remaining under the Free Tuition Law	None	5 minutes	Student Records Evaluator
	1.2 Certifies the remaining number of units and semesters under the free tuition law	None	3 minutes	College Secretary
2. Proceeds to the Division concerned for the validation of courses to be taken	2. Certifies and validates subjects to be taken	None	within the day	Program Adviser
3. Returns request to OCS for the endorsement of the College Secretary	3. Acts on the request	None	3 minutes	College Secretary
4. Forwards the request to the Office of the Dean	4. Acts on the request	None	3 minutes	Dean



for endorsement to the OUR				
5. Forwards request to the OUR for endorsement to the OVCAA	5. Acts on the request	None	3 minutes	Registrar
6. Forwards request to the OVCAA for approval	6. Acts on the request	None	3 minutes	VCAA
7. Receives copy of the approved/ disapproved request	7. Issues approved/ disapproved request	None	2 minutes	Administrative Assistant II
TOTAL		None	1 day and 14 minutes	



9. DROPPING OF COURSES

This service is provided to students who want to drop a subject/course.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Dropping form		Downloadable (CRS, OCS Website); Office of the College Secretary		
Official receipt for the dropping fee payment		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secures and fill-out dropping form, have it signed by the faculty-in-charge and program adviser			10 minutes	
2. Pays the dropping fee	2. Receives payment and issues official receipt	₱10.00/ unit	5 minutes	Cash Office Staff
3. Submits form with the Official receipt	3. Receives accomplished form duly signed by the student, faculty-in-charge, and program adviser and forwards it to the SRE in-charge	None	3 minutes	Administrative Assistant II
	3.1 Evaluates student record and forwards to the College Secretary	None	5 minutes	Student Records Evaluator



	3.2 Acts on the request	None	2 minutes	College Secretary
	3.3 Issues copy of the approved Dropping Form; and keep one copy for filing	None	2 minutes	Student Records Evaluator
TOTAL		₱10.00/ unit	27 minutes	



10. GRADUATION

This service is provided to evaluate the student if he/she is qualified for graduation.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	student who has satisfactorily completed not less than 83% of units prescribed by his program			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through Computerized Registration and Student Information System (CRSIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits application form through CRSIS (attaches receipt for those who applied beyond the deadline)	1. Receives and reviews duly accomplished Application form for graduation	None	within the day	Program Adviser
2. Pays fee (for late submission of application)	2. Receives payment and issues official receipts	₱100.00	3 minutes	Cash office
	2.1 Endorses the application to the Division/Department Chairs (through CRSIS)	None	3 minutes	Program Adviser
	2.2 Endorses the application to the College Secretary (through CRSIS)	None	3 minutes	Division/ Department Chairs
	2.3 Prepares list of students who applied for graduation and forwards it to the	None	within the day	Division/ Department Staff



	Office of the College Secretary			
	2.4 Collates and makes a cover letter for the list submitted by each unit and forwards the list to the OUR	None	10 minutes	Student Records Evaluator
	2.5 Verifies and signs the list prepared	None	2 minutes	College Secretary
	2.6 Forwards the list to the OUR	None	2 minutes	Administrative Assistant II
TOTAL		₱100.00	1 day	



11. LEAVE OF ABSENCE (LOA)

This service is provided to students who want to leave.

Office or Division	CAS – Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Leave of Absence Form		Downloadable (CRS, OCS Website); Office of the College Secretary		
Official receipt for the LOA fee payment		Cash Office		
Medical Certificate*				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secure, fill-out and signs Application for LOA form			10 minutes	Student
2. Pays the LOA fee	2. Receives payment and issues official receipt	₱150.00	5 minutes	Cash Office Staff
3. Submits form with the Official receipt	3. Receives accomplished form duly signed by the student	None	3 minutes	Administrative Assistant II
	3.1 Evaluates student record and forwards to the Program Coordinator / College Secretary / University Librarian / OSA	None	Within a day	Student Records Evaluator
	3.2 Acts on the request and forwards to the Program Adviser	None	Within a day	Program Coordinator / College Secretary / University



				Librarian / OSA Director
	3.3 Acts of the requests and forwards to the Dean	None	5 minutes	Program Adviser
	3.4 Acts on the request and forwards to the College Secretary	None	5 minutes	Dean
	3.5 Receives document, Informs student of the result and forwards to the assigned SRE	None	5 minutes	Administrative Assistant II
	3.6 Encode result in the CRS and files document	None	5 minutes	Student Records Evaluator
TOTAL		₱150.00	1 day	

* If the leave of absence is due to medical reason



12. OVERLOAD/UNDERLOAD

This service is provided to students who want to have an overload/underload.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens			
Who may Avail	overload: a student who is allowed to enroll more than 20 non-laboratory units or 22 units including laboratory underload: a student who is allowed to enroll less than 15 units of regular load			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through CRS or at the Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and forwards application form to the Program Adviser	1. Receives, reviews and endorses duly accomplished Application form to the Division Chair/ Department	None	within the day	Program Adviser
	1.1 Endorses the application to the Office of the College Secretary	None	3 minutes	Division/ Department Chairs
	1.2 Evaluates student's request to overload/underload	None	5 minutes	Student Records Evaluator
	1.3 Endorses the request to the Dean	None	2 minutes	College Secretary
	1.4 Approves/ disapproves the request	None	2 minutes	Dean
	1.5 Receives the request and informs the student of the result	None	3 minutes	Administrative Assistant II
TOTAL		None	1 day	



13. READMISSION FROM ABSENCE WITHOUT OFFICIAL LEAVE (AWOL / Delinquent)

This service is provided to AWOL status students who want to be re-admitted but are in delinquent class standing.

Office or Division	CAS – Office of the College Secretary			
Classification	Technical			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Form for Readmission from AWOL		Downloadable (CRS, OCS Website); Office of the College Secretary		
Recommendation letter		Office of Student Affairs		
Official Receipt for Readmission Fee*		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secures, fills-out and submit readmission form	1. Receives accomplished form duly signed by the student and recommended by the Div/Dept. Chair	None	1 minute	Student Records Evaluator
	1.1 Evaluates the academic history of the student, gives recommendation; Forwards to Special Admission Committee	None	10 minutes	Student Records Evaluator
	1.2 Conducts counseling with the student and	None	15 minutes	Guidance Counselor



	forwards recommendation to the Special Admission Committee			
	1.3 Deliberates on the request of student and recommends action to the Dean	None	20 minutes	Special Admissions Committee
	1.4 Recommends action to the University Registrar	None	10 minutes	Dean
	1.5 Acts on request and forwards it to the College Secretary for action	None	20 minutes	University Registrar
	1.6 Informs student of the result and files document	None	5 minutes	Student Records Evaluator
2. Pays the readmission fee	2. Accepts payment and issues receipt	₱225.00	5 minutes	Cash Office Staff
TOTAL		₱225.00	1 hour, 26 minutes	



14. READMISSION FROM ABSENCE WITHOUT OFFICIAL LEAVE (AWOL) Good Standing

This service is provided to students who are in good standing but who are on AWOL status who wish to be re-admitted.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Form for readmission from AWOL		Downloadable (CRS, OCS Website); Office of the College Secretary		
Recommendation letter		Office of Student Affairs		
Official Receipt for Readmission Fee		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secures, fills-out and submits readmission form	1. Receives accomplished form duly signed by the student and recommended by the Div/Dept. Chair	None	1 minute	Administrative Assistant II
	1.1 Evaluates the academic history of the student, gives recommendation; forwards to the College Secretary	None	10 minutes	Student Records Evaluator
	1.2 Acts on the request and forwards to the Dean	None	5 minutes	College Secretary
	1.3 Informs student of the result and files	None	3 minutes	Student Records Evaluator



	document			
2. Pays the readmission fee	2. Accepts payment and issues receipt	₱225.00	5 minutes	Cash Office Staff
TOTAL		₱225.00	24 minutes	



15. REGISTRATION

This is a service provided to students who have approved pre-registration.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Medical Certificate (1S only)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Edits enrollment data and confirms subjects in the CRS	1. Evaluates and validates subject of the advisee	None	10 minutes	Program Adviser
	1.1 Assess validated subjects	None	3 minutes	Student Records Evaluator
2. Confirms Form 5	2. Confirms form 5	None	2 minutes	Program Adviser
	2.1 Accepts Form 5	None	2 minutes	Student Records Evaluator
TOTAL		None	17 minutes	



16. RETURN FROM LEAVE OF ABSENCE (LOA)

This is a service provided to students who want to be re-admitted from LOA.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Return from LOA form		Downloadable (CRS, OCS Website); Office of the College Secretary		
Medical Clearance*		University Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secures fills-out and submits Return from LOA form	1. Receives accomplished form duly signed by the student	None	1 minute	Administrative Assistant II
	1.1 Evaluates the academic history of the student and forwards it to the College Secretary	None	5 minutes	Student Records Evaluator
	1.2 Acts on the request	None	5 minutes	College Secretary
	1.3 Forwards request to the University Registrar	None	5 minutes	Administrative Assistant II
	1.4 Acts on the request and forwards it to the OCS	None	Within a day	University Registrar
	1.5 Informs student of the result and forward to the assigned SRE	None	5 minutes	Administrative Assistant II
TOTAL		None	1 day	

* a. the reason for LOA is medical/health-related; or b. the LOA exceeded one semester.



17. SHIFTING WITHIN UP VISAYAS

This service is provided to students who intend to shift to other degree programs within UP Visayas.

Office or Division	CAS – Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Undergraduate Students			
Checklist of Requirements		Where to Secure		
Accomplished Application for Shifting Form		Online through CRS or at the Office of the College Secretary		
Official Receipt of Application Fee		Cash Office		
True Copy of Grades		Office of the College Secretary		
Certificate of Enrollment		Office of the College Secretary		
Certificate of No Contract		Office of the College Secretary		
Certificate of Good Moral Character		Office of the College Secretary		
Certificate from OSA Guidance Service Specialist		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished application form with requirements	1. Receives application form and checks attached requirements	None	5 minutes	Administrative Assistant II
	1.1 Evaluates student's records	None	3 days	Student Records Evaluator
	1.2 Forwards request to Division/ Department offering the program	None	within 1 week after deadline of submission	Administrative Assistant II
	1.3 Forwards recommendation/ action to OCS	None	within 1 week after receipt	Division/ Department Chair
	1.4 Approves/ disapproves request	None	5 minutes (within the day)	College Secretary
	1.5 Notifies the student of the evaluation result through email	None	5 minutes	Administrative Assistant II
TOTAL		None	10 days, 15	



		minutes	
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18. SUBSTITUTION OF COURSES

This service is provided to students who want to substitute courses.

Office or Division		CAS – Office of the College Secretary		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		Undergraduate students		
Checklist of Requirements		Where to Secure		
Substitution of Form		Online through CRS or at the Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues Form	None	1 minute	Administrative Assistant II
2. Submits form	2. Evaluates request, validates grade (s) and forwards to department/ division concerned	None	15 minutes	Student Records Evaluator
3. Secures recommendation of adviser and Department/ Division Chair	3. Acts on the request	None	within 3 days	Adviser and Department/ Division Chair
4. Submits request to OCS	4. Acts on the request	None	within the day	College Secretary
	4.1 Issues student's copy and forward copies to OUR and Division/ Department	None	within the day	Administrative Assistant II
5. Receives copy of action	5. Releases approved substitution form	None	within the day	Administrative Assistant II
TOTAL		None	4 days, 16 minutes	

Note: Every substitution of subjects must be based on at least one of the following:

1. when a student is pursuing a curriculum that has been superseded by a new one and the substitution tends to bring the old curriculum in line with the new;
 2. when there is conflict of hours between a required subject and another required subject;
- or



3. when the required subject is not given. [Art 354, UP Code 1975]

19. VALIDATION OF ADVANCED CREDIT

This service is provided to validate subject for transferee students (T2).

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	An admitted transfer student; cross registrants to other Institution			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through CRS or at the Office of the College Secretary		
Course Syllabus		School where the subject was taken		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits to the Office of the College Secretary	1. Receives the application form of the student with course syllabus	None	2 minutes	Administrative Assistant II
	1.1 Requests the Division/ Department concerned to examine the competence of student	None	2 minutes	College Secretary
	1.2 Forwards the application to the concerned unit	None	2 minutes	Administrative Assistant II
	1.3 Acts on requests and/or schedule the exam if needed	None	*depending on the availability of the faculty concerned	Faculty concerned/ Division/ Department Chair
	1.4 Forwards the result to the Office of the College Secretary	None	2 minutes	Division/ Department Staff
	1.5 Signs the request	None	2 minutes	College Secretary
	1.6 Informs the student of the results of the request; if	None	3 minutes	Administrative Assistant II



	approved, furnishes the OUR copy of the approved request			
2. Receives the information through email	2. Forwards the approved request the assigned SRE	None	2 minutes	Administrative Assistant II
TOTAL		None	15 minutes*	



20. WAIVER OF MAXIMUM RESIDENCY (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office or Division	CAS – Office of the College Secretary			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	students who are more than 6 years in residence			
Checklist of Requirements		Where to Secure		
Accomplished application form		Online through CRS or at the Office of the College Secretary		
Updated study plan with grade		Program Adviser		
Schedule Plan		Program Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form and consults with adviser	1. Evaluates records, prepares updated study plan with grades and schedule plan and affixes signature on the application form	None	within the day	Program Adviser
2. Submits accomplished form with attachments	2. Evaluates, attaches evaluation form and forwards to the College Secretary	None	10 minutes	Student Records Evaluator
	2.3 Checks and recommends	None	2 minutes	College Secretary
	2.4 Logs and forwards to the Division/ Department concerned	None	2 minutes	Administrative Assistant II
	2.5 Acts on request and forwards it to the Dean	None	3 minutes	Division/ Department Chair



	2.6 Acts on request and forwards it to the OUR	None	3 minutes	Dean
	2.7 Evaluates and prepares recommendation	None	within the day	University Registrar
	2.8 Acts on request and issues NOA	None	within the day	VCAA
3. Receives copy of NOA	3. Issues copy of NOA to student and Division/ Department concerned	None	2 minutes	Administrative Assistant II
TOTAL		None	1 day	



21. WAIVER OF PREREQUISITE

This service is provided to students who wish to apply for a waiver of pre-requisite.

Office or Division		CAS – Office of the College Secretary		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		Undergraduate Students		
Checklist of Requirements		Where to Secure		
Waiver of Pre-requisite Form		Online through CRS or at the Office of the College Secretary		
Certification from OSA*		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads/ secures fills-out and submits waiver of pre-requisite	1. Receives form duly signed by the student and program adviser	None	3 minutes	Administrative Assistant II
	1. 2 Forwards request to the respective Dept./Division for endorsement	None	3 minutes	Administrative Assistant II
	1.3 Evaluates student records and forwards form to the College Secretary for recommendation	None	3 minutes	Student Records Evaluator
	1.4 Acts on the request	None	2 minutes	College Secretary / Dept./Div. Chair
	1.5 Forwards requests to the Dean for approval	None	2 minutes	Administrative Assistant II
	1.6 Acts on the request	None	2 minutes	Dean
	1.7 Informs student of the result and forwards to the assigned SRE	None	2 minutes	Administrative Assistant II
TOTAL		None	17 minutes	

*Applicable only if prerequisite grade is 5.0



COMMUNITY OUTREACH PROGRAM – BARANGAY INTEGRATED DEVELOPMENT APPROACH FOR NUTRITION IMPROVEMENT



EXTERNAL SERVICE

1. Technical Consultancy

Providing **technical consultation** to support community-based health programs, nutrition initiatives, and capacity-building efforts. This service aims to bridge **academic research** with practical implementation, helping local government units (LGUs), healthcare organizations, and community groups improve public health and nutrition outcomes through **evidence-based strategies** and **sustainable interventions**.

