



**UNIVERSITY OF THE PHILIPPINES VISAYAS
TACLOBAN COLLEGE**

**CITIZEN'S CHARTER
2019 (1st 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 globally recognized center of academic excellence producing humane and socially-responsive leaders serving for the development of Eastern Visayas and the country

III. Mission

1. To produce graduates who are leaders in the natural and social sciences, humanities, management and information technology
2. To generate knowledge and innovations through disciplinary, interdisciplinary and integrative research
3. To provide programs and venues of engagement for various stakeholders in response to national and international social issues
4. To lead in the protection, preservation and promotion of Filipino culture and heritage
5. To serve as model university for environmental stewardship and resilience



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.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Employees from other government agencies & the private sector who visited UPVTC on official business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (verbal or written)	1. Receive the request. Ask for the complete data needed in the certificate.	None	1 minute	Staff Dean's Office
	1.1 Encode & print the certificate	None	3 minutes	
	1.2 Forward certificate to the Dean for signature	None	1 minute	
	1.3 Sign the certificate	None	1 minute	Dean 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
TOTAL		None	7 minutes	



2. Issuance of Certificate of Good Moral Character

The Certificate of Good Moral Character is issued by the Office of the Dean to graduates/alumni or former students of the College who need this certificate as signed by the Dean. The Office of Students Affairs (OSA) also issues this same certificate but as signed by the OSA Coordinator.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPVTC Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request		Provided by client		
2. Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (verbal or written)	1. Direct the client to pay the certification fee at the Cash Office.	None	1 minute	Staff Dean's Office
2. Pay the required fee	2. Receive payment & issue Official Receipt	₱40	4 minutes	Collecting Officer Cash Office
3. Present the Official Receipt	3. Check the Official Receipt and ask for the complete data needed in the certificate (i.e. student no., course, year level, etc.)	None	1 minute	Staff Dean's Office
	3.1 Encode and print the certificate	None	3 minutes	
	3.2 Forward certificate to the Dean for signature	None	1 minute	
	3.3 Sign the certificate	None	1 minute	Dean Dean's Office



4. Claim/Receive the certificate and sign the receiving copy	4. Issue/release the certificate and file the receiving copy.	None	1 minute	<i>Staff</i> Dean's Office
	TOTAL	₱40	12 minutes	

3. 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.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	1 minute	<i>Staff</i> Dean's Office
	1.1 Forward the DV and attachments to the Dean for signature	None	1 minute	
	1.2 Sign the DV	None	1 minute	<i>Dean</i> Dean's Office
	1.3 Forward signed DV to the Cash Office	None	1 minute	<i>Staff</i> Dean's Office
	TOTAL	None	4 minutes	



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).

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, Research, Extension & Professional Staff (REPS) and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV and required attachments	1. Receive the DV and attachments; check for completeness	None	1 minute	Staff Dean's Office
	1.1 Forward the DV and attachments to the Dean for signature	None	1 minute	
	1.2 Sign the DV	None	1 minute	Dean Dean's Office
	1.3 Forward signed DV to the Cash Office	None	1 minute	Staff Dean's Office
	TOTAL	None	3 minutes	



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.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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	1 minute	Staff Dean's Office
	1.1 Forward Request to the Dean	None	1 minute	
	1.2 Act on the Request.	None	1 minute	Dean Dean's Office
	1.3 Prepare and encode Authority to Cash Advance	None	5 minutes	Staff Dean's Office
	1.4 Sign the Authority to Cash Advance.	None	1 minute	Dean 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	Staff Dean's Office
TOTAL		None	10 minutes	



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.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees from other UP units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (verbal or written)	1. Receive the request. 1.1 Ask for the complete data needed in the certificate. 1.2 Verify correctness & completeness of data 1.3 Encode & print the certificate 1.4 Forward certificate to the Dean for signature	None	3 minutes	<i>Staff</i> Dean's Office
	1.5 Sign the certificate	None	1 minute	<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	<i>Staff</i> Dean's Office
	TOTAL	None	5 minutes	



4. Issuance of Endorsements/Recommendations

Endorsements and/or recommendations are issued by the Office of the Dean for documents/letters sent to and requiring action from UP Visayas and/or the UP System .

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document for endorsement as properly endorsed by Division/Unit Head		Provided by client		
2. Other supporting documents deemed necessary by client		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/letter	1. Receive the document/letter for endorsement and check for completeness of entries, signatures and attachments.	None	2 minutes	Staff Dean's Office
	1.1 Forward documents/letter & attachments to the Dean.	None	1 minute	
	1.2 Evaluate the appropriateness of endorsing the document/letter	None	10 minutes	Staff Dean's Office
	1.3 Prepare and encode the Dean's endorsement 1.4 Forward the endorsement letter, with the documents/letter to be endorsed and attachments, to the Dean for signature . Retain a file copy of the documents.	None	5 minutes	Staff Dean's Office
	1.5 Sign the endorsement letter	None	1 minute	Dean Dean's Office



	1.6 Prepare and encode Pouch Transmittal and mail via courier	None	2 minutes	Staff Dean's Office
	1.7 Scan and email advanced soft copy to UPV, UP System and/or other offices	None	2 minutes	
	TOTAL	None	23 minutes	

5. 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.

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	Staff 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	6 minutes	Dean Dean's Office
	1.3 Prepare and encode the Travel Order	None	4 minutes	Staff 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	Dean 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	Staff Dean's Office
	TOTAL	None	15 minutes	

6. Photocopying Services (Exams, Official Documents, etc.)

Faculty members, administrative personnel and the Student Council can request for certain documents to be reproduced for use in the classroom, the respective offices and other official uses.

Office or Division:	Office of the Dean		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen		
Who may avail:	Faculty Members, REPS, Administrative Staff & Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Verbal or written request for photocopying services 2. Documents to be photocopied 3. Provision of bond paper		Provided by client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the photocopying of documents, provides bond papers and present the document to be photocopied	1. Receive the request for photocopying service and verify appropriateness of rendering the service	None	1 minute	Staff Dean's Office
	1.2. Receive the document for photocopying	None	1 minute	
	1.3 Photocopy the document	None	1 minute	
	1.4 Release the photocopy and the original and return excess bond papers	None	1 minute	
	TOTAL	None	4 minutes	



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.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2 minutes	<i>Chairperson</i> Academic Division
2. Coordinate with faculty in-charge	2. Coordinate with requestor	None	2 minutes	<i>Faculty In-charge</i> Academic Division
	TOTAL	None	5 minutes	



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.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Permit Form		Administrative Division		
2. Signed Agreement on Use of UPVTC Facility		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1 minute	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	
	TOTAL	None	6 minutes	



ACADEMIC DIVISIONS

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

INTERNAL SERVICES



1. Application for College Clearance

Students, faculty and staff under the respective Academic Divisions apply for clearance for transfer purposes, study leave, release of TOR, etc., which will need the signature of the Division Chairperson.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students & Alumni, Faculty Members and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up Clearance Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form	1. Receive form and check for completeness of entries and signatures	None	1 minute	Staff Academic Division
	1.2 Check for accountabilities and, if applicable, ask client/applicant to settle accountabilities	None	2 minutes	
	1.3 Forward form to Division Chairperson for signature	None	1 minute	
	1.4 Sign Clearance Form	None	1 minute	Chairperson Academic Division
2. Receive signed Clearance Form	2. Release Clearance Form	None	1 minute	Staff Academic Division
	TOTAL	None	6 minutes	



2. 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.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Completion or Removal of Grade		Printed by faculty member from CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Completion or Removal of Grade	1. Receive report and check for completeness	None	1 minute	Staff Academic Division
	1.1 Forward to Division Chairperson for signature	None	1 minute	
	1.2 Sign report	None	1 minute	Chairperson Academic Division
	1.3 Log report and forward copies to the Office of the College Secretary	None	1 minute	Staff Academic Division
	TOTAL	None	4 minutes	



3. 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.

