



**UNIVERSITY OF THE PHILIPPINES VISAYAS  
TACLOBAN COLLEGE**

**CITIZEN'S CHARTER  
2021 (2<sup>nd</sup> Edition)**



## **I. Mandate**

Per Republic Act 9500 or the University of the Philippines Charter of 2008, UP has the mandate to lead in setting academic standards and initiating innovations in teaching, research and faculty development in the following fields of knowledge: philosophy, arts and humanities, social sciences, mathematics and technology; and maintain centers of excellence in these disciplines and professions. Specifically, the University is mandated to (1) serve as a graduate university; (2) serve as a research university; (3) lead as a public service university; (4) protect and promote the professional and economic rights and welfare of its academic and non-academic personnel; (5) provide opportunities for training and learning; (5) serve as a regional and global university; and (6) provide democratic governance in the University.

## **II. Vision**

A world-class university building capacities and engaging communities for sustainable development.

## **III. Mission**

UPVTC is committed to advocating for and assisting in the development of Eastern Visayas in particular and the Philippines as a whole by:

1. Forming leaders in the humanities, natural and social sciences, business and management, and information technology;
2. Generating knowledge and innovations through interdisciplinary and integrative research;
3. Collaborating with communities and institutions in addressing critical issues confronting the nation and the world;
4. Advancing the protection, preservation, and promotion of Filipino culture and heritage; and
5. Promoting environmental stewardship and sustainable development.



#### IV. Service Pledge

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

- U**phold University rules and policies;
- P**erform our duties with dispatch;
- C**ontinue to seek professional and personal growth;
- O**bserve transparency and be accountable for our actions;
- U**se university resources with prudence;
- R**espond to clients' concerns and complaints promptly;
- S**erve with integrity, courtesy and fairness;
- E**xude professionalism at all times.

Further and as mandated by Republic Act 11032, we commit to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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## OFFICE OF THE DEAN EXTERNAL SERVICES

### 1. Issuance of Certificate of Appearance

The Certificate of Appearance is issued by the Office of the Dean to requesting individuals from other government agencies or the private sector who visited the College on official business.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Employees from other government agencies & the private sector who visited UPVTC on official business			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Verbal, written or emailed request			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request (verbal, written or through email)	1. Receive the request. Ask for the complete data needed in the certificate.	None	1 minute	<i>Staff</i>



	1.1 Encode & print the certificate	None	10 minutes	Dean's Office
	1.2 Forward certificate to the Dean for signature	None	1 minute	
	1.3 Sign the certificate	None	10 minutes	<i>Dean</i> Dean's Office
2. Claim/Receive the certificate and sign the receiving copy	2.1 Issue/release/email the certificate 2.2 File the receiving copy.	None	1 minute	<i>Staff</i> Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>23 minutes</b>	

## 2. Disbursement Voucher (DV) Processing (Payment to Suppliers): Final Approval

This is the final step in the processing of Disbursement Vouchers for the issuance of checks as payment to suppliers.

<b>Office or Division:</b>	Office of the Dean
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Suppliers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All supporting documents required by the Accounting Office duly signed and approved		Supply & Property Services Office (SPSO)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	5 minutes	<i>Staff</i>
	1.1 Forward the DV and attachments to the Dean for signature	None	5 minutes	Dean's Office
	1.2 Sign the DV	None	10 minutes	<i>Dean</i> Dean's Office
	1.3 Forward signed DV to the Cash Office	None	1 minute	<i>Staff</i> Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>21 minutes</b>	





## OFFICE OF THE DEAN INTERNAL SERVICES

### 1. Disbursement Voucher (DV) Processing: Final Approval

This is the final step in the processing of Disbursement Vouchers for the issuance of checks as payment for all claims of internal clients (faculty, REPS and administrative staff).

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, Research, Extension & Professional Staff (REPS) and Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All supporting documents required by the Accounting Office duly signed and approved		Forms can be printed from soft copies kept by all units. Hard copies are available too.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	5 minutes	<i>Staff</i>
	1.1 Forward the DV and attachments to the Dean for signature	None	5 minutes	Dean's Office
	1.2 Sign the DV	None	10 minutes	<i>Dean</i> Dean's Office
	1.3 Forward signed DV to the Cash Office	None	1 minute	<i>Staff</i> Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>21 minutes</b>	

## 2. Issuance of Authorization to Cash Advance

The authorization to advance cash is to be secured by non-bonded employees of the College who need to advance cash for travel and activities.

<b>Office or Division:</b>	Office of the Dean
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Faculty Members, REPS and Administrative Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Authorization		All units		
2. Disbursement Voucher and Obligation Request		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Authority to Cash Advance	1. Receive the request and check the requirements for completeness of entries, signatures and attachments.	None	5 minutes	<i>Staff</i> Dean's Office
	1.1 Forward Request to the Dean	None	1 minute	
	1.2 Act on the Request.	None	10 minutes	<i>Dean</i> Dean's Office
	1.3 Prepare and encode Authority to Cash Advance	None	10 minutes	<i>Staff</i> Dean's Office
	1.4 Sign the Authority to Cash Advance.	None	1 minute	<i>Dean</i> Dean's Office
2. Receive Authority to Cash Advance and sign the receiving copy	2. Release the Authority to Cash Advance and file the receiving copy	None	1 minute	<i>Staff</i> Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>28 minutes</b>	



### 3. Issuance of Certificate of Appearance

The Certificate of Appearance is issued by the Office of the Dean to requesting employees from other UP units who visited the College on official business.

<b>Office or Division:</b>	Office of the Dean			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Employees from other UP units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Verbal, written or emailed request			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request (verbal, written or emailed)	1. Receive the request. Ask for the complete data needed in the certificate.	None	1 minute	<i>Staff</i> Dean's Office
	1.1 Encode & print the certificate	None	10 minutes	
	1.2 Forward certificate to the Dean for signature	None	1 minute	
	1.5 Sign the certificate	None	10 minutes	<i>Dean</i> Dean's Office



2. Claim/Receive the certificate and sign the receiving copy	2.1 Issue/release the certificate 2.2 File the receiving copy	None	1 minute	Staff Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>23 minutes</b>	

#### 4. Issuance of Travel Order (TO)

All employees and, for certain cases, students of the College who will go on official travel will need to get authorization from the Dean by requesting for a Travel Order. A travel order identifies the travel purpose and includes necessary financial information for budgetary and reimbursement purposes.

<b>Office or Division:</b>	Office of the Dean	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen	
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished/filled-out Request for Travel Order form approved by the Division/Unit Head.		All units
2. Proof of travel (Invitation, Notice of Meeting, Notice of Award, etc.)		Provided by the client
3. Approval by the Budget Officer (for travels with budgetary requirement		Administrative Division (Budget)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Travel Order	1. Receive the request & verify completeness of signatures & attachments	None	1 minute	<i>Staff</i> Dean's Office
	1.1 Forward the request to the Dean for approval	None	1 minute	
	1.2 Act on the request then forward to Staff for encoding	None	10 minutes	<i>Dean</i> Dean's Office
	1.3 Prepare and encode the Travel Order	None	5 minutes	<i>Staff</i> Dean's Office
	1.4 Forward Travel Order to the Dean for signature	None	1 minute	
	1.5 Sign the Travel Order	None	1 minute	<i>Dean</i> Dean's Office
2. Claim the Travel Order and sign the receiving copy	1.9 Release the Travel Order and file the receiving copy	None	1 minute	<i>Staff</i> Dean's Office
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



## ACADEMIC DIVISIONS

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

## EXTERNAL SERVICES

### 1. Consultancy Services or Technical Assistance

The faculty members, through the respective Academic Divisions and as part of the public service program of the College, respond to requests for consultancy or technical assistance in the fields of the humanities and arts, management, accountancy, psychology, economics, political science, biology, computer science and allied sciences.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request	1. Receive request letter, forward to the Division Chairperson	None	1 minute	<i>Staff</i>



				Academic Division
	1.1 Act on the request and refer to faculty in-charge	None	1 day	Chairperson Academic Division
2. Coordinate with faculty in-charge	2. Coordinate with requestor	None	2 minutes	Faculty In-charge Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 2 minutes</b>	

## 2. Use of Facilities

The respective Academic Divisions' lecture rooms, conference rooms, laboratories and other facilities can be rented by third parties if not in use by students and other UPVTC constituents.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Activity Permit Form		Administrative Division		
2. Signed Agreement on Use of UPVTC Facility		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submit Activity Permit Form	1. Receive form and check completeness of entries, signatures and attachment/s	None	1 minute	Staff Academic Division
	1.2 Check request validity based on University Rules and check for availability of facility	None	1 minute	
	1.3 Forward form to Division Chairperson	None	1 minute	
	1.4 Act on application	None	10 minutes	Chairperson Academic Division
	1.5 Record approved activity permit & note Control Number on permit form	None	1 minute	Staff Academic Division
2. Receive approved Activity Permit Form	2. Release Activity Permit Form	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

### 3. Request for Copies of Syllabi

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Photocopy/ scanned copy of Transcript of Records (OTR) 2. Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Sends request through email with attached copy of Transcript of Records (OTR)	1. Receives the email, checks the requested syllabi courses and notes down the course number and course title based on the client's Transcript of Records (OTR).	None	5 minutes	<i>Staff Academic Division</i>
	1.2 Checks the files (hardcopy & softcopy) for the requested syllabi.	None	30 minutes	
	1.3 Photocopies (if hardcopy)/ prints (if softcopy) the requested syllabi.	None	10 minutes	
2. Receives the email and pays the amount indicated on the email.	1.4 Counts the number of pages and emails the client for the amount to be paid with the instructions for online payment.	Php 20.00/page	5 minutes	
3. Emails the proof of payment to the Cash office and the Division.	1.5 Receives the email and forwards the requested syllabi to the Division Chairperson for initial	None	10 minutes	
	1.6 Signs/initials the syllabi and return to the division staff	None	1 minute	<i>Chairperson Academic Division</i>
	1.7 Forwards the syllabi to the College Secretary for signature with attached proof of payment	None	1 minute	<i>College Secretary</i>
	1.8 Retrieves the signed syllabi and informs the client for the pick-up of the syllabi or scans the syllabi and email to the client.	None	10 minutes	<i>Staff Academic Division</i>
	<b>TOTAL</b>		1 hour and 12 minutes	



## ACADEMIC DIVISIONS

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

## INTERNAL SERVICES

### 1. Issuance of Report of Completion/Removal of INC/4.0

The Report of Completion/Removal of INC/4.0 form is given to the staff by the faculty assigned to the subject together with the printed completion or removal grade of the student. This is a requirement for the processing of completion/removal grades of students.

<b>Office or Division:</b>	All Academic Divisions	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Faculty members	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Report of Completion or Removal of Grade		Printed by faculty member from CRS
2. Official Receipt or OR Number		Submitted by student
3. Completion or Removal Permit		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled out Report of Completion or Removal of Grade (through email or physically).	1. Receives report and checks for completeness.	None	1 minute	Staff Academic Division
	1.1 If received through email, prints Report and Permit.	None	3 minutes	
	1.2 Forwards printed copy to Division Chairperson for signature.	None	1 minute	
	1.3 Signs the report.	None	1 minute	Chairperson Academic Division
	1.4 Logs the report and forwards copies to the Office of the College Secretary	None	1 minute	Staff Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

## 2. Preparation of Disbursement Vouchers (Cash Advance for Activities, Travel or Reimbursement of Travel Expenses)

Faculty members and administrative personnel of each Academic Division need the assistance of the Division with regards to certain transactions, as listed below, involving the processing of a disbursement voucher.

<b>Office or Division:</b>	All Academic Divisions
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government



<b>Who may avail:</b>	Faculty Members & Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Cash Advance for Activities</b>				
1. Approved Line Item Budget (LIB)		As prepared by client		
2. Approved Purchase Request (PR)		All units		
3. Approval of Activity		Dean's Office or UP Visayas		
<b>Cash Advance for Travel</b>				
1. Travel Order		All units		
2. Approved Itinerary of Travel		All units		
3. Invitation Letter		As provided by client		
<b>Reimbursement of Travel Expenses</b>				
1. Travel Order		All units		
2. Approved Itinerary of Travel		All units		
3. Invitation Letter		As provided by client		
4. Certificate of Travel Completed		All units		
5. Certificate of Appearance		As provided by client		
6. Tickets		As provided by client		
7. Receipts		As provided by client		
8. Certificate of Expenses Not Requiring Receipts (if applicable)		All units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits requirements/attachments.	1. Receives required documents, checks for completeness and verifies amounts.	None	3 minutes	Staff Academic Division
	1.1 Enters DV details in UIS and notes DV number.	None	10 minutes	Staff Academic Division
	1.2 Prints UIS-generated Disbursement Voucher (DV).	None	3 minutes	Staff Academic Division
	1.3 Prepares and prints the Obligation Request & Status (ORS).	None	10 minutes	Staff Academic Division
	1.4 Forwards DV with attachments to Division Chairperson for approval.	None	1 minute	Staff Academic Division
	1.5 Signs DV and ORS.	None	1 minute	Chairperson Academic Division
	1.6 Forwards DV with attachments to Accounting Office for pre-audit	None	3 minutes	Staff Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>31 minutes</b>	



### 3. Request for Travel Order

Faculty members, administrative staff and students who will need to go on official travel will need to secure a Travel Order from the College. The Academic Divisions facilitate the process of securing the Travel Order from the Dean’s Office.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members, Administrative Staff and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Travel Order Form		Academic Divisions		
2. Itinerary		Academic Divisions		
3. Invitation, notice of meeting or memorandum		As provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request for Travel Order and attachments	1. Receive and check completeness of documents	None	1 minute	<i>Staff Academic Division</i>
	1.1 Forward to Division Chairperson for approval	None	1 minute	
	1.2 Sign Request for Travel Order	None	10 minutes	<i>Chairperson Academic Division</i>
	1.3 Log the documents and forward to the Dean’s office for Dean’s approval	None	1 minute	<i>Staff Academic Division</i>
	1.4 Receive documents & issue travel order	None	30 minutes	<i>Office of the Dean</i>



2. Receive Travel Order	2. Receive Travel Order & forward to concerned faculty, administrative staff or student	None	1 minute	Staff Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>44 minutes</b>	

#### 4. Use of Facilities

Faculty members, REPS, administrative personnel and the students can request to use, for free, facilities which are under the jurisdiction and are being managed by the Academic Divisions.

<b>Office or Division:</b>	All Academic Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Activity Permit Form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Activity Permit Form	1. Receive form and check completeness of entries, signatures and attachment/s	None	1 minute	Staff Academic Division
	1.1 Check request validity based on University Rules and check for availability of facility	None	1 minute	
	1.2 Forward form to Division Chairperson	None	1 minute	
	1.3 Act on application	None	10 minutes	Chairperson





				Academic Division
	1.4 Record approved activity permit & note Control Number on permit form	None	1 minute	Staff Academic Division
2. Receive approved Activity Permit Form	2. Release Activity Permit Form	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



# ACADEMIC DIVISION

## Division of Management

### EXTERNAL SERVICE

#### 1. Application for Graduate Management Admission Test (GMAT)

The application for GMAT is applied by the willing applicants to enroll in the MM program of the Division of Management.

<b>Office or Division:</b>	Division of Management				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	All clients with a four (4) year undergraduate degree				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Application for Admission Form			Division of Management		
2. Recommendations for Admission Form					
3. Photocopy of TOR			Provided by client		
4. 2x2 ID picture			Provided by client		
5. Entrance Exam Fee OR			Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submits all requirements	1.1. Receives all requirements and checks for completeness of entries and signatures	-	5 minutes	<i>Staff</i> Academic Division	



	1.2. Inputs details of applicant to summary of GMAT applicants	-	5 minutes	
	1.3. Forwards the Application for Admission Form, Recommendations for Admission Form, Photocopy of TOR, 2x2 ID picture and Entrance Exam Fee OR to the MM Program Adviser for evaluation.	-	1 minute	
	1.4. Evaluates the requirements submitted by the applicants and returns it to the Division staff.	-	1 hour	MM Program Adviser
	1.5. Files the Application for Admission Form, Recommendations for Admission Form, Photocopy of TOR, 2x2 ID picture and Entrance Exam Fee OR.	-	5 minutes	Staff Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 16 minutes</b>	



# ACADEMIC DIVISION

## Division of Management

### INTERNAL SERVICE

#### 1. Application for MM Comprehensive Examination

The application for MM Comprehensive Examination is applied by the 3rd Year MM students to take the Comprehensive Examination which is conducted every semester.

<b>Office or Division:</b>	Division of Management				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Citizen				
<b>Who may avail:</b>	Students				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Application for Comprehensive Exam Form			Division of Management		
2. TCG			Office of the College Secretary		
3. Examination fee OR			Cash Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit Application for Compre Form, TCG and Examination fee OR.	1. Receives Application for Compre Form, TCG and Examination fee OR and checks for completeness of entries and signatures	-	3 minutes	<i>Staff Academic Division</i>	



	1.2 Forwards the Application for Compre form to MM Program Adviser for signature and TCG for evaluation	-	1 minute	Staff Academic Division
	1.3 Signs the Application for Compre form, evaluates the TCG of the applicant and returns the requirements to the Division staff.	-	30 minutes	MM Program Adviser
	1.4 Files the Application for Compre, TCG and Examination fee OR.	-	5 minutes	Staff Academic Division
	<b>TOTAL</b>	<b>None</b>	<b>39 minutes</b>	



# ACADEMIC DIVISION

## Division of Natural Sciences & Mathematics

### EXTERNAL SERVICE

#### 1. Application for Master of Science in Environmental Science Admission

The application for MS Environmental Science is applied by the willing applicants to enroll in the MS ES program of the Division of Natural Sciences and Mathematics.

<b>Office or Division:</b>	Division of Natural Sciences and Mathematics	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Students with bachelor's degree in environmental sciences and related fields such as the biological sciences, physical sciences, mathematics, engineering, economics and other social sciences may apply for the MSES program.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Completed Application Form		Division of Natural Sciences & Mathematics
2. Authenticated copy of official transcript of undergraduate (and graduate) work (TOR) and, when necessary, accompanied by certified English translation and/or mark sheets of examination taken		



3. Two letters of recommendation from former professors		Division of Natural Sciences & Mathematics		
4. Certificate of proficiency of English (for international students)				
5. OR copy of Payment of application fee		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to the DNSM office.	1. Receives all requirements and checks for completeness of entries and signatures	None	5 minutes	<i>Ms. Jaremel Catilogo</i> Staff DNSM
	1.2 Inputs details of applicant to the summary list of MSES applicants	None	5 minutes	
	1.3 Forwards all requirements to the Admission Committee	None	2 minutes	
	1.3 Evaluates the documents submitted by the applicants	None	1 day (after the application period)	Admission Committee
	1.4 Endorses the documents to the UPVTC Dean	None	1 day	Admission Committee



	1.5 The UPVTC Dean will recommend the application to the Graduate Program Office (GPO)	None	1 day	UPVTC Dean
	1.6 The Graduate Program Office (GPO) will issue an official admission letter to applicants	None	3-5 days	Graduate Program Office
	<b>TOTAL</b>	<b>None</b>	<b>1 and a half month</b>	





## ACADEMIC DIVISION

### Division of Natural Sciences & Mathematics

## INTERNAL SERVICES

### 1. Borrowing of Laboratory Materials for Laboratory Classes & Research

Laboratory materials are needed by the faculty and students for their laboratory classes. Only students enrolled under the laboratory classes of the BS Biology program can avail of this service.

<b>Office or Division:</b>	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty Members and Students (BS Biology laboratory classes)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrower's Slip		DNSM General Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Borrower's Slip	1. Receive and check the form for completeness of entries and signatures	None	1 minute	<i>Lab Tech and/or Lab Aide II</i>



	1.1 Prepare the requested laboratory materials	None	10 minutes	Gen Lab
2. Receive & check issued lab materials if complete	2. Issue the requested laboratory materials to client and indicate details of items released in the borrower's slip	None	3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>14 minutes</b>	

## 2. Use of Laboratory Rooms

Laboratory rooms of the Division of Natural Sciences and Mathematics house various laboratory equipment. Students and faculty may only request for the use of laboratory rooms for the purpose of continuing their laboratory experiments and for their science research.

<b>Office or Division:</b>	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Faculty Members, Students & Research Assistants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly filled Activity Gen Lab Form 1		DNSM General Laboratory
2. Duly filled Activity Permit Form		Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Activity Gen Lab Form 1 and submit to adviser for signature	1. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Adviser</i> DNSM
2. Submit signed Activity Gen Lab Form 1 to Lab Inspector for counter signature	2. Counter-sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Laboratory Inspector</i> Gen Lab
3. Submit Activity Gen Lab Form 1 to faculty in-charge of the lab for signature	3. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Faculty in-charge</i> Gen Lab
4. Submit Activity Gen Lab Form 1 to Division Chairperson for approval	4. Sign Activity Gen Lab Form 1 and return to applicant	None	5 minutes	<i>Chairperson</i> DNSM
5. Submit Activity Permit and attach approved Activity Gen Lab Form 1	5. Receive and check the forms for completeness of entries and signatures	None	1 minute	<i>Laboratory Inspector</i> Gen Lab
6. Receive signed Activity Permit Form	6. Sign and release the Activity Permit Form	None	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



## DNSM: REGIONAL ENVIRONMENTAL INFORMATION SYSTEM (REIS) EXTERNAL and INTERNAL SERVICES

1. GIS Services (Map layouting, Data Visualization, Map Printing, Digitizing, Scanning, Data Visualization and Layouting, and Georeferencing)

2. Request for Softcopy of Existing Maps

<b>Office or Division:</b>	<b>UPVTC - REGIONAL ENVIRONMENTAL INFORMATION SYSTEMS</b>	
<b>Classification:</b>	Highly technical application	
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government	
<b>Who may avail:</b>	Internal/External Clients & Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly filled Request form		REIS / REIS Webpage
2. Agreeing to the GIS Service fees		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal/External Clients & Students - Submits Request Form	1.1. Receives form and checks completeness of entries, signatures	-	10 minutes	URA
	1.2. Check requests validity based on University Rules and data availability	-	5 minutes	
	1.3. Acts on Application (Approve/Reject)	-	5 minutes	Administrator
	If rejected, end of transaction.			
	If approved, URA records approved request, note Control Number on Form	-	5 minutes	URA
2. Client agrees on the terms and conditions	2.1. URA acts on the request	-	7 days	
	2.2. Supervisor checks the accuracy of the output	-	10 minutes	Administrator
3. Client pays the required fees to the Cashiers Office	3. Cashier/Staff accepts payment and issues Official Receipt	₱250xNo. of hours	10 minutes	Cashier
4. Client presents the Official receipts to the receiving staff	4. Staff receives and file the photocopy of official receipt	-	5 minutes	URA
5. Client receives the map	5. Staff releases the map	-	5 minutes	



<b>TOTAL</b>	<b>₱250*no. of hours</b>	<b>7 days &amp; 55 minutes</b>	
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**3. Request for GIS Training**

<b>Office or Division:</b>	<b>UPVTC - REGIONAL ENVIRONMENTAL INFORMATION SYSTEMS</b>			
<b>Classification:</b>	Technical application			
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	Internal/External Clients & Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter from the requesting agency 2. Training proposal with budgetary requirements			Provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Internal/External Clients & Students - Submits Request Form/letter	1.1. Receives form/letter and checks completeness of entries, signatures	-	5 minutes	URA



	1.2 Check requests validity based on University Rules and data availability	-	5 minutes	
	1.3. Acts on Application (Approve/Reject)	-	5 minutes	Administrator
	If rejected, end of transaction.	-		
	If approved, URA records approved request, note Control Number on Form	-	5 minutes	URA
2. Client meets with REIS Team	2.1. REIS team and Division Chair discuss the training design, funding and logistics with the client	-	1 day	Division Chair, Administrator
	2.2. Administrator formulate a Term of Reference (TOR) /Memorandum of Agreement (MOA)	-	5 minutes	Administrator
3. Client signs the TOR or MOA	3. Administrator signs and submit TOR/MOA to the dean/Chancellor for approval	-	2 weeks	UP Dean/Chancellor
4. Client waits for the signed TOR/MOA	4. Facilitate the approval of the TOR/MOA	-	1 week	URA, Administrator
5. Client pays the agreed amount	5.1. Cashier accepts payment and issues Official Receipt.	₱500/hr.	10 minutes	Cashier/Staff



	5.2. Administrator and URA conduct training	-	5 days	URA, Administrator
	5.3. Prepares post activity reports and liquidations	-	1 week	
<b>TOTAL</b>		<b>₱500/hr.</b>	<b>4 weeks, 6 days and 35 minutes</b>	

**4. GPS Use/Equipment Rental**

<b>Office or Division:</b>	<b>UPVTC - REGIONAL ENVIRONMENTAL INFORMATION SYSTEMS</b>		
<b>Classification:</b>	Technical application		
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
<b>Who may avail:</b>	Internal/External Clients & Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly filled Request form 2. Agreeing to the GIS Service fees		REIS / REIS Webpage	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Internal/External Clients & Students - Submits Request Form/letter	1.1. Receives form/letter and checks completeness of entries, signatures	-	5 minutes	URA
	1.2 Check requests validity based on University Rules and data availability	-	5 minutes	
	1.3. Acts on Application (Approve/Reject)	-	5 minutes	Administrator
	If rejected, end of transaction.	-		
	If approved, URA records approved request, note Control Number on Form	-	5 minutes	URA
2. Client agrees on the terms and conditions	2.1. URA acts on the request	-	7 days	
	2.2 Supervisor approves/signs the request	-	10 minutes	Administrator
3. Client pays the required fees to the Cashiers Office	3. Cashier/Staff accepts payment and issues Official Receipt	₱250xNo. of hours	10 minutes	Cashier
4. Client presents the Official receipts to the receiving staff	4. Staff receives and files the photocopy of official receipt	-	5 minutes	URA



5. Client receives the equipment	5. Staff releases the equipment	-	5 minutes	
<b>TOTAL</b>		<b>₱250xNo. of hours</b>	<b>7 days and 50 minutes</b>	

**5. Consultancy and Technical Assistance**

**6. Request of Support for Research Projects**

<b>Office or Division:</b>	<b>UPVTC - REGIONAL ENVIRONMENTAL INFORMATION SYSTEMS</b>			
<b>Classification:</b>	Technical application			
<b>Type of Transaction:</b>	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government			
<b>Who may avail:</b>	Internal/External Clients & Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled Request form 2. Agreeing to the GIS Service fees			REIS / REIS Webpage	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Internal/External Clients & Students - Submits Request Form/letter	1.1. Receives form/letter and checks completeness of entries, signatures	-	5 minutes	URA
	1.2 Check requests validity based on University Rules and data availability	-	5 minutes	
	1.3. Acts on Application (Approve/Reject)	-	5 minutes	Administrator
	If rejected, end of transaction.			
	If approved, URA records approved request, note Control Number on Form	-	5 minutes	URA
2.Client meets with REIS Team	2.1. REIS team and or Division chair discuss the technical assistance requested	-	1 day	Division Chair, Administrator
	2.2. Administrator formulate a Term of Reference (TOR) /Memorandum of Agreement (MOA)	-	5 minutes	URA, Administrator
3.Client signs the TOR or MOA	3.1. Administrator signs and submit TOR/MOA to the dean/Chancellor for approval	-	2 weeks	UP Dean/Chancellor
	3.2. Facilitate the approval of the TOR/MOA	-	1 week	URA, Administrator



4. Client pays the agreed amount	4.1. Cashier accepts payment	Negotiable based on MOA	10 minutes	Cashier/Staff
5. Client presents the Official receipts to the receiving staff	5.1. Staff receives and file the photocopy of official receipt.	-	5 minutes	URA
	5.2. Administrator and URA acts on the request	-	5 days	URA, Administrator
	5.3. Prepares post activity reports and liquidations	-	1 week	URA
<b>TOTAL</b>		<b>Negotiable based on MOA</b>	<b>4 weeks, 6 days, &amp; 50 minutes</b>	



## OFFICE OF THE COLLEGE SECRETARY (OCS) EXTERNAL SERVICES

### 1. ISSUANCE OF TRUE COPY OF GRADES (TCG)

<b>Office</b>	<b>Office of the College Secretary (OCS)</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	UPVTC graduates (also for active and inactive UPVTC students)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)  For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Emails request for TCG to OCS at tac-sec.upvisayas@up.edu.ph	1. Acknowledges receipt of email and sends list of requirements.		1 hour	OCS Staff
2. Sends required documents to OCS.	2.1. Receives and checks required documents.		1 hour	OCS Staff



	2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees			
3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19	3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details.	40.00/page  Mailing Fee – JRS rate  Admin Cost – 10.00 Envelope Fee – 10.00	10 minutes	OCS Staff
	3.2 Validates the proof of payment and issues Official Receipt to the student.		1 day - for payments via Land Bank  3-5 banking days - for payments made via Unionbank, Metrobank, PNB	Cash Office Staff
4. Sends Official Receipt to the OCS	4.1 Receives and checks the Official Receipt and processes the TCG		1 hour	OCS Staff



	4.2 Signs the requested TCG		1 hour	College Secretary
5. Receives requested TCG through email or wait for the delivery of the documents.	5. Issues requested True Copy of Grades through email or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>40.00/page plus mailing fees</b>	<b>4 hours and 20 minutes to 5 days</b>	

**2. AUTHENTICATION OF ACADEMIC DOCUMENTS (OTR, Diploma and other documents)**

<b>Office</b>	<b>Office of the College Secretary</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C	
<b>Who may avail</b>	UPVTC graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>1. Original copies of documents to be authenticated</li> <li>2. Valid Identification Card</li> <li>3. Authorization letter to mail documents (if applicable)</li> </ul> <p>For representative:</p> <ul style="list-style-type: none"> <li>1. Duly signed authorization letter from the student</li> <li>2. Photocopy of valid identification card of the student</li> <li>3. Valid identification card of the representative</li> </ul>		<p>Provided by client</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for authentication to OCS at tac-sec.upvisayas@up.edu.ph	1. Acknowledges receipt of email and sends list of requirements		1 hour	OCS Staff
2. Sends required documents to the OCS.	2.1. Receives and checks required documents 2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees		1 hour	OCS Staff
3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19	3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details	20.00/page  Mailing Fee – JRS rate  Admin Cost – 10.00 Envelope Fee – 10.00	10 minutes	OCS Staff
	3.2 Validates the proof of payment and issues official receipt to the the student.		1 day - for payments via Land Bank	





			3-5 banking days - for payments made via Unionbank, Metrobank, PNB	Cash Office Staff
4. Sends Official Receipt to the OCS.	4.1 Receives and checks the Official Receipt and processes the authentication of documents		1 hour	OCS Staff
	4.2 Signs the requested document		1 hour	College Secretary
5. Receives authenticated documents or wait for the delivery of the documents.	5. Issues the authenticated documents or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>20.00/page plus mailing fees</b>	<b>4 hours and 20 minutes to 5 days</b>	



**3. ISSUANCE OF CERTIFICATIONS (Enrollment, Graduation, GWA, Honorable Dismissal, Medium of Instruction, etc.)**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Active and inactive UPVTC students and UPVTC graduates			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>1. College Clearance (if applicable)                  2. Valid Identification Card                  3. Authorization letter to mail documents (if applicable)</p> <p><b>For representative:</b>                  1. Duly signed authorization letter from the student                  2. Photocopy of valid identification card of the student                  3. Valid identification card of the representative</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Emails request for TCG to OCS at tac-sec.upvisayas@up.edu.ph.	1. Acknowledges receipt of email and sends list of requirements.		1 hour	OCS Staff
2. Sends required documents to OCS.	2.1. Receives and checks required documents 2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees		1 hour	OCS Staff



<p>3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19</p>	<p>3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details</p>	<p>100.00/copy GWA Certification</p> <p>40.00/copy other certification s</p> <p>Mailing Fee – JRS rate</p> <p>Admin Cost – 10.00 Envelope Fee – 10.00</p>	<p>10 minutes</p>	<p>OCS Staff</p>
	<p>3.2 Validates the proof of payment and issues official receipt to the student.</p>		<p>1 day - for payments via Land Bank</p> <p>3-5 banking days - for payments made via Unionbank,</p>	<p>Cash Office Staff</p>