Office or Division	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, CSOs, and Private Individuals			
Checklist of Requirements		Where to Secure		
1. Request Letter/COP-BIDANI Request Form 1A		1. Client/COP-BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter via email OR completes the COP-BIDANI Form 1A online. Email Address: copbidanicas.upvisayas@up.edu.ph Online Form: bit.ly/UPVCOPBIDANIFORM1A	1.1. Acknowledges receipt of the letter/completed form. 1.2. Deliberates if the Unit can render the service vis-à-vis the personnel's schedule, available resources, and other considerations. 1.3. If the Unit can render service, reflects the activity in COP-BIDANI's Public Service	None	2 Days	Administrative Assistant II, COP-BIDANI Coordinator, COP-BIDANI & University Extension Associate I, COP-BIDANI Administrative Assistant II, COP-BIDANI Administrative Assistant II, COP-BIDANI



	<p>Calendar.</p> <p>1.4. Notifies the Client of the dis/approval of their request via email/call/SMS.</p>			
2. Acknowledges receipt of COP-BIDANI's notification of dis/approval.	<p>2.1. Renders the service on the specified date/s.</p> <p>2.1. Records the details in COP-BIDANI's Public Service Inventory.</p> <p>2.2. Requests the client to accomplish and submit the Client Satisfaction Survey form: https://bit.ly/UPV_CSM_COPBIDANI</p>	None	1-5 Days	<p>University Extension Associate I, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p>
TOTAL		None	7 Days	



2. Capacity-Building Services

Providing **capacity-building services** to empower local government units (LGUs), community organizations, healthcare institutions, and educators. The goal is to **enhance knowledge, skills, and institutional capacity** for effective implementation of health and nutrition programs, ultimately improving public health outcomes.

Office or Division	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, CSOs, and Private Individuals			
Checklist of Requirements		Where to Secure		
1. Request Letter/COP-BIDANI Form 1A		1. Client/COP-BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter via email OR completes the COP-BIDANI Form 1A online. Email Address: copbidanicas.upvisayas@up.edu.ph Online Form: bit.ly/UPVCOPBIDANIForm1A	1.1. Acknowledges receipt of the letter/completed form. 1.2. Deliberates if the Unit can render the service vis-à-vis the personnel's schedule, available resources, and other considerations. 1.3. If the Unit can render service, reflects the activity in COP-BIDANI's Public Service Calendar. 1.4. Notifies the Client of the	None	2 Days	Administrative Assistant II, COP-BIDANI Coordinator, COP-BIDANI & University Extension Associate I, COP-BIDANI Administrative Assistant II, COP-BIDANI Administrative Assistant II, COP-BIDANI



	dis/approval of their request via email/call/SMS.			
2. Acknowledges receipt of COP-BIDANI's notification of dis/approval.	<p>2.1. If the request is approved, the Unit prepares the capacity-building activity's design and materials.</p> <p>2.3. Confirms the Client's approval of the capacity building activity's design and materials via email/call/SMS.</p>	None	10 Days	<p>University Extension Associate I, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p>
3. [If Request is Approved] Confirms approval of the capacity building activity's design and materials.	<p>3.1. Finalizes the capacity-building activity's design and materials.</p> <p>3.2. Renders the service on the specified date/s.</p> <p>3.2. Records the details in COP-BIDANI's Public Service Inventory.</p> <p>3.3. Requests the client to accomplish and submit the Client Satisfaction Survey form: https://bit.ly/UPV_CSM_COPBIDANI</p>		1-5 Days	<p>University Extension Associate I, COP-BIDANI</p> <p>University Extension Associate I, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p>
TOTAL		None	15 Days	



3. Partnership Agreement

Forging partnerships with local government units (LGUs), non-governmental organizations (NGOs), academic institutions, healthcare providers, and private sector stakeholders. These partnerships facilitate **collaborative programs, resource sharing, and knowledge exchange** to enhance public health and nutrition services in communities.

Office or Division	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, CSOs, and Private Individuals; UPV Students and Organizations			
Checklist of Requirements		Where to Secure		
1. Request Letter/COP-BIDANI Form 1A		1. Client/COP-BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter via email OR completes the COP-BIDANI Form 1A online. Email Address: copbidanicas.upvisayas@up.edu.ph Online Form: bit.ly/UPVCOPBIDANIForm1A	1.1. Acknowledges receipt of the letter/completed form. 1.2. Deliberates if the Unit can commit to the institutional partnership vis-à-vis the personnel's schedule, available resources, and other considerations. 1.3. Notifies Client of the dis/approval of their request via email/call/SMS.	None	2 Days	Administrative Assistant II, COP-BIDANI Coordinator, COP-BIDANI & University Extension Associate I, COP-BIDANI Administrative Assistant II, COP-BIDANI
2. Acknowledges	2.1. Reflects the		1 Day	Administrative



receipt of COP-BIDANI's notification of dis/approval.	preparatory activities in COP-BIDANI's Public Service Calendar.			Assistant II, COP-BIDANI
3. [If Request is Approved] Coordinates with the Unit for the preparation of the Memorandum of Agreement (MOA).	<p>3.1. Drafts the MOA in consultation with the Client.</p> <p>3.2. Facilitates the review and endorsement of the MOA by the UPV Legal Services Office, Office of the Dean, and Office of the Vice Chancellor for Research & Extension.</p> <p>3.3. Submits reviewed MOA to the Office of the Chancellor for approval.</p> <p>3.4. Arranges the date and venue of the ceremonial MOA signing with Client.</p>		1-10 Days	<p>University Extension Associate I, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p> <p>University Extension Associate I, COP-BIDANI</p>
4. Signs the MOA with the University.	<p>4.1. Signs the MOA with the Client.</p> <p>4.2. Facilitates notarization of the MOA by the UPV Legal</p>		2 Days	<p>Coordinator, COP-BIDANI, Dean, College of Arts and Sciences, & Chancellor, University of Philippines Visayas</p> <p>Administrative</p>



	<p>Services Office.</p> <p>4.2. Records the details in COP-BIDANI's Public Service Inventory.</p> <p>4.3. Requests the client to accomplish and submit the Client Satisfaction Survey form: https://bit.ly/UPV_CSM_COPBIDA NI</p>			<p>Assistant II, COP-BIDANI</p> <p>University Extension Associate I, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p>
	TOTAL	None	15 Days	



INTERNAL SERVICE

1. Transportation Services

Providing **safe, efficient, and accessible mobility solutions** for students, faculty, and staff.

Office or Division	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 Letter/COP-BIDANI Form 1B		1. Client/COP-BIDANI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits a request letter via email OR completes the COP-BIDANI Form 1B online. Email Address: copbidanicas.upvisayas@up.edu.ph Online Form: bit.ly/UPVCOPBIDANIFORM1B	1.1. Acknowledges receipt of the letter/completed form. 1.2. Deliberates if the Unit can render logistical/transportation service vis-à-vis the personnel's schedule, available resources, and other considerations. 1.3. If the Unit can render service, generates and sends the billing statement to the Client.	None	1 Day	Administrative Assistant II, COP-BIDANI Administrative Aide III, COP-BIDANI Administrative Assistant II, COP-BIDANI
2. [If Request is Approved] Pays the	2.1.Reflects booking in COP-	₱1,000.00/	1 Day	Administrative



fuel as reflected in the billing statement.	<p>BIDANI's list of official trips and prepares the travel order and trip ticket.</p> <p>2.2. Renders the service on the specified date/s.</p> <p>2.4. Records the details in COP-BIDANI's Administrative Service Inventory.</p> <p>2.5 Requests the client to accomplish and submit the Client Satisfaction Survey form: https://bit.ly/UPV_CSM_COPBIDANI</p>	50 KM Round-Trip		<p>Assistant II, COP-BIDANI</p> <p>Administrative Aide III, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p> <p>Administrative Assistant II, COP-BIDANI</p>
TOTAL		None	2 Days	



2. 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 or Division	Department of Chemistry, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Department of Chemistry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Department of Chemistry
	3. Endorses the request to the Department Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Department of Chemistry
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
TOTAL		None	50 mins	



DEPARTMENT OF CHEMISTRY



EXTERNAL SERVICES

1. 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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	1. Department of Chemistry, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Department of Chemistry
	3. Endorses the request to the Department Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Department of Chemistry
	5. Forwards the request to the	None	15 mins	<i>Administrative Aide</i>



	CAS Dean's Office for the approval/ disapproval of the Dean			Department of Chemistry
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



2. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide a copy of the 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 enrol in Masters/PhD and to students who transferred from other Schools/University.

Office or Division	Department of Chemistry, 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Department Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	2. Acts on the request	None	15 mins	<i>Chairperson</i> Department of Chemistry
	3. Prepares the syllabus and issues assessment slip	None	30 mins	<i>Administrative Aide</i> Department of Chemistry
2. Pays corresponding fee to the Cash Office	4. Accepts payment	P10.00/ page	8 mins	Staff Cash Office
3. Provides proof of payment/receipt	5. Receives Official Receipt	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
TOTAL		P10.00/ page	1 hour and 8 mins	



INTERNAL 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.

Office or Division	Department of Chemistry, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty			
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Department of Chemistry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Department of Chemistry
	3. Endorses the request to the Department Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Department of Chemistry
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
TOTAL		None	50 mins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	1. Department of Chemistry, CAS 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Department of Chemistry
	3. Endorses the request to the Department Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Department of Chemistry
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Department of Chemistry



	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean	None	15 mins	<i>Administrative Aide</i> Department of Chemistry
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



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 a 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.

Office or Division	1. Department of Chemistry 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Department of Chemistry, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Aide</i> Department of Chemistry
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches	2. Receives and logs the field trip application form and all requirements and forwards to the Department Chairperson for signature	None	30 mins	<i>Administrative Aide</i> Department of Chemistry



them together with the other documents (field trip application form, report of compliance, syllabus, class list) and submits for the Department Chair's recommendation	3. Signs field trip application form and report of compliance	None	15 mins	<i>Chairperson</i> Department of Chemistry
	4. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Aide</i> Department of Chemistry
	5. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	6. Signs the field trip application form and report of compliance	None	15 mins	<i>Dean</i> College of Arts and Sciences
	7. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/ disapproved request	8. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



DEPARTMENT OF PHYSICAL EDUCATION



EXTERNAL SERVICES

1. ISSUANCE OF CERTIFIED COPY OF PE COURSE 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.

Office or Division	1. Department of Physical Education (DoPhEd), CAS 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UP Student/s or UPV Alumni			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. Official Receipt (OR)		1. Department of Physical Education Office, Covered Court, UP Visayas, Miagao, Iloilo 2. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request address to PE Head.	1.1. Receives the request and forwards to Department Head for approval	None	15-30 minutes	<i>Administrative Aide IV</i> DoPhEd
	1.2. Acts on the request	None	30-60 minutes	<i>Department Head</i> DoPhEd
	1.3. Issues assessment slip	None	15-30 minutes	<i>Administrative Aide IV</i> DoPhEd
2. Pays the corresponding fee to the Cash Office.	2.1. Accepts payment and issues the Official Receipt	₱ 10.00/ page	10-15 minutes	<i>Cashier</i> Cash Office
3. Provides proof of payment/receipt	3.1. Receives Official Receipt	None	5 minutes	<i>Administrative Aide IV</i> DoPhEd
4. Claims the copy of the requested PE Course Syllabus	4.1. Issues copy of the requested PE Course Syllabus.	None	30 minutes	<i>Administrative Aide IV</i> DoPhEd
TOTAL		₱ 10.00/ page	2-3 hours	



INTERNAL SERVICES

2. USE OF PE CLASSROOM/S

Use of PE classrooms 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.

Office or Division	Department of Physical Education (DoPhEd), CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Faculty, Students and Staff			
Checklist of Requirements		Where to Secure		
Letter Request (Approved by DoPhEd Head)		Department of Physical Education Office, Covered Court, UP Visayas, Miagao, Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request address to DoPhEd Head at least 1 week before the activity.	1.1. Receives the letter request and checks availability of the requested facility/s.	None	15-25 Minutes	<i>Administrative Aide IV</i> DoPhEd
	1.2. Forward the request to DoPhEd Head for approval.	None	5 Minutes	<i>Administrative Aide IV</i> DoPhEd
	1.3. Approves/ disapproves the request.	None	30-60 Minutes	<i>Department Head</i> DoPhEd
2. Get a copy of the approved request	2.1. Gives a copy of the approved letter request to the requestor/s.	None	10-30 Minutes	<i>Administrative Aide IV</i> DoPhEd
TOTAL		None	1-2 hours	



3. PROFICIENCY EXAMINATION IN PHYSICAL EXAMINATION (PEPE)

Proficiency examination (or credit by examination) in PE courses are given to students who are already skilful 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 enrol 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]

Office or Division	1. Department of Physical Education (DoPhEd), CAS 2. Office of the College Secretary (OCS), CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Student/s			
Checklist of Requirements		Where to Secure		
1. Letter Request (Approved by DoPhEd Head) 2. PEPE Application Form 3. Official Receipt (OR) of Payment		1. Department of Physical Education Office, Covered Court, UP Visayas, Miagao, Iloilo 2. Office of the CAS College Secretary, CAS Bldg., UPV, Miagao, Iloilo 3. Cash Office, New Administration Bldg., UPV, Miagao, Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for PEPE address to the Department Head.	1.1. Receives, logs, and forwards to the Department Head.	None	15-30 Minutes	<i>Administrative Aide IV</i> DoPhEd
	1.2. Evaluates the request, interviews the requestor, and acts on the request.	None	2 Hours	<i>Department Head</i> DoPhEd
2. Ask/request for PEPE application form.	2.1. Give the PEPE application form and instruct how to fill out the form.	None	20-30 Minutes	<i>Administrative Aide IV</i> DoPhEd
3. Pays the permit for PEPE.	3.1. Accepts payment and issues official receipt.	₱ 20.00	5-10 Minutes	<i>Cashier</i> Cash Office



4. Submits accomplished PEPE application form with the Official Receipt	4.1. Receives, logs, and forwards the form to the Department Head	None	10 Minutes	<i>Administrative Aide IV</i> DoPhEd
5. Takes the exam on scheduled date (Written exam for PE 1, practical exam for other PE courses)	5.1. Acts on the request and sets the schedule of the practical/ written exam	None	10 Minutes	<i>Department Head</i> DoPhEd
	5.2. Administers the exam and reports the result to the Department	None	2 Hours	<i>Faculty - in - Charge</i> DoPhEd
6. Receives the copy of PEPE result.	6.1. Records the grade and prints the grade sheet	None	30 Minutes	<i>Department Head</i> DoPhEd
	6.2. Signs the grade sheet	None	15 Minutes	<i>Department Head</i> DoPhEd
	6.3. Informs the requester of his/her grade and forwards the approved PEPE and final grade to the CAS Office of the College Secretary	None	30 Minutes	<i>Administrative Aide IV</i> DoPhEd
TOTAL		₱ 20.00	6-7 hours	



4. USE OF SPORTS EQUIPMENT

Only officially enrolled students can 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.).

Requests 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/damaged equipment with the exact specification of the equipment borrowed.

Sports equipment may be borrowed for not more than 3 working days.