Office or Division:	All Academic Divisions	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Faculty Members & Administrative Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Cash Advance for Activities		
1. Approved Purchase Request (PR)		All units
2. Approved Line Item Budget (LIB)		As prepared by client
3. Approval of Activity		Dean's Office or UP Visayas
Cash Advance for Travel		
1. Travel Order		All units
2. Approved Itinerary of Travel		All units
3. Invitation Letter		As provided by client
Reimbursement of Travel Expenses		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements/attachments	1. Receive required documents, check for completeness and verify amounts	None	1 minute	Staff Academic Division
	1.1 Prepare Disbursement Voucher (DV) and Obligation Request & Status (ORS)	None	5 minutes	Staff Academic Division
	1.2 Forward DV with attachments to Division Chairperson for approval	None	1 minute	Staff Academic Division
	1.3 Sign DV and ORS	None	1 minute	Chairperson Academic Division
	1.4 Enter DV details in URS, note DV number	None	5 minutes	Staff Academic Division
	1.5 Forward DV with attachments to Accounting Office for pre-audit	None	3 minutes	Staff Academic Division
	TOTAL	None	16 minutes	



4. Printing of Form 5

The printing of Form 5 is a process conducted during the registration period for the official enrolment of the students. The Form 5 is the students' approved copy of their official enrolled subjects and schedule for the semester.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, if applicable		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Receipt	1. Examine/verify the receipt and get student number	None	1 minute	Staff Academic Division
	1.1 Enter student number in the CRS and check Form 5 entries per CRS record	None	2 minutes	
2. Receive Form 5	2. Print Form 5 from CRS and release to client	None	2 minutes	
TOTAL		None	5 minutes	



5. Processing of Faculty Service Record and Overload Claim

The Faculty Service Record and Overload Claim is required to be submitted by all faculty members every semester. This shows their total teaching, research, administrative and extension load credits for the whole semester. The form is emailed by the division staff to all the faculty. After the faculty has filled up the form with the necessary data, the staff then computes the loads in accordance with the correct multiplier per subject.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty Service Record (UP Form 67A)		All academic units, Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit through email filled-up Faculty Service Record (FSR)	1. Receive emailed FSR and verify correctness of entries	None	3 minutes	Staff Academic Division
	1.2 Print the FSR	None	2 minutes	
2. Sign the FSR & return to staff	2. Forward FSR to faculty for signature	None	1 minute	
	2.1 Forward FSR to Division Chairperson for signature	None	1 minute	
	2.2 Sign the FSR and forward signed FSR to staff	None	1 minute	Chairperson Academic Division
3. Sign Overload Claim Form & return to staff	3. Compute overload, prepare and print Overload Claim Form	None	4 minutes	Staff



	3.1 Forward Overload Claim Form to faculty for signature	None	1 minute	Academic Division
	3.2 Forward Overload Claim Form to Division Chairperson for signature	None	1 minute	
	3.3 Sign the Overload Claim Form and return to staff	None	1 minute	<i>Chairperson Academic Division</i>
	3.4 Forward FSR and Overload Claim Form to the Office of the College Secretary	None	1 minute	<i>Staff Academic Division</i>
	TOTAL	None	16 minutes	

6. Processing of Lecturer/Resource Speaker Honorarium Claim

Lecturer claims for honoraria are processed by the Division staff monthly for their services rendered during the month.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, Lecturers, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Service		All academic units, personnel Services Office		
2. Daily Time Record and attachments (leave form, travel order, etc.)		All academic units, personnel Services Office		
3. Appointment		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements/attachments	1. Receive required documents & check for completeness	None	1 minute	<i>Staff</i>



	1.1 Compute number of hours rendered	None	3 minutes	Academic Division
	1.2 Prepare Disbursement Voucher (DV) and Obligation Request & Status (ORS)	None	5 minutes	
	1.3 Forward DV with attachments to Division Chairperson for approval	None	1 minute	
	1.4 Sign DV and ORS	None	1 minute	Chairperson Academic Division
	1.5 Enter DV details in URS, note DV number	None	5 minutes	Staff Academic Division
	1.6 Forward DV with attachments to Accounting Office for pre-audit	None	3 minutes	
	TOTAL	None	18 minutes	

7. Renewal of Non-Tenured Faculty and Lecturers

Non-tenured faculty and lecturers who intend to be appointed at the start of the school year need to get an appointment from UPV effective the start of the school year. The Academic Divisions facilitate the process.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members & Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		As prepared by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit requirements	1. Receive letter of intent and forward to Division Academic Personnel Committee (DAPC)	None	1 minute	Staff Academic Division
	1.1 Prepare and sign justification/endorsement letter	None	10 minutes	DAPC Members
	1.2 Route justification/endorsement letter and attachments to College Academic Personnel Committee (CAPC) members & have justification/endorsement letter signed	None	10 minutes	Staff Academic Division CAPC members
	1.3 Secure & prepare basic paper, attach justification/endorsement letter and other attachments and forward to the Division Chairperson for signature	None	1 minute	Staff Academic Division
	1.4 Sign the basic paper	None	1 minute	Chairperson Academic Division
	1.5 Route the basic paper with all attachments to DAPC members & have the basic paper signed	None	5 minutes	Staff Academic Division DAPC members
	1.6 Route the basic paper with all attachments to CAPC members & have the basic paper signed	None	10 minutes	Staff Academic Division CAPC members
	1.7 Submit all documents to the Dean's office for forwarding to UPV (AcPFC)	None	10 minutes	Staff Academic Division
	TOTAL	None	48 minutes	



8. Renewal of Study Leave with Pay

Faculty members on study leave need to renew their study leave/fellowship grant every year. The Academic Divisions facilitate this process.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members & Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Grades		As submitted by client		
2. Progress Report		As submitted by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive copy of grades and progress report	None	1 minute	Staff Academic Division
	1.1 Forward to Division Academic Personnel Committee (DAPC)	None	1 minute	
	1.2 Prepare and sign justification/endorsement letter	None	10 minutes	DAPC
	1.3 Route justification/endorsement letter and attachments to College Academic Personnel Committee (CAPC) members & have justification/endorsement letter signed	None	10 minutes	Staff Academic Division CAPC members
	1.4 Submit all documents to the Dean's office for forwarding to UPV (AcPFC)	None	10 minutes	Staff Academic Division
TOTAL		None	32 minutes	



9. 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.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, Administrative Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Travel Order Form		Academic Divisions		
2. Itinerary		Academic Divisions		
3. Invitation, notice of meeting or memorandum		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Travel Order and attachments	1. Receive and check completeness of documents	None	1 minute	Staff Academic Division
	1.1 Forward to Division Chairperson for approval	None	1 minute	
	1.2 Sign Request for Travel Order	None	1 minute	Chairperson Academic Division
	1.3 Log the documents and forward to the Dean's office for Dean's approval	None	1 minute	Staff Academic Division
	1.4 Receive documents & issue travel order	None	15 minutes	Office of the Dean
2. Receive Travel Order	2. Receive Travel Order & forward to concerned faculty, administrative staff or student	None	1 minute	Staff Academic Division
TOTAL		None	20 minutes	



10. Student Assessment

The assessment of student fees is a process done in the Academic Divisions during enrollment. The division staff checks with the Computerized Registration System (CRS) the exact amount to be paid by the student, if any.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Grades		From adviser		
2. Temporary Form 5		From adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Copy of Grades and Temporary Form 5	1. Receive and check completeness of documents	None	1 minute	Staff Academic Division
	1.1 Access student record in CRS	None	1 minute	
	1.2 Check student's accountability, conflict of schedules and scholarships	None	3 minutes	
	1.3 Enter student fees in CRS	None	3 minutes	
2. Proceed to Cash Office to pay	2. Inform student of fees to be paid & Return Copy of Grades and Temporary Form 5	None	1 minute	
	TOTAL	None	9 minutes	



11. 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.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, REPS, Administrative Staff & students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Permit Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1 minute	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	
	TOTAL	None	6 minutes	



12. Waiver of Pre-requisites

The Waiver of Pre-requisite is a requirement for a student who has an un-removed grade of “Incomplete” or “4” in a prior subject which is a pre-requisite of another subject. The waiver is necessary if the student will enroll in the latter subject before the removal of the “Incomplete” or “4”.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waiver of Pre-requisite Form (signed by applicant, adviser and faculty handling the course)		Academic Divisions, Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed Waiver of Pre-requisite Form	1. Receive form and check completeness of entries, signatures and attachment/s	None	1 minute	Staff Academic Division
	1.1 Forward form to Division Chairperson for approval	None	1 minute	
	1.2 Sign Waiver of Pre-requisite Form	None	1 minute	Chairperson Academic Division
2. Receive Waiver of Pre-requisite Form	2. Release form	None	1 minute	Staff Academic Division
	TOTAL	None	4 minutes	



DIVISION OF MANAGEMENT (DM)

EXTERNAL SERVICES



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

Passing the UPV Graduate Management Admission Test (GMAT) is a requirement prior to being admitted into the Master of Management (MM) Program of UPVTC's Division of Management. The examination is administered simultaneously in UP Visayas Iloilo (College of Management) and in UPVTC. Prospective examinees submit their application to take this admission test towards the last week of May, before the start of the first semester of the ensuing academic year.