			Metrobank, PNB	
4. Sends Official Receipt to the OCS	4.1 Receives and checks the Official Receipt and processes the requested document.		1 hour	OCS Staff
	4.2 Signs the requested document		1 hour	College Secretary
5. Receives requested TCG through email or wait for the delivery of the documents.	5. Issues the requested document/s through email or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>40.00 to 100.00/copy plus mailing fees</b>	<b>4 hours and 20 minutes to 5 days</b>	



**4. ISSUANCE OF ORIGINAL DIPLOMA**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>				
<b>Who may avail</b>	UPVTC Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. College Clearance (if applicable) 2. Valid Identification Card</p> <p><b>For representative:</b> 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Emails request for issuance of diploma to OCS at tac-sec.upvisayas@up.edu.ph	1. Acknowledges receipt of email and sends list of requirements.		1 hour	OCS Staff
2. Sends required documents to OCS.	2.1. Receives and checks required documents 2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees		1 hour	OCS Staff



<p>3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19</p>	<p>3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details</p>	<p>Mailing Fee – JRS rate</p> <p>Admin Cost – 10.00</p> <p>Envelope Fee – 10.00</p>	<p>10 minutes</p>	<p>OCS Staff</p>
	<p>3.2 Validates the proof of payment and issues official receipt to the student.</p>		<p>1 day - for payments via Land Bank</p> <p>3-5 banking days - for payments made via Unionbank, Metrobank, PNB</p>	<p>Cash Office Staff</p>
<p>4. Sends Official Receipt to the OCS.</p>	<p>4. Receives and checks the Official Receipt and process the release of original diploma</p>		<p>1 hour</p>	<p>OCS Staff</p>



5. Receives original diploma OR wait for the delivery of the document.	5. Issues the diploma or prepares document for mailing and forwards to the office in-charge of outgoing documents.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>150.00 to 176.00</b>	<b>3 hours and 20 minutes to 5 days</b>	

**5. ISSUANCE OF ENGLISH TRANSLATION OF DIPLOMA**

<b>Office</b>	<b>Office of the College Secretary</b>		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>			
<b>Who may avail</b>	UPVTC graduates		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Scanned copy of diploma</li> <li>2. Valid Identification Card</li> <li>3. Authorization letter to mail documents (if applicable)</li> </ol> <p><b>For representative:</b></p> <ol style="list-style-type: none"> <li>1. Duly signed authorization letter from the student</li> <li>2. Photocopy of valid identification card of the student</li> <li>3. Valid identification card of the representative</li> </ol>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails request to OCS at tac-sec.upvisayas@up.edu.ph	1. Acknowledges receipt of email and sends list of requirements.		1 hour	OCS Staff
2. Sends required documents to OCS.	2.1. Receives and checks required documents 2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees		1 hour	OCS Staff
3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19	3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details	Mailing Fee – JRS rate  Admin Cost – 10.00 Envelope Fee – 10.00	10 minutes	OCS Staff
	3.2 Validates the proof of payment and issues official receipt to the student.		1 day - for payments via Land Bank	Cash Office Staff





			3-5 banking days - for payments made via Unionbank, Metrobank, PNB	
4. Sends Official Receipt to the OCS	4.1 Receives and checks the Official Receipt and processes the requested document.		1 hour	OCS Staff
	4.2 Signs the requested document		1 hour	College Secretary
5. Receives requested document through email or wait for the delivery of the document.	5. Issues the requested English Translation of Diploma or prepares document/s for mailing and forwards to the office in-charge of outgoing documents.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>50.00/copy plus mailing fees</b>	<b>4 hours and 20 minutes to 5 days</b>	

**6. STUDENT’S RECORD VERIFICATION THROUGH EMAIL**

<b>Office</b>	<b>Office of the College Secretary</b>
<b>Classification</b>	Simple
<b>Type of Transaction</b>	
<b>Who may avail</b>	Other agencies/institutions



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>1. Verification letter-request</b> <b>2. Verification Form</b> <b>3. Authorization Letter of the Student being verified</b> <b>4. Proof of Payment</b>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails request to OCS at tac-sec.upvisayas@up.edu.ph	1. Acknowledges receipt of email and sends list of requirements.		1 hour	OCS Staff
2. Sends required documents to the OCS.	2.1. Receives and assesses request 2.2. Searches records 2.3. Assesses fees 2.4. Issues assessment of fees 2.5. Fills out the verification form		1 hour	OCS Staff
3. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City	3.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details	100.00/ student	10 minutes	OCS Staff



Account Name : UPV Tacloban College Account No : 0182-1056-19				
	3.2 Validates the proof of payment and issues official receipt to the student.		1 day - for payments via Land Bank  3-5 banking days - for payments made via Unionbank, Metrobank, PNB	Cash Office Staff
4. Sends Official Receipt to the OCS.	4.1 Receives and checks the Official Receipt and prints the accomplished verification form.		1 hour	OCS Staff
	4.2 Signs the student verification form.		1 hour	College Secretary
5. Receives verification result through email.	Scans the verification result and sends the document through email.		10 minutes	OCS Staff
	<b>TOTAL</b>	<b>100.00 per student</b>	<b>4 hours and 20 minutes to 5 days</b>	



## OFFICE OF THE COLLEGE SECRETARY (OCS) INTERNAL SERVICES

### 1. APPLICATION FOR READMISSION

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students from AWOL status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request for readmission 2. Accomplished readmission form		Provided by client  Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter-request for readmission and accomplished readmission form to the OCS.	1.1. Receives request and prepares the academic history of the students and forwards to the program adviser.		1 day	OCS Staff
	1.1 Evaluates record of the student, prepares recommendation letter and forwards to the Division Chair.		1 day	Program adviser
	1.2 Prepares endorsement and forwards to the College Secretary.		1 day	Division Chair



	1.3 Forwards endorsement to the Office of the Dean for action.		1 day	College Secretary
	1.4 Acts on the request and forwards the result to the OCS.		2 days	College Dean/Dean's Office staff
2. Receives the result of the application for readmission.	2. Sends the result to the student		10 minutes	OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>6 days and 10 minutes</b>	

**2. APPLICATION FOR WAIVER OF MAXIMUM RESIDENCE RULE (MRR)**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are already beyond the maximum residence in UP.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request for waiver of Maximum Residence Rule (MRR) addressed to the VCAA 2. Application for waiver of MRR form 3. Approved application for readmission, if applicable		Provided by client  Office of the College Secretary Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Accomplishes the application for waiver of MRR form and sends the form to the program adviser.	1. Receives and verifies the information on the waiver of MRR form and sends back to the student.		1 day	Program adviser
2. Sends verified waiver of MRR form to the OCS.	2.1. Acts on the request. Receives the application and prepares the summary of the academic performance of the student.		1 day	OCS Staff
	2.2. Evaluates the student records and signs the summary of academic performance of the student and forwards to the Division.		1 day	College Secretary
	2.3 Prepares endorsement and forwards to OCS.		1 day	Division Chair
	2.4 Forwards endorsement to the Office of the Dean for action.		30 minutes	OCS Staff
	2.5 Acts on the application and endorses to the OVCAA.		2 days	College Dean
<b>TOTAL</b>		<b>None</b>	<b>6 days &amp; 30 minutes</b>	



**3. APPLICATION FOR LEAVE OF ABSENCE (LOA)**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to file for Leave of Absence			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Leave of Absence Form 2. Payment			Office of the College Secretary  Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes LOA form and sends to the OCS.	1. Receives application and issues assessment of fees.		1 hour	OCS Staff
2. Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.  Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19	2.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details	150.00	10 minutes	OCS Staff



	2.2 Validates the proof of payment and issues official receipt to the student.		1 day - for payments via Land Bank  3-5 banking days - for payments made via Unionbank, Metrobank, PNB	Cash Office Staff
3. Sends Official Receipt to the OCS	3.1 Receives and checks the Official Receipt and fills out the LOA Form and forwards to the concerned Division for action.		1 day	OCS Staff
	3.2 Acts on the LOA application and forwards the LOA form to the OCS		3 days	Division Chair
	3.3 Acts on the LOA application of the student		1 day	College Secretary
4. Receives the result of the application for LOA.	4. Updates the enrollment status of the student in the CRS and sends a copy of the result to the student.		10 minutes	OCS Staff
	<b>TOTAL</b>	<b>150.00</b>	<b>5 days, 1 hour and 20 minutes</b>	





**4. ISSUANCE OF ADMISSION SLIP**

<b>Office</b>	<b>Office of the College Secretary</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C	
<b>Who may avail</b>	New first year students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>For New/Beginning First Year students (Undergraduate Program):</b></p> <ol style="list-style-type: none"> <li>1. Notice of Admission</li> <li>2. Student Directory</li> <li>3. Two (2) pieces 2x2 size photos</li> <li>4. Original High School Card (Form 138)</li> <li>5. Original Permanent Record (Form 137)</li> <li>6. Original PSA Copy of Birth Certificate</li> <li>7. Medical Certificate</li> <li>8. UPVTC Guidance Office Certification</li> <li>9. Bridge Program Certificate (if applicable)</li> <li>10. Marriage Contract (for married female students only)</li> </ol> <p><b>For New/Beginning First Year students (Graduate Program):</b></p> <ol style="list-style-type: none"> <li>1. Notice of Admission</li> <li>2. Student Directory</li> <li>3. Two (2) pieces 2x2 size photos</li> <li>4. Certificate of Honorable Dismissal/Certificate of Transfer Credential or Affidavit of non-enrollment for UP graduates who did not enroll in other</li> </ol>		<p>Office of the College Secretary</p> <p>Office of the College Secretary</p> <p>Provided by client</p> <p>Provided by client</p> <p>Provided by client</p> <p>Provided by client</p> <p>Provided by client</p> <p>Provided by client</p> <p>Office of Student Affairs</p> <p>Teaching &amp; Learning Resource Center</p> <p>Provided by client</p>



<p><b>schools after graduation</b></p> <ol style="list-style-type: none"><li>5. Original copy of valid Official Transcript of Records</li><li>6. Original PSA Copy of Birth Certificate</li><li>7. Medical Certificate</li><li>8. Marriage Contract (for married female students only)</li></ol> <p><b>For New Transfer/Second Degree/Non-Degree/Special Students:</b></p> <ol style="list-style-type: none"><li>1. Student Directory</li><li>2. Two (2) pieces 2x2 size photos</li><li>3. Certificate of Honorable Dismissal/Certificate of Transfer Credential</li><li>4. Original copy of valid Official Transcript of Records</li><li>5. Original PSA Copy of Birth Certificate</li><li>6. Medical Certificate</li><li>7. UPVTC Guidance Office Certification</li><li>8. Marriage Contract (for married female students only)</li></ol> <p><b>Additional Requirements (for Transfer Students from UP Constituent Units)</b></p> <ol style="list-style-type: none"><li>1. Approved Permit to Transfer</li><li>2. University and College Clearances</li></ol> <p><b>Additional Requirements for Foreign Students</b></p> <ol style="list-style-type: none"><li>1. Official TOEFL results</li><li>2. Valid passport and acceptable visa</li><li>3. Alien Certificate of Registration or ID</li></ol>	
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4. Certificate of Identification or Updated Philippine Passport for Students with Dual Citizenship				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends requirements to the OCS through the UPVTC dropbox or through courier.	1. Receives and evaluates all the requirements.	-	1 to 3 days	OCS Staff
2. Receives Admission Slip through email.	2. Sends Admission Slip through email.	-	10 minutes	OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>1 day and 10 minutes</b>	

**5. ENROLLMENT**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Active students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Slip (for new First Year students only)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Confirms enlisted subjects in the CRS	1.1. Assigns program adviser in the CRS	-	1 hour	Division Staff
	1.2. Validates confirmed subjects	-	1 hour	Program adviser
	1.3. Encodes scholarship/Free tuition Tagging	-	1 hour	OSA Staff
	1.4. Processes Assessment of fees	-	1 hour	Division Staff
<p><b>2. With amount due:</b> Pays fees or deposits payment to UPVTC account and emails the proof of payment to OCS.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19</p> <p><b>Free tuition:</b> proceeds to the next step</p>	2.1 Receives proof of payment and sends a copy to the Cash Office with the assessment details	Variable	10 minutes	OCS Staff
	2.2. Validates the proof of payment and issues official receipt to the student.	-	1 day - for payments via Land Bank	Cash Office Staff



			3-5 banking days - for payments made via Unionbank, Metrobank, PNB	
3. Confirms Form 5 in the CRS	3.1. Generates Form 5	-	1 hour	Division Staff
	3.2. Confirms Form 5	-	1 hour	Program adviser
	3.3. Confirms and prints Form 5	-	1 hour	OCS Staff
<b>TOTAL</b>		<b>Variable</b>	<b>7 hours to 5 days</b>	

**6. APPLICATION FOR SHIFTING**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are applying for transfer to another degree program.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for shifting form			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Downloads and fills out shifting form and sends to program adviser.	1. Signs shifting form and sends back to the student.	-	1 day	Program Adviser



2. Sends application for shifting to OSA and undergoes consultation/interview	2.1. Receives application and conducts consultation/interview	-	3 days	Guidance Counselor
	2.1 Forwards results of consultation and other documents to the OCS	-	1 hour	Guidance Counselor
	2.2 Evaluates if the student is eligible for shifting  <i>If eligible</i> – forwards documents to concerned Division  <i>If not eligible</i> – informs the student through email	-	1 day	College Secretary/OCS Staff
	2.3 Acts on the applications and returns documents to the OCS.	-	1 day	Division Chair
3. Receives result of application for shifting through email.	3. Receives result from the Division.  If eligible – informs the student through email and updates the degree program of the student in the CRS  If not eligible – informs the student through email	-	1 day	OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>7 days &amp; 1 hour</b>	



**7. APPLICATION FOR ADMISSION**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are applying for transfer to UPVTC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for admission form 2. Letter of intent 3. Transcript of Records/True Copy of Grades			Downloadable from the CRS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends application and other requirements to the OCS through the UPVTC dropbox or through courier.	1.1. Receives application documents, evaluates and computes GWA of student  <i>If qualified</i> – forwards application documents to the concerned Division  <i>If not qualified</i> – sends notice of disqualification to ineligible applicant	-	1 day within the evaluation schedule	OCS Staff/College Secretary



	1.2. Evaluates and acts on the application and forwards the result to the OCS.	-	3 days	Division Chair
2. Receives the result of application for admission through email.	2. Receives the result from the Division and sends a copy to the student through email.	-	10 minutes	OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>4 days and 10 minutes</b>	

**8. APPLICATION FOR OVERLOAD**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to take subjects above the regular units to be taken in a particular semester.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished application for overload			Downloadable from the CRS	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Fills out application for overload form and sends to program adviser.	1.1. Evaluates and acts on the application for overload.  <i>If qualified</i> – forwards application documents to the Division Chair  <i>If not qualified</i> – sends notice of disqualification to ineligible applicant	-	1 day	Program adviser
	1.2. Evaluates and acts on the application and forwards the result to the OCS	-	1 day	Division Chair
2. Receives a copy of approved application for overload.	2. Acts on the application for overload and sends a copy to the student.	-	1 hour	College Secretary/OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days and 1 hour</b>	

**9. APPLICATION FOR DROPPING**

<b>Office</b>	<b>Office of the College Secretary</b>	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C	
<b>Who may avail</b>	Students who are planning to drop a subject	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished dropping form		Downloadable from the CRS.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out dropping form and requests for assessment of fees to the OCS.	1. Receives request and issues assessment of fees.		1 day	OCS Staff
2. Pays dropping fee or deposits payment to UPVTC account and emails the proof of payment to the cash office.  Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19	2. Receives and validates the proof of payment and issues official receipt.	10.00/unit	1 day - for payments via Land Bank  3-5 banking days - for payments made via Unionbank, Metrobank, PNB	Cash Office Staff
3. Sends Official Receipt and dropping form to the course instructor.	3.1 Receives, checks and signs the dropping form and forwards to the OCS.		1 day	Course Instructor
	3.2 Receives and signs the dropping Form.		1 day	College Secretary



4. Receives copy of approved application for dropping.	4. Sends a copy of the approved application for dropping to the student.		10 minutes	OCS Staff
<b>TOTAL</b>		<b>10.00/unit</b>	<b>3 days and 10 minutes to 5 days</b>	

**10. APPLICATION FOR CROSS-REGISTRATION**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to cross-register to other UP units.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished cross-registration form		Downloadable from the CRS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out cross-registration form and sends to program adviser.	1. Verifies subjects to enroll and signs the form and returns the form to the student.		1 day	Program adviser
2. Sends the cross-registration form to the Dean's Office for signature.	2. Acts on the application and forwards form to the OCS.		1 day	College Dean



3. Receives a copy of approved application for cross registration.	3. Acts on the application to cross-register and sends result to the student.		1 day	College Secretary/OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

**11. APPLICATION FOR PERMIT TO REMOVE INC/4.0**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>				
<b>Who may avail</b>	Students who are planning to remove their INC/4.0			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished permit to remove INC/4.0 form			Downloadable from the CRS.	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out permit to remove form and requests for assessment of fees to the OCS.	1. Receives request and issues assessment of fees.		1 day	OCS Staff



<p>2. Pays permit to remove fee or deposits payment to UPVTC account and emails the proof of payment to the cash office.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch : Sagkahan Branch Address : Sagkahan, Tacloban City Account Name : UPV Tacloban College Account No : 0182-1056-19</p>	<p>2. Receives and validates the proof of payment and issues official receipt.</p>	<p>20.00/ subject</p>	<p>1 day - for payments via Land Bank</p> <p>3-5 banking days - for payments made via Unionbank, Metrobank, PNB</p>	<p>Cash Office Staff</p>
<p>3. Sends Official Receipt and permit to remove form to the course instructor.</p>	<p>3.1 Receives, checks and signs the form and forwards to the OCS.</p>		<p>1 day</p>	<p>Course Instructor</p>
	<p>3.2 Receives and signs the permit to remove form</p>		<p>1 day</p>	<p>College Secretary</p>
<p>4. Receives copy of approved application for dropping.</p>	<p>4. Sends the approved permit to remove to the student.</p>		<p>10 minutes</p>	<p>OCS Staff</p>
<p><b>TOTAL</b></p>		<p><b>20.00/ subject</b></p>	<p><b>3 days and 10 minutes to 5 days</b></p>	



**12. APPLICATION FOR WAIVER OF PRE-REQUISITE**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to waive pre-requisite subjects.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished application for waiver of pre-requisite form.		Downloadable from the CRS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out application for waiver of pre-requisite form and sends to program adviser.	1.1. Evaluates and acts on the application for waiver of pre-requisite and forwards the signed form to the Division offering the course.  <i>If the student incurred a grade of in the pre-requisite subject – forwards first the signed application for waiver to the instructor of the pre-requisite subject for certification before forwarding to the Division offering the course</i>	-	1 day	Program adviser
	1.2. Evaluates and acts on the application and forwards the result to the OCS	-	1 day	Division Chair



2. Receives a copy of approved for waiver of pre-requisite.	2.Acts on the application for waiver of pre-requisite and sends a copy to the student.	-	1 hour	College Secretary/OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days and 1 hour</b>	

**13. APPLICATION FOR SUBSTITUTION**

<b>Office</b>	<b>Office of the College Secretary</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Students who are planning to apply substitution of subjects.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished application for waiver of pre-requisite form.		Downloadable from the CRS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out application for substitution form and sends to the OCS.	1.1. Checks and verifies records and forwards accomplished form through email to the student’s respective Division.	-	1 day	Program adviser
	1.1 Evaluates and acts on the application and forwards the result to the OCS.	-	1 day	Division Chair



	1.2 Evaluates and acts on the application and forwards the Dean's office for action.	-	1 day	College Secretary
	1.3 Acts on the application for substitution and forwards to the OCS	-	1 day	College Dean
2. Receives a copy of approved application for substitution.	2. Receives approved application for substitution and sends a copy to the student.	-	1 hour	College Secretary/OCS Staff
<b>TOTAL</b>		<b>None</b>	<b>4 days and 1 hour</b>	





## LEYTE SAMAR HERITAGE CENTER (LSHC) EXTERNAL SERVICES

### 1. Return of Standees (e.g. roller, foldable, etc.), Books, References and Other Items

This service ensures that all the borrowed items such as standees, books, and references are in good condition before such items are returned to the LSHC office.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Researchers, Artists, Students and Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of the approved borrower's slip			As provided by client	
2. Valid ID			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hand in the borrowed item/s, and valid ID along with the copy of the	1. Assess the condition or state of the borrowed item(s). If in GOOD CONDITION, proceed immediately to Step 2. If in BAD	None	2 minutes	URA/AA LSHC



approved borrower's slip to the Person in-charge (URA or the administrative assistant) who are on duty	CONDITION*, the borrower or requestor must repair the damaged item(s) and/or restore it to its original condition upon borrowing. In case the damages sustained by the borrowed item(s) are beyond repair, the requestor must replace the borrowed item(s) with exactly the same specifications or brand, among others.			
	1.1 Return the borrowed items to its proper storage area.	None	2 minutes	URA/AA/Utility LSHC
2. Fill in the borrower's receipt/return record book	2. Recommend for the clearance of the borrower from accountability by stamping the borrower's slip with date of return and condition of the borrowed items.	None	1 minute	URA/AA LSHC
	2.1 Approve the clearance from accountability	None	1 minute	Director LSHC
3. Receive the stamped borrower's slip	3. Hand in the stamped/cleared borrower's slip	None	1 minute	URA/AA/Utility LSHC
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

*\*Repair or replacement of damaged item(s) must be made within 15 days after the original date of return indicated in the borrower's record book and borrower's slip. If the repair or replacement of damaged item(s) will take more than the prescribed period, a letter requesting for extension beyond the prescribed period shall be submitted to the LSHC Director subject to his/her*



*approval. In case the borrower/requestor fails to repair or replace the damaged item(s) within the approved allowable period, the borrower/requestor shall be temporarily banned from borrowing items from the Center until he/she has returned the borrowed item(s).*

## 2. Use of Standees (e.g. roller, foldable, etc.), Books, References and Other Items

The Leyte-Samar Heritage Center (LSHC) allows external clients who are using the LSHC Main Hall borrow and use its standees, books, references, and other items for free.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Non-UP Researchers, Artists, Students and Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter		As provided by client		
2. Accomplished Borrower's slip		Leyte Samar Heritage Center (LSHC)		
3. Valid ID		As provided by client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Hand in the request letter and valid ID to the Person in-charge (URA or the administrative assistant) who are on duty	1. Receive, record, and asses the letter of request and validate the borrower's identity using the presented valid ID (e.g. Student ID, company ID)	None	2 minutes	URA/AA LSHC
	1.1 Check for the availability and state of the requested materials. If available, proceed to step number 3. If not, END OF TRANSACTION.	None	2 minutes	URA/AA/Utility LSHC
2. Accomplish the borrower's slip and fill in the borrower's record book	2. Receive and recommend for the approval of the borrower's slip	None	1 minute	URA/AA LSHC
3. Wait for the approval of the borrowed items	3. Approve the borrowing of items	None	1 minute	Director LSHC
4. Receive the borrowed materials/items	4. Record the state of the requested item(s) and turn over the requested item(s) to the borrower/requestor	None	1 minute	URA/AA/Utility LSHC
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



### 3. Use of the LSHC Main Hall (Facilities)

The Leyte-Samar Heritage Center allows non-UP and other external clients to use the LSHC Main Hall as a venue for conducting various academic-related, extension, and public service activities with a fixed rate of ₱5,000.00/8 hours/day and additional ₱500 per excess hour.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	Non-UP Researchers, Artists, Students, Teachers, Government Agencies, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			As provided by client	
2. Activity Permit			Administrative Division	
3. Valid ID			As provided by client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Hand in the request letter to the Person in-charge of the facility (URA or the administrative assistant) who are on duty	1. Receive, record, and asses the letter of request and/or the accomplished activity permit and validate the requester's identity using the presented valid ID (e.g. Student ID, company ID)	None	2 minutes	URA/AA LSHC



	1.1 Check for the availability of the facility	None	1 minute	<i>URA/AA/Utility</i> LSHC
2.Fill-up the Activity Permit and hand it to the Person in-charge of the facility	2. Reserve and recommend for the approval of the Activity Permit	None	1 minute	<i>URA/AA</i> LSHC
3. Proceed to Administrative Office for the assessment of fees	3. Assess/provide the amount to be paid by the requestor	None	1 minute	<i>Staff</i> Administrative Division
4. Pay the prescribed fee	4. Receive the payment and issue Official Receipt	₱5,000 per day	4 minutes	<i>Collecting Officer</i> Cash Office
5. Present the Official Receipt Activity Permit from for final approval	5. Approve the Activity permit	None	1 minute	<i>Supervising Administrative Officer</i> Administrative Division
6. Receive copy of approved Activity Permit	6. Provide copies of the approved permit to the Security office, and the person in-charge of the facility	None	1 minute	<i>Staff</i> Administrative Division
	<b>TOTAL</b>	<b>₱5,000 per day</b>	<b>11 minutes</b>	



## **LEYTE SAMAR HERITAGE CENTER (LSHC) INTERNAL SERVICES**

### **1. Return of Standees (e.g. roller, foldable, etc.), Books, References and Other Items**

This service ensures that all the borrowed items such as standees, books, and references are in good condition before such items are returned to the LSHC office.

The detailed service specifications are the same as that for external clients (please see Page 91)

### **2. Use of Standees (e.g. roller, foldable, etc.), Books, References and Other Items**

The Leyte-Samar Heritage Center (LSHC) allows students, faculty members, and staff of the College to borrow and use its standees, books, references, and other items for free.

The detailed service specifications are the same as that for external clients (please see Page 92)

### **3. Use of the LSHC Main Hall (Facilities)**

The Leyte-Samar Heritage Center allows students, faculty members and staff of the College to use the LSHC Main Hall as a venue for conducting various academic-related, extension, and public service activities for free.

<b>Office or Division:</b>	Leyte Samar Heritage Center (LSHC)
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	Faculty Members, REPS, Administrative Staff & Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			As provided by client	
2. Activity Permit			Administrative Division	
3. UP ID			As provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in the request letter to the Person in-charge of the facility (URA or the administrative assistant) who are on duty	1. Receive, record, and asses the letter of request and/or the accomplished activity permit and validate the requester's identity using the presented UP ID	None	2 minutes	URA/AA LSHC
	1.1 Check for the availability of the facility	None	1 minute	URA/AA/Utility LSHC
2.Fill-up the Activity Permit and hand it to the Person in-charge of the facility	2. Reserve and recommend for the approval of the Activity Permit	None	1 minute	URA/AA LSHC





3. Present Activity Permit for final approval	3. Approve the Activity permit	None	1 minute	<i>Supervising Administrative Officer</i> Administrative Division
4. Receive copy of approved Activity Permit	4. Provide copies of the approved permit to the Security office, and the person in-charge of the facility	None	1 minute	<i>Staff</i> Administrative Division
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



## GENDER & DEVELOPMENT PROGRAM (GDP) INTERNAL SERVICES

### 1. Consultation

Provide advice/opinions on gender and development (GAD) matters, such as gender sensitivity, gender mainstreaming, and Harmonized Gender and Development Guidelines (HGDDG).

<b>Office or Division:</b>	Gender and Development Program Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Verbal request for consultation			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Visit GDP office to set an appointment for GAD consultation</b>	1) Calendar the consultation date. 2) Inform GDP Coordinator.	N/A	4 hours	<i>Eunice A. Ubante</i>



				<i>Administrative Assistant</i>
	3) GDP Coordinator gives advice/opinion of GAD matter presented by client during the scheduled consultation.	N/A	2 hours	<i>Anida B.B. Lorenzo GDP Coordinator</i>
	4) If the office is unable to provide the technical assistance, GDP Coordinator writes a letter of request and coordinates with a specialist/expert on the subject matter of the GAD concern and await for response.	N/A	16 hours	<i>Anida B.B. Lorenzo GDP Coordinator</i>
	5) The office follow-up letter of request to specialist/expert, and upon approval coordinate schedule of consultation with client.	N/A	40 hours	<i>Eunice A. Ubante Administrative Assistant</i>
	6) If the GAD specialist/expert initially requested is unavailable, the office shall coordinate with another GAD specialist/expert. (Steps 4 and 5 shall be repeated)	N/A	(56 hours)	<i>Anida B.B. Lorenzo GDP Coordinator</i>



	<b>TOTAL</b>		62 (118) hours (or approximately 8 working days)	
<b>B. If online consultation is preferred, the client may directly send the GDP Coordinator an email or a text message.</b>	1) Upon receipt of email or text message, the GDP Coordinator shall respond to query on GAD concern of the client.	N/A	16 hours	<i>Anida B.B. Lorenzo GDP Coordinator</i>
	2) If query cannot be answered by the office, the GDP Coordinator shall consult with expert/specialist within the University or GAD committees or offices outside the University.	N/A	40 hours	<i>Anida B.B. Lorenzo GDP Coordinator</i>
	3) After consultation with expert/specialist, the GDP Coordinator respond to GAD query of client.	N/A	8 hours	<i>Anida B.B. Lorenzo GDP Coordinator</i>



	<b>TOTAL</b>		64 hours (or approximately 8 working days)	
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## 2. Training, Seminar or Forum

Provide trainings, seminars and fora on gender and development (GAD) matters, such as gender sensitivity, gender mainstreaming, and Harmonized Gender and Development Guidelines (HGDG).

<b>Office or Division:</b>	Gender and Development Program Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request to conduct training/seminar/forum on GAD matter			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<b>A. Write letter of request for training/seminar/forum on GAD matters</b>	1) Receive letter of request and stamp with date of receipt. 2) Inform GDP Coordinator.	N/A	4 hours	<i>Eunice A. Ubante</i> <i>Administrative Assistant</i>
	3) GDP Coordinator assess needs requirement of training/seminar/forum.	N/A	8 hours	<i>Anida B.B. Lorenzo</i> <i>GDP Coordinator</i>
	4) The office writes letters of request to resource persons and await reply.	N/A	16 hours	<i>Anida B.B. Lorenzo</i> <i>GDP Coordinator</i>
	5) The office follow-up letter of request to resource persons, and upon approval coordinate schedule of training/seminar/forum with client.	N/A	40 hours	<i>Eunice A. Ubante</i> <i>Administrative Assistant</i>
	6) The office writes letters of request for the use of the College's facilities for the training/seminar/forum.	N/A	40 hours	<i>Anida B.B. Lorenzo</i> <i>GDP Coordinator</i>



		<b>TOTAL</b>	108 hours (or approximately 13.5 working days)	
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## OFFICE OF ANTI-SEXUAL HARASSMENT (OASH) INTERNAL SERVICES

### 1. UP Anti-Sexual Harassment Code Orientation

All members of the UP community are required to undergo UP ASH Code Orientation every three years.