Office or Division	Department of Physical Education (DoPhEd), CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Faculty, Students and Staff			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. Contract of Borrowed Sports Equipment 3. Student's ID (for UPV students only)		Department of Physical Education Office, Covered Court, UP Visayas, Miagao, Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request address to DoPhEd Head at least 1 week before the activity.	1.1. Receives the letter request and checks availability of the requested sport equipment.	None	15-30 Minutes	<i>Administrative Aide IV</i> DoPhEd
	1.2. Forwards the request to the Department Head for approval.	None	5 Minutes	<i>Administrative Aide IV</i> DoPhEd
	1.3. Checks the request and approves/ disapproves the request.	None	15 Minutes	<i>Department Head</i> DoPhEd
2. Request for a Contract of Borrowed Sports Equipment form, fill it out and	2.1. Assess the contract and set the returning date of the equipment.	None	10 Minutes	<i>Administrative Aide IV</i> DoPhEd



submit to DoPhEd Admin Staff together with his/her student ID.	2.2. Signs the borrower's contract.	None	5 Minutes	<i>Department Head</i> DoPhEd
3. Have an eco-bag or any container upon claiming the sports equipment and take note of the Returning Date specified in the contract.	3.1. Check the conditions of each sport equipment that was lend to the requestor and emphasized the returning date	None	45-60 Minutes	<i>Administrative Aide IV</i> DoPhEd
TOTAL		None	1-2 hours	



5. ISSUANCE OF CERTIFIED COPY OF PE COURSE 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.

Office or Division	1. Department of Physical Education (DoPhEd), CAS 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Student/s or Alumni			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. Official Receipt (OR)		1. Department of Physical Education Office, Covered Court, UP Visayas, Miagao, Iloilo 2. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request address to PE Head.	1.1. Receives the request and forwards to Department Head for approval	None	15-30 minutes	<i>Administrative Aide IV</i> DoPhEd
	1.2. Acts on the request	None	30-60 minutes	<i>Department Head</i> DoPhEd
	1.3. Issues assessment slip	None	15-30 minutes	<i>Administrative Aide IV</i> DoPhEd
2. Pays the corresponding fee to the Cash Office.	2.1. Accepts payment and issues the Official Receipt	₱ 10.00/ page	10-15 minutes	<i>Cashier</i> Cash Office
3. Provides proof of payment/receipt	3.1. Receives Official Receipt	None	5 minutes	<i>Administrative Aide IV</i> DoPhEd
4. Claims the copy of the requested PE Course Syllabus	4.1. Issues copy of the requested PE Course Syllabus.	None	30 minutes	<i>Administrative Aide IV</i> DoPhEd
TOTAL		₱ 10.00/ page	2-3 hours	



6. Issuance of Permit for Field Trip

The issuance of a permit for Field Trip is for the students to secure approval before they can go on a 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.

Office or Division	1. Department of Physical Education (DoPhEd), CAS 2. College of Arts and Sciences, Dean's Office (CAS-OD)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Department of Physical Education, Covered Court, UPV, Miagao, Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1.1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Aide</i> DoPhEd
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches them together with the other documents	2.1. Receives and logs the field trip application form and all requirements and forwards to the Department Head for signature	None	30 mins	<i>Administrative Aide</i> DoPhEd
	2.2. Signs field trip application form	None	15 mins	<i>Department Head</i>



(field trip application form, report of compliance, syllabus, class list) and submits for the Department Head's recommendation	and report of compliance			DoPhEd
	2.3. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Aide</i> DoPhEd
	2.4. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	2.5. Signs the field trip application form and report of compliance	None	15 mins	<i>Dean</i> College of Arts and Sciences
	2.6. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/disapproved request	3.1. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



DIVISION OF BIOLOGICAL 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.

Office or Division		Division of Biological Sciences, CAS		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Biological Sciences
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
TOTAL		None	50 mins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Biological Sciences
	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of	None	15 mins	<i>Administrative Assistant</i> Division of Biological Sciences



	the Dean			
	6. Receives and logs the request and forwards to the Dean for approval/disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/Disapproved Permit Form	8. Gives a copy of the Approved/Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



3. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide a copy of the 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 enrol in Masters/PhD and to students who transferred from other Schools/University.

Office or Division		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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	2. Acts on the request	None	15 mins	<i>Chairperson</i> Division of Biological Sciences
	3. Prepares the syllabus and issues assessment slip	None	30 mins	<i>Administrative Assistant</i> Division of Biological Sciences
2. Pays corresponding fee to the Cash Office	4. Accepts payment	P10.00/page	8 mins	Staff Cash Office
3. Provides proof of payment/receipt	5. Receives Official Receipt	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
TOTAL		P10.00/page	1 hour and 8 mins	



4. Use of Dormitory Facilities in the Marine Biological Station

The Marine Biological Station in Taklong Island, Nueva Valencia, Guimaras provides services for UPV students and non-UPV. The dormitory primarily provides sleeping and residential quarters for large number of people such as college or university students and other government agencies. Generally, researchers and students come to conduct field sampling for their research, and students who have their field trips in the Station.

Office or Division	1. Division of Biological Sciences, CAS 2. Marine Biological Station, Taklong Island, Nueva Valencia, Guimaras			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students, Alumni and other Government Institution			
Checklist of Requirements		Where to Secure		
1. Letter of request		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1. Receives request, forwards request for evaluation/ approval	None	10 mins	<i>Administrative Assistant</i> Division of Biological Sciences
2. Claims approved request for payment	2. Checks availability, evaluates, records, (activity plans, date of trip, no. of days, persons) approves request, signs request and issue billing statement	None	1 hour	<i>Station Head</i> Marine Biological Station
3. Pay fees	3. Accepts payment/issues OP	P180.00/ person/ night	8 mins	<i>Staff</i> Cash Office
4. Submits form with OR attached	4. Accepts form/record OR#, amount paid, forwards to the Station Head,	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences



	MBS			
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 staff-in-charge of trip on code of conduct	None	30 mins	Station Head Marine Biological Station
	6. Informs the MBS staff in Taklong of trip schedule other information and gives/reiterate instructions	None	15 mins	Station Head Marine Biological Station
	6. Informs (call/email) DENR-Guimaras	None	10 mins	Station Head Marine Biological Station
6. Shows copy of OR to MBS Staff	8. Examines OR, records and registers visiting group in the MBS visitor's logbook	None	10 mins	Marine Engineman/ Administrative Aide Marine Biological Station
	TOTAL	P180/ person/ night	2 hours 28 mins	



INTERNAL SERVICES

5. 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 or Division		Division of Biological Sciences, CAS		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		Faculty		
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Division of Social Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Biological Sciences
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
TOTAL		None	50 mins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Biological Sciences
	5. Forwards the request to the CAS Dean's	None	15 mins	<i>Administrative Assistant</i> Division of



	Office for the approval/ disapproval of the Dean			Biological Sciences
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



7. 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 a 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.

Office or Division	1. Division of Biological Sciences 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Division of Social Sciences, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Assistant</i> Division of Biological Sciences
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches them together with the other	2. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature	None	30 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	3. Signs field trip application form	None	15 mins	<i>Chairperson</i> Division of Biological



documents (field trip application form, report of compliance, syllabus, class list) and submits for the Division Chair's recommendation	and report of compliance			Sciences
	4. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Assistant</i> Division of Biological Sciences
	5. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	6. Signs the field trip application form and report of compliance	None	15 mins	<i>Dean</i> College of Arts and Sciences
	7. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/disapproved request	8. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



8. Use of Dormitory Facilities in the Marine Biological Station

The Marine Biological Station in Taklong Island, Nueva Valencia, Guimaras provides services for UPV Faculty and Staff. The dormitory primarily provides sleeping and residential quarters for large number of people such as college or university personnel. Generally, faculty researchers and staff come to conduct field sampling for their research, and have their field trips in the Station.

Office or Division	1. Division of Biological Sciences, CAS 2. Marine Biological Station, Taklong Island, Nueva Valencia, Guimaras			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and Staff			
Checklist of Requirements		Where to Secure		
2. Letter of request 3. Approved travel order and approved field trip application		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request/approved travel order	1. Receives request, forwards request for evaluation/ approval	None	10 mins	<i>Administrative Assistant</i> Division of Biological Sciences
2. Claims approved request for payment	2. Checks availability, evaluates, records, (activity plans, date of trip, no. of days, persons) approves request, signs request and issue billing statement	None	1 hour	<i>Station Head</i> Marine Biological Station
3. Pay fees	3. Accepts payment/issues OP	P180.00/ person/ night	8 mins	<i>Staff</i> Cash Office
4. Submits form with OR attached	4. Accepts form/record OR#, amount paid, forwards to the Station Head,	None	5 mins	<i>Administrative Assistant</i> Division of Biological Sciences



	MBS			
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 staff-in-charge of trip on code of conduct	None	30 mins	Station Head Marine Biological Station
	6. Informs the MBS staff in Taklong of trip schedule other information and gives/reiterate instructions	None	15 mins	Station Head Marine Biological Station
	7. Informs (call/email) DENR-Guimaras	None	10 mins	Station Head Marine Biological Station
7. Shows copy of OR to MBS Staff	8. Examines OR, records and registers visiting group in the MBS visitor's logbook	None	10 mins	Marine Engineman/ Administrative Aide Marine Biological Station
	TOTAL	P180/ person/ night	2 hours 28 mins	



DIVISION OF HUMANITIES



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.

Office or Division	Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Humanities
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Humanities
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Humanities
TOTAL		None	50 mins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Humanities
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Humanities
	5. Forwards the request to the CAS Dean's Office for the approval/	None	15 mins	<i>Administrative Aide</i> Division of Humanities



	disapproval of the Dean			
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



3. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide a copy of the 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 who transferred from other Schools/University.

Office or Division	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Acts on the request	None	15 mins	<i>Chairperson</i> Division of Humanities
	3. Prepares the syllabus and issues assessment slip	None	30 mins	<i>Administrative Assistant</i> Division of Humanities
2. Pays corresponding fee to the Cash Office	4. Accepts payment	P10.00/ page	8 mins	Staff Cash Office
3. Provides proof of payment/receipt	5. Receives Official Receipt	None	5 mins	<i>Administrative Assistant</i> Division of Humanities
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus	None	5 mins	<i>Administrative Assistant</i> Division of Humanities
TOTAL		P10.00/ page	1 hour and 8 mins	



4. 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, MMH Faculty-in-charge and the Chairperson. MMH facilities and equipment should be returned properly to its designated storage area after use.

Office or Division	Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	3.Recommending Approval		3 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	4. Endorses the request to the MMH Faculty-in-charge/Division Chairperson for approval	None	2 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	5. Approves/ disapproves the request	None	15 mins	<i>MMH Faculty-in-charge/ chairperson</i> Division of Humanities



2. Receives a copy of the Approved/ Disapproved Request Form	6. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Humanities
TOTAL		None	50 mins	



INTERNAL SERVICES

5. Use of CAS-Humanities 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 or Division	Division of Humanities, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty			
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Division of Humanities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Humanities
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Humanities
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Humanities
TOTAL		None	50 mins	



6. Use of CAS-Humanities 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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Humanities
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Humanities



	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Humanities
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



7. 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 a 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.

Office or Division	1. Division of Humanities 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Division of Humanities, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Aide</i> Division of Humanities
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches them together with	2. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature	None	30 mins	<i>Administrative Aide</i> Division of Humanities
	3. Signs field trip	None	15 mins	<i>Chairperson</i>



the other documents (field trip application form, report of compliance, syllabus, class list) and submits for the Division Chair's recommendation	application form and report of compliance			Division of Humanities
	4. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Humanities
	5.Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	6.Signs the field trip application form and report of compliance	None	15 mins	<i>Dean</i> College of Arts and Sciences
	7. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/ disapproved request	8. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



8. 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, MMH Faculty-in-charge and the Chairperson. MMH facilities and equipment should be returned properly to its designated storage area after use.

Office or Division	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Humanities
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	3.Recommending Approval		3 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	4. Endorses the request to the MMH Faculty-in-charge/Division Chairperson for approval	None	2 mins	<i>Administrative Aide Technician I</i> Division of Humanities
	5. Approves/ disapproves the request	None	15 mins	<i>MMH Faculty-in-charge/ chairperson</i> Division of Humanities



2. Receives a copy of the Approved/ Disapproved Request Form	6. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Humanities
TOTAL		None	50 mins	



DIVISION OF PHYSICAL SCIENCES AND MATHEMATICS



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.

Office or Division	Division of Physical Sciences and Mathematics, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
TOTAL		None	50 ins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics
	5. Forwards the request to the CAS Dean's Office for the approval/	None	15 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics



	disapproval of the Dean			
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



3. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide a copy of the 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 who transferred from other Schools/University.

Office or Division	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	2. Acts on the request	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics
	3. Prepares the syllabus and issues assessment slip	None	30 mins	<i>Administrative Assistant</i> Division of Physical Sciences and Mathematics
2. Pays corresponding fee to the Cash Office	4. Accepts payment	P10.00/ page	8 mins	Staff Cash Office
3. Provides proof of payment/receipt	5. Receives Official Receipt	None	5 mins	<i>Administrative Assistant</i> Division of Physical Sciences and Mathematics
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus	None	5 mins	<i>Administrative Assistant</i> Division of Physical Sciences and Mathematics



	TOTAL	P10.00/ page	1 hour and 8 mins	
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INTERNAL SERVICES

4. 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 or Division	Division of Physical Sciences and Mathematics, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty			
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Division of Physical Sciences and Mathematics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
TOTAL		None	50 mins	



5. 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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the Dean, College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics



	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



6. 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 a 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.

Office or Division	1. Division of Physical Sciences and Mathematics 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Division of Physical Sciences and Mathematics, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches	2. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature	None	30 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics



them together with the other documents (field trip application form, report of compliance, syllabus, class list) and submits for the Division Chair's recommendation	3. Signs field trip application form and report of compliance	None	15 mins	<i>Chairperson</i> Division of Physical Sciences and Mathematics
	4. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Physical Sciences and Mathematics
	5. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	6. Signs the field trip application form	None	15 mins	<i>Dean</i> College of Arts and Sciences
	7. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/disapproved request	8. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



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.

Office or Division	Division of Social Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Social Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Social Sciences
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
TOTAL		None	50 mins	



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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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	Students and other Clients			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Social Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Social Sciences
	5. Forwards the request to the CAS Dean's Office for the	None	15 mins	<i>Administrative Aide</i> Division of Social Sciences



	approval/ disapproval of the Dean			
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



3. Issuance of Copy of Syllabus

The Issuance of Syllabus is to provide a copy of the syllabus of 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 enrol in Masters/PhD and to students who transferred from other Schools/University.

Office or Division	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for a copy of syllabus to Division/Department concerned	1. Receives letter and forwards to Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	2. Acts on the request	None	15 mins	<i>Chairperson</i> Division of Social Sciences
	3. Prepares the syllabus and issues assessment slip	None	30 mins	<i>Administrative Assistant</i> Division of Social Sciences
2. Pays corresponding fee to the Cash Office	4. Accepts payment	P10.00/ page	8 mins	Staff Cash Office
3. Provides proof of payment/receipt	5. Receives Official Receipt	None	5 mins	<i>Administrative Assistant</i> Division of Social Sciences
4. Claims copy of syllabus	6. Checks the official receipt and issues requested copy of syllabus	None	5 mins	<i>Administrative Assistant</i> Division of Social Sciences
TOTAL		P10.00/ page	1 hour and 8 mins	



INTERNAL SERVICES

4. 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 or Division	Division of Social Sciences, CAS			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty			
Checklist of Requirements		Where to Secure		
1. Request Form		Request Form is available at the Division of Social Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receives the request form and forwards to person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Social Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	4. Approves/ disapproves the request	None	15 mins	<i>Chairperson</i> Division of Social Sciences
2. Receives a copy of the Approved/ Disapproved Request Form	5. Gives a copy of the Approved/ Disapproved Request Form	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
TOTAL		None	50 mins	



5. 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 the date of use. The requestor will exercise care and observe safety precautions in the use of facilities to prevent fire or damage of equipment. He/she answers for all damages that may arise due to carelessness or negligence.

Office or Division	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			
Checklist of Requirements		Where to Secure		
1. Overtime/Overnight Permit Form		Overtime/Overnight Permit Form is available at the office of the College of Arts and Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits overtime/ overnight permit form	1. Receives the request and forwards to the person in-charge	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	2. Evaluates the request and determines the availability of the requested facility/equipment	None	20 mins	<i>Administrative Aide</i> Division of Social Sciences
	3. Endorses the request to the Division Chairperson for approval	None	5 mins	<i>Administrative Aide</i> Division of Social Sciences
	4. Recommends approval/ disapproval of the request	None	15 mins	<i>Chairperson</i> Division of Social Sciences



	5. Forwards the request to the CAS Dean's Office for the approval/ disapproval of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Social Sciences
	6. Receives and logs the request and forwards to the Dean for approval/ disapproval	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	7. Approves/ disapproves the request	None	15 mins	<i>Dean</i> College of Arts and Sciences
2. Receives a copy of the Approved/ Disapproved Permit Form	8. Gives a copy of the Approved/ Disapproved Permit Form	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	1 hour and 30 mins	



6. 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 a 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.