Office or Division:	Division of Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Prospective masteral students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Admission Form		Division of Management		
2. Recommendation for Admission Form (2 recommenders)		Division of Management		
3. Photocopy of Transcript of Records (TOR)		As provided by client		
4. Official Receipt (OR) for Entrance Exam Fee		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Admission, Recommendation Forms and Photocopy of TOR	1. Receive required documents and check completeness of entries, signatures and attachment/s	None	1 minute	Staff Division of Management
	1.1 Forward forms to GMAT Admission Committee for evaluation	None	1 minute	
	1.2 Evaluate application	None	5 minutes	GMAT Admission Committee
	1.3 Inform applicant about the result of the evaluation and advise to pay the entrance exam fee	None	1 minute	Staff Division of Management
2. Pay entrance exam fee	2. Collect entrance exam fee	₱350	4 minutes	Collecting Officer



				Cash Office
3. Submit OR of entrance exam fee	3. Receive OR and inform the applicant of the GMAT schedule and what to bring	None	1 minute	<i>Staff</i> Division of Management
	3.1 File application documents in GMAT folder	None	1 minute	<i>Staff</i> Division of Management
	TOTAL	None	13 minutes	



DIVISION OF MANAGEMENT (DM)

INTERNAL SERVICES



1. Application for the Master of Management (MM) Comprehensive Examination

The Application for MM Comprehensive Examination is submitted by 3rd Year MM students prior to being allowed to take the Comprehensive Examination which is conducted towards the end of every semester.

Office or Division:	Division of Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating MM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Comprehensive Examination		Division of Management		
2. True Copy of Grades (TCG)		Office of the College Secretary (OCS)		
3. Official Receipt (OR) for Examination Fee		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form and TCG	1. Receive required documents and check completeness of entries, signatures and attachment/s	None	1 minute	Staff Division of Management
	1.1 Forward forms to MM Comprehensive Exam Committee for evaluation	None	1 minute	
	1.2 Evaluate application	None	5 minutes	Comprehensive Exam Committee
	1.3 Inform applicant about the result of the evaluation and advise to pay the exam fee	None	1 minute	Staff Division of Mgt.
2. Pay exam fee	2. Collect entrance exam fee	₱200	4 minutes	Collecting Officer Cash Office
3. Submit OR of exam fee	3. Receive OR and inform the applicant of the MM schedule and what to bring	None	1 minute	Staff Division of Management
	3.1 File application documents in MM Comprehensive Examination folder	None	1 minute	
	TOTAL	None	13 minutes	



**DIVISION OF NATURAL SCIENCES
& MATHEMATICS (DNSM)
INTERNAL SERVICES**



1. Borrow 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.

Office or Division:	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty Members and Students (BS Biology laboratory classes)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Slip		DNSM General Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Gen Lab</i>
	1.1 Prepare the requested laboratory materials	None	3 minutes	
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	
TOTAL		None	7 minutes	



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.

Office or Division:	Division of Natural Sciences & Mathematics (DNSM) (General Laboratory)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, Students & Research Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 DNSM</i>
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 Gen Lab</i>
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 Gen Lab</i>
4. Submit Activity Gen Lab Form 1 to Division Chairperson for approval	4. Sign Activity Gen Lab Form 1 and return to applicant	None	1 minute	<i>Chairperson DNSM</i>
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 Gen Lab</i>



6. Receive signed Activity Permit Form	6. Sign and release the Activity Permit Form	None	1 minute	
	TOTAL	None	6 minutes	



DNSM: REGIONAL ENVIRONMENTAL INFORMATION SYSTEM (REIS) EXTERNAL SERVICES



1. GIS Services (Data Visualization, Map Layouting, Georeferencing, Map Printing and/or Scanning)

Data Visualization: This involves uploading, digitization, interpretation of primary and secondary data.

Map Layouting: This is the presentation of visualized field data in map form.

Georeferencing: This is the process of associating a physical map or raster image of a map with spatial locations.

Map Printing: This is the production of maps and other printed materials.

Scanning: This is the process of converting printed documents and pictures into digital format.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up Request Form		REIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	URA REIS
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	Coordinator REIS
	1.3 Record approved request, note Control Number on Form	None	1 minute	URA REIS
	1.4 Perform GIS service	None	7 days	
2. Receive billing statement	2. Issue billing statement and informs client to pay at Cashier's Office	None	1 minute	



3. Pay at the Cashier	3. Receive payment and issue OR	₱250/hr.	4 minutes	Collecting Officer Cashier's Office
4. Present OR and receive map/data	4. Release map/data	None	1 minute	URA REIS
	TOTAL	None	7 days & 10 minutes	

2. GIS Services (Digitizing)

Digitizing is the process of converting a raster (picture) to vector (digital) file format

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up Request Form		REIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	URA REIS
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	Coordinator REIS
	1.3 Record approved request, note Control Number on Form	None	1 minute	URA REIS
	1.4 Perform digitizing service	None	1 month	



2. Receive billing statement	2. Issue billing statement and informs client to pay at Cashier's Office	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR	₱250/hr.	4 minutes	Collecting Officer Cashier's Office
4. Present OR and receive map/data	4. Release map/data	None	1 minute	URA REIS
	TOTAL	None	1 month & 10 minutes	

3. GPS Use/Equipment Rental

This pertains to rental of GPS units to external clients.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		As prepared by client		
2. Photocopy of school ID		As provided by client		
3. Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and photocopy of school ID	1. Receive request letter and photocopy of school ID and check records.	None	3 minutes	URA REIS
	1.1 Act on request	None	1 minute	Coordinator REIS



	1.2 Record approved request and advise the client to pay at the Cash Office	None	1 minute	URA REIS
2. Pay at the Cashier	2. Receive payment and issue OR	₱300/day	4 minutes	Collecting Officer Cashier's Office
3. Present OR and receive equipment	3. Release equipment to client	None	1 minute	URA REIS
	TOTAL	None	9 minutes	

4. Request for a Soft Copy of Existing Map Layouts

This is a request to avail a copy of existing map layouts on file.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up Request Form		As prepared by client		
2. Agreeing to the GIS Service fees		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1. Receive form and check completeness of entries and signatures	None	1 minute	URA REIS
	1.1 Check request's validity based on University Rules and data availability	None	1 minute	
	1.2 Act on request	None	1 minute	Coordinator REIS



	1.3 Record approved request, note Control Number on Form	None	1 minute	URA REIS
	1.4 Compile & prepare requested map layouts	None	1 hour	
2. Receive billing statement	2. Issue billing statement and advise client to pay at Cashier's Office	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR	₱200/map	4 minutes	Collecting Officer Cashier's Office
4. Present OR and receive map/data	4. Release map/data	None	1 minute	URA REIS
	TOTAL	None	1 hour & 10 minutes	

5. Request for Consultancy Services or Technical Assistance

This pertains to any form of technical assistance given to LGUs and other requesting agencies.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		As prepared by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive request letter and forward to Coordinator	None	1 minute	URA REIS



	1.2 Review request and endorse to the DNSM Chairperson for approval	None	10 minutes	<i>Coordinator REIS</i>
	1.3 Review request and endorse to the Dean for final approval	None	10 minutes	<i>Chairperson DNSM</i>
	1.4 Review and approve the request	None	10 minutes	<i>Dean Dean's Office</i>
	1.5 Forward the approved request to DNSM	None	1 minute	<i>Staff Dean's Office</i>
2. Discuss with REIS implementation details of the engagement	2. Inform requestor of approval and discuss implementation details of the engagement	None	1 minute	<i>URA REIS</i>
	TOTAL	None	33 minutes	