<b>Office or Division:</b>	Office of Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC enrolled undergraduate students, Faculty and Non-faculty Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Must be affiliated with the College			--	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits a letter requesting for the orientation	1.1. The Faculty-in-Charge will coordinate with the PSO and/or (client) office concerned of the said activity for scheduling.	-	1 day	OASH Faculty-in-Charge





	1.2. The staff coordinates with the PSO, Systems Administrator, and Supply Office for the needed facilities.	-	2 days	OASH Administrative Staff
2. The client confirms attendance to the activity.	1.3 The Faculty-In-Charge informs the client of the final schedule of the activity.  (If virtual activity) The Faculty-In-Charge requests for a Zoom link from the Office of the Systems Administrator and sends the link to client to register for confirmation.  (If face to face activity) The Faculty-In-Charge informs the client through email or a written communication of the final schedule of the activity.	-	1 day	OASH Faculty-In-Charge
3. The client attends the activity.	3. The Office-in-Charge conducts the activity.	-	1 day	OASH Faculty-In-Charge
4. The client answers the post evaluation form.	4.1. The staff encodes and prints the certificates of attendance.	-	1 day	OASH Administrative Staff
	4.2. The staff forwards the certificates to the Faculty-In-Charge for signature.	-	1 day	OASH Faculty-In-Charge



				OASH Administrative Staff
	4.3. The staff forwards the certificates to the Dean for signature.	-	1 day	OASH Administrative Staff  Dean of the College
5. The client claims/receives his/her certificate of attendance and signs the receiving copy.	5. The staff issues/releases the certificates and files the receiving copy.	-	1 day	OASH Administrative Staff
	<b>TOTAL</b>	<b>None</b>	<b>9 days</b>	



**2. Filing a Sexual Harassment Complaint**

<b>Office or Division:</b>	Office of Anti-Sexual Harassment			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC enrolled undergraduate students, Faculty and Non-faculty Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Must be affiliated to the college.			---	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Aggrieved party files a complaint/reports an incident of sexual harassment (may be done in written, oral, through text, or other non-written means).	1. Staff conducts an intake interview and case documentation.	None	1 day	OASH Faculty-In-Charge  OASH Administrative Staff
	1.1. The OASH person-in-charge reduces in writing a report that is done orally, through a text message, or through other non-written means.		3 days	OASH Faculty-In-Charge



				OASH Administrative Staff
2. Aggrieved party signs the documents related to the complaint (case-in-take form for non-written reports)	2. The OASH person-in-charge asks the aggrieved party to sign the report.	None	1 day	OASH Faculty-In-Charge  OASH Administrative Staff
	2.1 The staff serves notice to the person complained of.	None	5 days after aggrieved party signs the report	OASH Faculty-In-Charge  OASH Administrative Staff
	2.2. The office receives the notarized response of person complained of.	None	5 days	OASH Faculty-In-Charge



				OASH Administrative Staff
	2.3. The office forwards the documents to the ASH Council.	None	1 day	OASH Faculty-In- Charge  OASH Administrative Staff
3. The aggrieved party and the complained party waits for the action from the ASH Council.	3.1. The office follows up with the ASH council regularly on the status of the case, until resolution.	None	-	OASH Faculty-In- Charge  OASH Administrative Staff
	<b>TOTAL</b>		<b>21 days</b>	



## TEACHING & LEARNING RESOURCE CENTER (TLRC) INTERNAL SERVICES

### 1. Account Creation/Activation for Access to Computer and Internet

An account is created for every student who wants to avail the free 20 hours privilege per semester and an additional 10 hours for those doing their thesis or special problem. A fee of P15.00/hour is charged in excess of the privilege. Paying of fee (if any) is at the Cashier's Office.

**Note:** *This service is currently unavailable and will resume once face-to-face classes resumes.*

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Validated U.P. ID Form 5 if ID is not yet validated (original or photocopy)			Validation is done by the UPVTC Library Student's Copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client informs the staff to avail the service	1. Staff asks from the client the copy of required documents (Validated U.P. ID, Form 5).	None	1 minute	Bernadeth Tingson, Admin. Aide VI
2. Client presents the required documents	2. Staff receives the documents and encodes the needed information to the database.	None	3 minutes	Bernadeth Tingson, Admin. Aide VI
	2.1 Staff gives client the account and returns the documents.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
3. Client receives the documents and proceed to the computer booth	3. Staff assists the client to login in a vacant computer ( <i>for first time user</i> ).	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	



## 2. Printing

Printing has corresponding fee depending on the color and quality ranging from P1.00-4.00/page. Paying of fees is at the Cashier’s Office. Printing of official documents by UPVTC Faculty and Staff is free of charge.

**Note:** *This service is currently unavailable to students. It will resume once face-to-face classes resumes.*

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC students; UPVTC Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Validated U.P. ID (students)			Validation is done by the UPVTC Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs the staff to avail the service.	1. Staff assists the client to a computer with printer.	None	3 minutes	Bernadeth Tingson, Admin. Aide VI
2. Client prints the documents and waits until printing is finished.	2. Staff monitors the printing until completed.	1.00-4.00/page <i>(to be paid at</i>	Depends on the volume of documents being printed	Bernadeth Tingson, Admin. Aide VI





		<i>the Cashier's Office)</i>		
	2.1 Staff informs the client of the amount payable and instructs the client to write name, amount and signature in the logbook.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
3. Client writes name and amount payable in the logbook then presents U.P. ID.	3. Staff receives the ID, checks the entry in the logbook then release the printed copies to the client. <i>Payment order form is issued upon request.</i>	None	5 minutes	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	

### 3. Photocopying and Scanning

Photocopying and scanning has corresponding fee. Photocopying: P1.00-2.00/page, Scanning: P1.00/page. Paying of fees is at the Cashier's Office. Official documents of faculty and staff is free of charge.

**Note:** *This service is currently unavailable to students. It will resume once face-to-face classes resumes.*

<b>Office or Division:</b>	Teaching and Learning Resource Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	UPVTC students; UPVTC Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated U.P. ID (students) Storage media for scanned documents		Validation is done by the UPVTC Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs the staff to avail the service.	1. Staff asks for the documents plus storage media (if scanning).	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
2. Client presents the documents and storage media.	2. Staff receives and ask for details (no. of copies, paper size, etc.)	None	4 minutes	Bernadeth Tingson, Admin. Aide VI
	2.1 Staff proceeds with the photocopying or scanning.	Photocopying: P1.00-2.00/page Scanning: P1.00/page	Depending on the volume of documents	Bernadeth Tingson, Admin. Aide VI



		(to be paid at the Cashier's Office)		
	2.2 Staff informs the client of the amount payable and instructs the client to write name, amount and signature in the logbook.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
3. Client writes name and amount payable in the logbook then presents U.P. ID.	3. Staff receives the ID, checks the entry in the logbook then release the printed copies to the client. <i>Payment order form is issued upon request.</i>	None	5 minutes	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	

#### 4. Reservation for the Use of Discussion Room

Discussion rooms are available for meetings, classes, fora, small group discussion and group work.

**Note:** *This service is currently unavailable to students. It will resume once face-to-face classes resumes.*

<b>Office or Division:</b>	Teaching and Learning Resource Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	UPVTC Students, Faculty and Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form Validated U.P. ID (students)		Teaching and Learning Resource Center Validation is done by the UPVTC Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for reservation.	1. Staff asks for the date and time of use.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	1.2. Staff checks the availability. If available, issue a reservation form to the client.	None	5 minutes	Bernadeth Tingson, Admin. Aide VI
2. Fills out the reservation form and return filled out form to the staff.	2. Staff checks the correctness of entries and take note of the schedule.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	2.1 Staff informs the client of the status of reservation.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>11 minutes</b>	



**5. Paying of Fees/Clearing of Accountability**

Starting February 9, 2018, the TLRC no longer accepts cash payment. Fees must be paid within the semester at the Cashier’s Office. Unpaid fees at the end of every semester become an accountability and posted in the student’s Computerized Registration System (CRS) account. Accountability must be cleared before or during the enrollment period. Promissory letter is allowed for enrollment purposes only. Done face-to-face (*if allowed*) or online.

<b>Office or Division:</b>	Teaching and Learning Resource Center	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	UPVTC students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Payment Order Form ( <i>if face-to-face transaction is allowed</i> ) Proof of payment: <ul style="list-style-type: none"> <li>• Official Receipt (<i>printed copy or electronic copy</i>) or</li> <li>• Bank deposit slip or fund transfer receipt (<i>electronic copy</i>)</li> </ul> Promissory letter if unable to pay ( <i>printed copy or electronic</i> )- for enrollment purposes only		Teaching and Learning Resource Center <ul style="list-style-type: none"> <li>• Cashier’s Office</li> <li>• Landbank</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. <u>Face-to-face (if allowed):</u> Client verbally requests for Payment Order Form.</p> <p><u>Online:</u> Client may access the CRS account to view accountability or inquire through email: <a href="mailto:Irc.tac.upvisayas@up.edu.ph">Irc.tac.upvisayas@up.edu.ph</a> or messenger: UPVTC Teaching and Learning Resource Center</p>	<p>1. <u>Face-to-face (if allowed):</u> Staff issues payment order form and instructs client to pay at Cash Office.</p> <p><u>Online:</u> Staff responds to inquiry and instructs client to deposit payment at Landbank Acct. name: UPV Tacloban College Acct. No.: 0182105619 or to write a promissory letter if unable to pay <i>(for enrollment purposes only)</i>.</p>	<p>None</p>	<p>5 minutes from receipt of request or inquiry</p>	<p>Bernadeth Tingson, Admin. Aide VI</p>
<p>2. Client pays the fee.</p>	<p>2. The collecting officer or bank teller receives the payment and issues Official Receipt or validated deposit slip.</p>			



<p>3. <u>Face-to-face (if allowed):</u> Client presents the Official Receipt.</p> <p><u>Online:</u> Client sends the picture of the proof of payment through email: lrc.tac.upvisayas@up.edu.ph cc:cash.tac.upvisayas@up.edu.ph</p> <p><b>If unable to pay</b>, client sends a promissory letter to lrc.tac.upvisayas@up.edu.ph</p>	<p>3. <u>Face-to-face (if allowed):</u> Staff checks the Official Receipt and clears the accountability.</p> <p><u>Online:</u> Staff checks the proof of payment and clears the accountability. If promissory, staff temporarily clears the accountability.</p>	<p>None</p>	<p>5 minutes from receipt of proof of payment or promissory letter</p>	<p>Bernadeth Tingson, Admin. Aide VI</p>
	<p>3.1 Staff acknowledges the receipt of proof of payment or promissory letter and the action taken.</p>	<p>None</p>	<p>3 minutes after Step 3 is completed</p>	<p>Bernadeth Tingson, Admin. Aide VI</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>13 minutes</b></p>	



### 6. Signing of Clearance

The TLRC Coordinator is one of the signatories in the student clearance. Signing is done face-to-face (if allowed) or online.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC students ( <i>face-to-face if allowed</i> ) Office of the College Secretary ( <i>if online signing</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Form			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<u>Face-to-face (if allowed):</u> 1. Client presents filled out clearance form to the staff.	<u>Face-to-face (if allowed):</u> 1. Staff receives clearance and check the list of accountabilities.	None	3 minutes	Bernadeth Tingson, Admin. Aide VI
	1.1	None	1 minute	Bernadeth Tingson,





	<p><i>If no accountability</i> - Staff countersigns the clearance.</p> <p><i>If with accountability</i> – Staff directs the client to pay at the Cashier’s Office</p>			Admin. Aide VI
	1.2 Staff forwards the clearance to the TLRC Coordinator or advise the client to return if the TLRC Coordinator is not yet available.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	1.3 The Coordinator signs the clearance.	None	1 minute (if signatory has no class or is in the office)	Racquel U. Tabornal, TLRC Coordinator
2. Client claims the clearance	2. Staff releases the clearance.	None	1 minute	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	
<u>Online:</u> 1. Client (OCS) sends digital copy of clearance through email to	<u>Online:</u> 1. Staff checks the list of accountability.	None	3 minutes	Bernadeth Tingson, Admin. Aide VI



lrc.tac.upvisayas@up.edu.ph				
	1.1 If no accountability, the staff forwards the clearance to the TLRC Coordinator through email.	None	2 minutes	Bernadeth Tingson, Admin. Aide VI
	1.2 The TLRC Coordinator signs the clearance and send back through email.	None	5 minutes from receipt of email  <i>note:</i> waiting time of 2 hours as the Coordinator might still have a class	Racquel U. Tabornal, TLRC Coordinator
	1.3 The staff forwards the electronic clearance to the OCS.	None	2 minutes from receipt	Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>2 hours and 12 minutes</b>	



**7. Confirmation of Attendance to the Bridge Program**

Bridge Program is an intensive course in Mathematics in English for incoming freshmen.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming freshmen students of UPV Tacloban College			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email/notice Confirmation Form			Teaching and Learning Resource Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills out confirmation form online.	1. Staff confirms the attendance of the student to the Bridge Program.	None	5 minutes	Bernadeth Tingson, Admin. Aide VI
	1.2. The TLRC Coordinator or the Staff acknowledge the receipt of confirmation form and informs client to wait for updates through email.	None	5 minutes from confirmation (step 1)	Racquel U. Tabornal, TLRC Coordinator;



				Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	

### 8. Registration for the Tutorial Program

The Tutorial Program is designed for students who need learning assistance in subjects where they find difficulty.

<b>Office or Division:</b>	Teaching and Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Form 5			Student's Copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills out registration form online or at the TLRC Office.	1. Staff records the details supplied by the client.	None	5 minutes	Bernadeth Tingson,



				Admin. Aide VI
	1.2. Staff acknowledge the receipt of confirmation form and informs the student to wait for updates through email or text message.	None	5 minutes from receipt of confirmation form	Racquel U. Tabornal, TLRC Coordinator; Bernadeth Tingson, Admin. Aide VI
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



## OFFICE OF CONTINUING EDUCATION (OCE) EXTERNAL SERVICES

### 1. Request and Application for an Extension Program (External Clients)

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all requests for an extension program submitted to the Dean’s Office or sent to OCEP (directly) by government, private institutions, and other external clients. The office also reviews and evaluates the letter of requests and program proposals.

<b>Office or Division:</b>	Office of Continuing Education and Pahinungod			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C/ G2G			
<b>Who may avail:</b>	Stakeholders, government and non-government institutions, and other external clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Letter of Request signed by the Requisitioner and Head of Organization/Office</li> </ul>			<ul style="list-style-type: none"> <li>From client</li> </ul>	
<ul style="list-style-type: none"> <li>Project Proposal</li> </ul>			<ul style="list-style-type: none"> <li>From client</li> </ul>	
<ul style="list-style-type: none"> <li>MOU/MOA</li> </ul>			<ul style="list-style-type: none"> <li>From client</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submission of Letter of Request and/or project proposal to the Dean's Office	1. Staff receives the documents for the Dean's review and approval	None	1 day	Dean's Office Staff
	1.1 The receiving staff forwards the documents, in person or through email, to the office for filing	None	6 mins	Dean's Office Staff
	1.2 OCEP staff receives, scans, and reproduces 2 copies of the documents.	None	6 mins	OCEP Staff
	1.3 OCEP staff submits one of the copies to the Faculty-in-Charge.	None	3 mins	OCEP Staff
	1.4 OCEP staff gives a copy of the approved letter of request and proposal in person or through email, to the clients.	None	5 mins	OCEP Staff
2. Submission of Memorandum of Agreement/Understanding (MOA or MOU)	2. OCEP staff receives the documents.	None	10 mins	OCEP Staff
	2.1 OCEP staff forwards the documents to the Faculty-in-Charge and the Dean for review	None	10 mins	OCEP Staff



	2.2 The Dean's office forwards the documents, with their desired terms and revisions, to the legal counsel for evaluation	None	30 mins	Dean's Office Staff
	2.3 The legal counsel reviews and revises the documents.	None	1 day	UPVTC Legal Counsel
	2.4 The legal counsel returns the revised documents to the Dean's office for approval.	None	30 mins	UPVTC Legal Counsel
	2.5 The Dean's office staff receives the documents.	None	10 mins	Dean's Office Staff
	2.6 The Dean's office staff forwards the documents to OCEP	None	10 mins	Dean's Office Staff
	2.7 The OCEP receives the documents then sends them to the client for review.	None	30 mins	OCEP Staff
3. Submission of revised MOA or MOU	3. OCEP staff receives the documents.	None	10 mins	OCEP Staff
	3.1 OCEP staff forwards the documents to the Faculty-in-Charge and the Dean for final review.	None	10 mins	OCEP Staff
	3.2 Faculty-in-Charge and the Dean reviews the documents.	None	1 day	Faculty-in-Charge and the Dean





	3.3 Faculty-in-Charge and the Dean returns the document to the OCEP staff for encoding, printing, and reproduction.	None	30 mins	Faculty-in-Charge and the Dean
	3.4 OCEP staff encodes, prints, and reproduces the documents	None	1 hr	OCEP Staff
	3.5 OCEP staff sends the documents to signatories for their signatures.	None	1 day	OCEP Staff
	3.6 Signatories sign the documents	None	2 days	Faculty-in-Charge, Dean, partners
	3.7 OCEP staff files a copy of the signed MOU/MOA	None	10 mins	OCEP Staff
	<b>TOTAL</b>		<b>149 hrs/ 6 days</b>	



## OFFICE OF CONTINUING EDUCATION (OCE) INTERNAL SERVICES

### 1. Request and Application for an Extension Program (Internal Clients)

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all requests for an extension program submitted by faculty members, admin staff, and REPS. The office also reviews and evaluates the letter of requests and program proposals. The office will then forward the application (PS Grant Application Form 2 with the Letter of Request) to the Dean's Office for an endorsement to UPV OVCRE.

*\*Clients are advised to submit the required documents 30 days before the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education and Pahinungod	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C/ G2G	
<b>Who may avail:</b>	UPVTC faculty members, admin staff, and REPS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>● Letter of Request signed by the Requisitioner and Head of Organization/Office</li> </ul>		<ul style="list-style-type: none"> <li>● From client</li> </ul>
<ul style="list-style-type: none"> <li>● Project Proposal</li> </ul>		<ul style="list-style-type: none"> <li>● From client</li> </ul>
<ul style="list-style-type: none"> <li>● PS Grant Application Form 2</li> </ul>		<ul style="list-style-type: none"> <li>● From OCEP</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request and/or project proposal to the Dean's Office	1. Staff receives the documents for the Dean's review and approval	None	1 day	Dean's Office Staff
	1.1 The receiving staff forwards the documents, in person or through email, to the office for filling	None	6 mins	Dean's Office Staff
	1.2 OCEP staff receives, scans, and reproduces 2 copies of the documents.	None	6 mins	OCEP Staff
	1.3 OCEP staff submits one of the copies to the Faculty-in-Charge.	None	3 mins	OCEP Staff
	1.4 OCEP staff gives a copy of the approved letter of request and proposal in person or through email, with the Extension Program Proposal (PS Grant Application Form 2) to the client.	None	5 mins	OCEP Staff
2. Submission of Extension Program Proposal (PS Grant Application Form 2) With the approved Letter of Request to the	2. OCEP staff receives the documents.	None	3 mins	OCEP Staff



Office of the Continuing Education and Pahinungod				
	2.1 OCEP staff reviews whether the document has been fully accomplished	None	10 mins	OCEP Staff
	2.1.1 If the application form entries need revision, the OCEP staff returns the form via email.	None	30 mins	OCEP Staff
3. Submission of revised Extension Program Proposal (PS Grant Application Form 2)	3. OCEP staff receives the documents.	None	3 mins	OCEP Staff
	3.1 OCEP staff reviews whether the document has been revised and fully accomplished.	None	10 mins	OCEP Staff
	3.2 OCEP staff submits all the documents to the Faculty-in-Charge for signature.	None	5 mins	OCEP Staff
	3.3 Faculty-in-Charge signs the form.	None	10 mins	OCEP Faculty-in-Charge
	3.4 OCEP staff forwards the documents to the Dean's Office for the Dean's signature.	None	10 mins	OCEP Staff
	3.5 The Dean signs the application form.	None	1 day	UPVTC Dean



	3.6 OCEP staff files a copy of the signed application forms.	None	5 mins	OCEP Staff
	3.7 OCEP staff prepares the documents and sends (via mail and email) them to UPV OVCRE.	None	30 mins	OCEP Staff
	<b>TOTAL</b>		<b>50 hrs/ 2 days</b>	

## 2. Processing of Accomplishment Report for an Extension Program

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all accomplishment reports for an extension program submitted by faculty members, admin staff, and REPS. The office also reviews and evaluates the accomplishment form and the required attached documents. The office will then forward the application (PS Grant Application Form 3 with the attachments) to the Dean’s Office for an endorsement to UPV OVCRE.

*\*Clients are advised to submit the required documents 2 to 3 days after the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education and Pahinungod
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C/ G2G
<b>Who may avail:</b>	UPVTC faculty members, admin staff, and REPS
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<ul style="list-style-type: none"> <li>• PS Grant Application Form 3</li> </ul>		<ul style="list-style-type: none"> <li>• From OCEP</li> </ul>		
<ul style="list-style-type: none"> <li>• Narrative report with photo documentation</li> </ul>		<ul style="list-style-type: none"> <li>• From client</li> </ul>		
<ul style="list-style-type: none"> <li>• Liquidation report</li> </ul>		<ul style="list-style-type: none"> <li>• From client</li> </ul>		
<ul style="list-style-type: none"> <li>• Summary of Post Activity Evaluation</li> </ul>		<ul style="list-style-type: none"> <li>• From client</li> </ul>		
<ul style="list-style-type: none"> <li>• Fully accomplished registration and attendance sheets of participants</li> </ul>		<ul style="list-style-type: none"> <li>• From client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of PS Grant Accomplishment Form 3 with attachments	1. OCEP staff receives the documents.	None	5 mins	OCEP Staff
	1.1 OCEP staff reviews the documents.	None	10 mins	OCEP Staff
	1.1.1 For revisions, the OCEP staff returns the documents to the client.	None	10 mins	OCEP Staff
2. Submission of revised PS Grant Accomplishment Form 3 with attachments	2. OCEP staff receives the documents.	None	5 mins	OCEP Staff
	2.1 OCEP staff reviews the documents.	None	10 mins	OCEP Staff
	2.2 OCEP staff forwards the documents to the Faculty-in-Charge for signature.	None	30 mins	OCEP Staff



	2.3 Faculty-in-Charge signs the documents.	None	10 mins	Faculty-in-Charge
	2.4 OCEP staff forwards the documents to the Dean for signature	None	10 mins	OCEP Staff
	2.5 The Dean signs the documents	None	1 day	Dean
	2.6 OCEP staff files a copy of the signed accomplishment forms.	None	10 mins	OCEP Staff
	2.7 OCEP staff prepares the documents and sends (via mail and email) them to UPV OVCRE.	None	30 mins	OCEP Staff
	<b>TOTAL</b>		<b>26 hrs/ 2 days</b>	

### 3. Processing of Application for CPD Units for Extension Programs to PRC

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all applications for Continuing Professional Development (CPD) units for the extension programs by the different offices and units to the Professional Regulation Commission (PRC). The office guides the offices and units in fulfilling all the necessary requirements for the application. The office then communicates and submits all requirements to PRC.

*\*Clients are advised to submit the required documents 50 days before the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education and Pahinungod
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<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C/ G2G			
<b>Who may avail:</b>	UPVTC offices and units, faculty members, admin staff, and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• PRC Application form for Accreditation of CPD Program</li> </ul>			<ul style="list-style-type: none"> <li>• From OCEP/ PRC</li> </ul>	
<ul style="list-style-type: none"> <li>• Instructional Design form</li> </ul>			<ul style="list-style-type: none"> <li>• From OCEP/ PRC</li> </ul>	
<ul style="list-style-type: none"> <li>• Evaluation tool</li> </ul>			<ul style="list-style-type: none"> <li>• From client</li> </ul>	
<ul style="list-style-type: none"> <li>• Program of activities with timeline</li> </ul>			<ul style="list-style-type: none"> <li>• From client</li> </ul>	
<ul style="list-style-type: none"> <li>• CV/ Resume of Resource person with photocopy of PRC License/ Government ID</li> </ul>			<ul style="list-style-type: none"> <li>• From client/ OCEP/ PRC</li> </ul>	
<ul style="list-style-type: none"> <li>• Breakdown of expenses</li> </ul>			<ul style="list-style-type: none"> <li>• From OCEP/ PRC</li> </ul>	
<ul style="list-style-type: none"> <li>• For online learning, the Declaration of Minimum Technical Requirements</li> </ul>			<ul style="list-style-type: none"> <li>• From SysAd</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of PRC Application form with attachments	1. OCEP staff receives the documents (printed and electronic copy)	None	1 day	Dean's Office Staff
	1.1 OCEP staff reviews the application form and the required attachments	None	6 mins	Dean's Office Staff





	1.1.1 If revisions are needed or there are lacking documents, the OCEP staff returns the document via email with the comments	None	6 mins	OCEP Staff
2. Submission of revised PRC Application form with attachments	2. OCEP staff receives the documents	None	5 mins	OCEP Staff
	2.1 OCEP staff reviews the application form and attachments	None	30 mins	OCEP Staff
	2.2 OCEP staff scans all documents for uploading to the CPDAS, PRCs online platform	None	20 mins	OCEP Staff
	2.3 OCEP staff submits all hard copies of the application and attachments (3 copies each) to the PRC regional office.	None (if the program does not have any registration fee) 1,000/ Council (if the participants need to	1 hr	OCEP Staff



		pay a registration fee)		
	2.4 OCEP staff completes the application by encoding all details and uploading all documents to the CPDAS.	None	30 mins	OCEP Staff
	2.5 OCEP staff sends the soft copies of the documents via email to PRC Central office.	None	10 mins	OCEP Staff
	2.6 OCEP staff files all documents	None	5 mins	OCEP Staff
	<b>TOTAL</b>		<b>26 hrs/ 1 day</b>	

#### 4. Processing of Accomplishment Report for CPD Units for Extension Programs to PRC

The Office of Extension/ Office of the Continuing Education and Pahinungod processes and facilitates all accomplishment reports for Continuing Professional Development (CPD) units for the extension programs by the different offices and units to the Professional Regulation Commission (PRC). The office guides the offices and units in fulfilling all the necessary requirements for the application. The office then communicates and submits all requirements to PRC.

*\*Clients are advised to submit the required documents 2 to 3 days after the implementation of the program.*

<b>Office or Division:</b>	Office of Continuing Education and Pahinungod
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2C/ G2G			
<b>Who may avail:</b>	UPVTC offices and units, faculty members, admin staff, and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
● PRC Completion Report form for Accredited CPD Program		● From OCEP/ PRC		
● Hard and electronic copy of registration and attendance sheets		● From OCEP/ PRC		
● Actual program of activities		● From client		
● Lecture materials		● From client		
● Summary of evaluation of the Resource Person		● From client		
● Summary of evaluation of learning of the participants		● From client		
● Financial report		● From client		
● Photo documentation		● From client		
● Publication materials and other supporting documents		● From client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of PRC Accomplishment report with attachments	1. OCEP staff receives the documents (printed and electronic copy)	None	1 day	OCEP Staff
	1.1 OCEP staff reviews the accomplishment form and the required attachments	None	6 mins	OCEP Staff



	1.1.1 If revisions are needed or there are lacking documents, the OCEP staff returns the document via email with the comments	None	6 mins	OCEP Staff
2. Submission of revised PRC Accomplishment report with attachments	2. OCEP staff receives the documents	None	5 mins	OCEP Staff
	2.1 OCEP staff reviews the accomplishment report and attachments	None	30 mins	OCEP Staff
	2.2 OCEP staff scans all documents for uploading to the CPDAS, PRCs online platform	None	20 mins	OCEP Staff
	2.3 OCEP staff completes the accomplishment report by encoding all details and uploading all documents to the CPDAS.	None	30 mins	OCEP Staff
	2.4 OCEP staff sends the soft copies of the documents via email to PRC Central office.	None	10 mins	OCEP Staff
	2.7 OCEP staff files all documents	None	5 mins	OCEP Staff
	<b>TOTAL</b>		<b>26 hrs/ 1 day</b>	



## OFFICE OF STUDENT AFFAIRS (OSA) EXTERNAL SERVICES

### 1. Psychological Testing and Evaluation for Other Government Agencies' Job Applicants

To conduct and provide psychological test evaluation for the requesting agency's job hiring and selection process.

<b>Office or Division:</b>	Office of Student Affairs	
<b>Classification:</b>	Highly technical application	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Public/government agencies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Requesting Agency: 1. Written Request from the Personnel Services Unit 2. Approved letter of request from the UPVTC Office of the Dean 3. Accomplished GCTS Form 2 and Agreement on the set of Guidelines in the conduct of the Psychological Testing 4. Official Receipt of payment of testing fees		Requesting Agency: 1. Requesting Agency 2. UPVTC Office of the Dean 3. OSA GCTS Email gcts_osa.upvtc@up.edu.ph 4. UPVTC Cashiers



<p>Examinees:</p> <ol style="list-style-type: none"> <li>1. Identification Card</li> <li>2. Certification from the Baranagay or City/Municipality Health Unit that the examinee does not belong nor had close contact to any of the suspect, probable and confirmed case of COVID-19.</li> <li>3. Bring own Ballpen, Pencil and sharpener.</li> <li>4. Wear face mask and face shield</li> <li>5. Physical presence during the agreed schedule. Examinees who are 15 minutes late WILL NOT be allowed to enter the campus and take the examination.</li> <li>6. Follow Work Safety Guidelines of UPVTC</li> </ol>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits written request for psychological testing to OSA GCTS.	The staff answers the written request of the client and directs the letter of request to the Office of the Dean	none	1 day (excluding weekends)	Rhea Lina J. Saavedra



			and holidays)	
	1.1 GCTS Staff follows up letter of request	none	1 day	Rhea Lina J. Saavedra
	1.2 Staff receives action (approval or disapproval) from the Office of the Dean	none	20 min.	Rhea Lina J. Saavedra
	1.3 Staff informs the client action of the letter of request and directs the client to fill up the GCTS Form 2	none	1 day	Rhea Lina J. Saavedra
2. Client fills up GCTS Form 2	The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	none	1 day	Rhea Lina J. Saavedra
3. Client agrees with the schedule and agrees with the testing fees	The staff prepares the testing materials and the venue.	none	1 day	Rhea Lina J. Saavedra
3.1 Client informs the job applicants / examinees of the schedule				
4. Clients' job applicants/examinees takes the psychological tests	The staff/examiner conducts and evaluates the psychological tests	none	7 days (excluding weekends and holidays)	Rhea Lina J. Saavedra



4.1 Job applicants accomplishes GCTS Form 4 and informed consent	4.1 staff/examiner administers the psychological testing	None	3-5 hours	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.2 Staff/scorer scores and encodes the psychological tests scores	none	30 minutes to 1 hour depending on the test	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	1 – 2 hours depending on the test	Rhea Lina J. Saavedra
5. Client receives Psychological Test Result	GSS gives interpretation of the psychological test result	none	1 hour	Rhea Lina J. Saavedra
6. Client receives billing statement	Staff prepares and gives billing statement to the client	600 to 1800 depending on the battery of tests	30 min	Rhea Lina J. Saavedra





7. Clients pays testing fees at the Cashier's Office	Staff receives a photocopy / screenshot of the OR	none	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		12 days 10 hours and 20 minutes	

## 2. Psychological Testing and Evaluation for Private Agencies and Individual Clients

To conduct and provide psychological test evaluation for the requesting private agencies' job hiring purposes and an individual's job application requirement.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Highly technical application		
<b>Type of Transaction:</b>	G2C / G2B		
<b>Who may avail:</b>	Individual Clients / Private agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Requesting Private Agency/Individual Client: 1. Written Request from the Personnel Services Unit 2. Approved letter of request from the UPVTC Office of the Dean 3. Accomplished GCTS Form 2 and		Requesting Agency: 1. Requesting Individual Client 2. UPVTC Office of the Dean 3. OSA GCTS	



Agreement on the set of Guidelines in the conduct of the Psychological Testing 4. Official Receipt of payment of testing fees  Individual Client: 1. Identification Card 2. Certification from the Baranagay or City/Municipality Health Unit that the examinee does not belong nor had close contact to any of the suspect, probable and confirmed case of COVID-19. 3. Personal ballpen, pencil and sharpener. 4. Wear face mask and face shield 5. Follow Work Safety Guidelines of UPVTC		Email gcts_osa.upvtc@up.edu.ph 4. UPVTC Cashiers		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits written request for psychological testing to OSA GCTS.	The staff answers the written request of the client and directs the letter of request to the Office of the Dean	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra



	1.1 GCTS Staff follows up letter of request	none	1 day	Rhea Lina J. Saavedra
	1.2 Staff receives action (approval or disapproval) from the Office of the Dean	none	20 min.	Rhea Lina J. Saavedra
	1.3 Staff informs the client action of the letter of request and directs the client to fill up the GCTS Form 2	none	1 day	Rhea Lina J. Saavedra
2. Client fills up GCTS Form 2	The staff receives the GCTS Form 2, schedules the Psychological Test, and directs the client to the Cashier's Office	none	1 day	Rhea Lina J. Saavedra
3. Clients pay testing fee at the Cahier's Office and submits OR	The staff receives the OR and informs the clients of the Psychological testing schedule	600 – 1800 depending on the battery of tests	1 day	Rhea Lina J. Saavedra
4. Client agrees with the schedule	The staff prepares the testing materials and the venue.	none	1 day	Rhea Lina J. Saavedra
4. Clients' job applicants/examinees takes the psychological tests	The staff/examiner conducts and evaluates the psychological tests	none	5 days (excluding weekends and holidays)	Rhea Lina J. Saavedra