Office or Division	1. Division of Social Sciences 2. College of Arts and Sciences, Dean's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty and/or 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 Division of Social Sciences, CAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fills up field trip application form, secure signature of chaperones and distributes field trip policy and medical information form to students	1. Gives instructions on how to fill up the form	None	10 mins	<i>Administrative Aide</i> Division of Social Sciences
2. Gathers needed requirements (Field Trip Policy - Statement of Understanding, Medical Information, and Insurance) from students, attaches	2. Receives and logs the field trip application form and all requirements and forwards to the Division Chairperson for signature	None	30 mins	<i>Administrative Aide</i> Division of Social Sciences



them together with the other documents (field trip application form, report of compliance, syllabus, class list) and submits for the Division Chair's recommendation	3. Signs field trip application form and report of compliance	None	15 mins	<i>Chairperson</i> Division of Social Sciences
	4. Forwards field trip application form to the office of the Dean	None	15 mins	<i>Administrative Aide</i> Division of Social Sciences
	5. Receives and logs the field trip application form and all requirements and forwards to the Dean for signature	None	10 mins	<i>Administrative Assistant</i> College of Arts and Sciences
	6. Signs the field trip application form and report of compliance	None	15 mins	<i>Dean</i> College of Arts and Sciences
	7. Issues travel order duly signed by the Dean to faculty concerned and chaperones	None	30 mins	<i>Administrative Assistant</i> College of Arts and Sciences
3. Receives approved/ disapproved request	8. Issues approved field trip application form to faculty concerned	None	5 mins	<i>Administrative Assistant</i> College of Arts and Sciences
TOTAL		None	2 hours and 10 mins	



LANGUAGE PROGRAM



EXTERNAL SERVICE

1. TRAINING/TUTORIAL

Office or Division	College of Arts and Sciences/Language Program			
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. 2. Drafts/prepares training proposal 3. Forwards the proposal to the Faculty-in-Charge for evaluation, comments, suggestions and signature. 4. Transmits the document to the CAS Dean's Office	None	2 days	Administrative Aide VI Administrative Aide VI Faculty-in-Charge



<p>2. Client signs the conforme</p>	<p>5. Follows-up proposal at the CAS Dean's Office</p> <p>6. Receives and logs in the approved proposal from the CAS Dean</p> <p>7. Contacts lecturers/tutors for the implementation of the activity</p> <p>8. Prepares course outline of the activity and sends copies to client and lecturers/tutors</p> <p>9. Prepares and sends conforme and billing statement to the client and client pays the training/tutorial package</p> <p>10. Orients the lecturer/tutor on the activity</p> <p>11. Implements the activity</p> <p>12. Prepares certificate of training/tutorial</p>			<p>Administrative Aide VI</p> <p>Dean, CAS</p> <p>Administrative Aide VI</p> <p>Administrative Aide VI</p> <p>Administrative Aide VI</p> <p>Administrative Aide VI</p>
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	and forwards to			
3. Receives certificate of completion	FIC for signature		2 days	Administrative Aide VI
	13. Logs out and forwards the certificates to the CAS Dean for signature			Faculty-in-Charge
	14. Follows-up and logs in certificates from the CAS Dean			Administrative Aide VI
	15. Prepares and conducts evaluation before the end of the training/tutorial period		2 Days	Administrative Aide VI
	16. Prepares venue and certificates for the closing program			Administrative Aide VI
	17. Distributes certificates during Closing Program			Faculty-in-Charge Dean, CAS
	TOTAL	None	6 days	



DIVISION OF PROFESSIONAL EDUCATION



EXTERNAL SERVICE

1. Conduct of Public Service/Training

Office or Division	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	5 mins	Administrative Assistant II Senior Office Aide
	Check availability of trainers to conduct the training		30 mins	Chairperson, Division of Professional Education
	Plan topics and activities for the training		1hr	Faculty
Request Approval of request	Approves request to conduct public service / training		10mins	Chairperson, Division of Professional Education
TOTAL		NONE	1hr & 45 mins	



2. CHED Annual Higher Education Data Collection

Office or Division	Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may Avail	CHED			
Checklist of Requirements		Where to Secure		
Prescribed Official Forms		Requestors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CHED sends Memorandum to accomplish the Annual Higher Education Data Collection Report	Accepts request for the Annual Data Collection from CHED.	none		Administrative Assistant II Staff/Senior Office Aide
	Gathers and encode data needed		Within the day	
	Forwards accomplished template for approval of the Chair Accomplishes the CHED form and submits to CAS Dean's Office for consolidation.		5 Minutes	Chairperson, Division of Professional Education
			Within the day	Administrative Assistant II Staff/Senior Office Aide
TOTAL		NONE	1 day	



3. M.Ed Application Submission

Students submit their application form to request approval from the Program Advisor and Graduate Coordinator.

Office or Division	Division of Professional Education			
Classification	Simple			
Type of Transaction	G2C –Government to Client			
Who may Avail	Student			
Checklist of Requirements		Where to Secure		
Letter of Request/Application forms		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. Application for Graduation 9. Endorsement for Graduation 10. Request for Constitution of Special problem/Thesis/ Dissertation/Doctoral Committee 11. Request for Conduct of Proposal and final Special Problem/Thesis Defense	Accepts request for the Annual Data Collection from CHED.	none	5 Minutes	Administrative Assistant II Staff/Senior Office Aide
	Gathers and encode data needed			
	Forwards accomplished template for approval of the Chair		5 Minutes	Graduate Coordinator
	Accomplishes the CHED form and submits to CAS Dean's Office for consolidation.		5 Minutes	Chairperson, Division of Professional Education Administrative Assistant II Staff/Senior Office Aide
TOTAL		NONE	15 Minutes	



UP HIGH SCHOOL IN ILOILO



EXTERNAL SERVICE

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 or Division	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. Conforme (for incoming Grade 7 and Grade 11)		UPHSI Office (Conforme)		
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)		Medical Certificate (UP Health Services Unit)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Checks the requirements		10 minutes	Class Adviser, UPHSI
2. Updates CRS data (for Grade 8 to 12) Enroll CRS Account (for Grade 7 and Grade 11- New Student)	Checks data for completeness of entries and assesses school fees		45 minutes	SRE I, UPHSI Admin Aide VI, UPHSI
3. Pays the fees to Cash Office	Receives payment and issues official receipt	School paper – P100.00 School fund –	15 minutes	Cash Office Staff



		P10.00 Student ID card – P130.00 (for incoming Grade 7 and 11 only)		
4. Present the official receipt for issuance of Registration Form 5	Check the official receipt and print the Registration Form 5		5 minutes	CMT. I, UPHSI
5. Presents the Registration Form 5 to Class Adviser for signature	Check the correctness of data in the Registration Form 5 and affix signature		10 minutes	Class Adviser
6. Presents Registration Form 5	Stamps “REGISTERED” and issues students copy of the Registration Form 5		5 minutes	Admin Asst. I, UPHSI
7. Receives copy of Registration Form 5				
TOTAL		P240.00 (for Grade 7 and 11- New student)	1 hour and 30 minutes	
		P110.00 (for Grade 8 to 12)		



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 or Division	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 the Application form for scholarship to the committee	Accepts student's application for Scholarship	None	Half day	Chair Scholarship Committee, UPHSI
2. Waits for the schedule of interviewer, if the applicant is accepted	Interviews and scores the applicants based on the set criteria Ranks all applicants based on the scores and identifies a donor for every applicant that best fit the selection criteria of the donors		1 day Half day	Chair Scholarship Committee, UPHSI
3. Waits for the result of the interview to be given out	Gives donors a list of applicants to consider and schedules an		3 days	Chair Scholarship Committee, UPHSI



by the committee	interview if requested by donors Identifies scholars and schedules for interviews		3 days	Donors
4. Receives stipends	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 or Division	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 form together with the Affidavit of Loss	Receives the form and affidavit of loss and bills the fees	P20.00	5 minutes	SRE I, UPHSI
2. Pays the replacement fee	Accepts payment and issues Official Receipt		15 minutes	Cash Office Staff
3. Submit request form with receipt	Prepares the card		1 day	SRE I, UPHSI
4. Receives the card through email or pick up at the office	Release the card			SRE I, UPHSI
TOTAL		P20.00	1 day and 20 minutes	



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 or Division	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		UPHSI Office / UPHSI Facebook Page (Application form only)		
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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for application form or download application form at UPHSI Facebook Page	Distributes application form		5 minutes	Admin Asst I, UPHSI
2. Submit accomplishe	Checks, evaluates.		40 minutes	Admissions Committee. UPHSI



d application form and requirements at UPHSI Office	approves /disapproves application and forwards action to Principal's Office If approved, bills entrance exam fee If disapproved, informs the applicant			
3. Pays entrance examination fee to UPV Cash Office	Receives payment	P170.00	10 minutes	Cash Office Staff
4. Receives test permit	Issues test permit		5 minutes	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 or Division	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 submit form to the UPHSI Office	Verifies records, assesses and returns the forms for payment		5 minutes	SRE I, UPHSI
2. Pays the fee	Receives payment and issues official receipt	OTR-P60.00 per page Certification-P20.00 Authenticated Diploma-P30.00	15 minutes	Cash Office Staff
3. Submit requests form with the Official Receipt attached	Verifies the form and receipt and prepares the document		2 days	SRE I, UPHSI
4. Receives document at the office and signs the logbook	Releases the document			SRE I, UPHSI



<p>TOTAL</p>	<p>OTR-P60.00 per page</p> <p>Certification- P20.00</p> <p>Authenticate d Diploma- P30.00</p>	<p>2 days and 20 minutes</p>	
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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.

Office or Division		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/ Computer Lab Room Secure approval from the Principal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request form	Receives the request form	None	5 minutes	Lab Aide, UPHSI CMT I, UPHSI
	Evaluates the request and determines the availability of the requested facility/equipment		30 minutes	Lab Aide, UPHSI CMT I, UPHSI
	Forwards the request for approval at the Principal's office		5 minutes	Lab Aide, UPHSI CMT I, UPHSI
	Approves/disapproves the request		15 minutes	Principal, UPHSI
2. Receives the copy	Gives a copy of the Approved/Disapproved Request Form			Lab Aide, UPHSI CMT I, UPHSI
TOTAL		None	55 minutes	



COLLEGE OF MANAGEMENT – OFFICE OF THE DEAN



EXTERNAL SERVICE

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 or Division	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		
Letter of Request		From 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	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)
2. Pays bill thru Cash Office	1.1. Validates and approves the request			Administrative Aide VI
3. Presents official receipt (OR) and receives copy of approved request	1.2. Prepares billing statement			Administrative Officer V Cash Office Administrative Aide VI



	<p>2. Accepts payment and issue Official Receipt</p> <p>3. Photocopy Official Receipt; Issue approved copy to Security Guard</p>			
9. Pays corresponding fee	2. Cash Office Staff accepts payment and issues Official Receipt		2 days	
10. Presents official receipt (OR) and receives copy of syllabus	11. Checks the official receipt and issues requested copy of syllabus			Administrative Aide VI, Department of Accounting OR Administrative Assistant II Department of Management
TOTAL		<p>P100.00/hr (venue & aircon)</p> <p>P50.00/hr (multi-media projector)</p>	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 or Division		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 PUSO is not available		PUSO Portal/Office of the Dean		
Letter of Request		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Applies PUSO/thru email	1. Department Chair recommends for the approval of the request 1.1 Approves the request for Travel	None 1-2 days	1-2 days for agency action 1 to 2	Chair, Dept. of Management./ OR Chair, Dept. of Accounting Dean Administrative Aide VI
2) Prints approved Travel Order and provide copy to the Office of the Dean	2. Provides approved copy of manual Travel Order			
TOTAL		none	1-2 day	



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 or Division		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		
Letter of Request		From the Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Requests for Certificate of Appearance 	1. Prepares the Certificate of Appearance 1.1 Signs the Certificate of Appearance <ul style="list-style-type: none"> Provides duly signed copy of Certificate of Appearance 	None	15 minutes for agency actions 1 to 2	Administrative Officer V Dean Administrative Aide VI Office of the Dean
2. Receives copy of Certificate of Appearance				
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 or Division	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		
Students		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 or Division	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 of the cross-registration of the students	None	20 Minutes	College Secretary
4. Forwards the duly signed form to the	4. Recommends cross-registration	None	1 day	Dean



Office of the University Registrar (OUR) for approval	form. Wait for OUR approval.			
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 or Division	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	3. Assesses /bills the	None	5 Minutes	Administrative Aide VI



statement of account	students for payment			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. Generate s 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 or Division	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	3. 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	4. Evaluates records, attaches copy of grades and makes recommendation of the cross-registration of the students	None	20 Minutes	College Secretary
4. Forwards the duly signed form to the Office of	6. Recommends cross-registration	None	1 day	Dean



the University Registrar (OUR) for approval	form. Wait for OUR approval.			
5. Claims the approved/disapproved CRF	7. Issues the approved/disapproved CRF thru email	None	5 Minutes	OCS Staff
	TOTAL	None	1 Day and 40 Minutes	



5. Application for shifting of course

This service is provided to students who intend to transfer to another college/school of UPV.

Office or Division	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
	1.2 Signs and sends documents to OSA thru email	None	15 Minutes	Student Records Evaluator I
				Program Adviser
2. Undergoes consultation with Guidance Counselor	1.1 Conducts student consultation and forwards results to OCS of host college/unit	None	1 day	OSA Staff
		None	1 day	OCS staff
	1.2 Forwards documents to College Admission Committee for evaluation	None	15 Minutes	College Admission Committee



	2.3 Evaluates, acts on the application and return documents to OCS			
3. Receives approval/disapproval for application for shifting thru email	2. 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 or Division	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	*P1,000/unit for	5 Minutes	Administrative Officer III



	payment thru email	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"	None	2 Minutes	OCS Staff
	4.1 Forwards the form and OR to College Secretary for action	None	1 Minute	OCS Staff
	4.2 Signs the form	None	1 Minute	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 or Division	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 or Division		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
				Dean



	2.3 Acts on the request and forwards to OCS			
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 or Division	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 or Division		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	<i>College Secretary</i> Office of the College Secretary
6. Receives approved permit thru email	6. Issues approved permit thru email	None	2 Minute	<i>OCS Staff</i> Office of the College Secretary
7. Presents permit before completion/removal exam thru email	7. Approves permit	None	2 Minutes	<i>Faculty concerned</i>
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 or Division	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 or Division	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 This service is provided to students who want to leave. 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	None	5 Minutes	Department Chair
		None	5 Minutes	OCS Staff



	and forward document to OCS			
	5.2 Acts on the request, encodes, DRP with LOA as remarks			
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 or Division	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:	None	20 Minutes	OCS Staff
	- College Admission Committee for delinquent students	None	1 Hour	College Secretary
	- College Secretary for non-delinquent students	None	5 Minutes	College Admission Committee; OSA for counselling
	1.1 Acts on the request and forwards to the Dean (for AWOL, probation) ; If delinquent , goes through counselling via	None	2 Minutes	Dean Administrative Aide VI OCS Staff



	<p>OSA</p> <p>1.2 Acts on the request and forwards to OCS</p> <p>1.3 Informs student of the result thru email</p>			
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 or Division	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 after the exam	None	3 hours	Faculty Concerned
		None	2 Minutes	Divison/Depart



	4.1 Forwards the result of the exam to the OCS	None	3 Minutes	ment/Institute Staff
		None	2 Minutes	OCS Staff
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	2 Minutes	Dean
	4.3 Acts on the result of the exam			Administrative Aide VI Office of the Dean
	4.4 Forwards result of the exam to the OCS			
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 or Division	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 forwards to the Dean for action	None	30 Minutes	Department Chair
		None	1 Hour	Dean
		None	1 Hour	OUR/GPO



	<p>1.3 Recommends approval/disapproval and forwards to the OUR/GPO</p> <p>1.4 Evaluates and prepares recommendation and forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA)</p> <p>1.5 Acts on request and issues Notice of Action (NOA) to OCS and OUR thru email</p>	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 or Division	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	None	10 Minutes	Student Records Evaluator



	for graduation to the Office of the University Registrar (OUR)			
	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 documents