6. Request for GPS/GIS Training

GPS Training: This is a 1-2-day training on how to use GPS units as data gathering tool. This also includes an overview on data uploading and visualization in QGIS

GIS Training: This is a 3-day QGIS users training. This involves introduction to basic concepts in cartography, data gathering and visualization in QGIS

Office or Division:	DNSM: Regional Environmental Information System (REIS)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter		As prepared by client
2. Training proposal with budgetary requirements		As prepared by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter	None	1 minute	URA REIS
	1.2 Checks details of the request	None	30 minutes	
2. Discuss training design, budgetary requirement	2. Discuss training design, budgetary requirement	None	3 days	Coordinator, URA REIS
3. Discuss/formulate MOA with REIS	3. Formulate an agreement, prepare MOA	None	7 days	
	3.1. Submit MOA to the Dean for endorsement to the Chancellor	None	7 days	URA REIS
	3.2. Endorse the MOA to the Chancellor for approval/signature	None	14 days	Staff Dean's Office
4. Receive copy of signed MOA	4. Inform client of the approved/signed MOA and advise client to pay indicated fees at the Cashier's Office	₱250/hr.	1 minute	URA REIS
5. Pay at Cashier's Office	5. Collect fee from client	₱250/hr.	4 minutes	Collecting Officer Cash Office
	TOTAL	None	31 days & 36 minutes	



7. Request of Support for Research Projects

This is technical support given to other entities conducting researches.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		As prepared by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and forward to the Coordinator	None	1 minute	URA REIS
	1.1 Review request and endorse to the DNSM Chairperson for approval	None	10 minutes	Coordinator REIS
	1.2 Review & approve request	None	10 minutes	Chairperson DNSM
2. Discuss Terms of Reference (TOR) with REIS	2. Discuss with client and prepare TOR	None	1 day	Coordinator REIS Chairperson DNSM
3. Receive copy of TOR	3. Print TOR and give a copy to client	None	2 minutes	URA REIS
	TOTAL	None	1 day & 23 minutes	



**DNSM: REGIONAL ENVIRONMENTAL
INFORMATION SYSTEM (REIS)
INTERNAL SERVICES**



1. All “GIS Services” available to external clients including “Request for a Soft Copy of Existing Map Layouts”

For the detailed service specifications, please refer to the specifications of the following services under DNSM: Regional Environmental Information System (REIS), External Service:

Service	Checklist of Requirements	Fees
GIS Services (Data Visualization, Map Layouting, Georeferencing, Map Printing and/or Scanning)	The same as for external clients	The same as for external clients
GIS Services (Digitizing)		
Request for a Soft Copy of Existing Map Layouts		

2. GPS Use/Equipment Rental (Faculty & Students)

This pertains to borrowing of GPS unit by internal clients.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Request Letter from adviser		As prepared by client		
2. Photocopy of school ID/Form 5		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Same as that for external clients (see page 54)		None	Same as that for external clients	



3. Request for GPS/GIS Training

GPS Training: This is a 1-2-day training on how to use GPS units as data gathering tool. This also includes an overview on data uploading and visualization in QGIS

GIS Training: This is a 3-day QGIS users training. This involves introduction to basic concepts in cartography, data gathering and visualization in QGIS

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		As prepared by client		
2. Training proposal with budgetary requirements		As prepared by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Same as that for external clients (see page 57)		None	Same as that for external clients	



OFFICE OF THE COLLEGE SECRETARY (OCS)

EXTERNAL SERVICES



1. Authentication of Academic Documents (Official Transcript of Records (OTR), Diploma and Other Documents)

Copies of UPVTC academic documents can be submitted to the Office of the College Secretary for certification as to authenticity.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Tacloban alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and Photocopy of the document		As provided by client		
2. Request Slip		Office of the College Secretary		
Additional requirements for representative:				
1. Duly signed authorization letter from the student		As provided by client		
2. Photocopy of valid identification card of the student		As provided by client		
3. Valid identification card of the representative		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	1. Provide request slip	None	2 minutes	Staff OCS
2. Submit request slip and original and photocopy of document(s) to be authenticated	2. Check request slip, check records	None	3 minutes	
3. Receive assessment	3. Assess fees and issue assessment slip	None	2 minutes	
4. Pay fee	4. Accept payment and issue Official Receipt	₱20/page	4 minutes	Collecting Officer Cash Office



5. Submit Official Receipt	5. Act on the request for authentication of documents	None	5 minutes	Staff OCS
	5.1 Sign the requested document	None	5 minutes	College Secretary OCS
6. Receive the authenticated copy(ies) and sign the logbook	6. Issue the authenticated copy(ies)	None	3 minutes	Staff OCS
TOTAL		₱20/page	24 minutes	

2. Issuance of Certifications (Enrollment, Graduation, Honorable Dismissal, Medium of Instruction, etc.)

UPVTC, through the Office of the College Secretary, issues certifications related to enrollment in UPVTC, honorable dismissal, medium of instruction and the like.

Office or Division:	Office of the College Secretary (OCS)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	UP Tacloban alumni and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. College and/or University Clearance		As provided by client
2. Valid Identification Card		As provided by client
3. Request Slip		Office of the College Secretary
Additional requirements for representative:		
1. Duly signed authorization letter from the alumni/student		As provided by client
2. Photocopy of valid identification card of the alumni/student		As provided by client



3. Valid identification card of the representative		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	1. Provide request slip	None	2 minutes	Staff OCS
2. Submit request slip	2. Check request slip, search records	None	3 minutes	
3. Receive assessment	3. Assess fees and issue assessment slip	None	2 minutes	
4. Pay fee	4. Accept payment and issue Official Receipt	₱40/copy	4 minutes	Collecting Officer Cash Office
5. Present Official Receipt	5. Accept and check Official Receipt, prepare requested document	None	5 minutes	Staff OCS
	5.1 Sign the requested document	None	5 minutes	College Secretary OCS
6. Receive the requested certification and sign the logbook	6. Issue the requested certification	None	3 minutes	Staff OCS
TOTAL		₱40/copy	24 minutes	

3. Issuance of General Weighted Average (GWA) Certification

Alumni of the college, as well as continuing students, can request for certifications related to their semestral General Weighted Average (GWA).

Office or Division:	Office of the College Secretary (OCS)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	UP Tacloban alumni and students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1. College and/or University Clearance	As provided by client			
2. Valid Identification Card	As provided by client			
3. Request Slip	Office of the College Secretary			
Additional requirements for representative:				
1. Duly signed authorization letter from the alumni/student	As provided by client			
2. Photocopy of valid identification card of the alumni/student	As provided by client			
3. Valid identification card of the representative	As provided by client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	1. Provide request slip	None	2 minutes	Staff OCS
2. Submit request slip	2. Check request slip, search records	None	3 minutes	
3. Receive assessment	3. Assess fees and issue assessment slip	None	2 minutes	
4. Pay fee	4. Accept payment and issue Official Receipt	₱100/copy	4 minutes	Collecting Officer Cash Office
5. Present Official Receipt	5. Accept and check Official Receipt, prepare GWA certification	None	1 hour	Staff OCS
	5.1 Sign the GWA certification	None	5 minutes	College Secretary OCS
6. Receive the requested certification and sign the logbook	6. Issue the GWA certification	None	3 minutes	Staff OCS
	TOTAL	₱100/copy	1 hour & 19 minutes	



4. Issuance of English Translation of Diploma

For UP Tacloban alumni who need their UP diploma translated into English, they can request for the official English translation through the Office of the College Secretary (OCS).