4.1 Job applicants accomplishes GCTS Form 4 and informed consent	4.1 staff/examiner administers the psychological testing	None	3-5 hours	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.2 Staff/scorer scores and encodes the psychological tests scores	none	30 minutes to 1 hour depending on the test	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	1 – 2 hours depending on the test	Rhea Lina J. Saavedra
5. Client receives Psychological Test Result	GSS gives interpretation of the psychological test result	none	1 hour	Rhea Lina J. Saavedra
	<b>TOTAL</b>		10 days 9 hours and 20 minutes	



### 3. Career Placement Program

To create directory and provide career-related information to graduating students through seminars, orientation, workshops, bulletins.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Guidance Placement Form and Exit Questionnaire (GPFEQ) Registration Form			UPVTC OSA GCTS Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client answers and submit GPFEQ with informed consent	The staff receives and checks the GPFEQ	none	2 days (excluding weekends and holidays)	Rhea Lina J. Saavedra



				Frances Billie Mariel Palomo
	<p>1.1 Staff records information details given by the students</p> <p>(Note: Information becomes part of the database of the directory of the graduating students per year)</p>	none	30 minutes	<p>Rhea Lina J. Saavedra</p> <p>Frances Billie Mariel Palomo</p>
	<p>1.2 Staff analyzes and reports summary of the information</p> <p>(Note: information will be used to develop and organized Career Placement/development activities)</p>	none	1 day	Rhea Lina J. Saavedra
2. Clients receives information	Staff informs the students of the Career Placement Program and activities (e.g., CPOES, career counseling, Job Fair, Bulletins) and directs to the registration form	none	1 day	<p>Rhea Lina J. Saavedra</p> <p>Frances Billie Mariel Palomo</p>



<p>3. Client registers to the Career Placement Program</p>	<p>Staff receives the registration form and records the information details.</p>	<p>none</p>	<p>30 min</p>	<p>Rhea Lina J. Saavedra  Frances Billie Mariel Palomo</p>
	<p>3.1 Staff informs the clients of the Career Program Activities details (e.g., topic, schedule, venue/cites)  (Note: Seminar, workshops, and bulletin are approved activities with necessary permits)</p>	<p>none</p>	<p>1 day</p>	<p>Rhea Lina J. Saavedra  Frances Billie Mariel Palomo</p>
<p>2. Client attends the Career Placement Program activities</p>	<p>GSCTS organizes and conducts Career Placement Program activities</p>	<p>none</p>	<p>1-2 days</p>	<p>Rhea Lina J. Saavedra</p>
<p>3. Client answers the Feedback Form</p>	<p>Staff evaluates the feedback form</p>	<p>none</p>	<p>1 hour</p>	<p>Rhea Lina J. Saavedra</p>



		<b>TOTAL</b>		7 days and 2 hours

#### 4. Job Vacancies Bulletin

To provide avenue to bridge the perspective employers and UPVTC graduates through job posting. This is to disseminate information about available job vacancies offered by the employers that the graduates may find interested to apply which may pave the way for their employment.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Employers of agencies and companies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request GCTS Form 2			UPVTC OSA GCTS Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. Clients submits letter of request, accomplished GCTS Form 2, and pertinent materials such as, but not limited to, announcement, publication materials and other documents.</p>	<p>The staff receives and checks the GCTS Form 2 and pertinent materials</p>	<p>none</p>	<p>1 day (excluding weekends and holidays)</p>	<p>Rhea Lina J. Saavedra</p>
	<p>1.1 Staff shares announcement and publication materials to OSA Official Page, Alumni Relations Officer and Division Chair</p>	<p>none</p>	<p>1 day</p>	<p>Rhea Lina J. Saavedra  Frances Billie Mariel Palomo</p>
	<p>1.2 Alumni Relations Officer and Division Chair acknowledges the shared materials</p>	<p>none</p>	<p>10 minutes</p>	
	<p><b>TOTAL</b></p>		<p>2 days</p>	



**5. Recommendation for Possible Employment**

To provide avenue to bridge the perspective employers and UPVTC graduates. This is to provide basic information (name, course and contact details) of the recommended alumni to legitimate employers for job placement purposes.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Employers of agencies and companies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request 2. Business Permit/SEC Registration/BIR Certificate of Registration or whichever is applicable. 3. Notice from DOLE or equivalent agency of the availability of position 4. GCTS Form 2			1 and 2. Requesting employee, agency or company 3. DOLE or equivalent agency 4. UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits letter of request, accomplished GCTS	The staff receives and checks the GCTS Form 2 and pertinent documents.	none	1 day (excluding weekends)	Rhea Lina J. Saavedra



Form 2, and pertinent documents.			and holidays)	
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	none	1 day	Rhea Lina J. Saavedra
	1.2 Receives Action from the Office of the Dean	none	20 min	Rhea Lina J. Saavedra
	1.3 Checks Guidance Placement Form and Exit Questionnaire (GPFES) Database, student's informed consent, and University Data Privacy Act guidelines	None	1 day	Rhea Lina J. Saavedra
	1.4 Prepares basic information of the recommended alumni	none	1 hour	
2. Client receives the names of the recommended alumni	Staff gives the names of the recommended alumni to the requesting client (e., employer, agency, and company)	none	30 minutes	Rhea Lina J. Saavedra
3. Client submits feedback form	Staff gives feedback form	None	30 min	Rhea Lina J. Saavedra
	3.1 Staff evaluates the feedback form	None	30 min	Rhea Lina J. Saavedra



	<b>TOTAL</b>		3 days 1 hour and 50 minutes	
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**6. Referral**

To provide coordination between OSA GCTS and outside agencies to assist students to receive help in their needs.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Form			UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits Referral Form or written request for a referral	The staff receives the referral form and checks on the services needed by the client.	none	2 days (excluding weekends)	Rhea Lina J. Saavedra



			and holidays)	
	1.1. GSS/Staff conducts intake interview to the client and secures informed consent	None	30 min - 1 hour	Rhea Lina J. Saavedra
	1.2 GSS/Staff prepares Referral Form (External) and directs to another professional, agency or institution for referral	none	2 hours	Rhea Lina J. Saavedra
	1.3 Client is referred to the another professional, agency or institution for referral	none	1 day	Rhea Lina J. Saavedra
2. When necessary and appropriate, client receives follow-up from the GCTS	Staff/GCTS secures informed consent and conducts follow-up from the client.	none	1 hour	Rhea Lina J. Saavedra
3. Client submits feedback form	Staff gives feedback form	None	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		3 days 4 hours and 30 minutes	



**7. Extension Service**

To provide extension services and/or coordinate/partner with Extension Office and other units, agencies, and institutions for extension programs and activities.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Public/private agencies and NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request 2. Approved Letter of Request 3. GCTS Form 2			1 Requesting Students, community, public/private agencies and NGOs  3. Office of the Dean  3. UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients submits letter of request, accomplished GCTS	The staff receives and checks the GCTS Form 2 of the nature of the request for action.	none	1 day (excluding weekends)	Rhea Lina J. Saavedra



Form 2, and pertinent documents.			and holidays)	
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	none	1 day	Rhea Lina J. Saavedra
	1.2 Staff receives Action from the Office of the Dean	none	20 min	Rhea Lina J. Saavedra
	1.3 Coordinates with the concerned individuals, offices, agencies, organization and/or institutions	None	2 days	Rhea Lina J. Saavedra
	1.4 Plans and prepares for the extension activity	none	5 days or more depending on the nature of the extension service	
2. Client receives the requested extension activity	Conducts the extension activity: lecture, training workshop, team building, community emersion psychological testing, and other activities related to the services of the Guidance Counseling and Testing	none	1-2 days	Rhea Lina J. Saavedra



3. Client submits feedback form	Staff gives feedback form	None	30 min	Rhea Lina J. Saavedra
	3.1 Staff evaluates the feedback form	None	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		11 days 1 hour and 20 minutes	

**8. Releasing of Certificate of Good Moral Character to External Clients**

Releasing of Certificate of Good Moral Character to current and former students of UPV Tacloban College.

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	External (Alumni of UPV Tacloban College)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Accomplished Request for Certificate of Good Moral Character</li> <li>2. Deposit Slip or Proof of Online Payment</li> </ol>		<b>Request for Certificate of Good Moral Character Google Form:</b>





		<a href="https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-Pzgpqin1DvllPraWmbZ2hlzty5CmcuKIGujdQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-Pzgpqin1DvllPraWmbZ2hlzty5CmcuKIGujdQ/viewform</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Good Moral Character to soa.upvtc@up.edu.ph	The staff in-charge receives the Request for Good Moral Certification and sends the instructions to the client.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee and submits the deposit slip or the proof of online payment to soa.upvtc@up.edu.ph	The staff in-charge receives and the proof of payment submitted by the client.	Php 40.00 per copy	15 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
3. The client accomplishes the Request for Certificate of Good Moral Character Google Form	The staff in-charge reviews the inputs on the Google Form for Request for Certificate of Good Moral Character.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
4. The client claims the Certificate of Good Moral Character	The staff in-charge prepares the Certificate of Good Moral Character for release.	NA	15 mins to 1 day	Frances Billie Mariel Palomo



				SOA staff in-charge
<b>END OF TRANSACTION</b>				
	<b>TOTAL</b>	Php 40.00 per copy	1 hour to 2 days	



## OFFICE OF STUDENT AFFAIRS (OSA) INTERNAL SERVICES

### GUIDANCE COUNSELING AND TESTING SERVICES

#### 1. Counseling

To assist the unique needs of the students through a person-to-person helping relationship designed to facilitate self-understanding and self-development for better decision-making and resolution of personal and emotional problems and concerns.

<b>Office or Division:</b>	Office of Student Affairs				
<b>Classification:</b>	Highly technical application				
<b>Type of Transaction:</b>	G2C				
<b>Who may avail:</b>	Students and employees				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Written or verbal request from the client			OSA GCTS		
2. KaOSA MHPSS Form			Email <a href="mailto:gcts_osa.upvtc@up.edu.ph">gcts_osa.upvtc@up.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	



6. Client submits or sends written or verbal request for counseling to OSA GCTS	Answers the verbal or written request of and directs the client to the KaOSA MHPSS form: informed consent, initial intake, brief assessment and schedule of appointment.	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra
2. Client fills up KaOSA MHPSS Intake Form	The staff receives the KaOSA Form	none	2 days (excluding weekends and holidays)	Rhea Lina J. Saavedra
	3.1 The GSS assesses the responses in the KaOSA MHPSS	none	30 – 1 hour	Rhea Lina J. Saavedra
	3.2 The staff schedules the counseling session	none	20 min.	Rhea Lina J. Saavedra
	3.3 The staff informs the client of the schedule.	none	20 min.	Rhea Lina J. Saavedra
3. Client agrees with the counseling schedule	The staff prepares the materials/documents for counseling	none	30 minutes	Rhea Lina J. Saavedra
4. Client answers counseling call or meeting.	-The GSS conducts counseling session (e.g., in person, phone call or online)	none	1 – 2 hours (excluding weekends and holidays)	Rhea Lina J. Saavedra



	<ul style="list-style-type: none"> <li>- The GSS terminates the counseling session / schedules follow-up / recommends referral</li> <li>- The staff gives evaluation form</li> </ul>			
	The GSS prepares counseling notes for documentation and safekeeping	none	30 min – 1 hour	Rhea Lina J. Saavedra
5. Client answers online Feedback Form	Evaluates the feedback form	none	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		3 days 4 hours and 10 minutes	

## 2. Psychological Testing and Evaluation for UPVTC Students

To facilitate understanding of the self, personality traits and behaviors, concerns/needs, academic aptitude and occupational interests through the use of standardized and validated applicable psychological tests. Results can be used for counseling and application for shifting to another course.

<b>Office or Division:</b>	Office of Student Affairs
<b>Classification:</b>	Highly technical application
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Written or verbal request from the client</li> <li>2. GCTS Form 2</li> <li>3. Psychological Tests</li> </ol>		OSA GCTS Email gcts_osa.upvtc@up.edu.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client submits or sends written or verbal request for psychological testing to OSA GCTS.	The staff answers the verbal or written request of the client and directs the client to answer the GCTS Form 2.	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra
2. Client fills up GCTS Form 2	The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	none	4 hours	Rhea Lina J. Saavedra
3. Client agrees with the schedule and gives inform consent	The staff prepares the testing materials and the venue.	none	1 day	Rhea Lina J. Saavedra



4. Client takes the psychological tests	The staff/examiner conducts and evaluates the psychological tests	none	5 days (excluding weekends and holidays)	Rhea Lina J. Saavedra
	4.1 staff/examiner administers the psychological testing	None	3-5 hours	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.2 Staff/scorer scores and encodes the psychological test result	none	30 minutes to 1 hour depending on the test	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	1 - 4 hours depending on the test/s	Rhea Lina J. Saavedra
5. Client receives Psychological Test Result	GSS gives interpretation of the psychological test result	none	1 hour	Rhea Lina J. Saavedra
6. Client answers online Feedback Form	The staff evaluates the feedback form	none	30 min	Rhea Lina J. Saavedra



	<b>TOTAL</b>		7 days 14 hours and 30 minutes	
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### 3. Psychological Testing and Evaluation for UPVTC Job Applicants

To conduct and provide psychological test evaluation for the requesting agency's job hiring and selection process.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	UPVTC Personnel Services Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request from the Personnel Services Unit 2. Informed Consent from the Job Applicants 3. GCTS Form 2		1. Personnel Services Office 2. Personnel Services Office 3. OSA GCTS Email gcts_osa.upvtc@up.edu.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. The client submits written request for psychological testing to OSA GCTS.	The staff answers the written request of the client and directs the client to answer the GCTS Form 2.	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra
2. Client fills up GCTS Form 2	The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	none	4 hours	Rhea Lina J. Saavedra
3. Client agrees with the schedule and agrees with the testing fees	The staff prepares the testing materials and the venue.	none	1 day	Rhea Lina J. Saavedra
3.1 Client informs the job applicants / examinees of the schedule				
4. Clients' job applicants/examinees takes the psychological tests	The staff/examiner conducts and evaluates the psychological tests	none	4 days (excluding weekends and holidays)	Rhea Lina J. Saavedra
4.1 Job applicants accomplishes GCTS Form 4 and informed consent	4.1 staff/examiner administers the psychological testing	None	3-5 hours	Rhea Lina J. Saavedra



				Frances Billie Mariel Palomo
	4.2 Staff/scorer scores and encodes the psychological tests scores	none	30 minutes to 1 hour depending on the test	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	4.3 GSS interprets and prepares psychological report	None	1 – 2 hours depending on the test	Rhea Lina J. Saavedra
5. Client receives Psychological Test Result	GSS gives interpretation of the psychological test result	none	1 hour	Rhea Lina J. Saavedra
6. Client receives billing statement	Staff prepares and gives billing statement to the client	100/test	30 min	Rhea Lina J. Saavedra
7. Clients pays testing fees at the Cashier's Office	Staff receives a photocopy / screenshot of the OR	none	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		6 days 14 hours	



**4. Individual Inventory for First Year Students**

To collect, update and safeguard students' information.

<b>Office or Division:</b>	Office of Student Affairs	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
First Year Students 1. Student's Personal Information Sheet (Form 1: SPIS) 2. Letter from UP Admissions Office / Office of College Secretary (photocopy) 3. Original Certificate of Good Moral Character from High School or previous school/college; 4. Form 137/Senior High School Card (photocopy) 5. PSA/NSO Life Birth Certificate (photocopy) 6. One (1) pc. 2x2 ID Picture; 7. One (1) long expanded folder.		First Year Students 1. UPVTC OSA GCTS. Email <a href="mailto:gcts_osa.upvtc@up.edu.ph">gcts_osa.upvtc@up.edu.ph</a> 2. UPVTC Office of College Secretary 3 and 4. Previous School



Continuing Students 1. Updating SPIS Form		Continuing Students 1. UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits requirements to OSA GCTS	The staff receives and checks the requirements	none	1 hour (excluding weekends and holidays)	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.1 Staff checks completeness of requirement and entries in the SPIS  Note: With informed consent, data can be used in developing programs and activities for the students (e.g., group guidance)	none	30 minutes	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo



	<p>1.2 Staff encodes and files the student's portfolio - hardcopy and electronic</p> <p>Note: end transaction for continuing students</p>	none	30 minutes	<p>Rhea Lina J. Saavedra</p> <p>Frances Billie Mariel Palomo</p>
2. First year students receive certification	Staff issues Certification on submission of requirements to the first year students and directs them to the Office of the College Secretary for enrolment.	none	1 day	Rhea Lina J. Saavedra
	<b>TOTAL</b>		1 day and 2 hours	



**5. Information Service – Group Guidance and Psychoeducation program for UPVTC Students**

To provide information to students through orientation, seminar, workshops, and trainings on topics such as mental health, personality development, decision-making and other psychoeducation activities. This may be coordinated or collaborated with other organizations and offices. Examples are: Orientation Program, PEP sessions, OSA Talk Series.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Registration Form			UPVTC OSA GCTS Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client registers to the group guidance and psychoeducation activities	The staff disseminates group guidance activities and receives Registration Forms	none	30 min.	Rhea Lina J. Saavedra



				Frances Billie Mariel Palomo
	1.1 Staff records information details given by the students	none	20 minutes	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.2 Staff informs the student details of the activities (schedule and venue)  (Note: This are approved activities with necessary permits)	none	10 minutes	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
2. Client attends the group guidance and psychoeducation activities	GSCTS conducts the group guidance and psychoeducation activities	none	1 – 3 days days	Rhea Lina J. Saavedra
3. Client answers the Feedback Form	Staff evaluates the feedback form	none	1 hour	Rhea Lina J. Saavedra



		<b>TOTAL</b>		3 days and 2 hours

**6. Information Service – Guidance Nook**

To provide a space for students where they can share their thoughts and ideas, read and relax.

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration in the Logbook			UPVTC OSA GCTS Email gcts_osa.upvtc@up.edu.ph	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





<p>1. Client registers in the logbook</p>	<p>Staff/PF checks the logbook and directs the client to the guidance nook</p>	<p>none</p>	<p>5 min.</p>	<p>Rhea Lina J. Saavedra  Frances Billie Mariel Palomo  Peer Facilitators</p>
<p>2. Client enters the nook and receives available services</p>	<p>Staff provides reading materials, indoor games, and safe space to share and relax</p>	<p>none</p>	<p>2 hours</p>	<p>Peer Facilitators</p>
<p>3. Client answers the Feedback Form</p>	<p>Staff evaluates the feedback form</p>	<p>none</p>	<p>1 hour</p>	<p>Rhea Lina J. Saavedra  Frances Billie Mariel Palomo</p>



				Peer Facilitators
		<b>TOTAL</b>	3 hours and 5 minutes	

**7. Career Placement Program**

To create directory and provide career-related information to graduating students through seminars, orientation, workshops, bulletins.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Graduating students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Accomplished Guidance Placement Form and Exit Questionnaire (GPFEQ)		UPVTC OSA GCTS	
Registration Form		Email gcts_osa.upvtc@up.edu.ph	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client answers and submit GPFEQ with informed consent	The staff receives and checks the GPFEQ	none	2 days (excluding weekends and holidays)	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.1 Staff records information details given by the students  (Note: Information becomes part of the database of the directory of the graduating students per year)	none	30 minutes	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.2 Staff analyzes and reports summary of the information  (Note: information will be used to develop and organized Career Placement/development activities)	none	1 day	Rhea Lina J. Saavedra



2. Clients receives information	Staff informs the students of the Career Placement Program and activities (e.g., CPOES, career counseling, Job Fair, Bulletins) and directs to the registration form	none	1 day	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
3. Client registers to the Career Placement Program	Staff receives the registration form and records the information details.	none	30 min	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	3.1 Staff informs the clients of the Career Program Activities details (e.g., topic, schedule, venue/cites)  (Note: Seminar, workshops, and bulletin are approved activities with necessary permits)	none	1 day	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
2. Client attends the Career Placement Program activities	GSCTS organizes and conducts Career Placement Program activities	none	1-2 days	Rhea Lina J. Saavedra



3. Client answers the Feedback Form	Staff evaluates the feedback form	none	1 hour	Rhea Lina J. Saavedra
	<b>TOTAL</b>		7 days and 2 hours	

### 8. Peer Facilitating Program

Train students with sense of volunteerism and commitment to facilitate fellow students to receive applicable GCTS programs and activities (e.g., PEP Sessions, intake interviews).

<b>Office or Division:</b>	Office of Student Affairs	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Peer Facilitating student applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



GCTS PF Application Form		UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits accomplished GCTS PF Application Form	The staff receives and checks the GCTS PF Application Form from the client.	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
	1.1 Staff schedules psychological test and interview of the client.	none	1 day	Rhea Lina J. Saavedra
	1.2 Staff gives clients informed consent, schedule of psychological test and interview.	none	20 min	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo



2. Clients provides informed consent and answers psychological test	GSS/examiner conducts psychological test and scores/evaluates the tests	None	1 day	Rhea Lina J. Saavedra
	2.1 GSS/examiner administers the test to the client	none	1 hour	Rhea Lina J. Saavedra
	2.2 GSS/staff scores the test	none	1 hour	Rhea Lina J. Saavedra
	2.3 GSS interprets the test	none	2 hours	Rhea Lina J. Saavedra
3. Clients provides informed consent and attends the interview	GSS/staff/PF conducts interview with the client	none	30 minutes	Rhea Lina J. Saavedra
	3.1 Staff/PF prepares documents for interview.	None	30 min	Rhea Lina J. Saavedra
	3.2 Staff scores and prepares summary of results of the applicants	none	2 hours	Rhea Lina J. Saavedra
	3.3. Staff prepares the list of qualified applicants	none	1 hour	Rhea Lina J. Saavedra



	3.4 Staff informs qualified applicants	none	30 min.	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
4. Client receives result of their application	GSS/Staff informs qualified applicants of the Peer Facilitating Seminar-Workshop	None	30 min	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo
5. Client attends PF Training Workshop	GSS organizes and conducts PF Training Workshop	None	3 days	Rhea Lina J. Saavedra
5.1 Client submits feedback form	5.1 Staff gives feedback form	None	30 min	Rhea Lina J. Saavedra
6. Clients gives informed to post their names as qualified PF at the OSA Bulletin and Page	Staff seeks informed consent and posts the names of qualified PF at the OSA Bulletin and Page	none	30 min	Rhea Lina J. Saavedra  Frances Billie Mariel Palomo





7. PFs assist in the different activities of the OSA and GCTS	GSS supervises and mentors the different activities of the PF (e.g., PEP Sessions, Orientation Program, intake-interviews, etc.)	none	3 days	Rhea Lina J. Saavedra
	<b>TOTAL</b>		9 days 10 hours and 20 minutes	

**9. Referral (Internal)**

To provide coordination between OSA GCTS and UPVTC offices and individuals to assist students receive help in their needs.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C, G2G		
<b>Who may avail:</b>	UPVTC offices and individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Referral Form or written referral		UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits Referral Form or written referral	The staff receives the referral form and checks on the need services of the referred client	none	2 days (excluding weekends and holidays)	Rhea Lina J. Saavedra
	1.1. Checks on the University Data Privacy Act guidelines		1 day	Rhea Lina J. Saavedra
	1.2 GSS/Staff reaches out to the referred client and seeks informed consent.	none	1-3 days	Rhea Lina J. Saavedra
	1.3 If informed consent is secured, GSS/Staff provide services to the referred client.	none	3 days	Rhea Lina J. Saavedra
	1.4 Staff/GSS prepares reports	None	1 day	Rhea Lina J. Saavedra
2. When necessary, client receives appropriate feedback on the action taken of the office subject to the Data Privacy Act, RA	Staff/GCTS provides feedback on the action taken only if necessary and subject to the Data Privacy Act, RA 9258, and PGCA Code of Ethics	none	1 hour	Rhea Lina J. Saavedra



9258, and PGCA Code of Ethics				
		<b>TOTAL</b>		10 days and 1 hour

**10. Extension Service**

To provide extension services and/or coordinate/partner with Extension Office and other units, agencies, and institutions for extension programs and activities.

<b>Office or Division:</b>	Office of Student Affairs		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C, G2B, G2G		
<b>Who may avail:</b>	Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter of Request 2. Approved Letter of Request 3. GCTS Form 2		1 Requesting Students, community, public/private agencies and NGOs 3. Office of the Dean 3. UPVTC OSA GCTS. Email gcts_osa.upvtc@up.edu.ph	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits letter of request, accomplished GCTS Form 2, and pertinent documents.	The staff receives and checks the GCTS Form 2 of the nature of the request for action.	none	1 day (excluding weekends and holidays)	Rhea Lina J. Saavedra
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	none	1 day	Rhea Lina J. Saavedra
	1.2 Staff receives Action from the Office of the Dean	none	20 min	Rhea Lina J. Saavedra
	1.3 Coordinates with the concerned individuals, offices, agencies, organization and/or institutions	None	2 days	Rhea Lina J. Saavedra
	1.4 Plans and prepares for the extension activity	none	5 days or more depending on the nature of the extension service	
2. Client receives the requested extension activity	Conducts the extension activity: lecture, training workshop, team building, community emersion psychological	none	1-2 days	Rhea Lina J. Saavedra



	testing, and other activities related to the services of the Guidance Counseling and Testing			
3. Client submits feedback form	Staff gives feedback form	None	30 min	Rhea Lina J. Saavedra
	3.1 Staff evaluates the feedback form	None	30 min	Rhea Lina J. Saavedra
	<b>TOTAL</b>		11 days 1 hour and 20 minutes	

**OSA SCHOLARSHIP AND FINANCIAL ASSISTANCE UNIT (SFA)**

**11. Application for Grants-in-Aid (Socialized Tuition) Program**

Facilitate student applications for GIAP online processing

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Citizens must be:



	<ul style="list-style-type: none"> <li>• Filipino</li> <li>• Bona fide UPVTC students (newly admitted, enrolled, or continuing)</li> <li>• Must not be serving more than 30 days suspension upon application.</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computers and internet connectivity for SLAS online application		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New applicant submits written request for UP mail registration on SLAS online via email.	1. Receiving staff registers student's UP mail address on SLAS online.	None	10 minutes	Lorna N. Rodrigo/ Scholarship Affairs Officer
2. Old and new applicant logs in at Grants-in-Aid Program website ( <a href="https://slasonline.up.edu.ph">https://slasonline.up.edu.ph</a> ) using UP mail account.	(For Special Cases) Staff updates student's basic information and submits data to database.	None	10 minutes/case	Lorna N. Rodrigo/ Scholarship Affairs Officer
3. Applicant submits application online and waits for results.	2. A team processes submitted GIAP applications and releases results via website.	None	Subject to System's posted schedules	UP ITDC Team



4. Student applicants checks results via email inquiry or logging on to slasonline website or CRS account.	3. Staff encodes GIAP bracket results in the student's slasonline and CRS account	None	5 minutes	Lorna N. Rodrigo/ Scholarship Affairs Officer
	<b>TOTAL</b>		25 inutes	

**12. Appeal for Grants-in-Aid (Socialized Tuition) Program**

Facilitates appeal of students about GIAP

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• Filipino</li> <li>• Bona fide UP students (newly admitted, enrolled, or continuing)</li> <li>• Must not be serving more than 30 days suspension upon application</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



<ul style="list-style-type: none"> <li>• ITR / Proof of Income / BIR Certificate of Exemption</li> <li>• Medical Certificate / Medical Abstract – if appeal is based illness</li> <li>• Utility Bills for the last 3 months from the date of appeal application</li> <li>• Photos of the house facilities (facade, living room, kitchen, comfort room/s and bedroom) with certification from Barangay Chairman</li> </ul>		BIR, RHU, home,		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant logs in at slasonline@up.edu.ph, fills out online appeal application form, and submits application.	Scholarship personnel through slasonline@up.edu.ph, generates/extracts appeal application form.	None	Not Applicable	Lorna N. Rodrigo/ Scholarship Affairs Officer
	1.1 Personnel reviews appeals generated/extracted.	None	Not applicable	Lorna N. Rodrigo/ Scholarship Affairs Officer
	1.2 Scholarship personnel sets interview.	None	Not Applicable	Lorna N. Rodrigo/ Scholarship Affairs Officer
2. Applicant appears for the online/ phone interview.	Personnel conducts interview.	None	Not Applicable	Lorna N. Rodrigo/





				Scholarship Affairs Officer
	2.1 Staff I informs students to submit the required documents.	None	Not applicable	Lorna N. Rodrigo/ Scholarship Affairs Officer
3. Student applicant submits complete required documents via email.	3. Scholarship staff checks for completeness of documents	None	Not Applicable	Lorna N. Rodrigo/ Scholarship Affairs Officer
	3.1 Staff acknowledges receipt of email.			
	3.2 UPV SSFAC sets deliberation meeting.	None	Not applicable	UPV SSFAC
	3.3 Staff acknowledges appeals (email/text message) a day before the SSFAC meeting.	None	1 working day	Lorna N. Rodrigo/ Scholarship Affairs Officer
	3.4 Scholarship personnel prepares results.	None	3 working days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	3.5 Staff encodes results to SLAS online and CRS.	None	3 working days	Lorna N. Rodrigo/



				Scholarship Affairs Officer
	3.6 Scholarship personnel releases decision and informs students of the decision/result.	None	3 working days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	<b>TOTAL</b>		10 working days	

**System Scholarship**

**13. System Scholarship Application and Evaluation**

Facilitates application and evaluation of students about system scholarships

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit	
<b>Classification:</b>	Simple to Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Undergraduate	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



New Applicants				
Completely filled-out application form		OSA		
Registration Form5		OCS		
Copy of grades/TCG		OCS		
Certificate of Good Moral		OSA - Guidance and Counseling Services Unit		
ITR/Certificate of BIR Exemption/Affidavit of Source of Income		Home		
Continuing recipients:				
Registration Form5		OCS		
Copy of grades/TCG		OCS		
Certificate of Good Moral		OSA - Guidance and Counseling Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Application</b>				
	Scholarship personnel announces the opening of Presidential Scholarship Grant via online posting.	None	1 day	Lorna N. Rodrigo/ Scholarship Affairs Officer



1.System scholarship applicant submits application and complete documents thru email.	Personnel receives complete documents via email.	None	Up to 2 days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	Staff acknowledges receipt if documents are complete. If not, ask the applicants to submit the lacking documents.	None	Up to 2 days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	Scholarship officer ranks applicants based on criteria.	None	Up to 7 days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	<b>TOTAL</b>		Up to 12 working days	
<b>Evaluation</b>				
	OSA endorses shortlisted applicants for deliberation to UPV-SSFAC.	None	Up to 15 days	Ervina A. Espina/ OSA Coordinator
	UPV endorses list of qualified recipients to OSFA.	None	Up to 5 days	UPV OSA Director
	<b>TOTAL</b>		Up to 20 working days	



**14. Facilitating Release of Entitlements**

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Undergraduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DV Payroll		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Scholarship personnel follows up FCM from SOVPPF.	None	1 day	Lorna N. Rodrigo/ Scholarship Affairs Officer
	Personnel receives FCM.	None	5 days	Lorna N. Rodrigo/ Scholarship Affairs Officer
Recipients will open LBP account and send details via email.	Staff prepares DV/Payroll and attachments	None	4 days	Lorna N. Rodrigo/



				Scholarship Affairs Officer
	Submission of signed DV/Payroll to Accounting Office.	None	1 day	Lorna N. Rodrigo/ Scholarship Affairs Officer
	<b>TOTAL</b>			

**Donor-funded (Private) Scholarship**

**15. Donor-funded (Private) Scholarship: Program Creation**

To assist individuals or corporations who have intention to donate to the university.