Office or Division	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
Submits Official Receipt (OR) thru email	3.Receives OR and prepares the document(s) requested and forwards to the College Secretary for signature	None	10 Minutes	OCS Staff
	3.1 Signs the	None	5 Minutes	College Secretary



	document(s) requested			
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	



DEPARTMENT OF ACCOUNTING



	1.2 Issues assessment slip	P10/page		Aide VI, Department of Accounting OR Administrative Assistant II Department of Management
12. Pays corresponding fee	2. Cash Office Staff accepts payment and issues Official Receipt			Administrative Officer III, Cash Office
13. 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	



DEPARTMENT OF MANAGEMENT



	1.4 Issues assessment slip			Aide VI, Department of Accounting OR Administrative Assistant II Department of Management
14. Pays corresponding fee	2. Cash Office Staff accepts payment and issues Official Receipt	P10/page		Administrative Officer III, Cash Office
15. 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 SERVICE

1. 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 or Division	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		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to SOTECH Administrative Staff Office specifying the training needs and the date needed	1. Receives and records letter request submitted 1.1 Refers to the Dean for comments/recommendation 1.2 Forwards to the faculty concerned as recommended by the Dean 1.3 Informs the requester on the action of the Dean thru email or phone call	Professional Fee of the Resource Person may vary	2 days	<i>Admin Staff</i> SOTECH Admin Office <i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH
TOTAL		Professional Fee of the Resource Person may vary	2 Days	



2. 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 or Division	SOTEC 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 Administrative Staff Office Provided by the Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through email/ Obtain form from the SOTECH Administrative Staff Office and fills it up.	1. Reply the request sent through email/Issues form	Y&M/TPC - PHP450.00 E. coli – PHP 650.00 Proximate Analysis – PHP 2,200.00 aw – PHP250.00 pH – P150.00 TSS - PHP 150.00	0.5 day	<i>Admin Staff</i> SOTECH Admin Office <i>Admin Officer</i> SOTECH Admin Office
2. Submit form together with the sample/s on the day of the schedule of analysis	2. Accepts the sample/s and validates the filled form. 2.1 Compute the amount to be paid by the client. Sign the request form and provide one copy to the client.		0.5 day	<i>Admin Officer</i> SOTECH Admin Office



3. Paid the bill to the Cash Office	3. Cashier accepts the payment and issue the Official Receipt		1 day	<i>Chief</i> Cash Office
4. Provide photocopy of the OR to the SOTECH Administrative Staff	4. Admin staff accepts the copy of the OR and attached it to the retained request form 4.1 Analyze the sample and record the result		7 days	<i>Lab. Tech</i> Lab. Tech. Office <i>Admin Officer</i> SOTECH Admin Office
5.Receives the results	5. Issues the result to the client		10 mins	<i>Admin Staff</i> SOTECH Admin Office
TOTAL		Y&M/TPC - PHP450.00 E. coli – PHP 650.00 Proximate Analysis – PHP 2,200.00 aw – PHP250.00 pH – P150.00 TSS - PHP 150.00	9 Days, 10 mins	



3. 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, FDA in order for them to conduct their research/training activities.

Office or Division	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		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to SOTECH Administrative Staff Office personally or through email specifying the facilities and equipment to be used and the date needed	1. Receives and records letter request submitted 1.1 Forwards request to the laboratory technician to check the availability of the facilities/ equipment to be used 1.2 Refers request to the Faculty In-charge for laboratory facilities for comments/ recommendations 1.3 Submit to the Dean for approval 1.4 Computes the amount to be paid 1.5 Provide copy of the approval and computation of the fees to the requester	Prices may vary depending on the equipment to be used	1.5 days	<i>Admin Officer</i> SOTECH Admin Office <i>Lab. Tech</i> Lab. Tech. Office <i>FIC, Laboratory Facilities</i> SOTECH <i>Dean</i> SOTECH



2. Pays the stated amount to the Cash Office	2. Cashier receives the payment and issues Official Receipt		15 mins	<i>Chief</i> Cash Office
3. Provides copy of the OR to SOTECH Administrative Staff Office	3. Admin staff receives the copy of the OR		5 mins	<i>Admin Staff</i> SOTECH Admin Office
TOTAL		Prices may vary depending on the equipment to be used	1.5 Days, 20 mins	



INTERNAL SERVICE

4. REQUEST FOR THE USE OF FACILITIES/EQUIPMENT BY SOTECH FACULTY/STUDENTS

The use of facilities or equipment are provided to SOTECH faculty having make - up classes, students performing their thesis and special problems, and SOTECH student organizations holding activities within the premises of SOTECH

Office or Division	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		SOTECH Administrative Staff Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Obtain Request Form from the tray provided at the Administrative Staff Office and fills it out.	1.Provides Form	None	10 mins	<i>Admin Staff</i> SOTECH Admin Office
2.Secures signatures of the Faculty/Adviser	2.Faculty Adviser signs on request form		30 mins	<i>Faculty Adviser/</i> <i>Faculty In-charge</i>
3.Check the availability of the facilities/equipment to be used from the laboratory technician or admin staff	3.Staff in-charge (laboratory technician/ admin staff) verifies the availability of the facilities/equipment to be used		10 mins	<i>Admin Staff</i> SOTECH Admin Office <i>Lab. Tech</i> Lab. Tech. Office
4.Drop the permit in a tray provided at the Administrative Staff Office	4.Validates the filled up form and approve it. 4.1 Drop the personal copy of the applicant in the tray provided		10 mins	<i>Admin Officer</i> SOTECH Admin Office
5.Pick ups the approved permit from the tray				



provided				
	TOTAL	None	1 hour	



5. REQUEST FOR FINANCIAL ASSISTANCE DURING THE OFFICIAL TRAVEL

Financial assistance is provided for the faculty, staff and students of the School of Technology who will go on travel on official time to attend the conference or represent the School in the regional/national activities/competition.

Office or Division	SOTEC Dean's Office OVCAA OC Budget Office Accounting Office Cash Office			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	Faculty, Staff , Students under the School of Technology			
Checklist of Requirements		Where to Secure		
Proposed Itinerary of travel Letter Request Travel Order Form Invitation		Provided by the Requester Provided by the Requester SOTECH Administrative Staff Office Sponsored Agency/Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request for financial assistance together with the supporting documents (invitation/acceptance to paper presentation, proposed itinerary, etc.) to the SOTECH Administrative Staff Office	1.Receives/recor ds the request together with required attachments 1.1 Validates the letter and check attachments if complete and if expenses indicated in proposed Itinerary of Travel is in accordance with COA rules 1.2 Submit it to the Dean for recommendation 1.3 The Dean recommends the request	None	1 day	<i>Admin Staff</i> SOTECH Admin Office <i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH



	1.4 Submits the request to the OVCAA			
	2.OVCAA checks the documents and submit to the Budget Office for comment/budget allocation		0.5 day	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	3.Budget Office comments/allocates budget and return the same to the OVCAA		0.5 day	<i>Chief</i> Budget Office
	4.OVCAA recommends the request and forward to the OC for action		0.5 day	<i>Vice Chancellor for Academic Affairs</i> OVCAA
	5.The Chancellor approves/disapproves the request 5.1 OC staff forwards the request to the requester		0.5 day	<i>Chancellor</i> Chancellor's Office
2.If approved, requester prepares final itinerary and supporting documents and submit to the SOTECH Administrative Staff Office	Admin staff prepares the voucher and obligation request and attach the itinerary of travel and supporting documents. 6.1 Submits to the Dean for her signature. 6.2 Submits signed DV, ObR, Itinerary of Travel and other supporting documents to the Accounting Office		0.5 day	<i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH <i>Admin Staff</i> SOTECH Admin Office
	7.Accounting Office will check		0.5 day	<i>Chief</i> Accounting



	the submitted documents if complete and in accordance to COA rules 7.1 Accounting Office submits the documents to Budget Office for clearance			Office
	8.Budget Office certifies the availability of funds and submit it back to the Accounting Office		0.5 day	<i>Chief</i> Budget Office
	9.Accounting Office process for the release of funds and submit to the Cash Office		0.5 day	<i>Chief</i> Accounting Office
	10.Cash Office prepares check for approval/ signature of the authorized signatories 10.1 Once approved, the Cash Office deposits the approved amount to the requester's bank account, if any or inform the concerned personnel for the availability of check		1 day	<i>Chief</i> Cash Office
TOTAL		None	6 Days	



6. 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 or Division	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		SOTECH Dean's Office Sponsored Agency/Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains form	1.Issues Travel Request Form	None	5 mins	<i>Admin Staff</i> SOTECH Admin Office
2. Submits request form, letter request with supporting documents (invitation, if any)	2.Receives/ records the request together with required attachments		5 mins	<i>Admin Staff</i> SOTECH Admin Office
3. Secures signature of the Dean	3.Validates the letter and check attachments are complete 3.1 Prepares the Travel Order and submit it to the Dean together with the supporting documents for his signature		15 mins	<i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH
	4.The Dean signs the Travel Order		5 mins	<i>Dean</i> SOTECH
	5.Provide 1 copy of the TO to the requester		5 mins	<i>Admin Staff</i> SOTECH Admin Office
TOTAL		None	35 mins	



7. LIQUIDATION OF TRAVEL EXPENSES

Under the State Audit Code of the Philippines, P. D. N0. 1445, all government resources should be manage, expended and utilized in accordance with the law and regulations, thus all expenses by government agencies, officials and employees from government fund should be reported to COA.

Office or Division	SOTECH Dean's Office Accounting Office			
Classification	G2C - Government to Client			
Type of Transaction	Complex			
Who may Avail	Faculty, Admin Staff			
Checklist of Requirements		Where to Secure		
Actual Itinerary of travel, Certificate of Travel Completed, Official Receipts, Certificate of Appearance Liquidation Report, Certificate of Travel Completed		Personnel accountable Administrative Staff Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit actual itinerary of travel, receipts involved in the travel, certificate of attendance/ appearance, Certificate of Travel Completed, and travel report to the Administrative Staff Office	1. Check/collate/ evaluate the submitted documents 1.1 After processing attachments, submit the final liquidation report and certificate of travel completed to the personnel concerned for signature.	None	1 day	<i>Admin Officer</i> SOTECH Admin Office
2. Check and signs the liquidation report and certificate of travel completed and return the same to Administrative staff	2. Secures signature of the Dean and submits to the Accounting Office		15 mins	<i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH
	3. Accounting Office will check		0.5 day agency's	<i>Chief</i> Accounting



	the submitted documents if completed and in accordance to COA rules 3.1Cleared the accountable personnel from financial obligation		action 3	Office
TOTAL		None	1.5 Days, 15 mins	



8. REIMBURSEMENT OF TRAVEL EXPENSES

Travel expenses incurred on official time by an official, faculty and staff as per COA requirement all travel cash advances should be liquidated in due time.

Office or Division	SOTEC Dean's Office Accounting Office Budget Office Cash Office			
Classification	Complex			
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 Order, Certificate of Travel Completed Official Receipts (e.g. plane/boat fare ticket), Certificate of Attendance/ Appearance Itinerary of Travel		SOTECH Administrative Staff Office Sponsored Agency/Requester Provided by the Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits actual Itinerary of Travel, Official Receipts (e.g. plane/boat fare ticket), Certificate of Attendance/ Appearance, Itinerary of Travel to the SOTECH Administrative Staff Office	1. Receives/ records the documents submitted 1.1 Validates and check attachments if complete and if expenses indicated in the Itinerary of Travel is in accordance with COA rules and is supported by valid receipts 1.2 Prepares the voucher and obligation request. 1.3 Submits to the dean for signature.	None	1 day	.Admin Staff SOTECH Admin Office Admin Officer SOTECH Admin Office Dean SOTECH
	2. Submits all		30 mins	Admin Staff



	required documents with DV and voucher to the Accounting Office		agency's action 2	SOTECH Admin Office
	3. Accounting Office will check the submitted documents if completed and in accordance to COA rules 3.1 Accounting Office submit it to the Budget Office for clearance		0.5 day agency's action 3	<i>Chief</i> Accounting Office
	4. Budget Office certifies the availability of funds and submit it back to the Accounting Office		30 mins agency's action 4	<i>Chief</i> Budget Office
	5. Accounting Office process for the release of funds and submit to the Cash Office		0.5 day	<i>Chief</i> Accounting Office
	6. Cash Office prepares check for approval/ signature of the authorized signatories 6.1 Once approved, the Cash Office deposits the approved amount to the requester's bank account, if any or inform the concerned personnel for the		1 day	<i>Chief</i> Cash Office



	availability of check			
TOTAL		None	3 days, 1 hour	



9. LIQUIDATION OF CASH ADVANCES

As per COA requirement all cash advances should be liquidated in due time.

Office or Division	SOTECH Dean's Office Accounting Office			
Classification	G2C - Government to Client			
Type of Transaction	Complex			
Who may Avail	Faculty, Admin Staff			
Checklist of Requirements		Where to Secure		
Summary of Expenses Official Receipts		SOTECH Administrative Staff Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all receipts to SOTECH Administrative Staff Office	1. Check/collate/evaluate all OR submitted and processes all supporting documents necessary (e.g. Summary of Expenses, Job Orders, Certificate of Job Acceptance etc.) 1.1 After processing attachments, submit the final liquidation report and Summary of Expenses to the personnel concerned for his/her signature	None	0.5 day	<i>Admin Staff</i> SOTECH Admin Office <i>Admin Officer</i> SOTECH Admin Office
2. Check and signs the liquidation report and certificate of travel completed and submit the same to the Administrative Staff	2. Submit to the dean for signature		15 mins	<i>Dean</i> SOTECH



	3.Submit to the Accounting Office			<i>Admin Staff</i> SOTECH Admin Office
	4.Accounting Office will check the submitted documents if completed and in accordance to COA rules 4.1 Cleared the accountable personnel from financial obligation		0.5 day	<i>Chief</i> Accounting Office
TOTAL		None	1 day,15 mins	



10. REQUEST FOR TRAVEL ABROAD

All faculty and staff on active duty are required to request approval from the Chancellor when traveling.

Office or Division	SOTECH Dean's Office HRDO OVCAA OVCA OC			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	Administrative Staff, Faculty			
Checklist of Requirements		Where to Secure		
Application form for Authority to Travel Abroad (Official Travel) Letter Request of No Objection (Personal Travel) Invitation from the organizing body when necessary		SOTECH Administrative Staff Office Provided by the Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Application form "Authority to Travel Abroad"/submits letter of no objection to SOTECH together with supporting documents, if applicable Administrative Staff Office	1. Checks the filled up form/letter 1.1 Submits to the Dean for recommendation 1.2 Submits to HRDO for recommendation	None	0.5 day	<i>Admin Staff</i> SOTECH Admin Office <i>Admin Officer</i> SOTECH Admin Office <i>Dean</i> SOTECH
2. Requester receives copy of the approved request	2. HRDO recommends and submits to OVCAA for faculty applicant and OVCA for admin staff applicant		0.5 day	<i>Chief</i> HRDO
	3. OVCAA/OVCA recommends and submit to the		0.5 day	<i>Vice Chancellor for Academic Affairs</i>



	Chancellors Office			OVCAA <i>Vice Chancellor for Administration</i> OVCA
	4. Chancellor approves/ disapproves the request 4.1 Distribute copies of the Notice of Action to concerned offices		0.5 day	Chancellor OC
TOTAL		None	2 Days	



11. APPLICATION FOR LEAVE

Each faculty, administrator and administrative staff (regular and U. P. contractual) are entitled for leave benefits. These are given to fulfill their family obligation, relaxes from work and when they are sick.