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Tacloban alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the original Filipino diploma		As provided by client		
2. Request Slip		Office of the College Secretary		
Additional requirements for representative:				
1. Duly signed authorization letter from the alumni		As provided by client		
2. Valid identification card of the representative		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip	1. Provide request slip	None	2 minutes	Staff OCS
2. Submit request slip and photocopy of original Filipino diploma	2. Check request slip, search records	None	3 minutes	
3. Receive assessment	3. Assess fees and issue assessment slip	None	2 minutes	
4. Pay fee	4. Accept payment and issue Official Receipt	₱50/copy	4 minutes	Collecting Officer Cash Office
5. Submit Official Receipt	5. Accept and check Official Receipt, prepare English Translation of Diploma	None	10 minutes	Staff OCS
	5.1 Sign the English Translation of Diploma	None	5 minutes	College Secretary OCS



6. Receive English Translation of Diploma and sign logbook	Issue English Translation of Diploma	None	3 minutes	Staff OCS
	TOTAL	₱50/copy	29 minutes	

5. Issuance of Original Diploma

Graduates of UP Tacloban can get their original diploma, when already available, from the Office of the College Secretary (OCS). The original diploma of UP Tacloban graduates are sent from the UP System to UP Visayas then to UP Tacloban.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Tacloban alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College and/or University Clearance		As provided by client		
2. Valid Identification Card		As provided by client		
Additional requirements for representative claimant:				
1. Duly signed authorization letter from the alumni		As provided by client		
2. Photocopy of valid identification card of the alumni		As provided by client		
3. Valid identification card of the representative		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	1. Check requirements, search records	None	12 minutes	Staff OCS
2. Receive Diploma and sign the logbook	2. Issue Diploma	None	3 minutes	



	TOTAL	None	15 minutes	
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6. Student's Record Verification Through Email

Prospective government agency and private entity employers may request the College, through the Office of the College Secretary (OCS), for verification of a former student's academic records subject to data privacy requirements.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employer government agencies and private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verification Request		As provided by client		
2. Verification Form		Office of the College Secretary		
3. Authorization Letter of the Student being verified		As provided by client		
4. Proof of Payment		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send required documents through email.	1. Check and verify request, check student records, fill out verification form	None	25 minutes	Staff OCS
2. Pay verification fee/sends payment through courier	2. Receive payment sent through courier; Prepare assessment slip and forward payment to the Cashier's office.	₱100	5 minutes	
	2.1 Accept payment, prepare the Official Receipt, forward the Official Receipt to the Office of the College Secretary	None	5 minutes	Collecting Officer Cash Office
	2.2 Check Official Receipt, print the accomplished verification form	None	10 minutes	Staff OCS



	2.3 Sign the accomplished verification form or the verification result	None	5 minutes	<i>College Secretary</i> OCS
3. Receive verification result	3. Scan the verification result and issue/send the document through email.	None	10 minutes	<i>Staff</i> OCS
	TOTAL	₱100	55 minutes	



OFFICE OF THE COLLEGE SECRETARY (OCS)

INTERNAL SERVICES



1. Application for Change of Matriculation

This service is for students who wish to change or add certain subjects or class schedules, for valid reasons, after they have been officially enrolled. The processing of change of matriculation involving the taking of new subjects is only allowed after one week of regular classes have been held.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment Form (Form 5)		As provided by client		
2. Adviser's/Instructor's note to change/cancel subject		Academic Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Check the Form 5 and the adviser's or instructor's note.	None	1 minute	Staff OCS
	1.1 Process the change of subject in the CRS	None	5 minutes	
	1.2 Issue Change of Matriculation form with assessment of fees	None	4 minutes	
2. Pay Change of Matriculation fee	2. Accept payment and issue Official Receipt	₱10/ subject	4 minutes	Collecting Officer Cash Office
3. Proceed to the Adviser for signature	3. Check and sign the Change of Matriculation Form	None	5 minutes	Adviser Academic Division
4. Proceed to the OCS for signature and submission of Change of Matriculation Form	4. Check and sign the Change of Matriculation Form and forward to staff	None	5 minutes	College Secretary OCS



	4.1 Accept and check the Change of Matriculation Form and confirm the change of subject (stamp "registered") in the CRS.	None	5 minutes	Staff OCS
5. Receive student's copy of Change of Matriculation form	5. Issue student's copy of Change of Matriculation Form.	None	3 minutes	
	TOTAL	₱10/ subject	32 minutes	

2. Application for Graduation

Students who are in their terminal year are required to file the Application for Graduation so that their records will be updated and their names included in the official list of candidates for graduation.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation Form (3 copies)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present filled-up Application for Graduation and pay fee	Accept payment and issue Official Receipt	₱400	4 minutes	Collecting Officer Cash Office
2. Submit 2 copies of the Application for Graduation to the OCS	Accept 2 copies of the Application for Graduation form	None	3 minutes	Staff OCS



3. Submit 1 copy of the accomplished Application for Graduation to the concerned Division.	Accept 1 copy of the Application for Graduation form	None	4 minutes	Staff Academic Division
	TOTAL	₱400	11 minutes	

3. Application for Leave of Absence (LOA)

Students who intend not to enroll in the succeeding semester or semesters (up to one year renewable for at most another year) are required file for leave of absence. Otherwise, the student will be declared on absence without leave (AWOL) and his/her registration privilege will be curtailed or entirely withdrawn.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave of Absence (LOA) Form		Office of the College Secretary		
2. College Clearance		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished LOA form and pay the LOA fee	1. Accept payment and issue Official Receipt	₱150	4 minutes	Collecting Officer Cash Office
2. Proceed to the concerned Division Chair	2. Act on the request for LOA	None	1 hour	Division Chairperson Academic Division
3. Submit LOA Form, Clearance and Official Receipt	3. Accept and check application for LOA; check records of student	None	15 minutes	Staff OCS



	3.1 Act on the application for LOA	None	1 hour	College Secretary OCS
4. Receive application for LOA result	4. Issue student's copy of the LOA application	None	5 minutes	Staff OCS
	TOTAL	₱150	2 hours & 24 minutes	

4. Application for Readmission (Students on Absence Without Leave (AWOL) Status)

For students who did not enroll in the prior semester, year or way farther back and who did not file a leave of absence are required to apply for readmission. They will be allowed to enroll again only if the request for readmission is approved.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Readmission		Office of the College Secretary		
2. Accomplished College Clearance		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Readmission Request Letter to the Office of the Dean	1. Act on the request for readmission	None	1 day	Dean UPVTC
2. If approved, pay the readmission fee	2. Accept payment and issue Official Receipt	₱225	4 minutes	Collecting Office Cash Office
3. Submit approved Readmission Letter,	3. Accept and check documents	None	10 minutes	Staff OCS



clearance and Official Receipt to the OCS				
4. Receive readmission slip	4. Prepare and issue readmission slip.	None	10 minutes	
	TOTAL	₱225	1 day & 24 minutes	

5. Application for Waiver of Maximum Residency Rule (MRR)

Students who fail to finish their course within 1.5 times the normal number of years to complete the course are required to apply for waiver of MRR for them to be able to further register in the College.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Waiver of MRR form				
<i>Additional requirements if the student is on Absence Without Leave (AWOL) status</i>				
1. Letter-request for Waiver of MRR addressed to the VCAA		Office of the College Secretary		
3. Approved readmission, if applicable		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Application for Waiver of MRR form and proceed to the program adviser	1. Evaluate records of student, sign the application for waiver of MRR form, prepare recommendation.	None	1 day	Program Adviser Academic Division



2. Submit Application for Waiver of MRR form and adviser's recommendation.	2. Accept Application for Waiver of MRR.	None	2 minutes	Staff OCS
	2.1 Check student records, prepare and sign the summary of academic performance of the student	None	30 minutes	
	2.2 Check and sign the summary of academic performance of the student	None	1 day	College Secretary OCS
	2.3 Check and sign the summary of academic performance of the student; prepare an endorsement to College Dean	None	1 day	Chairperson Academic Division
	2.4 Check and sign the summary of academic performance of the student; prepare endorsement and send all documents to the Office of the Vice Chancellor for Academic Affairs	None	23 minutes	Dean Office of the Dean
	TOTAL	₱225	3 days & 55 minutes	

6. Enrollment of Graduate Program Students

This is the enrollment procedure applicable to graduate students.