<b>Office or Division:</b>	Office of Student Affairs – Scholarships and Financial Assistance Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Private Donors to UP System
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• UP Filipino students</li> <li>• Bona fide UPVTC students (newly admitted, enrolled, or continuing)</li> </ul>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirement: Letter of Intent		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective donor sends Letter of Intent sent via OSA email.	1. Scholarship staff receives LOI.	None	3 working days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	2. OSA drafts MOA.	None	3 working days	Ervina A. Espina OSA Coordinator
2. Donor reviews Draft MOA	3. College's legal officer evaluates MOA.	None	7 working days	Legal Officer
3. Donor comments and approves Draft MOA.	4. OSA forwards Draft MOA	None	Not applicable	Prospective Donor
4. Donor sends final Draft	5. Staff forwards final Draft to Legal Office for recommendation to the President for signature	None	3 working days	Legal Officer



5.Final MOA for signing	6. For signature/approval of President/Chancellor	None	1 working day	UPV Chancellor
	<b>TOTAL</b>		20 working days	

**16. Donor-funded (Private) Scholarship: Application and Screening**

Facilitate student application and screening for private funded scholarships.

<b>Office or Division:</b>	Office of Student Affairs – Student Financial Assistance Unit	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Government to Citizen	
<b>Who may avail:</b>	Citizens must be: <ul style="list-style-type: none"> <li>• Filipino</li> <li>• Bona fide UPVTC students (newly admitted, enrolled, or continuing)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Scholarship Application Form</li> </ul>	OSA	





• Data Privacy Consent Form		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Scholarship announcement of opening of available scholarships via online posting.	None		Lorna N. Rodrigo/ Scholarship Affairs Officer
1. Scholarship applicant inquires availability of Scholarship openings thru email and secure Application Form, once qualified.	Staff provide additional information/instructions to scholarship applicants.	None	10 minutes	Lorna N. Rodrigo/ Scholarship Affairs Officer
2. Applicant submits scholarship application form and the requirements via email.	Personnel accepts, screens applications and checks requirements submitted.	None	20 minutes	Lorna N. Rodrigo/ Scholarship Affairs Officer
3. Applicant receive acknowledgement receipt of application.	Scholarships officer review and rank applicants; prepare summary report/matrix for presentation	None	Up to 7 working days	Lorna N. Rodrigo/ Scholarship Affairs Officer



	3.1 Schedule an interview of applicants to the Scholarship Committee.			
3 Receive Notice of Scholarship Award	Request the scholar to submit the following: a. Thank you Letter to the donor; b. Landbank ATM Account Number  Signed conforme Notice of Scholarship Award.	None	Up to 3 working days	Lorna N. Rodrigo/ Scholarship Affairs Officer
	<b>TOTAL</b>		Up to 10 working days	

**17. Donor-funded (Private) Scholarship: Evaluation of Applicants**

Facilitates evaluation and finalization of ranked scholarship applicants.

<b>Office or Division:</b>	Office of Student Affairs - Student Financial Assistance Unit
<b>Classification:</b>	Simple-Complex



<b>Type of Transaction:</b>	Private Donors to UP System			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• UP Filipino students</li> <li>• Bona fide UP students (newly admitted, enrolled, or continuing)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Ranked Applicants		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	OSA prepares List of Ranked Applicants for Dean's approval.	None	1 working day	Ervina A. Espina/OSA Coordinator
1. Reviews and approves List of Ranked Applicants.	Dean approves List of Ranked Applicants.	None	1 working day	Patricia B. Arinto/Dean
	1.1 Scholarship officer notify donor and emails, calls, texts shortlisted applicants	None	1 working day	Lorna N. Rodrigo/Scholarship Affairs Officer



2. Donor issues check.	OSA deposits & acknowledge donor's deposit.	None	2 working days	Ervina A. Espina/OSA Coordinator
3. Student submits bank details and form5 via email.	Staff receives students' bank details and form5.	None	1 working day	Lorna N. Rodrigo/Scholarship Affairs Officer
	3.1 Prepares Vouchers for payment of benefits.	None	1 working day	Lorna N. Rodrigo/Scholarship Affairs Officer
	<b>TOTAL</b>		7 working days	

**STUDENT ORGANIZATIONS AND ACTIVITIES**

**18. Releasing of Certificate of Good Moral Character to Internal Clients**

Releasing of Certificate of Good Moral Character to current and former students of UPV Tacloban College.

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Internal (Students of UPV Tacloban College)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>Accomplished Request for Certificate of Good Moral Character Google Form</li> <li>Deposit Slip or Proof of Online Payment</li> </ol>		<p><b>Request for Certificate of Good Moral Character Google Form:</b></p> <p><a href="https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-PzgpkiN1DvIIPraWmbZ2hlzzy5CmcuKIGujdQ/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfUIh3Sdi-PzgpkiN1DvIIPraWmbZ2hlzzy5CmcuKIGujdQ/viewform</a></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Good Moral Character to soa.upvtc@up.edu.ph	The staff in-charge receives the Request for Certificate of Good Moral Character and sends the payment instructions to the client.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee submits the deposit slip or proof of online payment to soa.upvtc@up.edu.ph	The staff in-charge receives the proof of payment submitted by the client.	Php 40.00 per copy	15 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
3. The client accomplishes the Google Form for Request for Certificate of Good Moral Character	The staff in-charge reviews the inputs on the Google Form for Request for Certificate of Good Moral Character	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge



4. The client claims the Certificate of Good Moral Character	The staff in-charge prepares the Certificate of Good Moral Character for release.	NA	15 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
<b>END OF TRANSACTION</b>				
	<b>TOTAL</b>	Php 40.00 per copy	1 hour to 2 days	

**19. Processing of Activity Proposals of Student Organizations**

Processing and Facilitating of Activity Proposals submitted by Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Internal (Student Organizations)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Activity Proposal</li> <li>2. Accomplished Request to Conduct an Activity Google Form</li> </ol>		<p><b>Activity Proposal Template:</b></p> <p><a href="https://drive.google.com/file/d/14U7orVGHsb2Cm8dKpnWNHx_0S68otYSo/view?usp=sharing">https://drive.google.com/file/d/14U7orVGHsb2Cm8dKpnWNHx_0S68otYSo/view?usp=sharing</a></p>



		<p><b>Request to Conduct an Activity Google Form:</b></p> <p><a href="https://docs.google.com/forms/d/e/1FAIpQLSffYMZXQxGRXTgrFdp9fftKzGhY6mMQLztTwe47WC6csbdrgg/viewform">https://docs.google.com/forms/d/e/1FAIpQLSffYMZXQxGRXTgrFdp9fftKzGhY6mMQLztTwe47WC6csbdrgg/viewform</a></p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The organization sends an accomplished Activity Proposal to soa.upvtc@edu.ph	The staff in-charge receives and reviews the activity proposal and forwards it to the OSA Coordinator for approval.	NA	10 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
2. If the proposal is approved, the organization accomplishes the Request to Conduct an Activity Google Form	The staff in-charge informs the organization about the status of their activity proposal and if approved, checks the inputs of the organization on the Google Form for Request to Conduct an Activity	NA	5 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
3. The organization proceeds with their approved activity		NA	NA	NA



END OF TRANSACTION				
	<b>TOTAL</b>	NA	15 mins to 2 days	

**20. Posting of Publication Materials of Student Organizations**

Processing and Facilitating of Activity Proposals submitted by Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Student Organizations)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The organization sends the publication material to soa.upvtc@up.edu.ph	The staff in-charge receives the publication material and reviews the content.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge





2. The organization posts the publication material on their Official Facebook page and tags the Official Facebook page of UPVTC SOA.	The staff in-charge approves the tag request and updates the SOA Facebook page.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
<b>END OF TRANSACTION</b>				
		<b>TOTAL</b>	NA	10 mins

**21. Monitoring of Accomplished Online Activities of Student Organizations**

Facilitating and Reviewing of Activity Accomplishment Reports of Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Internal (Student Organizations)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished Activity Report		<b>Student Organization Activity Accomplishment Google Form:</b>



<p>2. Filled-out Google Form for Student Organization Activity Accomplishment</p>	<p><a href="https://docs.google.com/forms/d/e/1FAIpQLScHg8pA77Y9zwS08_ZU7WzSck-RBER1_srQJuGnhXptqu8o6A/viewform">https://docs.google.com/forms/d/e/1FAIpQLScHg8pA77Y9zwS08_ZU7WzSck-RBER1_srQJuGnhXptqu8o6A/viewform</a></p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTION</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1. The organization sends the Activity Documentation Report to soa.upvtc@up.edu.ph</p>	<p>The staff in-charge receives and reviews the Activity Documentation Report.</p>	<p>NA</p>	<p>5 mins</p>	<p>Frances Billie Mariel Palomo SOA staff in-charge</p>
<p>2. If the Activity Documentation Report is approved, the organization accomplishes the Google Form for Student Organization Activity Accomplishment</p>	<p>The staff in-charge informs the organization about the status of their Activity Documentation.  If approved, the staff in-charge checks the inputs of the organization on the Student Organization Activity Accomplishment Google Form.</p>	<p>NA</p>	<p>5 mins</p>	<p>Frances Billie Mariel Palomo SOA staff in-charge</p>
<p style="text-align: center;"><b>END OF TRANSACTION</b></p>				



	<b>TOTAL</b>	NA	10 mins	
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**22. Releasing of Certificate of Acknowledgement to Internal Clients**

Processing and Releasing of Certificate of Acknowledgement to Recognized Student Organizations

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UPV Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Request for Certificate of Acknowledgement</li> <li>2. Deposit Slip or Proof of Online Payment</li> </ol>		<p><b>Request for Certificate of Acknowledgement Google Form:</b></p> <p><a href="https://docs.google.com/forms/d/e/1FAIpQLSfUf-FytNUk9Zz6fixLGihV56PN64Xg0-gGN4AdWB3G9DAAtw/viewform">https://docs.google.com/forms/d/e/1FAIpQLSfUf-FytNUk9Zz6fixLGihV56PN64Xg0-gGN4AdWB3G9DAAtw/viewform</a></p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. The client sends a Request for Certificate of Acknowledgement to soa.upvtc@up.edu.ph	The staff in-charge receives the Request for Acknowledgement and sends the payment instructions to the client.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
2. The client pays for the certification fee and submits the deposit slip or proof of online payment to soa.upvtc@up.edu.ph	The staff in-charge receives and reviews the proof of payment submitted by the client.	Php 40.00 per copy	15 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
3. The client accomplishes the Google Form for the Request for Certificate of Acknowledgement	The staff in-charge reviews the the inputs in the Google Form for the Request for Certificate of Acknowledgement	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge
4. The client claims the Certificate of Acknowledgement	The staff in-charge prepares the Certificate of Acknowledgement for release.	NA	15 mins to 1 day	Frances Billie Mariel Palomo SOA staff in-charge
<b>END OF TRANSACTION</b>				
	<b>TOTAL</b>	Php 40.00 per copy	1 hour to 2 days	



**23. Facilitating of the Application for Recognition of Student Organization**

<b>Office or Division:</b>	<b>OFFICE OF STUDENT AFFAIRS</b>			
<b>Classification:</b>	COMPLEX			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Internal (Students of UPV Tacloban College)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Accomplished Form for Application for Recognition</li> <li>2. Complete Application for Recognition Requirements</li> <li>3. Accomplished Form for Student Organization Directory</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client accomplishes the Form for the Application for Recognition	The staff in-charge reviews the inputs in the Form for Application for Recognition and sends the List of Requirements for Recognition to the client.	NA	5 mins	Frances Billie Mariel Palomo SOA staff in-charge



<p>2. The client submits the requirements for recognition</p>	<p>The staff in-charge reviews the requirements for recognition submitted by the client and forwards it to the Committee for Student Organization Recognition for screening and approval</p>	<p>NA</p>	<p>15 mins to 1 day</p>	<p>Frances Billie Mariel Palomo SOA staff in-charge, members of Committee for Student Organization Recognition</p>
<p>3. If application requirements are approved, the client accomplishes the Form for Student Organization Directory</p>	<p>If application is approved, the staff in-charge sends the link for the Form for Student Organization Directory to the client.</p>	<p>NA</p>	<p>5 mins</p>	<p>Frances Billie Mariel Palomo SOA staff in-charge</p>
<p><b>END OF TRANSACTION</b></p>				
	<p><b>TOTAL</b></p>	<p>NA</p>	<p>25 mins to 1 day</p>	



**DORMITORIES**

**24. Application and Selection of incoming UP Ladies and Men’s Dormers**

Facilitate application of student dormer applicants.

<b>Office or Division:</b>	Office of Student Affairs: UP Ladies and Men’s Dormitory			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students (particularly 1 <sup>st</sup> years and those who belong to bracket FDS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Dormitory application form		Ladies and Men’s dorm/ email dorm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client inquires from the Dormitories through face to face inquiry/ email.	Staff/ Dorm manager entertains the queries through face to face or vis email response	N/A	10 mins	Ms. Luz Garado/ Miah Maye Pormon Clarence Galang



<p>2. Fill-out the Dormitory application form</p>	<p>Staff/ Dorm manager accepts the duly accomplished dormitory application form, checks the completeness of the entries and signature (Place in the folder together with the other dormitory application form)</p>	<p>N/A</p>	<p>2 mins</p>	<p>Ms. Luz Garado/ Miah Maye Pormon Clarence Galang</p>
<p>3. <b>Applicant answers the interviewer honestly.</b></p>	<p>Dorm manager interviews each student based on her entry on the application form.</p>	<p>N/A</p>	<p>20 mins</p>	<p>Miah Maye Pormon/ Ms. Luz Garado</p>
<p>4. <b>Waits for the result of application. (from the day of application up to the 1<sup>st</sup> week of July)</b></p>	<p>Dorm personnel selects qualified students based on the qualification of the applicant.</p>	<p>N/A</p>	<p>1 week</p>	<p>Miah Maye Pormon/ Ms. Luz Garado Clarence Galang</p>
	<p><b>3.1 Staff/ dorm manager encodes and print the list of names of qualified applicants</b></p>		<p>1 hour</p>	<p>Miah Maye Pormon/ Ms. Luz Garado</p>





	3.2 Staff/ dorm manager files and keep application form for record purposes		30 mins	Clarence Galang
5. Applicant goes through the list of accepted dormers in the posted list in the posting area/ email	Dorm personnel announces/ posts names of qualified applicants on the posting area and through email.	N/A	3 mins	Miah Maye Pormon/ Ms. Luz Garado
	<b>TOTAL</b>		7 days 2 hours and 5 mins	

**25. Orientation and Accommodation of Incoming Dormers**

Orientation and accommodation of incoming students to the UP Ladies dormitory

<b>Office or Division:</b>	Office of Student Affairs: UP Ladies and Men’s Dormitory
<b>Classification:</b>	Complex transaction
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Students (particularly 1 <sup>st</sup> years and those who belong to bracket FDS)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Duly accomplished PDS with 1 pc. 2X2 I.D picture, Appliance Declaration Form, Waiver form, Photo copy of form 5 and official receipt on cash deposit of five hundred fifty pesos.		Ladies and Men's dorm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants & parents attend the orientation on dormitory policies and guidelines.	Dorm personnel schedules the orientation for the applicants and their parents and informs them through text, phone or email.	N/A	Announcement will be made after the posting of the qualified applicant	Miah Maye Pormon/ Clarence Galang  Luz Garado
	1.1 Dorm personnel orients the parents and applicants about the policies and guidelines of the dormitory.	N/A	2 hrs.	Miah Maye Pormon/ Clarence Galang



	1.2 Dorm personnel gives the PDS form for the applicants to fill-out.	N/A	5 min	Miah Maye Pormon/ Clarence Galang
2. Applicant fills out the PDS form, appliance declaration form, waiver form & complete the requirements needed.	Dorm personnel receives the duly accomplished PDS form, together with the other requirements and place this in a folder (this will serve as the student individual portfolio).	Deposit fee equivalent to one-month rental (550)	5 min	Luz Garado Clarence Galang
	2.1 Dorm personnel checks the completeness of the requirements, the entries and signatures.	N/A	5 min	Luz Garado Clarence Galang
	2.2 Dorm personnel pastes the 2x2 ID picture in her PDS form and return the requirements to her folder.	N/A	5 min	Luz Garado Clarence Galang
3. Applicant gets the room assignment	Staff/ dorm manager assigns room to each dormer/ applicant	N/A	10 min	Miah Maye Pormon/ Luz



				Garado/ Clarence Galang
		<b>TOTAL</b>	2 hrs and 20 mins	



## COLLEGE LIBRARY EXTERNAL SERVICES

### 1. Use of Information Resources and Facilities by Non-UP Clients

Non-UP (external) clients may use the library's information resources and facilities on campus subject to the rules and regulations. If clients want to visit the library in groups, it is advisable that the person giving the referral letter to them should contact first the head librarian to set a schedule to minimize overcrowding and loitering.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			Client's institution	
Referral letter from the head/university librarian, or head of office			Client's institution	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client presents referral letter and ID.	1. Staff receives the letter and verifies the client's identity against the ID.		1 minute	<i>Staff on Duty Control Desk</i>
2. Client writes in the logbook the necessary	2. Staff instructs the client to write in the logbook.		5 minutes	



data (i.e., complete name, name of Institution, date and time logged in, signature)				
3. Client proceeds to the Circulation Desk.	3. Staff forwards the letter and ID to the staff on duty in Circulation Desk to orient/assist the client for his/her information needs.		As needed	
4. Client uses the library resources and facilities.	4. Staff assists the client, as necessary.		As needed	
5. Client gets the assessment slip and proceeds to Cash Office to pay the fees.	5. Staff gives assessment slip to the client and instructs the client to proceed to the Cash Office for payment after the use of the library.	As assessed: Php 20 for researcher's fee; Php 20 for computer rental or use of electricity; Php 1.75 (short), Php 2.00 for (long) for black and white printing/photocopying	5 minutes	
6. Client pays the fees at Cash Office.	6. Staff issues the official receipt.	Php 20.00 or as assessed		<i>Reymonte de May I. Balila</i> Collection Officer, Cash Office



7. Client proceeds back to the library and presents the official receipt	7. Staff checks the official receipt if everything is in order, returns the official receipt together with his/her ID.			
	<b>TOTAL</b>	<b>Php 20.00 or as assessed</b>	<b>As needed (in minutes)</b>	

## 2. Readers Advisory

Reader's Advisory is provided by the Library to clients who needs reference/information and bibliographic services.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client asks a simple reference or bibliographic question.	1. Staff analyzes the question.		As needed	<i>Staff on Duty in any of the frontline desks Control Desk,</i>
2. Client checks recommendations.	2. Staff advices/recommends possible solutions to the client's question/s. If		As needed	



	needed, provides personal assistance or asks another staff to assist the client who may not be that familiar with the library.			Circulation Desk, Reserve Desk, Periodicals & Theses Desk, Graduate Studies and Reading Room
	<b>TOTAL</b>	<b>None</b>	<b>As needed (in minutes)</b>	

### 3. Virtual Reference Service (VRS)

Virtual Reference Service (VRS) is one of the library services which allows the librarians and the clients to communicate with each other through online platform by e-mail, chat or instant messaging format.

<b>Office or Division:</b>	UPVTC Library		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	External clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits the website or social media accounts of the library.	1. Librarian acts as YOLA (Your Online Librarian At-your-service), the virtual reference assistant of the UPVTC Library chatbot.		30 seconds	
2. Client clicks on the frequently-asked-questions.	2. YOLA replies immediately to the FAQs.		30 seconds	
	2.1. YOLA redirects the client to the different social media platforms or website of the library.		1 minute	
3. Client asks questions not posted as an FAQ.	3. YOLA replies with the usual chat conversation with the client.		Within the day	<b>Melanie Lyn M. Calope</b> Online Librarian
4. Client is satisfied with his/her library query.	4. YOLA ends the conversation.		30 seconds	
	4.1. If YOLA is away, ready-made replies is also available.		30 seconds	
	<b>TOTAL</b>	<b>None</b>	<b>Within the day</b>	



#### 4. Borrowing of Books for Photocopying or Room Use

For external clients who visits the library, published library materials (i.e., books and periodicals) can be borrowed for photocopying or room use only. Borrowing for home reading is not allowed. The reference and regular circulation books can be accessed in open shelves and borrowing is done at the Circulation Desk. Books in closed shelves located in Reserve Section and Graduate Studies Reading Room can be borrowed with assistance from the library staff on duty and can be borrowed in their appropriate sections.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client searches in OPAC and proceeds to get the book if in open shelves or approaches the appropriate desk to inquire if a certain book in closed shelves is available.	1. Staff listens and checks the book.		3 minute	<i>Staff on Duty</i> Circulation Desk, Reserve Desk
	1.1 For books in open shelves, staff proceeds in processing the book to be borrowed .			Asther Mariz O. Baranda Administrative Aide 6 Graduate



	1.2 For books in closed shelves, staff gets the book on shelf and gives the book card to the client to fill in.			Studies and Reading Room
2. Client checks if it is the book he/she wants to borrow, writes in book card the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff.	2. Staff receives book card, checks the entries and affixes his/her signature		3 minutes	
	2.1 Staff stamps the current date, writes "for photocopying" and signs on the book's date due slip.		1 minute	
3. Client receives the book which s/he returns after use within the day.	3. Staff releases the book being borrowed.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

**5. Borrowing of Periodicals (Periodicals & Theses Desk)**

For external clients who visits the library, periodicals can be borrowed for photocopying or room use only. Borrowing for home reading is not allowed. Periodicals are located in Periodicals and Theses Desks where these can be borrowed.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to Periodicals & Theses Desk to inquire if a certain periodical is available.	1. Staff listens and checks if the periodical is available on shelf.		2 minutes	<i>Staff on Duty</i> Or Emaylyn A. Villegas Administrative Aide 6
	1.1 Staff retrieves the periodical and presents it to the client for verification.		1 minute	
	1.2 Once verified, staff instructs the client to fill out either a periodical slip (for room use) or 2 copies of the exit pass (for photocopying).		1 minute	
2. Client fills-out either a periodical slip (for room use) or 2 copies of the exit pass (for photocopying).	2. Staff receives the form, checks the entries and retains a copy.		3 minutes	
3. Client receives the periodical which s/he will return after use within the day.	3. Staff releases the periodical to the client.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	



**6. Borrowing of Theses (Periodicals & Theses Desk)**

Unpublished undergraduate and graduate theses can be borrowed for room use only.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client checks OPAC or proceeds to Periodicals & Theses Desk to check the List for Theses, and gives the name of the author.	1. Staff retrieves thesis from the shelf and presents it to the client.		2 minutes	<i>Staff on Duty Or Emaylyn A. Villegas Administrative Aide 6</i>
2. Client checks if it is the thesis he/she wants to borrow, writes in book card the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff.	2. Staff presents the thesis to the client for verification.		3 minutes	
	2.1 Receives and retains book card.			



3. Client receives the thesis which s/he will return after use within the day.	3. Staff releases the thesis.		1 minute	
		<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>

### 7. Use of Electricity for Charging of Laptop

Use of electricity for charging of laptop while inside the library is allowed with certain fees. Wi-Fi access in the library is free.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	External clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs the staff that he/she will use the electric socket to charge his/her laptop.	1. Staff informs the client the rate of per hour when charging the laptop.		5 minutes	Staff on Duty Circulation Desk
	1.2 If it is amenable to the client, the staff will record the start of charging.		1 minute	



2. Client charges the laptop and when finished, informs the staff.	2. Staff records the time.		As needed	
	2.1 Staff computes the time used by the client and the corresponding fee.		1 minute	
3. Client gets the assessment slip and proceeds to Cash Office to pay the fees.	3. Staff gives assessment slip to the client and instructs the client to proceed to the Cash Office for payment after the use of the library.	Php 20 per hour	As needed	
4. Client pays the fees at Cash Office.	4. Collection officer issues the official receipt.			
5. Client proceeds back to the library and presents the official receipt.	5. Staff checks the official receipt if everything is in order, returns the official receipt with his ID.			
	<b>TOTAL</b>	<b>Php 20 per hour</b>	<b>As needed</b>	



## COLLEGE LIBRARY INTERNAL SERVICES

### 1. U.P. ID Validation

The U.P. ID of UPVTC students enrolled in the current semester is validated by the library upon request.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			Office of the University Registrar (OUR)	
Form 5			CRS account (online)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client requests for validation of his/her U.P. ID	1. Staff receives the request and requires the client to fill-in the library's "List for U.P. ID Validation" list		1 minute	<i>Staff on Duty</i> Circulation Desk
2. Client fills-in the list and presents U.P. ID and Form 5 (either printed or screenshot)	2. Staff checks the list and receives the U.P. ID and Form 5		3 minutes	





	2.1 Staff verifies the U.P. ID and Form 5 against the client's identity.			
	2.2 Staff stamps the Form 5 (printed) with date and affixes his/her signature.			
	2.3 Staff signs at the back of the U.P. ID.			
3. Client receives back his/her Form 5 and validated U.P. ID.	3. Staff returns the signed Form 5 and validated U.P. ID.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

## 2. iLib Registration

iLib registration is provided by the Library to UPVTC employees and to students enrolled in the current semester who wishes to borrow books from the Library. However, lecturers and non-UP contractual personnel are not allowed to borrow from the library.

<b>Office or Division:</b>	College Library		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	UPVTC employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
U.P. ID	Students - OUR, Employees - Human Resource Development Office (HRDO)		
Form 5	CRS		



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Form 5 and U.P. ID (students); U.P. ID (employees).	1. Staff accepts Form 5 and U.P. ID (student); the librarian is the one to process the request of employees (employees)		2 minutes	<i>Staff on Duty</i> Circulation Desk
	1.1 Staff verifies the client's identity and eligibility to borrow library materials for home reading (students); the librarian also does the same to the employee clients.			<i>Florabel M. Fumar-Bañares</i> Head Librarian
2. Client answers questions and encodes his/her preferred login/username and password in iLib.	2. Librarian encodes in iLib the required information of the student (i.e., borrower ID, complete name, address, email, group, campus, college/unit) found in Form 5; or interviews the client for the needed information.		3 minutes	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	2.1 Librarian allows the client to encode his/her preferred login/username and password in iLib.		1 minute	
3. Client receives back his/her U.P. ID and/or Form 5.	3. Librarian returns the U.P. ID and/or Form 5 and confirms the completion of the account.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



### 3. Readers Advisory (Face-to-Face)

Reader's Advisory is provided by the Library to clients who needs reference/information and bibliographic services.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client asks a simple reference or bibliographic question.	1. Staff analyzes the question.		As needed	<i>Staff on Duty in any of the frontline desks</i> Control Desk, Circulation Desk, Reserve Desk, Periodicals & Theses Desk, Graduate Studies and Reading Room
2. Client checks recommendations.	2. Staff advices/recommends possible solutions to the client's question/s.		As needed	
	<b>TOTAL</b>	<b>None</b>	<b>As needed</b>	



#### 4. Virtual Reference Service (VRS)

Virtual Reference Service (VRS) is one of the library services which allows the librarians and the clients to communicate with each other through online platform by e-mail, chat or instant messaging format.

<b>Office or Division:</b>	UPVTC Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	UPVTC employees and students

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client visits the website or social media accounts of the library.	1. Librarian acts as YOLA (Your Online Librarian At-your-service), the virtual reference assistant of the UPVTC Library chatbot.		30 seconds	Chatbot
2. Client clicks on the frequently-asked-questions.	2. YOLA replies immediately to the FAQs.		30 seconds	
	2.1 YOLA redirects the client to the different social media platforms or website of the library.		1 minute	



3. Client asks questions not posted as an FAQ.	3. YOLA replies with the usual chat conversation with the client.		Within the day	<i>Melanie Lyn M. Calope</i> Online Librarian
4. Client is satisfied with his/her library query.	4. YOLA ends the conversation.		30 seconds	
	4.1 If YOLA is "away" (5:00 PM - 7:59 AM on weekdays, and 24 hours on Saturdays and Sundays), ready-made replies is also available.		30 seconds	Chatbot
<b>TOTAL</b>		<b>None</b>	<b>Within the day</b>	

**5. Borrowing of Books for Home Reading (Face-to-Face)**

Borrowing of books for home reading or room use is available to UPVTC employees and students who visits the library. Books may be re-borrowed provided there are no prior reservations.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			Students - OUR, Employees - HRDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client presents U.P. ID.	1. Staff receives and verifies the client's identity against the ID.		1 minute	<i>Staff on Duty Circulation Desk, Reserve Desk, Graduate Studies and Reading Room</i>
	1.1 Staff scans ID in iLib to verify records.			
2. Client presents book with signed book card/s.	2. Staff receives and checks the book with signed book card.		2 minutes	
	2.1 Staff scans the book in iLib for checking out.			
	2.2 Staff stamps the date due for return in the book's date due slip and book card and affixes his/her initials.			
	2.3 Staff prints a transaction receipt.			
3. Client receives borrowed book, ID and transaction receipt.	3. Staff releases borrowed book, ID and transaction receipt.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>4 minutes</b>	

**6. Borrowing of Books for Photocopying or Room Use (Face-to-Face)**

Published library materials (i.e., books and periodicals) can be borrowed for photocopying or room use only. Borrowing for home reading is not allowed. The reference and regular circulation books can be accessed in open shelves and borrowing is done at the Circulation Desk. Books in closed shelves located in Reserve Section, and Graduate Studies Reading Room can be borrowed with assistance from the library staff on duty and can be borrowed in their appropriate sections.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
U.P. ID		Students - OUR, Employees - HRDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client searches in OPAC and proceeds to get the book if in open shelves or approaches the appropriate desk to inquire if a certain book in closed shelves is available.	1. Staff listens and checks the book on shelf.		3 minute	<i>Staff on Duty</i> Circulation Desk, Reserve Desk  <i>Asther Mariz O. Baranda</i> Administrative Aide 6, Graduate Studies and Reading Room
	1.1 For books in open shelves, staff proceeds in processing the book to be borrowed .			
	1.2 For books in closed shelves, staff gets the book on shelf and gives the book card to the client to fill in.			
2. Client checks if it is the book he/she wants to borrow, writes in book card the necessary data (i.e., complete name, name of institution, date and time) and give it to	2. Staff receives book card, checks the entries and affixes his/her signature		3 minutes	



the staff, together with his/her UP ID				
	2.1 Staff stamps the current date, writes "for photocopying" and signs on the book's date due slip.		1 minute	
3. Client receives the book which s/he returns after use within the day.	3. Staff releases the book being borrowed.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

**7. Returning of Books Borrowed for Home Reading (Face-to-Face)**

Returning of borrowed books on time is necessary to prevent incurring of book fines, and also ensures that the books will be available to other clients as well. Fines are charged when books are not returned on time.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Borrowed book			Client 2	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Client returns the book at the appropriate desk.	1. Staff receives the book.		1 minute	Staff on Duty Circulation Desk, Reserve Desk, Graduate Studies and Reading Room
	1.1 Staff scans book in iLib for checking-in, retrieves its corresponding book card from the file and place it back in the book pocket.		5 minutes	
2. Client receives the iLib receipt.	2 Staff prints and issues the iLib receipt for this transaction. <b>End of transaction if not an overdue book or the client prefers not to pay the book fines immediately.</b>		1 minute	
	2.1 If the book is overdue, staff informs the client of the amount of fines reflected in iLib and that he/she may opt to pay this immediately or at a later date; but unless fully paid, he/she will not be able to borrow books for home reading.		As needed	
	2.2 If client prefers to pay at a later date, staff prints the iLib receipt containing the incurred book fines as assessment slip.			
3. If client prefers to pay within the day, client either: (a) pays in the library if the amount is < Php 20; or	3. Staff accepts the payment, transact this in iLib, and prints the transaction receipt to the client. <b>End of transaction if fines is &lt; Php 20.</b>	As assessed		
(b) at the Cash Office if the amount is < Php 20. Client	3.1 Staff prints and issues the iLib receipt reflecting the incurred book fines and			



proceeds to the Cash Office to pay and secure the official receipt (O.R.).	instructs the client to pay the amount at the Cash Office and, then, return to the library to present the official receipt so that his/her overdue fines will be cleared in iLib.			
	3.2 Staff at the Cash Office processes the payment and issue an official receipt.		15 minutes	<i>Reymonte de May I. Balila</i> Collection Officer
4. Client goes back to the library and presents the O.R. to the desk where he/she returned the book.	4. Staff receives and checks the receipt, clears the overdue fines in iLib, print the iLib receipt and notes the O.R. number and files it.		5 minutes	<i>Staff on Duty</i> Circulation Desk, Reserve Desk, Graduate Studies and Reading Room
5. Client receives back his/her O.R.	5. Staff confirms the completion of payment and give back the O.R. to the client.		1 minute	
	<b>TOTAL</b>	<b>As assessed</b>	<b>7 minutes or as needed</b>	



### 8. Returning of Books Borrowed for Home Reading through Book Drop Services

Book Drop Service is one of the library services which allows the borrowers to return their borrowed books by dropping them at the designated drop box located at the guard house of the college. This service has been existent for how many years already but has been very functional since the start of the COVID-19 pandemic to prevent the spread of the virus.