Office or Division	SOTECH Dean's Office HRDO			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	Administrative Staff, Faculty and Faculty Administrator			
Checklist of Requirements		Where to Secure		
Application for Leave form Medical Certificate for Sick Leave of more than 5 days		SOTECH Administrative Staff Office Employee/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secured Application for Leave Form from SOTECH Administrative Staff Office	1. Provides form	None	15 mins	.Admin Staff SOTECH Admin Office Admin Officer SOTECH Admin Office
2.Fills out the Application for Leave form and submits to SOTECH Administrative Staff Office	2. Checks the filled up form 2.1 Secures the signature of the Dean 2.2 Submit to the HRDO		30 mins	Dean SOTECH
3. Concerned Office/Requester receives the file copy	3.HRDO verifies number of available leave 3.1 HRDO approves the application and provides copies to the concerned office/requester		0.5 day	Chief HRDO
TOTAL		None	0.5 day, 30 mins	



SCHOOL OF TECHNOLOGY – OFFICE OF THE SCHOOL SECRETARY



EXTERNAL SERVICE

1. PRE-REGISTRATION OF STUDENTS

Pre-registration is a service intended to provide information to students before the registration period.

Office or Division	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 of classes		UPV CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the schedule of classes at the UPV CRS (online) and enlists in the desired courses	1. Evaluates the enlisted courses at the UPV CRS (online)	None	30 Minutes	<i>Program Adviser</i>
2. Confirms the enlisted courses at the UPV CRS (online)	2. Validates the confirmed courses at the UPV CRS (online)	None	5 Minutes	<i>Program Adviser</i>
TOTAL		None	35 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 or Division	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; UPV CRS		
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>Administrative Aide IV</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 Dean and Office of the University Registrar (OUR) for approval. Wait for OUR approval. (Waiting time is approximately 1 day)	None	20 Minutes	<i>School Secretary</i> Office of the School Secretary
			5 Minutes	<i>Dean</i> Office of the Dean
4. Claims the approved/	4. Issues the approved/	None	5 Minutes	<i>Administrative Aide IV</i>



disapproved CRF	disapproved CRF			Office of the School Secretary
TOTAL		None	1 Day and 1 Hour	



3. Enrollment/Registration for Regular Students (Online through UPV CRS)

This is a service provided to students who have approved pre-registration. Online registration is done through the UPV CRS.

Office or Division	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-enlisted subjects (for continuing students)		UPV CRS (during the pre-enlistment period)		
Copy of grades		Office of the School Secretary (OSS)		
Medical Certificate (every First semester)		Health Services Unit (HSU)		
Admission Slip (every First semester for First Years and Transferees)		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirms pre-enlisted subjects online (for continuing students who did not confirm during pre-enlistment period)	1.1 Confirms pre-enlisted subjects online (for First Year students)	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	1.2 Assigns program adviser to students in the UPV CRS	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	1.3 Validates the confirmed subjects online	None	10 Minutes	<i>Program Adviser</i>
2. Proceeds to assessment of fees	2. Assesses the students' fees for payment (if any)	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
3. Pays to the UPV Cash Office through online deposit via Landbank/GCash	3. Generates the Certificate of Registration or Form 5	None	3 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary



(if any)				
4. Digitally signs/confirms the Form 5	4. Digitally signs/confirms the Form 5	None	3 Minutes	<i>Program Adviser</i>
			3 Minutes	<i>Student Records Evaluator / Office of the School Secretary</i>
TOTAL		None	34 minutes	



4. APPLICATION FOR TRANSFER FROM OTHER COLLEGES WITHIN UPV TO THE SCHOOL OF TECHNOLOGY

This service is provided to students who intend to transfer from other colleges within UPV to the School of Technology.

Office or Division	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		
Shifting application form		Office of the School Secretary (OSS); UPV CRS		
OSA Evaluation		Office of the Student Affair (OSA)		
Copy of grades		Office of the College Secretary (Student's home unit)		
Certificate of Good Moral Character		Office of the College Secretary (Student's home unit)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents through email	1.1 Reviews the documents of the applicants and convenes the School's Admission Committee	None	1 - 4 Days	School Secretary Office of the School Secretary
	1.2 Evaluates and acts on the request for transfer of the student	None	1 Day	School Admission Committee
2. Receives Notice of Action through email	2. Prepares and releases the Notice of Action	None	15 Minutes	Administrative Aide IV Office of the School Secretary
TOTAL		None	5 Days and 15 Minutes	



5. APPLICATION FOR SHIFTING OF COURSE

This service is provided to students who intend to shift course.

Office or Division	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); UPV CRS		
Copy of grades		Office of the School Secretary (OSS)		
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	1.1 Receives application	None	2 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
	1.2 Evaluates student's records and forwards request form to College Admissions Committee or Division/ Department/ Institute offering the Program	None	30 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	1.3 College Admissions Committee or Division/ Department head acts on the application	None	1-4 Days	<i>College Admissions Committee or Department/ Division Head</i>



	1.4 Forwards recommendation action to Office of the School Secretary (OSS)	None	5 Minutes	<i>College Admissions Committee or Department/ Division Head</i>
	1.5 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 IV Office of the School Secretary</i>
TOTAL		None	4 Days, 47 Minutes	



6. CHANGE/ADD OF MATRICULATION

This service is provided to students who want to change/add matriculation.

Office or Division	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); UPV CRS		
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 or UPV CRS (online)	1. Issues forms	None	1 Minute	<i>Administrative Aide IV</i> Office of the School Secretary
2. Fills out Change of Matriculation form (UP Form 26) and secures the signature of the Faculty-in-Charge of the subject cancelled and/or authorized and the Program Adviser	2. Checks, evaluates and signs the request form	None	5 Minutes	<i>Faculty-in-Charge of the subject cancelled and/or authorized</i>
			5 Minutes	<i>Program Adviser</i>
3. Submits the duly accomplished Change of Matriculation form to the Office of the School Secretary	3.1 Receives the duly accomplished Change of Matriculation form	None	1 Minute	<i>Administrative Aide IV</i> Office of the School Secretary
	3.2 Adds/changes/cancels courses	None	10 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	3.3 Assesses and bills fees then returns the form	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary



	together with the billing statement			
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	*PHP 1,000/unit	5 Minutes	Cashier Cash Office
5. Returns the form and OR to the OSS	5.1 Receives the form and OR	None	1 Minute	Administrative Aide IV Office of the School Secretary
	5.2 Forwards the form and OR to School Secretary for action	None	1 Minute	Administrative Aide IV Office of the School Secretary
	5.3 Signs the form	None	1 Minute	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	Administrative Aide IV Office of the School Secretary
TOTAL		*PHP 1,000/ Unit	40 Minutes	

* Note: These are for students not eligible under RA 10931.



7. STUDENT REQUEST FOR OVERLOAD OR UNDERLOAD

This service is provided to students who want to have overload or underload subjects.

Office or Division	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); UPV CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Overload Request form and secures the signature of the Program Adviser and Program Coordinator	1.1 Checks, evaluates and signs the request form	None	5 Minutes	<i>Program Adviser</i>
	1.2 Signs the request form	None	5 Minutes	<i>Program Coordinator</i>
2. Submits the duly accomplished overload request form	2.1 Receives the duly accomplished overload request form and forwards it to Student Records Evaluator for evaluation	None	2 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
	2.2 Evaluates the request of student for overload and forwards to School Secretary for recommendation	None	30 minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	2.3 Recommends and forwards request to the Dean for final action	None	10 Minutes	<i>School Secretary</i> Office of the School Secretary



	2.4 Acts on the request and returns the letter to the OSS	None	10 Minutes	<i>Dean</i> Office of the Dean
3. Receives copy of the action	3. Issues the notice of action to the student	None	5 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
TOTAL		None	1 Hour and 7 Minutes	



8. SUBSTITUTION OF COURSES

This service is provided to students who want to substitute courses.

Office or Division	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); UPV CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>Administrative Aide IV</i> Office of the School Secretary
2. Submits form	2. Evaluates request and validates grade(s) and forwards to Division/ Department	None	15 Minutes	<i>Student Records Evaluator I</i> 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	<i>Program Adviser and Division/ Department/ Institute Chair/Director</i>
4. Submits request to OSS	4. Acts on the request	None	5 Minutes	<i>School Secretary</i> 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	<i>Administrative Aide IV</i> 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 or Division	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); UPV CRS		
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-requisite course</i>
2. Secures certification from OSA Director (if prerequisite grade is 5.0)	2. Signs Certification	None	10 Minutes	<i>OSA Director Office of Student Affairs</i>
3. Secures recommendation and approval	3. Validates grades and recommends on the request	None	10 Minutes	<i>Program Adviser and Division/Department/Institute Chair/Director</i>
4. Submits duly signed waiver	4.1. Receives and checks the waiver and forward to School Secretary for action	None	3 Minutes	<i>Administrative Aide IV Office of the School Secretary</i>
	4.2 Acts on the request	None	15 Minutes	<i>School Secretary Office of the School Secretary</i>
5. Receives a copy of action	5. Issues a copy of action	None	2 Minutes	<i>Administrative Aide IV Office of the School Secretary</i>
TOTAL		None	43 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 or Division	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); UPV CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completion/removal permit and secures signature of Faculty-in-Charge of course	1. Indicates removal exam/ completion date and signs the form	None	5 Minutes	<i>Faculty-in-Charge</i>
2. Proceeds to the Cash Office for payment	2. Bills and issues Official Receipt	If within removal period: none If not: PHP 20 for removal & PHP 10 for completion	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for completion/removal	3. Recommends permit and indicates validity date	None	2 Minutes	<i>School Secretary</i> Office of the School Secretary
4. Receives approved permit and presents permit to Faculty-in-Charge before	4. Issues approved permit	None	1 Minute	<i>Administrative Aide IV</i> Office of the School Secretary



completion/removal exam				
TOTAL		If within removal period: none If not: PHP20 for removal and PHP10 for completi on	13 Minutes	



11. DROPPING OF SUBJECTS/COURSES

This service is provided to students who want to drop subjects/courses.

Office or Division	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); UPV CRS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form	1. Issues form	None	1 Minute	<i>Administrative Aide IV</i> Office of the School Secretary
2. Secures signature of Faculty-in-Charge of the course	2. Evaluates class standing and signs form	None	5 Minutes	<i>Faculty-In-Charge of the course</i>
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	<i>Program Adviser</i>
4. Presents form for assessment	4. Checks and verifies student's record and assesses and bills fee	None	10 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
5. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	PHP10/ unit	5 Minutes	<i>Cashier</i> Cash Office
6. Submits duly accomplished dropping form with OR	6. Approves the dropping form	None	5 Minutes	<i>School Secretary</i> Office of the School Secretary
7. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
TOTAL		PHP10/ unit	33 Minutes	



12. APPLICATION FOR LEAVE OF ABSENCE (LOA)

This service is provided to students who want to leave.

Office or Division	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); UPV CRS		
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>Administrative Aide IV</i> Office of the School Secretary
2. Secures signature/s of Instructors (if enrolled)	2. Indicates class standing and signs the form	None	30 minutes	<i>Instructor/s of enrolled courses (if any)</i>
3. Secures clearance from the Program Coordinator, University Librarian, School Secretary, and OSA Director	3. Evaluates records and signs the form	None	10 minutes	<i>Program Coordinator</i>
			10 minutes	<i>University Librarian</i> University Library
			10 minutes	<i>School Secretary</i> Office of the School Secretary
			10 minutes	<i>OSA Director</i> Office of Student Affairs
4. Submits duly filled out LOA form	4. Receives and evaluates records and bills fees	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
5. Pays fee	5. Accepts billing statement together with payment and issues OR	PHP 150.00	5 Minutes	<i>Cashier</i> Cash Office
6. Submits form with OR	6.1 Accept forms and forwards to the Program	None	5 Minutes	<i>Administrative Aide IV</i> Office of the



	Adviser			School Secretary
	6.2 Acts on the request and forwards to the Office of the Dean	None	5 Minutes	<i>Program Adviser</i>
	6.3 Acts on the request and forwards to OSS	None	5 Minutes	<i>Dean Office of the Dean</i>
7. Receives copy of the request for LOA with action	7. Issues copy of the request for LOA with action	None	2 Minutes	<i>Administrative Aide IV Office of the School Secretary</i>
TOTAL		PHP 150.00	1 hour and 38 Minutes	



13. RE-ADMISSION FROM AWOL OR DELINQUENT STATUS

This service is provided to AWOL or delinquent status students who want to be re-admitted.

Office or Division	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 addressed to the Dean		Supplied by students		
Readmission form		Office of the School Secretary (OSS)		
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 addressed to the Dean; Fills out Readmission form	1.1 Records and forwards letter of request to OSS	None	2 Minutes	<i>Office of the Dean Staff</i> Office of the Dean
	1.2 Evaluates student's records and forwards to: - School Admission Committee for delinquent students - School Secretary for non-delinquent students	None	20 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	1.3 Acts on the request and forwards to the Dean; If delinquent, goes through counselling via OSA	None	1 Hour	<i>School Secretary</i> Office of the School Secretary; <i>School Admission Committee;</i> OSA for counselling



	1.4 Acts on the request and forwards to the Office of the University Registrar (OUR)	None	5 Minutes	Dean Office of the Dean
	1.5 Evaluates and issues Notice of Action (NOA) if AWOL status; prepares recommendation and forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA) if delinquent status	None	30 Minutes	Student Records Evaluator OUR
	1.6 Acts on request and issues Notice of Action (NOA)	None	30 Minutes	OVCAA Staff OVCAA
2. Pays fee	2. Accepts payment and issues OR	PHP 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	Administrative Aide IV Office of the School Secretary
TOTAL		PHP 225.00	2 Hours and 34 Minutes	



14. RETURN FROM LEAVE OF ABSENCE

This service is provided to students who want to return from Leave of Absence.

Office or Division	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		
Return from LOA form		Office of the School Secretary (OSS); UPV CRS		
Medical clearance (if LOA exceeded one semester or health-related)		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits Return from LOA form	1.1 Records and forwards letter of request to the School Secretary	None	2 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
	1.2 Signs the request and forwards to the Office of the University Registrar (OUR)	None	5 Minutes	<i>School Secretary</i> Office of the School Secretary
	1.3 Acts on request and issues Notice of Action (NOA)	None	5 Minutes	<i>Student Records Evaluator</i> OUR
2. Receives copy of approved request	2. Issues student's copy of approved request	None	2 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
TOTAL		None	14 Minutes	



15. VALIDATION OF SUBJECTS FOR TRANSFEREES

This service is provided to validate subject for transferees.

Office or Division	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>Student Records Evaluator I</i> Office of the School Secretary
2. Pays fee at Cash Office	2. Accepts payment and issues Official Receipt (OR)	PHP 20.00	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for validation	3.1 Accepts permit for validation exam and forwards to faculty concerned	None	2 Minutes	<i>Division/ Department/ Institute Staff</i>
	3.2 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	4.1 Gives the exam and checks the paper after the exam	None	3 hours	<i>Faculty Concerned</i>
	4.2 Forwards the result of the exam to the OSS	None	2 Minutes	<i>Division/ Department/ Institute Staff</i>
	4.3 Records and	None	3 Minutes	<i>Student Records</i>



	forwards the result of the exam to the Office of the Dean for action			<i>Evaluator I</i> Office of the School Secretary
	4.4 Acts on the result of the exam	None	2 Minutes	<i>Dean</i> Office of the Dean
	4.5 Forwards result of the exam to the OSS	None	2 Minutes	<i>Office of the Dean Staff</i> Office of the Dean
5. Inquires about the result of the validation exam	5. Issues a copy of the result of the validation exam	None	3 Minutes	<i>Administrative Aided IV</i> Office of the School Secretary
TOTAL		PHP 20.00	5 days and 39 Minutes	



16. 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 or Division	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	2.1 Evaluates records, accomplishes page 2 of the form and forwards request to School Admission Committee	None	1 Hour	<i>Student Records Evaluator I</i> Office of the School Secretary
	2.2 Acts on the request and forwards to the Dean for action	None	2 Days	<i>School Admission Committee</i>
	2.3 Acts on the request and forwards to the Office of the University Registrar (OUR)	None	1 Hour	<i>Dean</i> Office of the Dean
	2.4 Evaluates and prepares recommendation and forwards to	None	30 Minutes	<i>Student Records Evaluator</i> OUR



	Office of the Vice Chancellor for Academic Affairs (OVCAA)			
	2.5 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	<i>Administrative Aide IV</i> Office of the School Secretary
TOTAL		None	2 Days; 4 Hours, 2 Minutes	



17. APPLICATION FOR GRADUATION

This service is provided to evaluate the student if he/she is qualified for graduation.