Office or Division:	Office of the College Secretary (OCS)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Graduate Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Temporary Form 5		Academic Division



2. Copy of Grades (from previous semester, if applicable)		Academic Division		
3. Admission Slip (for new Freshmen students only)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Student Affairs (OSA) for Free Tuition Tagging/Bracket Assignment/Scholarship Encoding	1. Encode tuition fee and scholarship privileges of the student in the CRS.	None	2 minutes	Staff OSA
2. Proceed to respective Divisions for advising of subjects	2. Check admission slip if new freshman student; Check TCG (academic status) if continuing student; Evaluate the subjects on the Temporary Form 5 and makes sure that the pre-registered subjects of the students are correct; Sign the Temporary Form 5.	None	10 minutes	Program Adviser Academic Division
	2.1 Assess fees and issue assessment slip.	None	9 minutes	Staff Academic Division
3. Proceed to the Cash Office for the payment of fees	3. Accept payment and issues Official Receipt.	₱1,000/ unit	4 minutes	Collecting Officer Cash Office
4. Proceed to the Division for the printing of Form 5; Present official receipt	4. Check Official Receipt and Print Form 5	None	5 minutes	Staff Academic Division
5. Proceed to the Program Adviser	5. Checks and signs the Form 5 of the student	None	5 minutes	Program Adviser Academic Division
6. Proceed to OSA to submit photocopy of Form 5 and True Copy of Grades (TCG)	5. Accept photocopy of Form 5 and TCG	None	3 minutes	Staff OSA



7. Proceed to the OCS to submit Form 5 and obtain the student's copy of the Form 5	5. Check the Form 5 and confirm the enrollment (stamp "registered") of the student in the CRS; Issue student's copy of the Form 5.	None	5 minutes	Staff OCS
	TOTAL	₱1,000/ unit	43 minutes	

7. Enrollment of Undergraduate Program Students (For Students Eligible to Avail of the Free Tuition)

This is the enrollment procedure applicable to undergraduate students who are eligible and have availed of the free tuition program of the government.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Temporary Form 5		Academic Division		
2. Copy of Grades (from previous semester, if applicable)		Academic Division		
3. Admission Slip (for new Freshmen students only)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Student Affairs (OSA) for Free Tuition Tagging/Bracket Assignment/Scholarship Encoding	1. Encode tuition fee and scholarship privileges of the student in the CRS.	None	2 minutes	Staff OSA



2. Proceed to respective Divisions for advising of subjects	2. Check admission slip if new freshman student; Check TCG (academic status) if continuing student; Evaluate the subjects on the Temporary Form 5 and make sure that the pre-registered subjects of the students are correct; Sign the temporary Form 5.	None	10 minutes	<i>Program Adviser</i> Academic Division
	2.1 Assess fees and print the enrollment form (Form 5)	None	9 minutes	<i>Staff</i> Academic Division
3. Proceed to the Program Adviser	3. Check and sign the Form 5 of the student	None	5 minutes	<i>Program Adviser</i> Academic Division
4. Proceed to the OSA to submit photocopy of Form 5 and True Copy of Grades (TCG)	4. Accepts photocopy of Form 5 and TCG	None	3 minutes	<i>Staff</i> OSA
5. Proceed to the OCS to submit Form 5 and obtain the student's copy of the Form 5	5. Check the Form 5 and confirm the enrollment (stamp "registered") of the student in the CRS; Issue student's copy of the Form 5.	None	5 minutes	<i>Staff</i> OCS
	TOTAL	None	34 minutes	



8. Enrollment of Undergraduate Program Students (For Students Not Eligible to Avail of Free Tuition)

This is the enrollment procedure applicable to undergraduate students who are not eligible to avail or did not avail of the free tuition program of the government.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Temporary Form 5		Academic Division		
2. Copy of Grades (from previous semester, if applicable)		Academic Division		
3. Admission Slip (for new Freshmen students only)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Student Affairs (OSA) for Free Tuition Tagging/Bracket Assignment/Scholarship Encoding	1. Encode tuition fee and scholarship privileges of the student in the CRS.	None	2 minutes	Staff OSA
2. Proceed to respective Divisions for advising of subjects	2. Check admission slip if new freshman student; Check TCG (academic status) if continuing student; Evaluate the subjects on the Temporary Form 5 and make sure that the pre-registered subjects of the students are correct; Sign the temporary Form 5.	None	10 minutes	Program Adviser Academic Division
	2.1 Assess fees and issue assessment slip	None	9 minutes	Staff Academic Division



3. Proceed to the Cash Office for the payment of fees	3. Accept payment and issue Official Receipt.	Note*	9 minutes	Collecting Officer Cash Office
4. Proceed to the Division for Printing of Form 5; present Official Receipt	4. Check the Official Receipt and print Form 5	None	5 minutes	Staff Academic Division
5. Proceed to the Program Adviser	5. Check and sign the Form 5 of the student	None	5 minutes	Program Adviser Academic Division
6. Proceed to the OSA to submit photocopy of Form 5 and True Copy of Grades (TCG)	6. Accepts photocopy of Form 5 and TCG	None	3 minutes	Staff OSA
7. Proceed to the OCS to submit Form 5 and obtain the student's copy of the Form 5	7. Check the Form 5 and confirm the enrollment (stamp "registered") of the student in the CRS; Issue student's copy of the Form 5.	None	5 minutes	Staff OCS
	TOTAL	Note*	48 minutes	

**Depends on the bracket assignment/ Scholarship privilege and no. of units enrolled*



9. Issuance of Admission Slip for Incoming First Year Students (Undergraduate and Graduate Program)

First year and transferee students need to secure the Admission Slip before they will be allowed to enroll in the College.

Office or Division:	Office of the College Secretary (OCS)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Graduate & Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<i>For New/Beginning First Year (Undergraduate Program):</i>			
1. Notice of Admission		As sent by the Office of Admissions	
2. Student Directory		Office of Student Affairs (OSA)	
3. 2x2 size photos (2 pieces)		As provided by client	
4. Original High School Card (Form 138)		As provided by client	
5. Original Permanent Record (Form 137)		As provided by client	
6. Original PSA Copy of Birth Certificate		As provided by client	
7. Medical Certificate		Health Services Unit (HSU)	
8. UPVTC Guidance Office Certification		Office of Student Affairs (OSA)	
9. Bridge Program Certificate (if applicable)		Teaching & Learning Resource Center (TLRC)	
10. Marriage Contract (for married female students only)		As provided by client	
<i>For New/Beginning First Year (Graduate Program):</i>			
1. Notice of Admission		As sent by the Office of Admissions	
2. Student Directory		Office of Student Affairs (OSA)	
3. 2x2 size photos (2 pieces)		As provided by client	



4. Certificate of Honorable Dismissal/Certificate of Transfer Credential or Affidavit of non-enrollment for UP graduates who did not enroll in other schools after graduation	As provided by client
5. Original copy of valid Official Transcript of Records	As provided by client
6. Original PSA Copy of Birth Certificate	As provided by client
7. Medical Certificate	Health Services Unit (HSU)
8. Marriage Contract (for married female students only)	As provided by client
<i>For New Transfer/Second Degree/Non-Degree/Special Students:</i>	
1. Student Directory	As sent by the Office of Admissions
2. 2x2 size photos (2 pieces)	As provided by client
3. Certificate of Honorable Dismissal/Certificate of Transfer Credential	As provided by client
4. Original copy of valid Official Transcript of Records	As provided by client
5. Original PSA Copy of Birth Certificate	As provided by client
6. Medical Certificate	Health Services Unit (HSU)
7. UPVTC Guidance Office Certification	Office of Student Affairs (OSA)
8. Marriage Contract (for married female students only)	As provided by client
<i>Additional Requirements (for Transfer Students from UP Constituent Units):</i>	
1. Approved Permit to Transfer	As provided by client; from original UP unit
2. University and College Clearances	As provided by client; from original UP unit
<i>Additional Requirements for Foreign Students:</i>	
1. Official TOEFL results	As provided by client
2. Valid passport and acceptable visa	As provided by client
3. Alien Certificate of Registration or ID	As provided by client
4. Certificate of Identification or Updated Philippine Passport for Students with Dual Citizenship	As provided by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive and check all the requirements.	None	15 minutes	Staff OCS
2. Receive Admission Slip	2. Print and issue Admission Slip	None	5 minutes	
	TOTAL	None	20 minutes	

10. Issuance of True Copy of Grades (TCG)

This is for current students who need to get a certified true copy of their grades to date for the purpose of the BSA Qualifying Examination and other legal purposes.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College and/or University Clearances (if applicable)		Office of the College Secretary		
2. Valid Identification Card		As provided by client		
3. Request Slip		Office of the College Secretary		
For representative:				
1. Duly signed authorization letter from the student		As provided by client		
2. Photocopy of valid identification card of the student		As provided by client		
3. Valid identification card of the representative		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip	1. Check request slip & search records	None	8 minutes	Staff



	1.1 Assess fees & issue assessment slip		2 minutes	OCS
2. Pay fee	2. Accept payment and issue Official Receipt	₱40/page	4 minutes	Collecting Officer Cash Office
3. Submit Official Receipt	3. <i>With data available in CRS</i> : Accept and checks Official Receipt; print TCG available in the CRS <i>*With no data available in CRS</i> : Accept and check Official Receipt; encode grades using the TCG Form	None	5 minutes *1 day	Staff OCS
	3.1 Sign the requested document	None	5 minutes	College Secretary OCS
4. Receive TCG and sign logbook	4. Issue requested TCG	None	3 minutes	Staff OCS
	TOTAL	None	27 minutes or *1 day & 22 minutes	



11. Shifting from One Course to Another Within UPVTC

Shifting refers to the change of a student's major or degree program. It is allowed only after completion of at least 30 units in the first program and subject to the compliance with the admission requirements of the new program.