<b>Office or Division:</b>	UPVTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Borrowed book				
Request Form for Returning Library Material (optional)			@UPVTC Library website/Google drive	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client informs the library that he/she intends to return his/her borrowed book via email, or website, or social media accounts, or fills-out the request form and submits it online.	1. Librarian replies the client about his/her book returns instructing the client		Within 24 hours	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
2. Client returns the book/s via the drop box.	2. Security guard checks the borrower's temperature, allows the washing of		3 minutes	Security guard



	hands and instructs the location of the drop box before entering the gate.			
	2.1 Staff retrieves the book/s from the drop box.		Within the day the book was dropped	<i>Antonio A. Erandio, Jr.</i> <i>Ruel L. Sevillana</i> Library Staff-in-charge for retrieving books from drop box
	2.2 Staff checks in the book in iLib, and updates the			<i>Staff on Duty</i> Circulation Desk
	2.3 For students, staff informs the staff-in-charge of the library's CRS regarding the return of book			
	2.4 Staff checks in CRS if the returned book was already reflected as an accountability of the student. If yes, staff proceeds to clearing the student's account			<i>Rowena Joy E. Rosare</i> Clearing Officer
3. Borrower checks his/her CRS status.	3. Librarian confirms the status of his/her returned book.		3 minutes	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
<b>TOTAL</b>		<b>None</b>	<b>1 day</b>	



**9. Borrowing of Periodicals (Periodicals & Theses Desk)**

Periodicals are located in Periodicals and Theses Desks where these can be borrowed.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			Students - OUR, Employees - HRDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client inquires if a certain periodical is available.	1. Staff checks if the periodical is available on shelf. If available, retrieves it and presents it to the client for verification.		3 minutes	<i>Staff on Duty</i> Periodicals and Theses Desk  Or  Emaylyn A. Villegas Administrative Aide 6
2. Client checks if it is the correct periodical and presents his/her UP ID.	2. Once verified, staff asks the client for his/her UP ID and verifies his/her identity.			
3. Client fills out the appropriate form.	3. Staff instructs the client to fill out the appropriate form: - for room use, 1 copy of periodical slip (for journal and magazines) or newspaper clippings slip (for newspaper clippings) - for photocopying outside the library, (2 copies of the exit pass)		1 minute	



	3.1 Staff and retains the form and ID (to be given back to the client upon return of the borrowed periodical within the day)		3 minutes	
4. Client receives the periodical which he/she will return after use within the day.	4. Staff releases the periodical to the client.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

**10. Borrowing of Theses (Periodicals & Theses Desk)**

Unpublished undergraduate and graduate theses can be borrowed for reading inside the library (i.e., room use) only.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			Students - OUR, Employees - HRDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client checks iLib OPAC or proceeds to the appropriate Desk to check the List for	1. Staff retrieves thesis from the shelf and presents it to the client for verification.		2 minutes	<i>Staff on Duty</i> Or



Theses, and gives the name of the author to the staff.				Emaylyn A. Villegas Administrative Aide 6
2. Client checks if it is the correct thesis and presents his/her UP ID.	2. Staff asks the client for ID to verify his/her identity.			
3. Client writes in book card the necessary data (i.e., complete name, student or employee number, date and time) and give it to the staff.	3. Staff instructs the client to fill in the book card.			
	3.1 Staff receives and retains book card and. The ID will be given back to the client upon return of the borrowed thesis within the day.		3 minutes	
4. Client receives the thesis which he/she will return after use within the day.	4. Staff releases the thesis.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



### 11. Document Delivery Service (Online)

Document delivery service is an online library transaction which allows the internal clients to receive an electronic copy of some pages of the book (at most 10% of the total pages of the book). The document is delivered to the requestor to their UP email address. Requests should be made using their UP email address.

<b>Office or Division:</b>	UPVTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP email address		UP Email: Email your UP Mail Account Request to disp.upvisayas@up.edu.ph		
Request Form for Scanning Library Material		@UPVTC Library website/Google drive		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client visits the library's website or email the library for inquiries.	1. Librarian replies the client about his/her book inquiry within 24 hours.		Within 24 hours	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
2. Client fills-out the request form and submits it online.	2. Librarian processes the details of the book including the title and the pages of the book for scanning.			
	2.1 Librarian forwards the request to the staff-in-charge of book scanning.		Within the day	<i>Asther Mariz O. Baranda</i>





	2.2 Staff pulls out the book from the shelf, scans the requested pages and save as PDF file.			Administrative Aide VI
	2.3 Staff sends the PDF file to the college librarian through email.			<i>Nick A. Acaso</i> Administrative Aide III
3. Client receives the digitized copy of the book request.	3. Librarian checks the contents of the PDF file and send it to the UP email of the requestor.			<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
	3.1 Librarian confirms the completion of the request.			
	<b>TOTAL</b>	<b>None</b>	<b>1 to 2 days</b>	

## 12. Access to Online eResources

Clients can access the online electronic resources through one-time login in OpenAthens.

<b>Office or Division:</b>	UPVTC Library	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	UPVTC employees and students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
UP email		UP Email: Email your UP Mail Account Request to <a href="mailto:disp.upvisayas@up.edu.ph">disp.upvisayas@up.edu.ph</a>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client opens a web browser and types <a href="https://www.openathens.net">https://www.openathens.net</a> , clicks <b>Login to MyAthens</b> , under <b>Find your institution</b> , searches for and clicks <b>University of the Philippines Visayas</b> , logs in using his/her <b>UP email address</b> .	1. Librarian posted the steps on how to access the online electronic resources through different online platforms: - Facebook page @UPTaclobanLibrary; - iLib ( <a href="https://ilib.tac.upv.edu.ph">https://ilib.tac.upv.edu.ph</a> ); - website ( <a href="https://sites.google.com/up.edu.ph/upvtc-library">https://sites.google.com/up.edu.ph/upvtc-library</a> ).		As needed	<i>Florabel M. Fumar-Bañares</i> UPVTC iLib Administrator  <i>Melanie Lyn M. Calope</i> UPVTC's Facebook page and website administrator
		<b>None</b>	<b>As needed</b>	

### 13. Accessing Thesis Online

This is a new service where clients can access a thesis through online viewing.

<b>Office or Division:</b>	UPVTC Library
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	UPVTC employees and students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



UP email		UP Email: Email your UP Mail Account Request to disp.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client checks in iLib web OPAC for the details of the thesis he/she wishes to borrow and sends his/her request by any of the following means: - via the library's email address using his/her UP account - via the library's Facebook by chatting with YOLA - via Google Form	1. Librarian gets notified and checks the email, or Facebook, or Google Form.		Within 24 hours	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
	1.1 Librarian informs the staff-in-charge of the Theses and Periodicals Section of the client's request, so the former can locate the said thesis.			
	1.2 Staff scans the thesis and save it as PDF file.			<i>Emaylyn A. Villegas</i> Administrative Aide VI
	1.3 Staff sends the PDF file to the librarian through email.			



2. Client gets notified and can now view the PDF copy of the thesis.	2. Librarian uploads the PDF file in the library's Google Drive, and shares the link to the client as viewer with temporary access for 7 days only. The client will not be able to download it.		Within the day	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
	<b>TOTAL</b>	<b>None</b>	<b>1 to 2 days</b>	

**14. Scanning of Documents or Photocopying of Book Chapters (Face to Face)**

The library assists the employees and offices in scanning their official documents and in scanning or photocopying book chapters

<b>Office or Division:</b>	UPVTC Library			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G - Government to Government			
<b>Who may avail:</b>	UPVTC employees and offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Client visits the library to request for scanning or photocopying of book chapter/s or of his/her office documents.	1. Staff accepts the request and asks for the details of the book, or receives the documents.		5 minutes	<i>Nick Acaso</i> Administrative Aide III  <i>Ruel L. Sevillana</i> Administrative Aide III
2. Client provides the details of the book or hands in the documents	2. Staff proceeds to get the book from the shelf, or prepares the documents.		5 minutes	
	2.1 Staff photocopies/scans the book chapter/s or documents.		1 to 2 days	
3. Clients receives the scanned book chapter/s or documents.	3. Staff hands over the scanned book/s or document/s to the client.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>1 to 2 days</b>	

**15. Computer Rental (Cybernook)**

Computer rental is given for free for the first 20 hours every semester by the Library to UPVTC undergraduate students enrolled for the semester. This is used by the students for encoding and accessing of the e-resources and the Internet.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	UPVTC students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



U.P. ID		OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID.	1. Staff receives ID and checks client's identity.		3 minutes	Staff on Duty Cybernook
	1.2 Staff gets the client's Cybernook index card from the files and gives it to the client to log in.		1 minute	
2. Client logs-in in index card.	2. Staff checks the correctness of time entered in the index card and affixes signature.		2 minute	
3. Client uses computer and shuts it down after use.	3. Staff assists the client when necessary.		As needed	
4. Client indicates in the index card the time when he/she logged out.	4. Staff computes the time used by the client and the corresponding fee (if applicable).		2 minute	
	4.1 Staff informs the client of the total time consumed		2 minutes	
	4.2 At the end of the semester, staff computes total time consumed for the semester. The excess of the free 20 hours will be assessed and will be considered as outstanding balance to be paid by the client.	<b>As assessed</b> <b>Undergraduate:</b> First 20 hours free, Php 20 per hour after <b>Graduate:</b> Php 20 per hour	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>As needed</b>	



**16. Placing for a Reservation on the Use of Discussion Room**

A reservation for the use of the Discussion Room must be made beforehand. Use of the Discussion Room for 2 hours (or more if there is no other reservation) is allowed to UPVTC students in a group of at least 3 for their collaborative discussion. This room is located on the first floor of the library where students may eat and drink non-alcoholic beverages. Reservation for the lone Discussion Room is done at Reserve Desk.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			OUR	
Reservation Slips (2 copies)			Reserve Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RESERVATION</b>				<i>Staff on Duty Reserve Desk</i>
1. Clients inquires if the Discussion Room is still open for reservation	1. Staff checks Reservation Slips if there are reservations.		1 minutes	
	1.1 If the Discussion Room is available, staff asks for ID and requires the client to fill out 2 Reservation slips			
2. Client presents ID and fills out Reservation slips	2. Staff checks client's identity and receives reservation slip.		1 minute	



	2.1 Staff approves requests and signs the reservation slip.			
3. Client receives the approved reservation slip	3. Staff gives 1 copy of the reservation slip.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

**17. Use of Discussion Room**

Use of the Discussion Room for 2 hours (or more if there is no other reservation) is allowed to UPVTC students for their collaborative discussion. This room is located on the first floor of the library where students may eat and drink non-alcoholic beverages. Reservation for the lone Discussion Room is done at Reserve Desk.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
U.P. ID			OUR	
Approved Reservation Slip			Student's copy	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>ACTUAL USE</b>				





1. Client presents approved reservation slip with ID	1. Staff receives ID and verifies the client's identity.		4 minutes	<i>Staff on Duty Reserve Desk</i>
	1.1 Staff attaches the ID to the reservation slip. The ID will be returned after the use of the Discussion Room.			
	1.2 Staff orient client on the rules of using the Discussion Room.			
	1.3 Staff opens the Discussion Room			
2. Client and his/her peers use the Discussion Room	2. None			
3. Client informs the library staff after using the Discussion Room	3. Checks if the Discussion Room is in order and closes it.		3 minutes	
4. Client receives ID	4. Staff releases ID back to the student		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

**18. Request for the Use of Other Non-UP Libraries**

The use of other Non-UP Libraries by requesting a letter from UPVTC Library. A letter from the head librarian addressed to the university or head librarian asking for permission to use their libraries' information resources and facilities.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	UPVTC employees and students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
U.P. ID		Students - OUR, Employees - HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for a referral letter presenting his/her ID	1. Staff interviews client for specific subjects he/she wants to research in other libraries		2 minutes	Rowena Joy E. Rosare Administrative Aide 6
	1.2 Staff drafts the letter using the template		5 minutes	
2. Client signs in logbook	2. Staff asks the client to sign in logbook.		1 minute	
	2.1 Staff forwards the letter to the Head Librarian for signature		1 minute	
	2.2 Head Librarian signs the letter		1 minute	Florabel M. Fumar-Bañares Head Librarian
3. Client claims the referral letter	3. Staff releases the letter		1 minutes	Rowena Joy E. Rosare Administrative Aide 6
	<b>TOTAL</b>	<b>None</b>	<b>11 minutes</b>	



**19. Book Request (Individual)**

Request for purchasing of book/s is accepted by the library primarily from UPVTC faculty. Book request from students and other employees are also entertained.

<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC faculty (primarily), employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book Request Form		Google Form links available in UPVTC Library website and Facebook page; Technical Services, UPVTC Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client notifies the library of the book he/she requests for purchase. Notification can be sent: - Online, by email, Messenger, text messaging, or filling-out the Google form (link available in the library's website and Facebook page)	1. Staff sends a soft copy of the Book Request Form (via email or Messenger), or the link to the Google Form, or hands in its printed copy to the		Within 24 hours	<i>Acquisition In-Charge</i> Technical Services



- In person, by visiting the Technical Services Section of the Library				
	1.1 Staff informs the client to fill-out the book request form.			
2. Client fills-out the Book Request Form and send it back to the head librarian by email or Messenger, or in person.	2. Staff acknowledges receipt of the Book Request Form.		Within 24 hours	
	2.1 Staff checks the availability of the book in the library; if not, informs the head librarian.			
	2.2 Head Librarian instructs the staff to initiate the acquisition process of the book.		As needed: *7 to 14 calendar days if book is available locally and/or with price <Php 1,000 that can be purchased using the Petty Cash Fund;	<i>Acquisition In-Charge Technical Services  Florabel M. Fumar-Bañares Head Librarian</i>



			**Months, if book has to be imported through a book jobber, or has to be purchased with other book requests as well.	
	2.3 Staff informs the client that he/she will be kept posted once the book has been purchased, cataloged and is available for borrowing.			
	<b>TOTAL</b>	<b>None</b>	<b>As needed</b>	

**20. Bindery Services**

Bindery services is one of the Library services which performs the restoration and repair of damaged library materials, like books, theses and periodicals. The in-house bindery section is also responsible for binding documents associated with the college.

<b>Office or Division:</b>	UPVTC Library
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government



<b>Who may avail:</b>	UPVTC Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (2 copies)		Bindery Section ( Library )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client notifies for the binding of a set of papers.	1. Staff accepts the request for binding and gives the request form to the client.		5 minutes	<i>Antonio A. Erandio Jr.</i> Bookbinder IV
2.Client fills out the request form and hands over the papers for binding.	2. Staff receives the filled-out request form and the papers for binding.		5 minutes	
	2.1 Staff proceeds with the binding.		1 - 2 days	
3. Client claims the hardbound copy.	3.1 Staff confirms the completion of the request and gives the hardbound copy to the client.		Within the day	
	<b>TOTAL</b>	<b>None</b>	<b>2 - 3 days</b>	

**21. Payment of Book Fines and Other Fees (Face-to-Face)**

Book fines are accepted by the Library at Circulation Desk or Reserve Desk from clients if the amount is less than Php 20. Payments for book fines amounting to or more than Php 20, and other fees (i.e., computer rental, printing dues, overdue fines, and payment for lost book) are referred to the Cash Office after assessment.

<b>Office or Division:</b>	College Library
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment Slip		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the Reserve Desk to pay book fines or asks for assessment slip.	1. Staff receives the payment for book fines, transacts in iLib and generates 2 copies of the receipt.		5 minutes	<i>Staff on Duty Reserve Desk</i>
2. Client receives the receipt, or assessment slip.	2. Staff issues the receipt to the client and kept a copy for the library. Staff will collate the receipts until the collection reaches Php20 pesos and remit to Cash Office.		1 minute	
	2.1 If for payment at Cash Office, staff issues the assessment slip and instructs the client to that after paying, he/she must return to the library to present the official receipt to clear his/her dues.		5 minutes	
3. Client proceeds to the Cash Office located at the AS Grounds.	3. Staff at the Cash Office processes the payment and issues an official receipt.		15 minutes	<i>Reymonte de May I. Balila Collection Officer</i>
4. Client goes back to the library and presents the O.R.	4. Staff receives and checks the receipt, clears the overdue fines in iLib, print the		5 minutes	<i>Staff on Duty</i>



to the desk where he/she returned the book.	iLib receipt and notes the O.R. number and files it.			Circulation Desk, Reserve Desk, Graduate Studies and Reading Room
5. Client receives back his/her O.R.	5. Staff confirms the completion of payment and give back the O.R. to the client		1 minute	
	<b>TOTAL</b>	<b>As assessed</b>	<b>6 - 26 minutes</b>	

## 22. Online Payment Book Fines and Other Fees

Due to COVID-19 pandemic, payment of library fines or dues (i.e., computer rental, printing dues, overdue fines, and payment for lost book) has been made online. The introduction of online portal payment transaction has been the main function in order to prevent human physical interaction.

<b>Office or Division:</b>	UPVTC Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UPVTC employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Deposit slip or Online transaction receipt			Land Bank (website)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client checks his/her CRS account and/or inquires	1. Librarian replies to the client and sends the online procedure of payment.		Within 24 hours	<i>Florabel M. Fumar-Bañares</i>





about his/her library accountability through email or Messenger.				<i>Melanie Lyn M. Calope</i> College Librarians
2. Client sends payment through online banking.	2. Librarian waits for the confirmation of payment.	As assessed	As needed	
3. Client sends the transaction slip or deposit slip through email or chat.	3.1 Cash Office staff receives the payment slip through email.		Within 24-48 hours	<i>Reymonte de May I. Balila</i> Collection Officer
	3.2 Cash Office staff forwards an e-copy of the payment slip to the library's email.			
	3.3 Librarian confirms receipt of the email and forwards it to library's CRS staff-in-charge with the particulars of the payment (i.e., printing dues, overdue fines and payment for lost book)		3 minutes	<i>Florabel M. Fumar-Bañares</i> <i>Melanie Lyn M. Calope</i> College Librarians
4. Client checks his/her CRS status.	4. Staff updates the CRS status of the borrower.		3 minutes	<i>Rowena Joy E. Rosare</i> Clearing Officer
	<b>TOTAL</b>	<b>As assessed</b>	<b>2 days or as needed</b>	

### 23. Signing of Clearance of Students

Clearance form of requesting UPVTC student is signed by the Head Librarian upon clearing his/her library accountability.



<b>Office or Division:</b>	College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	UPVTC students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Form			Office of the College Secretary, UPVTC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Staff of the Office of the College Secretary forwards to the library's official email address a scanned copy of the student's filled out clearance form	1. Head Librarian forwards the email to the staff-in-charge to check the library records.		Within the day	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	1.1 Staff checks online records in CRS and iLib, and in the printed Master list of Accountabilities for Students, book cards and yellow cards.		Within the day	<i>Rowena Joy E. Rosare</i> Clearing Officer
	1.2 Staff informs the Head Librarian if the student has an accountability or not.			
	1.3 If no accountability, the Head Librarian affixes her e-signature to the clearance and email it back to the Office of the College Secretary.			<i>Florabel M. Fumar-Bañares</i> Head Librarian



	1.4 If with accountability, the Head Librarian will email back to the staff of the Office of the College Secretary the details of the student's accountability that he/she needs to settle first. If it is an outstanding balance, the student pays it to the Cash Office.		As needed	
2. Student settles accountability and presents OR (if applicable)	2. Once settled, staff updates records in iLib, Master list of Accountability and CRS.			Rowena Joy E. Rosare Clearing Officer
	<b>TOTAL</b>	<b>None</b>	<b>1 day or as needed</b>	

**24. Issuance of Office Clearance (Employees)**

Office clearance is issued by the library to the requesting UPVTC employee who had cleared their obligations.

<b>Office or Division:</b>	College Library	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who may avail:</b>	UPVTC employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Certificate of Clearance Request Form		HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff of HRDO forwards to the head librarian the filled-out Certificate of Clearance Request Form of an employee of the college	1. Head Librarian informs the staff-in-charge to check the library records for possible obligations/accountabilities of the employee		Within 24 hours	<i>Florabel M. Fumar-Bañares</i> Head Librarian
	1.1 Staff checks records in iLib, and in the printed Master list of Accountabilities for Faculty and Staff, book cards, recall letters, and yellow cards.			<i>Rowena Joy E. Rosare</i> Clearing Officer
	1.2 Staff informs the Head Librarian if the employee has an accountability or not			
	1.3 If no accountability, staff fills-out the form, College/Office Clearance from Money and Property Accountabilities, and affixes her signature as Clearing Officer.			
	1.4 Staff forwards the form to the head librarian for signature.			
	1.5 Head Librarian double checks and once satisfied, affixes her signature to the form and email it back to HRDO. <b>End of transaction if with no obligations/accountabilities.</b>			<i>Florabel M. Fumar-Bañares</i> Head Librarian



2. Employee settles accountability and presents OR (if applicable)	2. If with accountability, the Head Librarian will fill-out the form, Statement of Remaining Obligation that Employee Must Settle, and email it to the requesting employee with pictures or screenshots of the record. If it is an outstanding balance, the employee pays it to the Cash Office.		As needed	
	2.1 Once settled, staff updates records in iLib and Master list of Accountabilities, fills-out the form, College/Office Clearance from Money and Property Accountabilities, and affixes her signature as Clearing Officer.		Within the day	<i>Rowena Joy E. Rosare</i> Clearing Officer
	2.2 Staff forwards the form to the head librarian for signature.			
	2.3 Head Librarian affixes her signature to the form and email it back to the Office of the College Secretary.			<i>Florabel M. Fumar-Bañares</i> Head Librarian
	2.4 Staff retains a file copy.			<i>Rowena Joy E. Rosare</i> Clearing Office
	<b>TOTAL</b>	<b>None</b>	<b>Within 24 hours or as needed</b>	



## ADMINISTRATIVE DIVISION EXTERNAL SERVICES

### 1. Permit to Use UPVTC Facilities (e.g. classrooms, function halls, etc.)

Activity permit is required when using facilities like *classrooms, function halls and others*.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Approved letter request of the activity 2. Duly filled-out Activity Permit Form			Dean's Office Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the duly filled-out Activity Permit Form	1.1 Receives the duly filled-out Activity Permit Form	-	30 seconds	Romylyn V. Ruña (Admin. Assistant)
	1.2 Checks completeness of entries/signatures	-	30 seconds	Romylyn V. Ruña (Admin. Assistant)
	1.3 Checks availability of venue and Facility-in-Charge	-	15 minutes	Facility-In-Charge



	1.4 Forwards Activity Permit to the Supervising Administrative Officer	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.5 Signs the Activity Permit for final approval	-	30 seconds	Telesforo S. Sales (SAO)
2. Client Claims approved Activity Permit Form	2. Release form (Client, Facility-in-Charge, Security)		30 seconds	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>18 minutes</b>	



## ADMINISTRATIVE DIVISION INTERNAL SERVICES

**1. Approval of Permits to Use UPVTC Facilities (e.g. classrooms, function halls, etc.)** – same steps as that for external client

### 2. Filling of Job Order

Job Order is needed when there is a request for task to be done like repairs, personnel assistance and etc.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled-out Job Order Form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits the duly filled-out Job Order Form	1. Receives the duly filled-out Job Order Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Check and act for status of fund availability and forward to SAO	-	2 minutes	<i>Rosanna S. Burre</i> (Budget Officer)





	3. Rechecks and signs the job order form for final approval	-	2 minutes	Telesforo S. Sales (SAO)
	4. Forwards job order form to Budget Staff	-	1 minute	Telesforo S. Sales (SAO)
	5. Forwards job order form to appropriate office who will do the request for job order	-	3 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>9 minutes</b>	

**Note:** For streamers, job order forms MUST be filed and submitted three (3) days before the date of the actual work.

### 3. Approval for the use of UPVTC Vehicles

A vehicle service request form is used to request vehicle services for official travels.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. <i>Duly filled up request for the use of vehicle</i>			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Contacts the UPVTC Driver	1. Checks availability of schedule and approves	-	10 minutes	UPVTC Driver



2. Fills up Request for the Use of Vehicle Form	2. Checks completeness of entries	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
3. Submits form to Supervising Administrative Officer	3. Signs and approves the request for the use of the vehicle	-	1 minute	Telesforo S. Sales (SAO)
4. Claims approved form	5. Release form	-	1 minute	Telesforo S. Sales (SAO)
<b>TOTAL</b>			<b>13 minutes</b>	

#### 4. Approval of Trip Ticket

Trip ticket is use to monitor the daily trip of the UPVTC Official vehicles.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Faculty, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up trip ticket form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Trip Ticket Form	1.1 Receives Trip Ticket Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)



	1.2 Record to logbook and forwards Trip Ticket Form to the Supervising Administrative Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	1.3 Signs and approves the form	-	1 minute	Telesforo S. Sales (SAO)
	1.4 Forwards form to SAO Staff	-	1 minute	Telesforo S. Sales (SAO)
2. Claims Trip Ticket Form	2.Release form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>8 minutes</b>	

### 5. Approval of Fuel Withdrawal Slip

This is usually requested by UPVTC Drivers for the official vehicles and for brush cutter use of the CDMO.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up fuel withdrawal form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits fuel withdrawal form	1.1 Receives the fuel withdrawal form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.2 Record to logbook and forwards the fuel withdrawal form to the Supervising Administrative Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	1.3 Signs and approves the form	-	1 minute	Telesforo S. Sales (SAO)
	1.4 Forwards form to SAO Staff	-	1 minute	Telesforo S. Sales (SAO)
2. Claims Fuel Withdrawal Slip	2. Release form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>6 minutes</b>	

**6. Approval of Pull-out Request**

Pull - out request is done when getting/transferring UP property (printer, computer, etc.) to one campus to another.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Faculty, Staff , Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up pull-out request form			Administrative Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits the pull-out request form	1.1 Receives the pull-out request form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.2 Forwards the pull-out request form to the Supervising Administrative Officer	-	1 minutes	Romylyn V. Ruña (Admin. Assistant)
	1.3 Signs and approves the form	-	1 minute	Telesforo S. Sales (SAO)
	1.4 Forwards form to SAO Staff	-	1 minute	Telesforo S. Sales (SAO)
2. Claims the pull-out request form	2.Release form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>5 minutes</b>	

### 7. Approval of Purchase Request

Purchase Request is filled and submitted to make a request for the purchase of a certain item. The specification about the product and the reason why it is needed is also specified.

<b>Office or Division:</b>	Administrative Division (Budget)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B	
<b>Who may avail:</b>	Faculty, Staff, Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly filled-out Purchase Request Form		Administrative Division
2. Job Order Form		Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the PR Form	1. Receives Purchase Request Form and forwards PR Form to the Budget Officer	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Checks Attachment (Request for Repairs/Job Order Form) and if within APP	-	2 minutes	Rosanna S. Burre (Budget Officer)
	3. Identifies fund source, assigned PR number and Counter-signs the Form	-	8 minutes	Rosanna S. Burre (Budget Officer)
	4. Records assigned PR No. to the Log Book and forward to the Budget staff	-	2 minutes	Rosanna S. Burre (Budget Officer)
	5. Input to the RBAU and ledger and forward to the Office of the Dean	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>15 minutes</b>	

**8. Approval of Budget Clearance**

Approval of Budget Clearance for Program of work, Line-Item budget of activities and request for travel.