Office or Division	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		UPV CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished application form (online via UPV CRS)	1.1 Receives and checks the duly accomplished application form; evaluates student's records and endorses the forms to the Office of the School Secretary	None	10 Minutes	<i>Program Adviser</i>
	1.2 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	20 Minutes	



18. 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 certain documents.

Office or Division	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 (face-to-face or through email)	1. Receives request form and issues bill and payment procedure to the requester	None	5 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
2. Pays to the UPV Cash Office (over-the-counter or through online deposit via Landbank/GCash)	2. Accepts request form together with the payment and issues Official Receipt (OR)	PHP20/ PHP40 per copy	10 Minutes	<i>Cashier</i> Cash Office
3. Submits to the OSS the request form with Official Receipt (OR) (face-to-face or through email)	3.1 Receives request form together with the proof of payment; prepares the document(s) requested; and forwards to the School Secretary for signature	None	10 Minutes	<i>Student Records Evaluator I</i> Office of the School Secretary
	3.2 Reviews and signs the document(s) requested	None	5 Minutes	<i>School Secretary</i> Office of the School Secretary



4. Receives requested document(s)	4. Sends requested documents to the requester through email	None	3 Minutes	<i>Administrative Aide IV</i> Office of the School Secretary
TOTAL		PHP20/ PHP40 per copy	33 Minutes	



GRADUATE SCHOOL – OFFICE OF THE DEAN



EXTERNAL AND INTERNAL SERVICES

1. ISSUANCE OF CERTIFICATE OF APPEARANCE

(By Appointment, Scheduled Visit and Walk-in Clients)

The certificate of appearance is issued to individuals needing this document as proof that the person attended the event/activity, which may be required for legal, administrative, or procedural purposes.

Office or Division	<ul style="list-style-type: none"> • UPV Graduate School (GS) • Cash Office 			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All visitors and clients transacting with the UPV Graduate School Office			
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. Submit request for Certificate of Appearance				Faculty/Student/Staff Requestor
	Prepare the Certificate of Appearance	NONE	15 minutes	<i>Administrative Assistant</i> UPV Graduate School
	Sign the Certificate of Appearance	NONE	5 minutes	<i>Dean</i> UPV Graduate School
2. Receive copy of Certificate of Appearance	Provide duly signed copy of Certificate of Appearance	NONE	5 minutes	<i>Administrative Assistant</i> UPV Graduate School
TOTAL		NONE	20 minutes	



2. USE OF ROOMS/EQUIPMENT/FACILITIES

For Non-UPV Constituents

The request to use the rooms/ equipment/ facilities formalize and document the process through which individuals or organizations request access to UPV Graduate School's facilities, rooms, or equipment for specific activities or events.

Office or Division	<ul style="list-style-type: none"> • UPV Graduate School (GS) • Auxiliary and Services Office • Office of the Vice Chancellor for Administration • Cash Office 			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	Outsiders			
Checklist of Requirements		Where to Secure		
1. Approved Written Request for use of room/equipment/facilities		Office of the Vice Chancellor Administration		
2. Billing Statement		UPV Graduate School		
3. Official Receipt of Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to UPV Graduate School a written request for use of facilities addressed to the Vice Chancellor for Administration (VCA)				Requestor
	Receive request and forwards to Auxiliary Services Office in Miagao for assessment	NONE	1 Day	<i>Administrative Aide</i> UPV Graduate School
	Determine the appropriate charges /fees; clears the availability of the room/equipment/ facilities to be rented in coordination with the UPV GS	NONE	10 Minutes	<i>Administrative Staff</i> Auxiliary Services Office (ASO)



	Prepare Memorandum of Agreement (MOA) and forwards to UPV GS for the signature of the requestor on the Conforme	NONE	2 Days	<i>Administrative Staff</i> Auxiliary Services Office (ASO)
	Receive the MOA and secures the signature of the requestor	NONE	1 Day	<i>Administrative Aide</i> UPV Graduate School
2. Sign the MOA	Return the signed MOA to ASO Miag-ao	NONE	1 Day	<i>Administrative Aide</i> UPV Graduate School
3. Receive billing statement	Prepare billing statement and issues to requestor	NONE	5 Minutes	<i>Administrative Assistant</i> UPV Graduate School
4. Pay the corresponding fees	Receive payment and issues official receipt; indicates Official Receipt Number in the billing statement and retains copies for Accounting and ASO	Total fees depend on the room/equipment/ facilities to be rented	10 Minutes	<i>Cashier</i> UPV Cash Office
5. Present Official Receipt and receives copy of the approved request	Record payment and confirms booking.	NONE	3 Minutes	<i>Administrative Assistant</i> UPV Graduate School
	TOTAL	Total Amount depends on the room/ equipment t/ facilities rented	4 Days, 30 Minutes	



INTERNAL SERVICE

3. ISSUANCE OF APPOINTMENT OF PANEL MEMBERS FOR SPECIAL PROBLEM/THESIS/DISSERTATION

The issuance of appointment of panel members for special problem/thesis/dissertation to formally designate and authorize graduate faculty to serve as members of the evaluation panel and experts to serve as external critic for a student's special problem, thesis, or dissertation. This appointment ensures that the panel members are officially recognized and given the responsibility to review, assess, and provide feedback on the academic work.

Office or Division	<ul style="list-style-type: none"> • UPV Graduate School (GS) • Cash Office 			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	UPV Graduate Faculty			
Checklist of Requirements		Where to Secure		
Copy of the approved request for constitution of Special Problem/Thesis/Dissertation/Doctoral Committee		UPV Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the copy of approved request for constitution of Special Problem/Thesis/Dissertation/Doctoral Committee hard copy or email to graduateschool.upvisayas@up.edu.ph				<i>Junior Office Aide</i> Office of the Graduate School Secretary
	Receive a copy of the approved request and verify if the chair and members of the committee have been issued	NONE	50 Minutes	<i>Administrative Assistant</i> UPV Graduate School



	graduate faculty appointments			
	Prepare the appointment of the committee		30 Minutes	<i>Administrative Assistant</i> UPV Graduate School
	Approve and sign the appointment	NONE	5 Minutes	<i>Dean</i> UPV Graduate School
2. Receive copy of the appointment via email	Furnish copies of the appointment to committee members and adviser, Graduate Program Coordinator, and office of the college dean, department/division thru email	NONE	15 Minutes	<i>Administrative Assistant</i> UPV Graduate School
TOTAL		NONE	1 Hour, 30 minutes	



4. USE OF ROOMS/EQUIPMENT/FACILITIES

(For UPV Constituents)

The request to use the rooms/ equipment/ facilities formalize and document the process through which UPV students and offices/units request use to UPV Graduate School's facilities, rooms, or equipment for specific activities or events.

Office or Division	<ul style="list-style-type: none"> • UPV Graduate School (GS) • Auxiliary and Services Office • Office of the Vice Chancellor for Administration • Cash Office 			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	UPV students, UPV offices/units			
Checklist of Requirements		Where to Secure		
1. Approved Request for use of room/equipment/facilities		UPV Graduate School		
2. Billing Statement		UPV Graduate School		
3. Official Receipt of Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request to the UPV Graduate School for the use of facilities, or send the completed request form via email to graduateschool.upvisayas@up.edu.ph .				Faculty/Student/ Staff Requestor
	Receive request, check availability of rooms/equipment/facilities, and issue billing statement	NONE	1 Day	<i>Administrative Assistant</i> UPV Graduate School
2. Pay the corresponding fees	Receive payment and issues official receipt; indicates	Total fees depend on the room/equi	10 Minutes	<i>Cashier</i> UPV Cash Office



	Official Receipt Number in the billing statement and retains copies for Accounting and ASO	Equipment/ facilities to be rented		
3. Present Official Receipt and receives copy of the approved request	Record payment and confirms booking.	NONE	5 Minutes	<i>Administrative Assistant</i> UPV Graduate School
	TOTAL	Total Amount depends on the room/ equipment/ facilities rented	1 Day, 15 Minutes	



GRADUATE SCHOOOL – OFFICE OF THE SCHOOL SECRETARY



EXTERNAL SERVICES

1. ADMISSION TO UPV GRADUATE PROGRAMS (WITHOUT ENTRANCE EXAM)

Offices	Graduate School Secretary's Office UPV Cash Office National Statistics Office or Philippine Statistics Authority	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Client	
Who may avail	Local and Foreign Applicants for Admission	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished application for admission		Official Facebook page of the UPV Graduate School Click this link: https://forms.gle/8DeF42fHVVZeaVmJ8 to access the application forms.
Original copy of Official Transcript of Records for undergraduate degree/s (and graduate, if applicable)		School/s where graduated or units were earned
Certificate of Transfer Credential/Certificate of Honorable Dismissal/Certificate of Transfer Eligibility		Latest school attended
Affidavit of no enrolment in other school after graduation from UPV for at least 3 years or more (for UPV graduates only)		Notary Public
Original copy of birth certificate		National Statistics Office or Philippine Statistics Authority
Original copy of marriage contract (for married female applicant only)		National Statistics Office or Philippine Statistics Authority
2 Letters of Recommendation (to be emailed directly to Graduate School Secretary's Office by the referee at this email address: gs-secretary.upvisayas@up.edu.ph)		Former professor/s and/or immediate supervisor/s
Application Fee Receipt		UPV Cash Office
Letter of Acceptance		Graduate School Secretary's Office
3 copies of 2x2 pictures		
English translations of Official Transcript of Records, if necessary (for foreign applicants)		From the University attended



NOTE: Foreign applicants are urged to apply at least 6 months prior to registration to have ample time to secure student visa and make necessary arrangements if accepted for admission. Additional requirements for foreign students shall be complied with upon receipt of Letter of Acceptance .

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application form, accomplish, then scan including required documents and pay online or in-person the application fee	1. Receive payment and issue official receipt	P250.00 (for local and resident foreign applicant); \$20 (for non-resident foreign applicant);	15 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LPB bank transfer/ Paymaya)	UPV Cashier
2. Open link to access online application and upload scanned copies of required documents including proof of payment and click SUBMIT then wait for the evaluation results. (Hard copies of original documents to follow)	2.1 Receive & confirm receipt of online application/documents.		20 minutes	Junior Office Aide
	2.2 Examine hard copies of original documents received		20 mins.	School Credits Evaluator
	2.3 Download the responses and segregate scanned documents of applicants and upload them by degree program in the Google Drive		2-3 days after deadline	Junior Office Aide/ School Credits Evaluator



	2.4 Summarize profile of applicants/documents received and share the folder to the Graduate Program Coordinator per degree program for evaluation		3-7 days	School Credits Evaluator/ Junior Office Aide/ School Secretary
	2.5 Evaluate credentials of applicants and submit list of qualifiers and non-qualifiers to Graduate School Secretary's Office for issuance of letter of acceptance		7-10 days	Graduate program Coordinator/Graduate Admissions Committee
	2.6 Issue letter of acceptance to qualifiers and letter of regret to non-qualifiers thru email.		2-3 days	School Credits Evaluator/ Junior Office Aide/ School Secretary
Receive Letter. If qualified, confirm enrollment and submit additional requirements, if any	If confirmed, check the completeness of documents submitted, received additional requirements, if any; assign student number, add student data in the CRS, and issue Admission Slip		3-5 days	School Credits Evaluator/ Junior Office Aide
Receive Admission Slip, encode personal data in the CRS, and wait for the enrollment period.	Pre-enlist and confirm subjects in the CRS before enrollment		2-3 days	School Credits Evaluator/ Junior Office Aide
	TOTAL	P250 (for local & resident	19-34 days and 55 mins	



		foreign applicant \$20 (for non- resident foreign applicant		
END OF TRANSACTION				
NOTE: The number of days/hours in the processing time depends on the number of applicants and/or availability of the person concerned.				



2. ADMISSION TO THE GRADUATE PROGRAMS (WITH ENTRANCE EXAM)

Offices	Graduate School Secretary's Office (GSSO) UPV Cash Office National Statistics Office/ Philippine Statistics Authority		
Classification	Highly Technical		
Type of Transaction	G2C – Government to Client		
Who may avail	Local and Foreign Applicants for Admission		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished application for admission		Official Facebook page of the UPV Graduate School Click this link: https://forms.gle/8DeF42fHVVZeaVmJ8 to access the application forms.	
Original copy of Official Transcript of Records for undergraduate degree (and graduate, if applicable)		School/s graduated or units were earned	
Certificate of Transfer Credential/Certificate of Honorable Dismissal/Certificate of Transfer Eligibility		Latest school attended	
Affidavit of no enrolment in other school after graduation from UPV for at least 3 years or more (for UPV graduates only)		Notary Public	
Original copy of birth certificate		National Statistics Office or Philippine Statistics Authority	
Original copy of marriage contract (for married female applicant only)		National Statistics Office or Philippine Statistics Authority	
2 Letters of Recommendation (to be emailed directly to Graduate School Secretary's Office by the referee at this email address: gs-secretary.upvisayas@up.edu.ph)		Former professor/s and/or immediate supervisor/s	
Application Fee Receipt		UPV Cash Office	
Notice of Qualification		Graduate School Secretary's Office	
3 copies of 2x2 pictures			
English translations of Official Transcript of Records, if necessary (for foreign applicants)		From the university attended	
NOTE:			
_1. Master of Management applicants are required to satisfy the 2-year minimum work experience before application.			
_2. Foreign applicants are urged to apply at least six (6) months prior to registration to have ample			



time to secure student visa and make necessary arrangements if accepted. Additional requirements for foreign student shall be complied with upon receipt of Letter of Acceptance.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Download application form, accomplish, then scan including required documents and pay online or in-person the application fee	Receive payment and issue official receipt	P250.00 (for local and resident foreign applicant); \$20 (for non-resident foreign applicant);	15 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LPB bank transfer/ Paymaya)	UPV Cashier
Open link to access online application and upload scanned copies of required documents including proof of payment and click SUBMIT then wait for the evaluation results. (Hard copies of original documents to follow)	2.1 Receive & confirm receipt of online application/documents.		20 minutes	Junior Office Aide
	2.2 Examine hard copies of original documents received		20 mins.	School Credits Evaluator
	2.3 Download the responses of online applicants and segregate according to degree program and upload them in the Google Drive		1-2 days after deadline	Junior Office Aide/ School Credits Evaluator



	2.4 Summarize profile of applicants and share the folder to the Graduate Program Coordinator per degree program		3-5 days	School Credits Evaluator/ Junior Office Aide/ School Secretary
	2.5 Review the summarized profile of applicants, determine qualifiers for the entrance examination, and send back the list to Graduate School Secretary's Office for issuance of entrance exam permits.		3-5 days	Graduate Program Coordinator/Graduate Admissions Committee
	2.6 Issue Entrance Exam Permit to qualifiers and Letter of Regret to non-qualifiers thru e-mail		2-3 days	School Credits Evaluator/ Junior Office Aide/ School Secretary
If qualified, receive Entrance Exam Permit and pay online or in-person the entrance examination fee	Receive payment and issue official receipt	P300.00 (for both local & foreign applicants)	15 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LBP bank transfer/ Paymaya)	UPV Cashier
Forward Official Receipt to Graduate School Secretary's Office and wait for the examination day	4.1 Receive and record Official Receipt		15 mins.	Junior Office Aide/ School Credits Evaluator
	4.2 Prepare entrance exam materials and venue of the examination		1-3 days before exam	Graduate School Secretary and staff



	4.3 Conduct orientation/briefing of proctors		1 hour	School Secretary
	4.4 Prepare entrance exam questions and submit (in a sealed envelope) to Graduate School Secretary's Office for safekeeping		3-5 days	Entrance Examination Committee
	4.5 Receive the exam questions (in a sealed envelope) for safekeeping		1 day before exam day	School Secretary
Take the Entrance Exam on the scheduled date and wait for the examination results	5.1 Administer the Entrance Examination on the scheduled date		4 hrs.	Proctor/s /Graduate School Secretary and staff
	5.2 Segregate the answer sheets from the scratch papers and prepare transmittal slip for submission to Graduate Program Coordinator/ Entrance Examination Committee for checking		1 day	School Secretary/ Junior Office Aide/ School Credits Evaluator
	5.3 Check the examination papers and submit results to Graduate School Secretary's Office for decoding		14-21 days	Graduate Program Coordinator/Entrance Examination Committee