Office or Division:	Office of the College Secretary (OCS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application for Shifting Form		Office of the College Secretary		
2. Recommendation from the Guidance Services Specialist (OASIS Result);		Office of Student Affairs (OSA)		
3. True Copy of Grades (TCG)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application for Shifting Form	1. Receive application for shifting	None	5 minutes	Guidance Specialist OSA
	1.1 Conduct OASIS exam right after submission of application for shifting.	None	1 day	
	1.2 Check OASIS result and interview the applicant; Prepare recommendation.	None	1 day	
	1.3 Forward Application for Shifting and Recommendation to the Office of the College Secretary	None	5 minutes	
	1.4 Check application and recommendation, print true copy of grades, evaluate student records and fill out the recommendation portion of the Shifting Form	None	15 minutes	Staff OCS



	1.5 Sign the recommendation/action portion of the Shifting Form	None	5 minutes	<i>College Secretary</i> OCS
	1.6 Forward recommendation/action of the College Secretary to the Division offering the program.	None	5 minutes	<i>Staff</i> OCS
	1.7 Act on the application for Shifting	None	3 days	<i>Chairperson</i> Academic Division
	1.8 Forward action of Division Chair or the result of the application for shifting to the OCS	None	5 minutes	<i>Staff</i> Academic Division
2. Receive shifting result	2. Issue the result of the application for shifting; Change the student's degree program in the CRS if approved to shift.	None	10 minutes	<i>Staff</i> OCS
	TOTAL	None	5 days & 50 minutes	



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.

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



	the borrower's slip with date of return and condition of the borrowed items.			
	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
	TOTAL	None	7 minutes	

**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 Stantees (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.

Office or Division:	Leyte Samar Heritage Center (LSHC)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Non-UP Researchers, Artists, Students and Teachers
CHECKLIST OF REQUIREMENTS	
1. Request Letter	As provided by client
2. Accomplished Borrower's slip	Leyte Samar Heritage Center (LSHC)
3. Valid ID	As provided by client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 assess 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
	TOTAL	None	7 minutes	



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.

Office or Division:	Leyte Samar Heritage Center (LSHC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Non-UP Researchers, Artists, Students, Teachers, Government Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		As provided by client		
2. Activity Permit		Administrative Division		
3. Valid 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 assess 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	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. Proceed to Administrative Office for the assessment of fees	3. Assess/provide the amount to be paid by the requestor	None	1 minute	Staff Administrative Division



4. Pay the prescribed fee	4. Receive the payment and issue Official Receipt	₱5,000 per day	4 minutes	Collecting Officer Cash Office
5. Present the Official Receipt Activity Permit from for final approval	5. Approve the Activity permit	None	1 minute	Supervising Administrative Officer 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	Staff Administrative Division
	TOTAL	₱5,000 per day	11 minutes	



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 89)

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 90)

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.

Office or Division:	Leyte Samar Heritage Center (LSHC)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government	
Who may avail:	Faculty Members, REPS, Administrative Staff & Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 assess 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	Supervising Administrative Officer 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	Staff Administrative Division
	TOTAL	None	6 minutes	



GENDER & DEVELOPMENT PROGRAM (GDP)

EXTERNAL SERVICES



1. Request for Technical Assistance (Gender Sensitivity Training (GST))

UPVTC through the Gender and Development Program (GDP) can extend technical assistance to requesting external parties on matters related to the conduct of Gender Sensitivity Training (GST).

Office or Division:	Gender and Development Program (GDP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	Coordinator GDP
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	Dean Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	Staff Dean's Office
TOTAL		None	12 minutes	



GENDER & DEVELOPMENT PROGRAM (GDP)

INTERNAL SERVICES



1. Request for Conduct of Gender Sensitivity Training (GST) & Related Trainings

The Gender and Development Program (GDP), as part of its primary mandate, organizes and conducts Gender Sensitivity Training and other forms of gender-related activities for faculty members, REPS, administrative staff and students.

Office or Division:	Gender and Development Program (GDP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	Coordinator GDP
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	Dean Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	Staff Dean's Office
	TOTAL	None	12 minutes	



OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)

EXTERNAL SERVICES



1. Request for Technical Assistance (Orientation/Training)

UPVTC through the Office of Anti-Sexual Harassment Office (OASH) can extend technical assistance by providing resource persons to requesting external parties in relation to the conduct of anti-sexual harassment education or information activities.

Office or Division:	Office of Anti-Sexual Harassment (OASH)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	Coordinator OASH
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	Dean Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	Staff Dean's Office
TOTAL		None	12 minutes	



OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)

INTERNAL SERVICES



1. Request for Technical Assistance (Orientation/Training)

The Office of Anti-Sexual Harassment Office (OASH), as part of its mandate, conducts orientation and training activities on matters concerning the anti-sexual harassment policies of the College.

Office or Division:	Office of Anti-Sexual Harassment (OASH)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request	None	5 minutes	Coordinator GDP
	1.1 Endorse & forward to the Dean's Office for approval	None	1 minute	
	1. 2 Evaluate & approve the request	None	5 minutes	Dean Dean's Office
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the GDP Coordinator	None	1 minute	Staff Dean's Office
	TOTAL	None	12 minutes	



2. Assistance/Preliminary Processing of Sexual Harassment Complaints

The Office of Anti-Sexual Harassment Office (OASH), as its primary mandate, assists students, faculty members, REPS & administrative staff of the College in the preliminary processing of probable sexual harassment complaints.

Office or Division:	Office of Anti-Sexual Harassment (OASH)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Interview with Coordinator				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. See the OASH Coordinator	1. Interview the client; take note of the details	None	1 hour	Coordinator OASH
	1.1 If warranted, ask the client to submit a signed written complaint	None	1 minute	
2. Submit written complaint	2. Receive written complaint and forward to the Dean for endorsement to UPV	None	5 minutes	
	2.1 Endorse to UPV Anti-Sexual Harassment (ASH) Council	None	5 minutes	Dean Dean's Office
	TOTAL	None	1 hour & 11 minutes	



TEACHING & LEARNING RESOURCE CENTER (TLRC)

INTERNAL SERVICES



1. Clearance from Accountabilities (Students and Employees)

The TLRC Coordinator signs the College clearance of students and employees who have no accountabilities or after accountabilities have been settled.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, faculty members, REPS and administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. College Clearance Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance	1. Receive clearance and verify accountability; if with accountability- instruct to settle first; if no accountability- countersigns clearance and forward to the TLRC Coordinator	None	2 minutes	Staff TLRC
	1.1 Sign clearance	None	2 minutes	Coordinator TLRC
2. Claim clearance	2. Release clearance	None	1 minute	Staff TLRC
TOTAL		None	5 minutes	



2. Computer Use

The students are given 20 hours free computer and internet access per semester. Graduating students working on their thesis or research are given additional 15 hours.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 or validated UP ID		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Form 5 or validated U.P. ID for account creation or activation	1. Receive Form 5 or U.P. ID, encode information to the database, give user name and password then return Form 5 or U.P. ID	None	3 minutes	Staff TLRC
2. Proceed to use the computer using the given user name and password				
3. Pay computer usage fee, if applicable	3. Issue payment order form, if applicable (for clients who exceeded the 20 hours free per semester)	20 hrs. free per semester & ₱15.00 per hour in excess	1 minute	Staff TLRC
	TOTAL	20 hrs. free per semester &	4 minutes	