<b>Office or Division:</b>	Administrative Division (Budget)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Faculty, Staff, Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Duly filled-out Program of Work/Line-Item Budget/Request for Travel Order		Respective office/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the duly filled-out Program of Work/Line-Item Budget/Request for Travel Order	1. Receives Purchase Request Form and forwards PR Form to the Budget Officer and forwards to the Budget Officer	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Checks attachments (Letter requesting for funding with Line-item Budget)	-	2 minutes	<i>Rosanna S. Burre (Budget Officer)</i>
	3. Signs, approves Budget Clearance and forward to Budget Staff	-	8 minutes	<i>Rosanna S. Burre (Budget Officer)</i>
	4. Input to RBAU and to the corresponding ledger	-	2 minutes	<i>Rosanna S. Burre (Budget Officer)</i>
	5. Forwards Budget Clearance to the Office of the Dean	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>15 minutes</b>	



**9. Processing of Obligation Request for Cash Advance of Travel Expenses**

Manual and online processing of obligation request for cash advance of travel expenses

<b>Office or Division:</b>	Administrative Division (Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. <i>Obligation Request and Status Form</i></li> <li>2. <i>Disbursement Voucher</i></li> <li>3. <i>Travel Order</i></li> <li>4. <i>Itinerary of Travel</i></li> </ol>			<i>Respective unit/office</i> <i>Generated online (UIS)</i> <i>Respective unit/office</i> <i>Respective unit/office</i>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds according to Travel Order	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)





	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	8. Detaches Budget's file copy of the ORS Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	

**10. Processing of Obligation Request for Reimbursement of Travel Expenses**

Manual and online processing of obligation request for reimbursement of travel expenses

<b>Office or Division:</b>	Administrative Division (Budget)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Faculty, Staff	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



<ol style="list-style-type: none"> <li>1. <i>Obligation Request and Status Form</i></li> <li>2. <i>Disbursement Voucher</i></li> <li>3. <i>Travel Order</i></li> <li>4. <i>Itinerary of Travel</i></li> <li>5. <i>Certificate of Travel Completed</i></li> <li>6. <i>Certificate of Appearance</i></li> <li>7. <i>Tickets</i></li> <li>8. <i>Receipts</i></li> <li>9. <i>Certificate of Expenses Not Requiring Receipts (if applicable)</i></li> </ol>		<ol style="list-style-type: none"> <li>1. <i>Respective unit/office</i></li> <li>2. <i>Generated online (UIS)</i></li> <li>3. <i>Respective unit/office</i></li> <li>4. <i>Respective unit/office</i></li> <li>5. <i>Respective unit/office</i></li> <li>6. <i>Respective unit/office</i></li> <li>7. <i>Plane/bus/van company</i></li> <li>8. <i>Plane/bus/van company</i></li> <li>9. <i>Respective unit/office</i></li> </ol>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds according to Travel Order	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)



	8. Detaches Budget's file copy of the ORS Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	

**11. Processing of Obligation Request for Purchase of Supplies and Materials**

Manual and online processing of obligation request for purchase of supplies and materials

<b>Office or Division:</b>	Administrative Division (Budget)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Faculty, Staff	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. <i>Obligation Request and Status Form</i></li> <li>2. <i>Disbursement Voucher</i></li> <li>3. <i>Purchase Request</i></li> <li>4. <i>Request for Quotations (at least 3)</i></li> <li>5. <i>Abstract of Quotation</i></li> <li>6. <i>Purchase Order</i></li> <li>7. <i>Delivery Receipt</i></li> <li>8. <i>Inspection and Acceptance Report</i></li> <li>9. <i>Sales/Credit Invoice</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Respective unit/office</i></li> <li>2. <i>Generated online (UIS)</i></li> <li>3. <i>Respective unit/office</i></li> <li>4. <i>Supply Office</i></li> <li>5. <i>Supply Office</i></li> <li>6. <i>Supply Office</i></li> <li>7. <i>Supplier</i></li> <li>8. <i>Supply Office</i></li> <li>9. <i>Supplier</i></li> </ol>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds according to Purchase Request	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	8. Detaches Budget's file copy of the ORS Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	



## 12. Processing of Obligation Request for Catering Services

Manual and online processing of obligation request for catering services

<b>Office or Division:</b>	Administrative Division (Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. <i>Obligation Request and Status Form</i></li> <li>2. <i>Disbursement Voucher</i></li> <li>3. <i>Purchase Request</i></li> <li>4. <i>Request for Quotations (at least 3)</i></li> <li>5. <i>Abstract of Quotation</i></li> <li>6. <i>Purchase Order</i></li> <li>7. <i>Inspection and Acceptance Report</i></li> <li>8. <i>Attendance</i></li> <li>9. <i>Pictures</i></li> <li>10. <i>Sales/Credit Invoice)</i></li> </ol>			<ol style="list-style-type: none"> <li>1. <i>Respective unit/office</i></li> <li>2. <i>Generated online (UIS)</i></li> <li>3. <i>Respective unit/office</i></li> <li>4. <i>Supply Office</i></li> <li>5. <i>Supply Office</i></li> <li>6. <i>Supply Office</i></li> <li>7. <i>Supply Office</i></li> <li>8. <i>Supply Office</i></li> <li>9. <i>Supply Office</i></li> <li>10. <i>Supplier</i></li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds according to Purchase Request	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)



	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	8. Detaches Budget's file copy of the ORS Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	

**13. Processing of Obligation Request for Payment of Bills**

Manual and online processing of obligation request for payment of bills

<b>Office or Division:</b>	Administrative Division (Budget)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Faculty, Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Obligation Request and Status Form</li> <li>2. Disbursement Voucher</li> <li>3. Statement of Bill</li> </ol>		<ol style="list-style-type: none"> <li>1. Respective unit/office</li> <li>2. <i>Generated online (UIS)</i></li> <li>3. Supplier</li> </ol>		
<i>Disbursement Voucher</i>	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre (Budget Officer)</i>
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre (Budget Officer)</i>
	8. Detaches Budget's file copy of the ORS Form	-	1 minute	Romylyn V. Ruña (Admin. Assistant)



	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	

**14. Processing of Obligation Request for General Payroll**

Manual and online processing of obligation request for general payroll

<b>Office or Division:</b>	Administrative Division (Budget)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Staff, students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Obligation Request and Status Form</li> <li>2. Disbursement Voucher</li> <li>3. Statement of Bill</li> </ol>		<ol style="list-style-type: none"> <li>1. Respective unit/office</li> <li>2. <i>Generated online (UIS)</i></li> <li>3. Supplier</li> </ol>		
<i>Disbursement Voucher</i>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits ORS Form with complete supporting documents	1. Receives ORS Form with complete supporting documents from the Accounting Office	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	2. Identifies ORS Form's classification of funds	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)





	3. Obligates to UIS and generate ORS number	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	4. Input to RBAU and corresponding ledger and record the assigned ORS Number to the Log Book	-	5 minutes	Romylyn V. Ruña (Admin. Assistant)
	5. Forwards ORS Form with complete supporting documents to Budget Officer	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	6. Signs ORS Form for approval	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	7. Approves ORS on UIS and forward to Budget Staff	-	1 minute	<i>Rosanna S. Burre</i> (Budget Officer)
	8. Detaches Budget's file copy of the ORS Form and Database Report	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	9. Forwards ORS Form with complete supporting documents to Accounting Office	-	2 minutes	Romylyn V. Ruña (Admin. Assistant)
	<b>TOTAL</b>		<b>20 minutes</b>	

**15. Materials for Posting**

Posting of job vacancies and others

<b>Office or Division:</b>	Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	Faculty, Staff, Students, General Public
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



1. Duly filled up Job Order Form 2. Letters of consent (if applicable)		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Materials for Posting	1.1 Receives the materials and ask for letter of consent for materials with personal sensitive and privilege information	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.2 Stamps the materials	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.3 Forwards the materials to the Supervising Administrative Officer	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
	1.4 Signs the materials for the approval of posting	-	1 minute	Telesforo S. Sales (SAO)
	1.5 Forwards the materials to Budget Staff	-	1 minute	Telesforo S. Sales (SAO)
2. Client claims the approved materials for posting	2. Release material	-	1 minute	Romylyn V. Ruña (Admin. Assistant)
<b>TOTAL</b>			<b>6 minutes</b>	



## ACCOUNTING OFFICE EXTERNAL SERVICES

### 1. Disbursement Voucher (DV) Processing: Pre-audit

The Accounting Office pre-audits Disbursement Voucher prior to the approval of payment by the Head of Agency and issuance of check or ADA.

<b>Office or Division:</b>	Accounting Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B-Government to Business; G2C-Government to Citizen; G2G-Government to Government	
<b>Who may avail:</b>	Suppliers (External Clients)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. DV entry in UIS		To be done by SPSO/CDMO/Accounting
2. Printed DV as approved by unit head/supervisor		To be done by SPSO/CDMO/Accounting
3. Obligation Request & Status signed by unit head/supervisor		To be done by SPSO/CDMO/Accounting
4. The following attachments, respectively:		
<b>Payments to Suppliers (Purchase of Common Use Supplies &amp; Materials Paid After Delivery)</b>		
1. Approved Purchase Order (PO)		Supply & Property Services Office
2. Abstract of Quotations (AOQ)		Supply & Property Services Office
3. Canvas (Quotations)		Supply & Property Services Office



4. Approved & budget-cleared Purchase Request (PR)	Supply & Property Services Office
5. Inspection & Acceptance Report (IAS)	Supply & Property Services Office
6. Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS), if applicable	Supply & Property Services Office
7. Certificate of Warranty, if applicable	Supply & Property Services Office
8. Photos/Clear Pictures of Items/Goods Procured	Supply & Property Services Office
9. BAC Resolution if Items/Goods were procured using Alternative Mode	Supply & Property Services Office
10. Other Documents that may be required	Supply & Property Services Office
11. Supplier's Invoice	From supplier
<b>Payments to Suppliers (Purchase of Common Use Supplies &amp; Materials COD [Cash on Delivery])</b>	
1. Approved Purchase Order (PO)	Supply & Property Services Office
2. Abstract of Quotations (AOQ)	Supply & Property Services Office
3. Canvas (Quotations)	Supply & Property Services Office
4. Approved & budget-cleared Purchase Request (PR)	Supply & Property Services Office
5. Inspection & Acceptance Report (IAS)	Supply & Property Services Office
6. Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS), when applicable	Supply & Property Services Office
7. Certificate of Warranty, when applicable	Supply & Property Services Office
8. Photos/Clear Pictures of Items/Goods Procured	Supply & Property Services Office
9. BAC Resolution if Items/Goods are procured using Alternative Mode	Supply & Property Services Office
10. Other Documents that may be required	Supply & Property Services Office
11. Supplier's Invoice	Supply & Property Services Office



<b>Payments to Suppliers (Payment of Utilities)</b>				
1. Billing Statement		Administrative Office		
2. Official Receipt		From supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit DV and attachments	1. Receive DV and attachments	None	.5 hour	<i>Staff</i> Accounting Office
	2. Check completeness of attachments, and correctness of amount and withholding tax (when applicable)	None	6 hours	<i>Staff</i> Accounting Office
	3. Pre-audit, assign account codes, fund code, validate and initiate approval in the UIS	None	4 hours	<i>Staff</i> Accounting Office
	4. Print BIR Form 2306 & 2307, when applicable	None	1 hour	<i>Staff</i> Accounting Office
	5. Record in the logbook the date, DV Number, amount of DV, name of Creditor/Payee and particulars. Retain one (1) copy of DV & other supporting documents as Accounting File	None	.25 hour	<i>Staff</i> Accounting Office
	6. Forward DV and attachments to Budget Office	None	.25 hour	<i>Staff</i> Accounting Office
	DV From the Budget Office:			
	7. Certify as to cash availability, subject to Authority to Debit Account (when applicable), completeness of supporting documents and propriety of amount claimed	None	2 hours	<i>Accountant</i> Accounting Office



	8. Cross checking of DV entries and amounts with the entries in the UIS	None	1 hour	<i>Accountant</i> Accounting Office
	9. Approval of payment in the UIS	None	.5 hour	<i>Accountant</i> Accounting Office
	10. Forward the DV to the Dean's Office	None	.5 hour	<i>Staff</i> Accounting Office
	<b>TOTAL</b>	<b>None</b>	<b>16 hours or 2 working days</b>	



## ACCOUNTING OFFICE INTERNAL SERVICES

### 1. Disbursement Voucher (DV) Processing: Pre-audit

The Accounting Office pre-audits Disbursement Voucher prior to the approval of payment by the Head of Agency and issuance of check or ADA.

<b>Office or Division:</b>	Accounting Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who may avail:</b>	Faculty members, administrative staff and students (Internal Clients)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. DV entry in UIS		To be done by client online
2. Printed DV as approved by unit head/supervisor		Prepared by client
3. Obligation Request & Status signed by unit head/supervisor		Prepared by client
4. The following attachments, respectively:		
<b>Cash Advance for Activities</b>		
1. Approved Purchase Request (PR)		All units
2. Approved Line Item Budget (LIB)		Prepared by client
3. Approval of Activity		Dean's Office or UP Visayas
<b>Cash Advance for Travel</b>		



1. Travel Order	All units
2. Approved Itinerary of Travel	All units
3. Invitation Letter	Provided by client
<b>Claims for First Salary</b>	
1. Duly filled up U.P. Form No. 65-A (Certificate of Service)/Electronic Time Card/CSC Form No. 48 (Daily Time Record)	All units
2. Notice of Appointment	Personnel Services Office
3. Certificate of Assumption for Duty	Personnel Services Office
4. Oath of Office	Personnel Services Office
5. Statement of Assets, Liabilities, and Net Worth (SALN)	Personnel Services Office, prepared by client
6. BIR Form 2316 from Former Employer ( <i>if the employee is a transferee from other government agency</i> )	Provided by client
<b>Claims for Last Salary</b>	
1. Duly filled up U.P. Form No. 65-A (Certificate of Service)/Electronic Time Card/CSC Form No. 48 (Daily Time Record)	All units
2. Approved College and University Clearance	Personnel Services Office
<b>Claims for Service Recognition Pay (SRP)</b>	
1. Approved Computation of Service Recognition	Personnel Services Office
2. Approved College and University Clearance	Personnel Services Office
<b>Claims for Other Benefits</b>	
1. Approved Guidelines and/or Listing	Provided by client or home unit or Dean's Office
2. Approved College and University Clearance (for Outgoing Employees)	Personnel Services Office





<b>Claims for Terminal Leave</b>	
1. Certified photocopy of employee's leave card as of last date of service duly audited by the Personnel Services Office (PSO) and COA;	Personnel Services Office (PSO)
2. Complete Service Record	Personnel Services Office (PSO)
3. University and College Clearance	Personnel Services Office (PSO)
4. Statement of Assets, Liabilities, and Net worth (SALN)	Personnel Services Office (PSO)
5. Certified photocopy of Appointment/NOSA showing the highest salary received if the last appointment is not the highest	Personnel Services Office (PSO)
6. Computation of Terminal Leave Benefits duly signed/certified by the Accountant	Accounting Office
7. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency	Prepared by client
8. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her with reference to RA No. 3019	Provided by client
<b>Refunds of Tuition and Other Fees</b>	
1. Approved Request for Refund	Office of the College Secretary
2. Form 5	Office of the College Secretary
3. Official Receipt	Office of the College Secretary
<b>Reimbursement of Travel Expenses</b>	
1. Travel Order	Dean's Office
2. Itinerary of Travel	All units
3. Invitation Letter	Provided by client
4. Certificate of Travel Completed	Dean's Office
5. Certificate of Appearance	Provided by client



6. Tickets		Provided by client		
7. Receipts		Provided by client		
8. Certificate of Expenses Not Requiring Receipts (if applicable)		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and attachments	1. Receive DV and attachments	None	.5 hour	Staff Accounting Office
	2. Check completeness of attachments, and correctness of amount and withholding tax (when applicable)	None	6 hours	Staff Accounting Office
	3. Pre-audit, assign account codes, fund code, validate and initiate approval in the UIS	None	4 hours	Staff Accounting Office
	4. Print BIR Form 2306 & 2307, when applicable	None	1 hour	Staff Accounting Office
	5. Record in the logbook the date, DV Number, amount of DV, name of Creditor/Payee and particulars. Retain one (1) copy of DV & other supporting documents as Accounting File	None	.25 hour	Staff Accounting Office
	6. Forward DV and attachments to Budget Office	None	.25 hour	Staff Accounting Office
	DV From the Budget Office:			
	7. Certify as to cash availability, subject to Authority to Debit Account (when applicable), completeness of supporting documents and propriety of amount claimed	None	2 hours	Accountant Accounting Office



	8. Cross checking of DV entries and amounts with the entries in the UIS	None	1 hour	Accountant Accounting Office
	9. Approval of payment in the UIS	None	.5 hour	Accountant Accounting Office
	10. Forward the DV to the Dean's Office	None	.5 hour	Staff Accounting Office
	<b>TOTAL</b>	<b>None</b>	<b>16 hours or 2 working days</b>	

## 2. Processing of Liquidation Vouchers

The Accounting Office process the liquidation of cash advances made by Faculty members, Reps and Administrative Staff

<b>Office or Division:</b>	Accounting Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who may avail:</b>	Faculty, Reps and Administrative Staff (Internal Clients)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Cash Advance for Activities</b>		
1. Approved Purchase Request (PR)	All units	
2. Approved Line Item Budget (LIB)	Prepared by client	
3. Approval of Activity	Dean's Office or UP Visayas	
4. Summary of Expenses	Provided by client	
5. Official Receipts, Certification of Expenses not requiring Receipts, Pass Slip (when applicable)	Provided by client	



6. Canvas (Quotations), when applicable		Provided by client		
7. Attendance Sheet		Prepared by client		
8. Program of Activities		Provided by client		
9. Photos/Clear Pictures of the Activity		Provided by client		
10. Other documents that may be required		Provided by client		
<b>Cash Advance for Travel</b>				
1. Travel Order		All units		
2. Approved Itinerary of Travel		All units		
3. Invitation Letter		Provided by client		
4. Certificate of Attendance		Provided by client		
5. Appendix B: Certificate of Travel Completed		Provided by client		
6. Plane/Bus/Van Tickets		Provided by client		
7. Revised Itinerary of Travel, when applicable		Provided by client		
8. Official receipts		Provided by client		
9. Other documents that may be required		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <b>Submit Liquidation Voucher</b>	1. Receive the liquidation voucher		.5 hour	<i>Charito B. Dupio Administrative Assistant II</i>
	2. Check completeness of attachments and signatures and correctness of amount		6 hours	<i>Charito B. Dupio Administrative Assistant II</i>



	3. Record and assign liquidation voucher number		.5 hour	<i>Charito B. Dupio Administrative Assistant II</i>
	4. Assign accounting entry in the UIS and initiate approval		1 hour	<i>Charito B. Dupio Administrative Assistant II</i>
	5. Accountant check and approve the liquidation voucher		6 hours	<i>Accountant Accounting Office</i>
	6. Forward the Liquidation Voucher to the Dean's Office		.25 hour	<i>Staff Accounting Office</i>
	From the Dean's Office:			
	7. Prepare JEV for recording in the books		1.75 hours	<i>Staff Accounting Office</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>16 hours or 2 working days</b>	



## CAMPUS DEVELOPMENT & MAINTENANCE OFFICE (CDMO) INTERNAL SERVICES

### 1. Job Order Request (Repairs & Maintenance)

Basic repair and maintenance services (Electrical and mechanical, plumbing, carpentry painting) and personnel assistance

<b>Office or Division:</b>	Campus Development and Maintenance Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	All UP units and Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order Request Form and Activity Permits			Office of the Supervising Officer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Job Order Requests and identify the services needed <i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	1.1. Receives and records the Job Order request then submits to the CDMO Head for work assignment	-	5 minutes	<i>Cherry May Paclibare Staff</i>
	1.2. Evaluates the nature of work to be done and work assignment	-	10 minutes	CDMO Head
	1.3. Assigned personnel receives Job Order Request	-	10 minutes	<i>Ceasar B. Castillo Jr.</i> (Electrical Work)



				<i>Rizalde P. Bañares</i> (Plumbing Work) <i>Joel A. Alegro</i> (Carpentry, Steel and Masonry Work) <i>Francis Orbanija</i> (Painting) <i>Angel Abiabi</i> (Sound system operation)
	1.4. Site inspection and work execution	-	3 days	Assigned personnel
2. Acknowledges the completed requests	2. Acknowledge work completion	-	5 minutes	Client
	<b>TOTAL</b>	<b>None</b>	<b>3 days and 30 minutes</b>	

**2. Job Order Request (Plan and Drawings Preparation)**

Preparation of design and budget cost estimate for new construction, fabrication and improvement works.

<b>Office or Division:</b>	Campus Development and Maintenance Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen



<b>Who may avail:</b>	All UP units and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Order Request Form and Activity Permits		Office of the Supervising Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up Job Order Requests and identify the services needed <i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	1.1. Receives and records the Job Order request then submits to the CDMO Head for work assignment	-	5 minutes	<i>Cherry May Paclibare</i> Staff
	1.2. Evaluates the nature of work to be done and work assignment	-	15 minutes	CDMO Head
	1.3. Assigned personnel receives Job Order Request	-	10 minutes	<i>Cesar B. Castillo Jr.</i> (Electrical Work) <i>Rizalde P. Bañares</i> (Plumbing Work) <i>Joel A. Alegro</i> (Carpentry, Steel and Masonry Work) <i>Francis Orbanija</i> (Painting)





				<i>Angel Abiabi</i> (Sound system operation)
	1.4. Personnel assigned conducts site inspection	-	1 day	Assigned personnel
	1.5. Prepares plan and workings drawings	-	20 days	<i>Roan Jane Abrajano, Joel Alegro, Rizalde Bañares and Ceasar Castillo Jr.</i>
2. Client receives the working drawing and program of work	2. Submits working drawings and program of work for approval to the client for approval	-	30 minutes	<i>Roan Jane Abrajano</i> Unit Head
	<b>TOTAL</b>	<b>None</b>	<b>21 days and 1 hour</b>	



## CASH OFFICE EXTERNAL SERVICES

### 1. Collection of Fees

Other fees include TLRC printing fees, Library fees (book fines, researcher's fee, cybernook fees), return of cash advances, dental fees, OCS-related fees (completion of incomplete grade fees, change matriculation fees, etc.), rentals (use of laboratory equipment, dormitories, Guest House and other College facilities), REIS fees, OSA-related fees (Certification of Good Moral Character fees, Psychological Testing fees), dental fees, and payments for the sale of bid documents.

<b>Office or Division:</b>	Cash Office	
<b>Classification:</b>	Simple (for payments via Land Bank-Instapay) and Complex (for payments via other banks: LBP-Pesonet, Uniobank, Metrobank and PNB)	
<b>Type of Transaction:</b>	G2C (for other fees except the sale of bid documents) and G2B (for payments from sale of bid documents) G2G (for some Psychological Testing Fees from other government agencies)	
<b>Who may avail:</b>	General Public, Private Companies	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Assessment form		The Office where the client has the accountability Supply and Property Services Office (for sale of bid docs only)
Proof of payment (Deposit slip/Online fund transfer confirmation)		Depository Bank/Online Bank App (Land Bank, Unionbank, Metrobank, PNB only)
Cash		From client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face-to-Face: 1.Client gives the assessment form and the equivalent cash.	Face-to-face: 1. Collecting Officer receives the assessment form and the cash and issues the corresponding official receipt.	-	Face-to-face: 3 minutes	<i>Reymonte de May I. Balila</i> (Collecting Officer)
Online: 1.Client emails the assessment form and the supporting proof of payment.	Online: 1.1 Collecting Officer prints the email with the assessment form and the supporting proof of payment. 1.2 Collecting Officer verifies the name and the total amount to be paid by the client through the concerned Office. 1.3 Collecting Officer forwards the same documents to the Unit Head for validation.		Online: 3 minutes	
	1.4 Unit Head validates the payment, prints the bank validation and forwards back to the Collecting Officer.	-	Next banking day from date of payment (for payments made via Land Bank Instapay) 3-5 banking days (for payments made via other banks)	<i>Catherine C. Moreno</i> (Unit Head)



2.Client acknowledges receipt of the email with the attached Official Receipt .	2.Collecting Officer issues the corresponding Official Receipt, scans it and emails a copy to the client.	-	2 minutes	<i>Reymonte de May I. Balila</i> (Collecting Officer)
	<b>TOTAL</b>	<b>None</b>	Face-to-face: <b>1 minute</b> Online: <b>5 banking days</b>	

**2. Payments to Students, Employees, Project Staff, Suppliers and Other Clients**

Payments to students refer to their scholarship allowances, reimbursements and refund of tuition fees. Payments to employees and project staff refer to their salaries and other remunerations. Payments to other clients refer to the payments to various suppliers and to the regular remittances of the College to other government agencies.

<b>Office or Division:</b>	Cash Office		
<b>Classification:</b>	Simple (for payees within the College and the City) Complex (for payees from outside of the City)		
<b>Type of Transaction:</b>	G2C, G2B, G2G		
<b>Who may avail:</b>	Suppliers and Other Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
For payees from within the City: <ul style="list-style-type: none"> <li>• Valid ID</li> <li>• Authorization (if the claimant is a family member of the payee)</li> </ul>			



<ul style="list-style-type: none"> <li>• Special Power of Attorney (if not the payee’s immediate family member)</li> <li>• Official Receipt (for suppliers)</li> </ul> <p>For payees from outside the City:</p> <ul style="list-style-type: none"> <li>• Bank Account Number</li> <li>• Original Official Receipt (initially sent via courier)</li> <li>• Mayor’s Business Permit and DTI Certificate (sent via email)</li> </ul>		Company/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE				
1.Client presents valid ID to the Disbursing Officer.	1.1. Disbursing Officer lets the client sign in the Warrant Register, Disbursement Voucher, and in the BIR forms (if applicable)	-	5 minutes	Floravel Mendaza (Disbursing Officer)
	1.2. Disbursing Officer releases the check to the client in exchange of the Official Receipt	-		
ONLINE				
1.Client sends via courier the original Official Receipt and the signed Disbursement Voucher and the BIR forms to the Cash Office.	1.1. Disbursing Officer receives the Official Receipt and other documents sent via courier, along with the other requirements sent via email.		Online: 2-3 banking days from the date of receipt of documents from the client	Floravel Mendaza (Disbursing Officer) and Catherine Moreno (Unit Head)
	1.2. Unit Head deposits the check to the client’s depository bank.			
	1.3. Disbursing Officer emails the proof of deposit to the client.			



	<b>TOTAL</b>	<b>None</b>	Face-to-Face: <b>5 minutes</b> Online: <b>3 days</b>	
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## **CASH OFFICE**

### **INTERNAL SERVICES**

#### **1. Collection of Other Fees**

Other fees include TLRC printing fees, Library fees (book fines, researcher's fee, cybernook fees), return of cash advances, dental fees, OCS-related fees (completion of incomplete grade fees, change matriculation fees, etc.), rentals (use of laboratory equipment, dormitories, Guest House and other College facilities), REIS fees, OSA-related fees (Certification of Good Moral Character fees, Psychological Testing fees), dental fees, and payments for the sale of bid documents.

<b>Office or Division:</b>	Cash Office
<b>Classification:</b>	Simple (for payments via Land Bank-Instapay) and Complex (for payments via other banks: LBP-Pesonet, Uniobank, Metrobank and PNB)
<b>Type of Transaction:</b>	G2C (for other fees except the sale of bid documents) and G2B (for payments from sale of bid documents) G2G (for some Psychological Testing Fees from other government agencies)
<b>Who may avail:</b>	Students

Requirements and steps are the same as that for external clients.

#### **2. Payments to Students, Employees, Project Staff, Suppliers and Other Clients**

Payments to students refer to their scholarship allowances, reimbursements and refund of tuition fees. Payments to employees and project staff refer to their salaries and other remunerations. Payments to other clients refer to the payments to various suppliers and to the regular remittances of the College to other government agencies.



<b>Office or Division:</b>	Cash Office
<b>Classification:</b>	Simple (for payees within the College and the City) Complex (for payees from outside of the City)
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who may avail:</b>	Students, Employees, Project Staff

Requirements and steps are the same as that for external clients.

### 3. Collection of Enrolment Fees (from Graduate Students)

Enrolment fees are collected from the graduate program students since they are not covered by the Unified Financial Assistance System for Tertiary Education Act, or UniFAST — also known as Republic Act No. 10687. This also includes the collection of payments for student loans.

<b>Office or Division:</b>	Cash Office
<b>Classification:</b>	Simple (for payments via Land Bank-Instapay) and Complex (for payments via other banks: LBP-Pesonet, Uniobank, Metrobank and PNB)
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Graduate Students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
CRS-generated assessment form (for tuition fees)	Academic Division/Office of the College Secretary
Computation of Loan Interest	Accounting Office
Proof of Payment (Deposit Slip/Online Fund Transfer Confirmation)	Depository Bank/Online Bank App (Land Bank, Unionbank, Metrobank, PNB only)





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails the CRS-generated assessment form and the supporting proof of payment.	1.1. Collecting Officer prints the email with the CRS-generated assessment form and the supporting proof of payment.	-	1 minute	<i>Reymonte de May I. Balila</i> (Collecting Officer)
	1.2. Collecting Officer verifies the name and the total amount to be paid by the client through the CRS account	-		
	1.3. Collecting Officer forwards the same documents to the Unit Head for validation	-		
	1.4. Unit Head validates the payment, prints the bank validation and forwards back to the Collecting Officer.	-	Next banking day from date of payment (for payments made via Land Bank Instapay)  3-5 banking days (for payments made via other banks)	<i>Catherine C. Moreno</i> (Unit Head)
2. Client acknowledges receipt of the email with the attached Official Receipt.	2. Collecting Officer issues the corresponding Official Receipt, scans it and emails a copy to the client.	-	2 minutes	<i>Reymonte de May I. Balila</i> (Collecting Officer)
<b>TOTAL</b>		<b>None</b>	<b>5 days</b>	



### 3. Issuance of Certification for Lost Copy of Official Receipt

The Certification for Lost Official Receipt is validated by the Unit Head and is issued to requesting external and internal clients who either misplaced or lost their original copies of the Official Receipt.

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple (for payments via Land Bank-Instapay) and Complex (for payments via other banks: LBP-Pesonet, Uniobank, Metrobank and PNB)			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter/Email Request Proof of payment (Deposit slip/Online fund transfer confirmation)			Depository Bank/Online Bank App (Land Bank, Unionbank, Metrobank, PNB only)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client emails the letter request.	1. Collecting Officer checks the Report of Collection based on the data given by the client and informs the client to pay the corresponding fee.	₱40.00	1-2 days	<i>Reymonte de May I. Balila</i> (Collecting Officer)
2.Client sends the proof of payment via email.	2.1. Collecting Officer forwards the same documents to the Unit Head for validation.	-	1 minute	
	2.2. Unit Head validates the payment, prints the bank validation and forwards back to the Collecting Officer.	-	Next banking day from date of payment (for payments	<i>Catherine C. Moreno</i> (Unit Head)



	2.3. Collecting Officer encodes the name of the requesting party to the template of the certification form.	-	made via Land Bank Instapay) 3-5 banking days (for payments made via other banks)	
3.Client acknowledges receipt of the email with the attached Official Receipt and the Certification.	3.Collecting Officer issues the corresponding Official Receipt, scans it and emails a copy to the client, along with the signed Certification.	-	3 minutes	<i>Reymonte de May I. Balila</i> (Collecting Officer)
	<b>TOTAL</b>	<b>None</b>	<b>5 days</b>	



## HEALTH SERVICES UNIT (HSU) EXTERNAL SERVICES

### 1. Blood Pressure Measurement

Dependents of UPVTC employees can have their blood pressure measurement and/or monitoring at the Health Services Unit.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services			Supervising Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved request form*	1. Check completeness of request form	None	1 minute	HSU - Nurse
	1.1 Schedule blood pressure measurement/ monitoring	None	2 minutes	
2. Proceed to HSU accompanied by UPVTC employee as scheduled	2. Look for patient's medical record (if none, provide form to fill up data)	None	3 minutes	



3. Rest for 15 minutes before the procedure; proceed to blood pressure taking	3. Take blood pressure and inform client of result	None	18 minutes	
3. Sign in the log-book	3. Record result in the medical form and file	None	2 minutes	
<b>TOTAL</b>		<b>None</b>	<b>26 minutes</b>	

*\*to be accomplished by UPVTC Employee*

## 2. Medical and Physical Examination for Incoming First Year & Transferee Students

All incoming First Year students (graduate and undergraduate) and transferees, as a requisite for enrollment, are required to report to the Health Services Unit for medical and physical examination.

<b>Office or Division:</b>	Health Services Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Incoming first year & transferee students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Medical-Dental Forms	Health Services Unit		
Laboratory Results	Provided by client (from hospital or any outside medical laboratory facility)		



Admission Slip		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit admission slip from OCS, Medical-Dental Forms and lab results	1. Receive and check medical and dental forms if properly filled up and for the completeness of required documents	None	2 minutes	HSU Nurse
	1.1. Take vital signs, height, and weight of the student	None	2 minute	
	1.2. Forward dental form to the dentist	None	1 minute	
2. Proceed to dental clinic	2. Perform dental examination	None	10 minutes	HSU Dentist
3. Receive dental clearance	3. Attach dental clearance slip to medical form	None	1 minute	HSU Physician
4. Proceed back to HSU for medical and physical examination	4. Conduct medical and physical examination	None	10 minutes	
5. Receive medical certificate	5. Issue medical certificate	None	3 minutes	
6. Sign in the log-book	6. Record result in medical form and file	None	1 minute	HSU Nurse
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



### 3. Medical and Physical Examination for Incoming First Year & Transferee Students (Teleconsultation)

All incoming First Year students (graduate and undergraduate) and transferees, as a requisite for enrollment, are required to report to the Health Services Unit for medical and physical examination. In accordance with the current protocols put in place as safety measures against COVID-19, teleconsultation is offered.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming first year & transferee students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Health Services Unit Medical Form			Health Services Unit Website	
Laboratory Results			Provided by client (from hospital or any outside medical laboratory facility)	
Medical Certificate			Rural Health Unit/ City Health Office	
Notice of Admission			Office of the College Secretary	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-up medical form, laboratory results, medical certificate and notice of	1. Check completeness of requirements	None	5 minutes	HSU Nurse



admission to the official email address of the HSU				
	1.1. Schedule client for teleconsultation	None	2 minutes	
2. Contact HSU on the assigned schedule	2. Conduct teleconsult; inform client of findings	None	20 minutes	HSU <i>Physician</i>
	2.1. Record findings in medical form and file	None	3 minutes	HSU <i>Nurse</i>
3. Receive provisional medical certificate	3. Issue provisional medical certificate for enrolment	None	3 minutes	HSU <i>Physician</i>
	3.1. Send copy of all prevailing health and safety protocols of the College.	None	2 minutes	HSU <i>Nurse</i>
<i>4. Undergo face-to-face physical examination and dental examination as scheduled by the Health Services Unit within the semester if allowed by current IATF guidelines.</i>	<i>4. Schedule for face-to-face physical examination and dental examination as per IATF guidelines.</i>	None	-	HSU <i>Nurse</i>
	<i>4.1. Provision of medical and dental certificate</i>	None	-	HSU <i>Physician/ Dentist</i>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	





### 4. Medical Consultation

Dependents of UPVTC employees can go to the Health Services Unit for medical consultation.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services			Supervising Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved request form*	1. Check completeness of request form	None	1 minute	HSU Nurse
	1.1 Schedule consultation	None	2 minutes	
2. Proceed to HSU accompanied by UPVTC employee as scheduled	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	
	1.1. Take vital signs. Assess and prioritize patient's immediate medical concern	None	5 minutes	
	1.2. Endorse to the school physician for consultation and further medical treatment	None	2 minutes	



2. Proceed to see the physician	2. Conduct medical and physical examination; inform client of findings	None	20 minutes	HSU <i>Physician</i>
3. Sign in the log-book	3. Record findings in medical form and file	None	3 minutes	HSU <i>Nurse</i>
<b>TOTAL</b>		<b>None</b>	<b>36 minutes</b>	

*\*to be accomplished by UPVTC Employee*

### 5. Medical Consultation (Teleconsultation)

In accordance with the current protocols put in place as safety measures against COVID-19, Dependents of UP employees can have can seek consultation from the Health Services Unit through teleconsultation.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services (scanned)			Supervising Administrative Office	
Signed Informed consent			HSU Website	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Connect with the HSU through email and submit scanned copy of approved	1. Check completeness of requirements.	None	5 minutes	HSU <i>Nurse</i>



request form and signed informed consent*				
	1.1. Schedule client for teleconsultation	None	2 minutes	
	1.2. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	
2. Contact HSU on the assigned schedule	2. Conduct teleconsult; inform client of findings	None	20 minutes	HSU <i>Physician</i>
	2.1. Record findings in medical form and file	None	3 minutes	HSU <i>Nurse</i>
	2.2. Log in medical consult	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	

\*to be accomplished by UPVTC Employee

## 6. Medicine Prescription and Dispensing

Dependents of UPVTC employees can go to the Health Services Unit to ask for renewal of medical prescription.