	5.4 Receive results, decode the examinee, and prepare official results copy furnish the Dean of the College concerned for information.		2 days	School Secretary/ School Credits Evaluator/ Junior Office Aide
	5.5 Issue Notice of Qualification to passers and Notice of Disqualification to non-passers thru email		2-3 days	School Secretary/ Junior Office Aide/School Credits Evaluator
Receive Notice. If qualified, confirm enrollment	If confirmed, check the completeness of documents submitted, assign student number, add student data in the CRS, and issue Admission Slip		1 day	School Credits Evaluator/ Junior office Aide
Receive Admission Slip, encode personal data in the CRS, and wait for the enrollment period	Pre- enlist and confirm subjects in the CRS before enrollment		2-3 days	School Credits Evaluator/Junior Office Aide
TOTAL		P550.00 (for local & resident foreign applicant) \$20 plus P300 for non-resident foreign	1-2 months, 1 hr and 25 mins.	



	applicant)		
END OF TRANSACTION			
NOTE: The number of days in the processing time depends on the number of applicants/examinees per program			



3. ENROLLMENT IN THE GRADUATE PROGRAMS (NEW STUDENT)

Offices	Graduate School Secretary's Office UPV Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	Incoming Graduate Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Admission Slip w/ picture	Graduate School Secretary's Office			
Clearance from Program Adviser	CAS Division of Professional Education - for MEd students; CAS Department of Chemistry – for MChem students CAS Division of Biological Sciences – for MS in Biology students CM Department of Management - for MM & DURP students SOTECH Secretary's Office – MS Food Science students CFOS Institute of Aquaculture - for PhD & MSF-Aqua students CFOS Institute of Fish Processing Technology - for MSF-FPT students CFOS Institute Marine Fisheries and Oceanology - for MSF-FB and MSOS students CFOS Institute of Fisheries Policy and Development Studies - MMA& PM-TMEM students			
Approved Application for Student Loan (for student who wishes to pay by installment)	Graduate School Secretary's Office/Student Loan Board, Office of Student Affairs, and UPV Legal Office/Notary Public			
Approved Privilege to Study at Reduced Fees (for UPV employee/faculty only)	UPV Human Resources and Development Office, Office of the Vice Chancellor for Academic Affairs, Office of the Vice Chancellor for Administration			
Scholarship Contract or Notice of Award (for Scholarship Grantee of CHED-SIKAP or DOST-ASTRDP)	CHED or DOST			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Admission Slip to Graduate School Secretary's Office	1.1 Inform student's adviser to validate	.	15 mins	Junior Office Aide/ School Credits



	subject/s in the CRS			Evaluator
	1.2 Validates subjects in the CRS		20 mins	Graduate Program Adviser
Request Assessment	Assess student's fees in the CRS		15 mins.	Junior Office Aide/ School Credits Evaluator
Pay online or in-person the corresponding fees (If student opts to pay by installment, he/she should process application for student loan and present the approved loan form upon payment)	Receive and issue official receipt	As assessed	20 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LBP bank transfer/ Paymaya)	UPV Cashier
Present/forward Official Receipt for generation of Form 5	Generate Form 5 in the CRS		15 mins	Junior Office Aide/ School Credits Evaluator
Confirm (Digitally Signs) Form 5 in the CRS and inform Graduate Program Adviser to confirm Form 5	Confirm (Digitally Signs) Form 5 in the CRS		15-30 mins	Graduate Program Adviser
6. Inform Graduate School Secretary's Office to confirm Form 5	Confirm and Stamp Registered student's Form 5 in the CRS		15 mins.	Junior Office Aide/ School Credits Evaluator
7. Student is now officially enrolled				
TOTAL		Total fees as assessed	3 days, 2 hrs and 10 mins.	
END OF TRANSACTION				
NOTE: 1. The number of hours/days in the processing time depends on the availability of the Graduate Program Adviser concerned and issuance of Official Receipt by the UPV Cashier. Total fees depend on the number of units enrolled in by the student.				



4. ENROLLMENT IN THE GRADUATE PROGRAMS (CONTINUING STUDENT)

Offices	Graduate School Secretary's Office CAS Division of Professional Education CAS Department of Chemistry CAS Division of Biological Sciences CM Department of Management SOTECH Secretary's Office CFOS Institute of Aquaculture CFOS Institute of Fish Processing Technology CFOS Institute Marine Fisheries and Oceanology CFOS Institute of Fisheries Policy and Development Studies UPV Cash Office UPV Health Services Unit (Iloilo and Miagao)
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may avail	Continuing Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance from Program Adviser	CAS Division of Professional Education - for MEd students; CAS Department of Chemistry – for MChem students CAS Division of Biological Sciences – for MS in Biology students CM Department of Management - for MM & DURP students SOTECH Secretary's Office – MS Food Science students CFOS Institute of Aquaculture - for PhD & MSF-Aqua students CFOS Institute of Fish Processing Technology - for MSF-FPT students CFOS Institute Marine Fisheries and Oceanology - for MSF-FB and MSOS students CFOS Institute of Fisheries Policy and Development Studies - MMA& PM-TMEM students
Medical Health Clearance	UPVHSU (Iloilo City Campus) – for MM, DURP, MEd, MChem, and MS Bio. students UPVHSU (Miagao Campus) – for MSFS, PhD, MSF, MSOS, MMA, & PM-TMEM students
Approved Application for Student Loan (for student who wish to pay by installment)	Graduate School/Student Loan Board, OSPS, and UPV Legal Office/Notary Public



Approved Privilege to Study at Reduced Fees (for UPV employee/faculty only)		UPV Human Resources and Development Office, Office of the Vice Chancellor for Academic Affairs, Office of the Vice Chancellor for Administration		
Scholarship Contract or Notice of Award (for Scholarship Grantee of CHED-SIKAP or DOST-ASTRDP)		CHED or DOST		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check with Graduate Program Adviser subjects to enroll in before enrollment	Provide advisee list of courses to enroll in			Graduate Program Adviser
Pre-enlist and confirm subjects during pre-registration period	Post schedule of pre-registration period in the CRS			CRS personnel
Inform Graduate Program Adviser to validate subjects in the CRS during enrollment period	Validates subjects in the CRS		15 mins.	Graduate Program Adviser
Request Assessment	Assess student's fees in the CRS		15 mins.	Junior Office Aide/ School Credits Evaluator
Pay online or in-person the corresponding fees (If student opts to pay by installment, he/she should process application for student loan and present the approved loan form upon payment)	Receive and issue official receipt	As assessed	20 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LBP bank transfer/ Paymaya)	UPV Cashier
Present/forward Official Receipt to Graduate School Secretary's Office for generation of Form 5	Generate Form 5 in the CRS		15 mins	Junior Office Aide/ School Credits Evaluator



Confirm (Digitally Signs) Form 5 in the CRS and inform Graduate Program Adviser to confirm Form 5	Confirm (Digitally Signs) Form 5 in the CRS		15-30 mins	Graduate Program Adviser
8. Inform Graduate School Secretary's Office to confirm Form 5	Confirm and Stamp Registered student's Form 5 in the CRS		15 mins.	Junior Office Aide/ School Credits Evaluator
9. Student is now officially enrolled				
TOTAL		Total fees as assessed	3 days, 1 hr and 50 mins	
END OF TRANSACTION				
NOTE: The number of hours/days in the processing time depends on the availability of the Graduate Program Adviser concerned and issuance of Official Receipt by the UPV Cashier.				



5. COMPREHENSIVE EXAMINATION

Offices	Graduate School (GS) College of Arts and Sciences, Division of Professional Education – for MEd College of Arts and Sciences, Department of Chemistry – for MChem College of Management, Dean's Office/Department of Management – for MM UPV Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	Graduate students who are enrolled in the non-thesis track (Plan B option) and have completed the required course work.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to take the Comprehensive Examination		Official FB page of the Graduate Program School Click this link: https://forms.gle/ExDUgBWFV1Ep1HCR9 to access the online application form:		
Official Receipt for Compre Exam Fee		UPV Cash Office		
Compre Exam Permit		Graduate School Secretary's Office		
NOTE: A student is required to have at least a general weighted average (GWA) 2.0 or better to be qualified to take the comprehensive examination.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check onsite through the Official FB page of the UPV Graduate School application form and requirements to take compre exam.				
Pay online or in-person the corresponding compre exam fee	Receive payment and issues official receipt	P100.00 per field	20 mins. (If paid thru UPV Cash Office); 1-3 days (if paid online thru LBP bank transfer/	UPV Cashier



			Paymaya)	
Open this link: https://forms.gle/ExDUgBWFV1Ep1HCR9 to access the online application to take the compre exam,upload scanned copy of Official Receipt then click SUBMIT	Confirm receipt of application and proof of payment		20 mins	Junior Office Aide/ School Credits Evaluator
Wait for the evaluation results to be released	4.1 Download the responses of online applicants, segregate according to degree program, and upload them in the Google Drive		2-3 days after deadline	Junior Office Aide
	4.2 Download copy of grades of individual applicants from the CRS for purposes of evaluating their academic status (i.e., completion of required courses, GWAs, residency status, enrolment status, etc.)		2-5 days	School Credits Evaluator
	4.3 Notify applicants with academic deficiency, if any, to comply with their requirements at a specified time		1 day after evaluation	School Credits Evaluator
If with deficiency, submit/comply with the lacking requirements at a specified time	Receive/process requirements of applicant as required		20 mins	Junior Office Aide/ School Credits Evaluator
Wait for Compre Exam Permit	6.1 Finalize the summary of		4-8 hrs.	Junior Office Aide/ School credits



	applicants with their academic status and share the folder to the Graduate Program Coordinator per degree program for review/evaluation.			Evaluator/ School Secretary
	6.2 Review the summarized profile of applicants, determine qualifiers for the compre exam, and send back the list to Graduate School Secretary's Office for issuance of compre exam permits.		2-4 days	Graduate Program Coordinator/ Compre Exam Committee
	Issue exam permit and compre exam guidelines to qualifiers and letter of regret to non-qualifiers		5-7 days before exam date	Junior Office Aide/ School Secretary
If qualified, receive Compre Exam Permit and Guidelines	Prepare the compre exam materials, equipment, and venue		2-3 days before exam date	Graduate School Secretary and Staff
	Prepare compre exam questions and submit (in a sealed envelope) to Graduate School Secretary's Office) for safe keeping		2-5 days	Compre Exam Committee
	Receive compre exam questions (in a sealed envelope) for safekeeping		1 day before exam	School Secretary



Take the compre exam on the scheduled date and wait for the results to be released	8.1 Conduct the comprehensive examination on the scheduled date		4 hrs.	Proctors, Graduate School Secretary and staff
	8.2 Check the papers of the examinees and submit results to Graduate School Secretary's Office for decoding		15-30 days	Compre Exam Committee
	8.3 Receive results of compre exam and decode the examinee		1 day	School Credits Evaluator
	8.4 Prepare official results copy furnish the Graduate Program Coordinator/Dean of the College, and the Office of the University Registrar		1 day	School Credits Evaluator/ School Secretary
	8.5 Prepare individual results of examinee and inform thru email the availability of the results		1-2 days	Junior Office Aide/ School Credits Evaluator School Secretary
Receives official copy of individual compre exam results	Release individual letters to compre examinees onsite or online (per request with authorization)		1-2 days	Junior Office Aide/ School Credits Evaluator
	TOTAL	P100 / field	1-2 months and 5 hrs	
END OF TRANSACTION				

NOTE: The number of days in the processing time depends on the number of applicants/examinees for the compre ex



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
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. 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> <i>Telefax: (033) 315-2150</i> <i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
How feedback is processed	<ol style="list-style-type: none"> 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. 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. 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



	<p>taken.</p> <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>
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>
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



	<p>CART to evaluate each complaint and may recommend for the conduct of an investigation. The complaint is forwarded to the concerned office for explanation.</p> <ol style="list-style-type: none"> 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: <i>Trunk line: (033) 315-9631 (loc 121)</i> <i>Telefax: (033) 315-2150</i> <i>Email Address: ovca.upvisayas@up.edu.ph</i></p>
Contact information of ARTA, PCC, and CCB	
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/



UPV FEEDBACK FORM

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

Please check the appropriate box:

☐ Comment/Suggestion ☐ Compliment ☐ Complaint

B. INCIDENT

Person(s)/Office/Unit Concerned or Involved:

Service(s) Availed:

Place of Incident (*Where did it happen?*):

Date/Time of Incident (*When did it happen?*):

Details of the Incident (for Complaints) or Compliments:
(*You may attach additional documents as evidence.*)

C. RECOMMENDATION/ SUGGESTIONS/ DESIRED ACTION FROM OUR OFFICE (*What would you like us to do?*)

D. CLIENT INFORMATION

Name (*optional*): 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.



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Chancellor	2/F 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: lso.upvisayas@up.edu.ph Phone: (033) 500-4673
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: 09177003567
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 IP Number: 3500
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 Building, UPV Miagao, Iloilo 5023	Email: lib.upvisayas@up.edu.ph Phone: (033) 320-9607; Local 2710
Office of Student Affairs	UG/F College Union Building, UPV Miagao, Iloilo, 5023	Email: osa.upvisayas@up.edu.ph 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 local 2250
Auxiliary Services Office	1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: aso.upvisayas@up.edu.ph UPV Trunkline (033) 315-9631 to 32 local 125
Campus Development and Maintenance	Pilot Plant Office, UPV Miagao, Iloilo, 5023	Email: cdmo.upvisayas@up.edu.ph



Office		Phone: (033) 315-9801 UPV Trunkline (033) 315-9631 / 315-9632 Local 2830, 2831, 2832, 2834 & 2835
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
Digital Innovation Center	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 2860
Health Services Unit	Infirmery 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 (for Iloilo City Campus) Phone:(033) 315-8301, 09456994613, 09185641942 (Miagao) UPV Trunkline (033) 315-9631-32 Local 2840 and 226 (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	1/F New Administration Building, UPV Miagao, Iloilo, 5023 1/F Administrative Services Building, UPV Iloilo City, 5000	Email: spso.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 / 315-9632 local 180 (chief), 181 (admin section), 122 (procurement section), 247 (inventory section), 09177077232



		(Miagao Campus), 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.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: sdrp.upvisayas@up.edu.ph 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	Balay Wika, UPV Iloilo City, 5000	Email: swf.upvisayas@up.edu.ph



		Phone: (no working landline)
Technology Transfer and Business Development Office	UPV TTBDO, Upper Ground 107, 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: 315-9631; 315-9632; 315-9802 loc. 2723; 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
Museum of Natural Sciences	Library-Museum Building, UPV Miagao, Iloilo 5023	Email: mns.upvisayas@up.edu.ph Phone: (033) 315-8143 Local 183
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 Phone: (033) 3158381 Phone: UPV Trunkline (033) 315-9625 local 163
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. 2320
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: (no working landline)
Office of the College of Secretary	College of Management Building, UPV Iloilo City, 5000	Email: cm-sec.upvisayas@up.edu.ph Phone: (no working landline)
Department of Accounting	College of Management Building, UPV Iloilo City, 5000	Email: deptacctg.upvisayas@up.edu.ph Phone: (no working landline)
Department of Management	College of Management Building, UPV, Iloilo City 5000	Email: deptmgt.upvisayas@up.edu.ph Phone: (no working landline)
School of Technology		
Office of the School Dean	School of Technology, UPV Miagao, Iloilo 5023	Email: sotech-dean.upvisayas@up.edu.ph Phone: :UPV Trunkline (033) 315-9631 to 32 loc. 2702
Office of the School Secretary	School of Technology, UPV Miagao, Iloilo 5023	Email: sotech-sec.upvisayas@up.edu.ph Phone: UPV Trunkline (033) 315-9631 to 32 loc. 2704



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