<b>Office or Division:</b>	Health Services Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Dependents of UPVTC employees.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request form for Health Services		Supervising Administrative Office



Old prescription		Provided by client (from previous physician or medical facility)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request form*	1. Check completeness of request form	None	1 minute	HSU Nurse
	1.1. Schedule appointment	None	2 minutes	
2. Proceed to HSU accompanied by UPVTC employee as scheduled and present old prescription	2. Review old prescription	None	1 minute	HSU Nurse
	2.1. Endorse to the school physician for prescription renewal	None	1 minute	
3. Proceed to see the physician	3. Review prescription and prescribe medication/s.	None	5 minutes	HSU Physician
4. Receive medicines	4. Dispense prescribed medications if available	None	5 minutes	HSU Nurse
5. Sign in the log-book	5. Record transaction in medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>17 minutes</b>	

\*to be accomplished by UPVTC Employee



## 7. Dental Consultation and/or Procedure

Dependents of UPVTC employees can go to the Health Services Unit for dental consultation. Dental services available include oral prophylaxis, dental filling, extraction and other minor procedures.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services			Supervising Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Connect with the HSU through the official hotline*	1. Schedule client for dental consultation.	None	2 minutes	HSU Nurse/ Dentist
2. On schedule, proceed to HSU accompanied by UPVTC employee and present approved request form	2. Look for patient's dental record (if none, provide form to fill-up data)	None	3 minutes	HSU Dentist
	2.1. Check completeness of request form	None	1 minute	HSU Nurse
	2.2. Take vital signs.	None	3 minutes	
	2.3. Endorse to the school dentist for consultation and further dental treatment	None	2 minutes	



3. Proceed to see the dentist	3. Conduct dental examination/ procedure	None	30 minutes	<i>HSU Dentist</i>
	3.1. Give payment slip to client	None	2 minutes	
4. Sign in the log-book	4. Record findings in dental form and file	None	3 minutes	
5. Proceed to Cashier for payment		For procedure: Oral prophylaxis – 60 php  Extraction and other minor procedure – 100 php  Filling – 60 php	5 minutes	
6. Show receipt to dentist	6. Note OR number in logbook	None	3 minutes	
	<b>TOTAL</b>	<i>Depends on procedure s performed</i>	<b>54 minutes</b>	

*\*to be accomplished by UPVTC Employee*



## 8. Nebulization

Dependents of UPVTC employees who need to use a nebulizer while in school can go to the Health Services Unit (HSU) for nebulization.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services			Supervising Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved request form*	1. Check completeness of request form	None	1 minute	HSU Nurse
	1.1 Schedule nebulization.	None	2 minutes	
2. Proceed to HSU accompanied by UPVTC employee as scheduled	2. Look for patient's medical record (if none, provide form to fill up data)	None	3 minutes	
	2.1 Conduct medical checkup and issue physician's order	None	7 minutes	HSU Physician
2. Submit self for nebulization	2. Perform nebulization	None	45 minutes	HSU Nurse



3. Submit self for reassessment	3. Conduct reassessment of patent status after nebulization.	None	3 minutes	HSU <i>Physician</i>
3. Sign in the log-book	3. Record results in medical form and file	None	2 minutes	HSU <i>Nurse</i>
<b>TOTAL</b>		<b>None</b>	<b>63 minutes</b>	

*\*to be accomplished by UPVTC Employee*

### 9. Request for Medical Certificate

Upon request and after a medical examination, the Health Services Unit (HSU) can issue a medical certificate to dependents of UPVTC employees.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Health Services		Supervising Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved request form*	1. Check completeness of request form	None	1 minute	HSU <i>Nurse</i>
	1.1 Schedule consultation	None	2 minutes	





2. Proceed to HSU accompanied by UPVTC employee as scheduled	2. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	
3. Submit self for medical check-up	3. Conduct medical check-up	None	10 minutes	HSU <i>Physician</i>
	3.1 Prepare Medical Certificate	None	5 minutes	
4. Receive Medical Certificate	4. Issue Medical Certificate	None	1 minute	HSU <i>Nurse</i>
5. Sign in the log-book	5. Record results in medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>24 minutes</b>	

*\*to be accomplished by UPVTC Employee*

### 10. Request for Medical Certificate (Teleconsultation)

Upon request and after a medical examination, the Health Services Unit (HSU) can issue a medical certificate to dependents of UPVTC employees. In accordance with the current protocols put in place as safety measures against COVID-19, this service can be offered through teleconsultation.

<b>Office or Division:</b>	Health Services Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Dependents of UPVTC employees.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Request form for Health Services		Supervising Administrative Office	



Signed Informed consent		HSU Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for medical certificate at the HSU website and submit approved request form and signed inform consent*  <b>Official business:</b> at least 1 day before <b>Personal business:</b> at least 3 days before	1. Check completeness of requirements.	None	5 minutes	HSU Nurse
	1.1 Schedule client for teleconsultation	None	2 minutes	
	1.2. Look for patient’s medical record (if none, provide form to fill-up data)	None	3 minutes	
2. Contact HSU on the assigned schedule	2. Conduct teleconsult; inform client of findings	None	20 minutes	HSU Physician
	2.1. Prepare Medical Certificate	None	5 minutes	
3. Receive Medical Certificate	3. Issue Medical Certificate	None	1 minute	HSU Nurse
	3.1. Record results in medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>38 minutes</b>	

\*to be accomplished by UPVTC Employee



## 11. Wound Dressing

In cases of accidents, the Health Services Unit can perform basic first aid and wound dressing.

<b>Office or Division:</b>	Health Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Dependents of UPVTC employees.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form for Health Services, if readily available			Supervising Administrative Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accompanied by UPVTC employee, present approved request form (If readily available)	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	HSU Nurse
	1.1 Conduct medical checkup and issue physician's order	None	5 minutes	HSU Physician
	2. Perform wound dressing procedure	None	5 minutes	HSU Nurse
3. Sign in the log-book	3. Record results in medical form and file	None	2 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## PERSONNEL SERVICES OFFICE (PSO) INTERNAL SERVICES

### 1. Request for PDS and PDF Forms

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Personnel Services Office (PSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			NA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the desired form.	1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	-	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>



2. Client fills out and submits the Request Form	2. PSO staff checks the form if it is properly filled-out.	-	5 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)</i>
	3. PSO staff receives the properly filled-out form for filing and/or as supporting document for hiring/appointment.	-	3 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	

**2. Request for Application for Leave Form (Vacation, Sick, CSC/CNA Special Leave)**

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Personnel Services Office (PSO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Faculty members and administrative staff
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails/calls/visits the Office to secure/request for the Application for Leave Form.	1.1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	-	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
2. Client fills up and submits the form	2.1. PSO staff checks the form if it is properly filled-out.	-	5 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)</i>
	2.2. PSO checks/certifies leave balances of client and submits application for leave to immediate supervisor/Dean for approval.	-	30 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II) Maria Vivian J. Montes AO IV (HRMO II)</i>
	2.3. PSO files the approved application for leave of clients.	-	1 day after approval	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles</i>



				(Admin. Asst. II)
		<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 37 min.</b>

**3. Request for Application for Leave Form (Leave Monetization, Terminal leave, Faculty Sick Leave)**

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Personnel Services Office (PSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			NA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the Application for Leave Form.	1.1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	-	2 minutes	<i>Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>



2. Clients fill up and submit the form	2.1. PSO staff checks the form if it is properly filled-up.	-	5 minutes	Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)
	2.2. PSO checks/certifies leave balances of client and submits application for leave to immediate supervisor/Dean for approval.	-	15 minutes	Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)
	2.3. Retrieves approved leave application from the Office of the Dean and send/emails to UPV-HRDO for further processing of leave benefits.	-	1 day	Pablo U. Bonida (HRMA II)/ Debbie Rowena B. Relles (Admin. Asst. II)
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 22 mins</b>	





#### 4. Certificate of Clearance Request Form

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Personnel Services Office (PSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			NA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client emails/calls/visits the Office to secure/request for the Certificate of Clearance Form.	1. PSO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	-	5 minutes	<i>Pablo U. Bonida</i> (HRMA II) <i>Debbie Rowena B. Relles</i> (Admin. Asst. II) <i>Maria Vivian J. Montes</i> AO IV (HRMO II)
2. Client fills accomplishes and submits the form for checking.	2.1. PSO staff checks/verifies the data in the request for the Certificate of Clearance form as per PSO records.	-	5 minutes	<i>Pablo U. Bonida</i> (HRMA II)



				<i>Debbie Rowena B. Relles</i> (Admin. Asst. II)
	2.2. After all data has been checked and verified in the records, PSO returns the form and advices the client to email the accomplished clearance request form to UPV-HRDO for further processing.	-	3 minutes	<i>Maria Vivian J. Montes</i> AO IV (HRMO II)
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	

**5. Request for Certificate of Employment (CoE) and Service Records (SRs) for local purpose only**

The PSO has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) responsible for the management of the leave and other benefits of the employees; and (c) in-charge of the maintenance of personnel records. Hence the most requested service from internal and external clients is COE/SR request.

<b>Office or Division:</b>	Personnel Services Office (PSO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government;			
<b>Who may avail:</b>	Faculty members and administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request.			NA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls/visits the Office and requests for a	1. PSO answers/accommodates the clients and advices them accordingly;	-	5 minutes	<i>Pablo U. Bonida</i> (HRMA II)



<p>Certificate of Employment (COE)/ Service Records.</p>	<p>If the request is for foreign use, the clients are advised to write/email directly to HRDO (The transaction now is between the client and the HRDO)</p> <p>If the clients are separated already, they are advised to communicate their request directly to HRDO stating their purpose (The transaction now is between the client and the HRDO)</p> <p>If the request is for local use, the clients are required to submit a letter stating the purpose on their request. (This is required in compliance for the Data Privacy Act of 2012)</p>			<p><i>Debbie Rowena B. Relles</i> (Admin. Asst. II) <i>Maria Vivian J. Montes</i> AO IV (HRMO II)</p>
<p>2. Client hands in/emails the request letter</p>	<p>2.1. PSO staff verifies records and processes the request upon receipt of the request letter</p>	<p>-</p>	<p>5 minutes</p>	<p><i>Pablo U. Bonida</i> (HRMA II) <i>Debbie Rowena B. Relles</i> (Admin. Asst. II)</p>
	<p>2.2. Personnel Officer (PO) checks the verified and processed request and if found in order, signs the requested document</p>	<p>-</p>	<p>3 minutes</p>	<p><i>Maria Vivian J. Montes</i> AO IV (HRMO II)</p>
	<p>2.3. Issues the document requested</p>	<p>-</p>	<p>1 day</p>	<p><i>Pablo U. Bonida</i> (HRMA II)/</p>



				<i>Debbie Rowena B. Relles / (Admin. Asst. II)/ Maria Vivian J. Montes AO IV (HRMO II)</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 13 minutes</b>	



## SECURITY SERVICES OFFICE EXTERNAL SERVICES

### 1. Request for Review of CCTV Footage

This service involves the review of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form.	-	1 minute	<i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/ Michael P. Macabenta, Sr.</i>
	1.2. Staff forwards the form to the Office of the SAO for recommendatory approval.	-	1 minute	



				Special Police Corporal/ <i>Ruperto C. Cañete, Jr.</i> Special Policeman
	1.3. The SAO signs duly filled out CCTV Access Request Form and forwards the same to the Dean for approval.	-	2 minutes	<i>Telesforo S. Sales</i> Supervising Admin. Officer
	1.4. The Dean signs the CARF.	-	2 minutes	<i>Patricia B. Arinto</i> Dean
	1.5. Staff reviews and saves the video file/footage.	-	3 hours	<i>Mario A. Martinez</i> Security Officer/ <i>Joselito S. Cariño</i> Special Police Captain
	1.6. Staff contacts the requestor for the review of the CCTV footage/file.	-	2 hours	
2. Client signs the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Signs the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	-	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7) minutes</b>	



## 2. Request for Review and Copy of CCTV Footage

This service involves the review and granting a copy of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client accompanied by a court order.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
Reference letter (Court Order)			Court	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form with attached court order and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form with attached court order.	-	1 minute	<i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/</i>
	1.2. Staff forwards the form to the Office of the SAO for recommendatory approval.	-	1 minute	<i>Michael P. Macabenta, Sr. Special Police Corporal/</i>



				<i>Ruperto C. Cañete, Jr.</i> Special Policeman
	1.3. The SAO signs duly filled out CCTV Access Request Form and forwards the same to the Dean for approval.	-	2 minutes	<i>Telesforo S. Sales</i> Supervising Admin. Officer
	1.4. The Dean signs the CARF.	-	2 minutes	<i>Patricia B. Arinto</i> Dean
	1.5. Staff reviews and saves the video file/footage.	-	3 hours	<i>Mario A. Martinez</i> Security Officer/ <i>Joselito S. Cariño</i> Special Police Captain
	1.6. Staff contacts the requestor and assists the review and gives the copy of the CCTV file/footage.	-	2 hours	
2. Client Signs the acknowledgement part of the CARF after reviewing and receiving the copy of the CCTV footage/file.	2. Signs the acknowledgement part of the CARF after assisting the review and giving the copy of the CCTV footage/file.	-	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7 minutes</b>	





### 3. Payment of Goods (Security Services)

This involves the initial processing of payment of services provided by the security service provider through the preparation of Disbursement Voucher and its list of supporting documents.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Security Agency			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Billing Statement			Security Services Office	
Guards' Daily Time Record (DTR)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits billing statement and DTRs of guards.	1.1. Staff receives billing statement and DTRs of guards.	-	1 minute	<i>Mario A. Martinez</i> Security Officer
	1.2. Staff prepares Disbursement Voucher (with computation of withholding taxes) and the list of supporting documents.	-	10 minutes	
	1.3. Staff scans all necessary documents.	-	5 minutes	
	1.4. Staff enters the transactions in UIS to generate Disbursement Voucher Number.	-	2 minutes	



	1.5. Staff uploads the scanned documents in UIS.	-	2 minutes	
	1.6. Staff records the transaction in the Disbursement Voucher logbook.	-	1 minute	
	1.7. Staff submits the printed DV and its list of supporting documents to Accounting Office for the processing of payment.	-	2 minutes	
	<b>TOTAL</b>		<b>23 minutes</b>	

**4. Use of Venue/Facilities (External/Non-UP Client)**

This service involves a security personnel allowing or granting a client the use of a certain venue/s or facility/ies of the college based on the approved activity permit following all safety protocols.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Activity Permit			Office of the Supervising Administrative Officer; Office of Student Affairs (OSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Client submits approved Copy of Activity Permit.</p>	<p>1.1. Staff receives approved activity permit and records the same on the activity permit logbook.</p>	<p>-</p>	<p>1 minute</p>	<p><i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/ Michael P. Macabenta, Sr. Special Police Corporal/ Ruperto C. Cañete, Jr. Special Policeman</i></p>
	<p>1.2. Staff forwards the activity permit to the guard on duty.</p>	<p>-</p>	<p>5 minutes</p>	<p>Guard on duty</p>
	<p>1.3. Guard on duty checks and verifies the schedule of the activity based on the approved activity permit and grants the end-user on the use of venue(s)/facility (ies)</p>	<p>-</p>	<p>1 minute</p>	<p>Guard on duty</p>
	<p>1.4. Guard on duty Inspects the venue(s)/facility(ies) after the use of the clients and put it back to its secured condition.</p>	<p>-</p>	<p>5 minutes</p>	<p>Guard on duty</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>12 minutes</b></p>	



## SECURITY SERVICES OFFICE INTERNAL SERVICES

### 1. Request for Review of CCTV Footage

This service involves the review of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form.	-	1 minute	<i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/ Michael P. Macabenta, Sr.</i>
	1.2. Staff forwards the form to the Office of the SAO for approval.	-	1 minute	



				Special Police Corporal/ <i>Ruperto C. Cañete, Jr.</i> Special Policeman
	1.3. The Supervising AO signs duly filled out CCTV Access Request Form and forwards the same to SSO.	-	2 minutes	<i>Telesforo S. Sales</i> Supervising Admin. Officer
	1.4. Staff reviews and saves the video file/footage.	-	3 hours	<i>Mario A. Martinez</i> Security Officer/ <i>Joselito S. Cariño</i> Special Police Captain
	1.5. Staff contacts the requestor for the review of the CCTV footage/file.	-	2 hours	
2. Client signs the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Signs the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	-	1 minute	Mario A. Martinez, Security Officer/ <i>Joselito S. Cariño</i> , Special Police Captain
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 5 minutes</b>	



## 2. Request for Review and Copy of CCTV Footage

This service involves the review and granting a copy of CCTV footage based on the specified location, date and time of the approved CCTV Access Request Form accomplished by the client accompanied by a court order.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
CCTV Access Request Form			Security Service Office	
Reference letter (Court Order)			Court	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client completely fills out CCTV Access Request Form with attached court order and submits the same to SSO.	1.1. Staff receives duly filled out CCTV Access Request Form with attached court order.	-	1 minute	<i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/</i>
	1.2. Staff forwards the form to the Office of the SAO for recommendatory approval.	-	1 minute	<i>Michael P. Macabenta, Sr. Special Police Corporal/</i>



				<i>Ruperto C. Cañete, Jr.</i> Special Policeman
	1.3. The Supervising AO signs duly filled out CCTV Access Request Form and forwards the same to the Dean for approval.	-	2 minutes	<i>Telesforo S. Sales</i> Supervising Admin. Officer
	1.4 The Dean signs the CARF.	-	2 minutes	<i>Patricia B. Arinto</i> Dean
	1.5. Staff reviews and saves the video file/footage.	-	3 hours	<i>Mario A. Martinez</i> Security Officer/ <i>Joselito S. Cariño</i> Special Police Captain
	1.6. Staff contacts the requestor, assists the review and gives the copy of the CCTV file/footage.	-	2 hours	
2. Client Signs the acknowledgement part of the CARF after reviewing and receiving the copy of the CCTV footage/file.	2. Signs the acknowledgement part of the CARF after assisting the review/giving the copy of the CCTV footage.	-	1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>5 hours and 7 minutes</b>	



### 3. Use of Venue/s or Facility/ies

This service involves a security personnel allowing or granting a client the use of a certain venue/s or facility/ies of the college based on the approved activity permit following all safety protocols.

<b>Office or Division:</b>	SECURITY SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Activity Permit			Office of the Supervising Administrative Officer; Office of Student Affairs (OSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits approved copy of the Activity Permit.	1.1. Staff receives approved activity permit and records the same on the activity permit logbook.	-	1 minute	<i>Mario A. Martinez, Security Officer/ Joselito S. Cariño Special Police Captain/ Michael P. Macabenta, Sr. Special Police Corporal/ Ruperto C. Cañete, Jr.</i>





				Special Policeman
	1.2. Staff forwards the activity permit to the guard on duty.	-	5 minutes	Guard on duty
	1.3. Guard on duty checks and verifies the schedule of the activity based on the approved activity permit and grants the end-user the use of venue/s or facility/ies	-	1 minute	Guard on duty
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



## SUPPLY & PROPERTY SERVICES OFFICE (SPSO) INTERNAL SERVICES

### 1. Procurement Services

**PROCUREMENT** is defined by RA 9184 and its IRR as acquisition of goods, services and the contracting for infrastructure projects by the procuring entity.

<b>Office or Division:</b>	Supply and Property Services Office, UPV Tacloban College			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	Faculty, Staff, Students, Other Offices, External Clients and Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Submits Purchase Request to Budget Office</b>	1. Counter-sign of Budget Officer and Dean's signature for approval		5 minutes	- End-user - Rosanna Burre (Budget Officer) - Patricia Arinto (Dean)
	2. Determine Mode of Procurement		2 minutes	BAC
	3. Prepares RFQ for Shopping and Bid		10 minutes	- Euva Anna



	Docs for Public Bidding			Booc (Admin Asst/Secretariat)
	4. Canvass/Bid		20 days	- Cloyd A. Sevilla (Canvasser)
	5. Prepares Abstract of Quotation/Bid (After evaluation of TWG with assistance of End-user)		10 minutes	- Euva Anna Booc (Admin Asst)
	6. Prepares Contracts/PO with Obligation Request Status (ORS form)		10 minutes	- Euva Anna Booc (BAC Secretariat) - Delfin Aledro
	7. Submits the documents to Budget Office for Obligation		3 minutes	(Budget Officer) - Rosanna Burre
	8. Forward to Accounting and Dean's Office for their Signature		10 minutes	(Accountant) - Patricia Arinto (Dean)
	8. Serve the PO to supplier		3 hours	- Supplier
	9. Waiting for Delivery		7 days	
	10. SPSO prepares Inspection and Acceptance Report Form		3 minutes	- Delfin Aledro (Supply Officer)
	11. Inspects completeness & acceptability of items delivered		30 mins.	- Delfin Aledro (Supply Officer)
	12. Signs Inspection & Acceptance Report by Inspection Officer assigned and Supply Officer			Inspection Officers assigned to kind of goods or items
<b>- Accepts item delivered</b>	13. Prepares Property Acknowledgment		5 minutes	- Jarold



- Signs the PAR/ICS/IS	Receipt (PAR)/Inventory Custodian Slip (ICS)/ Issuance Slip			Catanduanes/ Cloyd Sevilla (SPSO Staff) - End-user
	14. Complete documents & prepares DV for payment.		5 minutes	- Delfin Aledro (Supply Officer)
	15. Process DV through UIS		5 minutes	
	16. Submit all the documents to Accounting Office		2 minutes	
END OF TRANSACTION				
	<b>TOTAL</b>	<b>None</b>	<b>27 days, 4 hours &amp; 18 minutes</b>	



## SYSTEMS ADMINISTRATOR'S OFFICE INTERNAL SERVICES

### 1. Online IT Help Desk and Support Services

Help desk and support request from employees and students on UP's online services such as UP email, UIS apps, Zoom, etc and other IT-related issues.

<b>Office or Division:</b>	Systems Administrator's Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UPV Tacloban Employees, UPVTC Students, UPVTC Faculty, UPVTC Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Details of assistance requested.			Provide by client	
2. Additional requirement as applicable <ul style="list-style-type: none"> <li>• If student, copy of latest Certificate of Registration Form-5.</li> <li>• If new employee, copy of Notice of Appointment or similar document.</li> </ul>				
The SysAd office will require additional information from the client on a case-to-case basis				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends details of assistance requested to the email address of the Systems Administrator's	1.1. Request of the client is acknowledged by sending an acknowledgement email.	-	1 min	<i>John D. Ultra</i> Sys Ad



Office at sysad.tac.upvisayas@up.edu.ph				
	1.2. Client request is evaluated and assigned to appropriate personnel for action	-	5 min	
	1.3. Assigned personnel handles client's request	-	1 day	<i>John D. Ultra/ Allan Miralles/ Edween Manaog</i>
	1.4 Assigned personnel sends an email to client updating on the status of the request or a resolution of the assistance requested.	-	1 min	
2. Client acknowledges the response	2. SysAd office will close the support ticket request	-	1 min	
<b>Total</b>		<b>None</b>	<b>1 day &amp; 8 minutes</b>	

## 2. Offline IT Help Desk and Support Services

Help Desk Support for hardware and software-related issues and problems including the maintenance of computer networks within the organization and extending support to users, staff, and clients for any problems related to network connectivity.

<b>Office or Division:</b>	Systems Administrator's Office
<b>Classification:</b>	High Technical Application
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	UPV Tacloban Employees, UPVTC Students, UPVTC Faculty, UPVTC Staff



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly Accomplished Job Order Form	SysAd Office, SAO Office, or a digital copy can be requested via email from sysad.tac.upvisayas@up.edu.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Job Order Form requesting technical assistance	1.1. Responsible person receives and records the JO Form	-	2 min	<i>Edween Manaog/ Allan Miralles/ John Ultra</i>
	1.2. Responsible person acts on the JO request	-	1 day	<i>John D. Ultra Sys Ad</i>
	1.3. Responsible person provides a report (verbal/written, as applicable) to the status or resolution of the request.	-	5 min	<i>Edween Manaog/ Allan Miralles/ John Ultra</i>
2. Client gives satisfaction rating of the work done on the JO Form.	2. Responsible person files the JO Form with the satisfaction rating.	-	1 min	
<b>TOTAL</b>		<b>None</b>	<b>1 day &amp; 8 minutes</b>	



### 3. Online VLE Help desk and Support Services

Online helpdesk and support services for employees and students on UPVTC's Virtual Learning Environment (VLE)

<b>Office or Division:</b>	Systems Administrator's Office			
<b>Classification:</b>	Highly technical application			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	UPV Tacloban Employees, UPVTC Students, UPVTC Faculty, UPVTC Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Details of assistance requested.			Provided by client	
2. Copy of latest certificate of registration Form 5 (for students)				
3. Screenshot of the issue/concern/error encountered, if applicable.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send details of assistance requested to the email address of the VLE Helpdesk email address at vle.tac.upvisayas@up.edu.ph	1.1. Request of the client is acknowledged by sending an acknowledgement email.	-	1 min	<i>John D. Ultra Sys Ad</i>
	1.2. Responsible personnel acts on the assistance requested by the client	-	1 hour	
	1.3. Person responsible sends an email to client updating on the status of the request or a resolution of the assistance requested.	-	1 min	





2. Client acknowledges the response	2. Person responsible will close the support ticket request	-	1 min	
<b>TOTAL</b>		<b>None</b>	<b>1 hour &amp; 3 minutes</b>	



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Feedback/Suggestion Forms are provided beside the suggestion/complaint box in all Public Assistance and Complaints Desks of the College.</p> <p>Anyone who wish to suggest or give feedback may get the form and write the feedback or suggestion and drop the form into the suggestion/complaint box. The form can also be submitted right away to the Dean’s office for faster action on the matter at hand.</p> <p>Alternatively, anyone who wish to give a feedback or suggestion can also call the UPVTC Dean at (053) 832-2897.</p>
How feedbacks are processed	<p>The suggestion boxes are checked by the Supervising Administrative Officer (SAO) with the assistance of the head of the Personnel Services Office at the end of every week. General feedbacks and suggestions are relayed to all employees of the College during the Flag Ceremony every Monday. Matters concerning academic staff will be forwarded to the concerned Academic Division.</p> <p>For concerns specific to certain offices or individuals, a formal communication is sent to the concerned unit head. The unit head will have to call the attention of the concerned individual to discuss ways to address problems or issues covered by the feedback or suggestion. The unit head will submit a report to the Dean regarding the resolution of the issue at hand.</p>
How to file a complaint	<p>Complaints can be filed also through the Complaints/Suggestions Forms which are available at the all Public Assistance and Complaints Desks of the College.</p>



	<p>Anyone who wish to complain can write the complaint on the said form and drop the form into the suggestion/complaints box. The form can also be submitted right away to the Dean's office for faster action on the matter at hand.</p> <p>Alternatively, anybody who wish to complain can go directly to the see the Dean and verbally present the complaint.</p> <p>Complaints can also be relayed by calling the UPVTC Dean at (053) 832-2897.</p>
<p>How complaints are processed</p>	<p>The suggestion/complaint boxes are checked by the Supervising Administrative Officer with the assistance of the head of the Personnel Services Office at the end of every week. General complaints are discussed with employees of the College during the Flag Ceremony every Monday.</p> <p>For concerns specific to certain offices or individuals, a formal communication and a copy of the written complaint, if available, is sent to the concerned unit head. The Supervising Administrative Officer together with the unit head will have to call the attention of the concerned individual to discuss the complaint. The SAO, unit head, the employee who is the subject of the complaint and the complainant will then be called by the Dean for a meeting to resolve the issue. If in case the complainant will decide not to attend, he/she will be formally informed through a letter of the actions done by the Dean and the College related to resolving the issue or issues covered in the complaint. The College commits to address complaints within one week.</p>
<p>Contact Information</p>	<p>Anti-Red Tape Authority (ARTA) email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Anti-Red Tape Authority (ARTA) online filing of compliant: <a href="http://arta.gov.ph/pages/complaintform.php">http://arta.gov.ph/pages/complaintform.php</a></p>



	Anti-Red Tape Authority (ARTA): (02) 478-5091   478-5099
	Legal and Public Assistance Office (LPAO) of the Authority
	Presidential Complaints Center: 8888
	Contact Center ng Bayan (email): email@contactcenterngbayan.gov.ph
	Contact Center ng Bayan: 0908-881-6565 (SMS)
	CSC Public Assistance Center (PAC) email: paio@csc.gov.ph
	CSC Public Assistance Center (PAC): (02)932-0111; 0917-8398272



## VII. List of Offices

Office	Address	Contact Information	Unit Head
University of the Philippines Visayas (UPV)	Miag-ao, Iloilo	(033) 315-9494	Dr. Clement C. Camposano
University of the Philippines Visayas Tacloban College (UPVTC)	Magsaysay Boulevard, Tacloban City		
Dean's Office	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2897	Dr. Patricia B. Arinto
Associate Dean's Office		(053) 832-2897	Prof. Arvin L. de Veyra
Academic Divisions			
Division of Humanities (DH)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2939	Prof. Jessa A. Amarille
Division of Management (DM)	DM Campus, Magsaysay Blvd., Tacloban City	(053) 832-3039	Dr. Virgildo E. Sabalo
Division of Natural Sciences & Mathematics (DNSM)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2878	Dr. Eulito V. Casas
Regional Environmental Information System (REIS)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Victor R. Romero
Division of Social Sciences (DSS)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2939	Prof. Ruth Edisel Rylle B. Sadian-Cercado
Office of the College Secretary (OCS)			Prof. Irma R. Tan
Leyte Samar Heritage Center (LSHC)	LSHC Building		
Gender & Development Program (GDP)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Anida Bernadette B. Lorenzo



Office of Anti-Sexual Harassment (OASH)	AS Campus, Magsaysay Blvd., Tacloban City		
Teaching & Learning Resource Center (TLRC)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Annie Lyn O. Yusiong
Office of Continuing Education and Pahinungod (OCEP)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Mars Edwenson T. Briones Prof. Racquel U. Tabornal
Office of Student Affairs (OSA)	Executive House Building		Dr. Ervina A. Espina
College Library	Library Building		Ms. Florabel M. Fumar-Bañares
Administrative Division	AS Campus, Magsaysay Blvd., Tacloban City		Mr. Telesforo S. Sales
Accounting Office		(053) 832-2935	Ms. Karen L. Reyes
Campus Development & Maintenance Office (CDMO)			Arch. Roan Jane S. Abrajano
Cash Office			Ms. Catherine C. Moreno
Health Services Unit (HSU)	Executive House Building		Dr. Marvin Jed C. Soledad
Personnel Services Office (PSO)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2932	Ms. Ma. Vivian J. Montes
Security Services Office (SSO)	AS Campus, Magsaysay Blvd., Tacloban City		Mr. Mario A. Martinez
Supply & Property Services Office (SPSO)			Mr. Delfin P. Aledro Jr.
Ladies' Dormitory	Ladies' Dormitory	(053) 832-2706	Prof. Miah Maye M. Pormon
Men's Dormitory	Men's Dormitory		