		₱15.00 per hour in excess		
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3. Confirmation of attendance to the Summer Bridge Program

This is for incoming First Year students who are tagged to take the bridge program in English and Mathematics. The program is designed to bridge the gap between exit skills at secondary level and entry skills for the freshman year at UP. They may send an email or visit TLRC office to confirm their attendance.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming First Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the staff through email or personally to confirm attendance to the Summer Bridge Program	1. Check on the list of students tagged as bridgers, ask for contact number	None	3 minutes	Staff TLRC
2. Write contact number on the confirmation form and affix signature	2. Ask client to write contact number in the confirmation form, give instructions for the bridge program & attend to inquiries	None	7 minutes	Staff/Coordinator TLRC
TOTAL		None	10 minutes	



4. Photocopying and Scanning

This service is available for students, faculty, REPS and administrative staff at a minimal price.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Storage device (for scanning)		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present materials for photocopying or scanning together with storage device for scanned documents	1. Proceed with photocopying or scanning, save file/s (if scanning), inform client of amount payable	None	3 minutes	Staff TLRC
2. Receive payment order form & write the corresponding amount in the logbook	2. Returns the materials, issue payment order form	None	1 minute	
3. Pay at the cashier's office and	3. Receive payment & issue Official Receipt	₱2/page	4 minutes	Collecting Officer Cash Office
4. Present Official Receipt	4. Record amount paid and return Official Receipt to client	None	1 minute	Staff TLRC
TOTAL		₱2/page	9 minutes	



5. Printing

This service is available for students, faculty, REPS and administrative staff at a minimal price. Prices vary depending on color and quality of document/s printed.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Storage device (for scanning)		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff & submit file/s for printing	1. Check if paper size is correct, inform client about the amount payable, proceed with printing	None	3 minutes	Staff TLRC
2. Write the corresponding amount in the logbook	2. Issue payment order form	None	1 minute	
3. Pay at the cashier's office	3. Receive payment & issue Official Receipt	Up to ₱3/page	4 minutes	Collecting Officer Cash Office
4. Present Official Receipt	4. Record amount paid and return Official Receipt to client	None	1 minute	Staff TLRC
	TOTAL	Up to ₱3/page	9 minutes	



6. Reservation for Use of Discussion Room and Reading Room

Two (2) rooms are available for group discussion, meetings, tutorials, group work and other similar activities. The Reservation Form is available at the TLRC office.

Office or Division:	Teaching & Learning Resource Center (TLRC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out reservation form		Teaching & Learning Resource Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff	1. Ask for date and time of use, check availability, issue Reservation Form	None	1 minute	Staff TLRC
2. Fill out the Form and return to the staff	2. Check entries on the form, write schedule on the white board	None	1 minute	
TOTAL		None	2 minutes	

7. Settling of Accountability

Assessment of accountabilities is done at the TLRC. All monetary accountabilities are paid at the Cashier's Office.

Office or Division:	Teaching & Learning Resource Center (TLRC)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out reservation form		Teaching & Learning Resource Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff or ask for amount payable	1. Ask for student number, check accountability in the database, write amount on the payment order form, issue payment order form	None	1 minute	Staff TLRC
2. Claim payment order form and pay at the Cashier's Office	2. Receive payment & issue Official Receipt	Note*	4 minutes	Collecting Officer Cash Office
3. Present Official Receipt	3. Record the details of payment/clear accountability and return official receipt to client	None	1 minute	Staff TLRC
TOTAL		Note*	6 minutes	

*Depends on accountability

8. Tutorial Program

This service is available to students who wish be tutored in certain subjects. The actual tutorial is conducted upon availability of peer tutors.

Office or Division:	Teaching & Learning Resource Center (TLRC)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Form 5		Teaching & Learning Resource Center	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff to register in the tutorial program & present Form 5	1. Check Form 5, provide registration form	None	1 minute	Staff TLRC
2. Fill up registration form and submit	2. Check entries in registration form, confirm registration, inform student of notification upon availability of tutor	None	5 minutes	
	TOTAL	None	6 minutes	



**OFFICE OF CONTINUING EDUCATION
AND PAHINUNGOD (OCEP)
EXTERNAL SERVICES**



1. Request and Application for an Extension Program

The Office of Continuing Education and Pahinungod (OCEP) processes and facilitates all request for an extension program submitted to the Dean's Office or sent to OCEP directly by government or private institutions. The office also reviews and evaluates the request letters and program proposals. The office will then forward the application (Public Service [PS] Grant Application Form 2 with the Request Letter) to the Dean's Office for endorsement to UPV (Office of the Vice Chancellor for Research & Extension [OVCRE]).

Office or Division:	Office of Continuing Education and Pahinungod (OCEP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request signed by the Requisitioner and Head of Organization		Provided by client		
2. Public Service (PS) Grant Application Form 2 (Extension Proposal)		OCEP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the Dean's Office	1. Receive Request Letter and forward to OCEP	None	1 minute	Staff Dean's Office
	1.1 Receive & review Request Letter, forward to faculty in-charge of Extension	None	6 minutes	University Extension Associate (UAE) OCEP
	1.2 Approve Request Letter	None	3 minutes	Faculty In-charge OCEP
	1.3 File a copy of the letter and gives the applicant a copy of the approved Request Letter	None	1 minute	UAE OCEP



2. Submit the approved Request Letter with the filled-up PS Grant Application Form 2 to OCEP	2. Receive the documents, review and evaluate the PS Grant Form for completeness	None	11 minutes	
	2.1 Review & approve the proposal	None	10 minutes	
	2.2 File complete documents and prepare the documents for submission 2.3 Forward the documents to the Dean's Office for endorsement to UPV	None	15 minutes	
	2.3 Endorse and forward to UPV (OVCRE)	None	23 minutes	<i>Dean</i> Dean's Office
	TOTAL	None	1 hour & 10 minutes	



**OFFICE OF CONTINUING EDUCATION
AND PAHINUNGOD (OCEP)
INTERNAL SERVICES**



1. Application for Extension Program

The Office of Continuing Education and Pahinungod processes and facilitates all request for an extension program submitted by faculty members, administrative staff and Research, Extension & Professional Staff (REPS). The office also reviews and evaluates the request letters and program proposals. The office will then forward the application (Public Service [PS] Grant Application Form 2 with the Letter of Request) to the Dean's Office for endorsement to UPV (Office of the Vice Chancellor for Research & Extension [OVCRE]).

Office or Division:	Office of Continuing Education and Pahinungod (OCEP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Public Service (PS) Grant Application Form 2		OCEP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PS Grant Application Form 2 (proposal) to OCEP	1. Receive form, review and evaluate for completeness	None	11 minutes	UAE OCEP
	1.1 Review & approve the proposal	None	10 minutes	Faculty In-charge OCEP
	1.2 File complete documents and prepare the documents for submission 1.3 Forward the documents to the Dean's Office for endorsement to UPV	None	15 minutes	UAE OCEP
	1.4 Endorse and forward to UPV (OVCRE)	None	23 minutes	Dean Dean's Office
	TOTAL	None	59 minutes	



OFFICE OF STUDENT AFFAIRS (OSA)

EXTERNAL SERVICES



1. Extension Service

To provide service to the community in varied forms, the Office of Student Affairs (OSA) responds to requests for the conduct of lectures, symposia, training workshop, team building, counselling, research and other related activities.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter addressed to the Dean		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1. Receive letter, forward to OSA for comments	None	5 minutes	<i>Staff</i> Dean's Office
	1.1 Receive letter, evaluate, recommend for approval and send back to Dean's Office	None	10 minutes	<i>Coordinator</i> OSA
	1.1 Approve Request Letter and forward to OSA	None	5 minutes	<i>Staff</i> Dean's Office
2. Coordinate with OSA to plan & implement the activity	2. Received approved letter, plan for the activity	None	1 week	<i>Coordinator</i> OSA
	TOTAL	None	1 week & 20 minutes	



2. Issuance of Certificate of Good Moral Character and Other Certification

The Office of Student Affairs (OSA) issues documents certifying that students and graduates have no record of misconduct or has not been subjected to any disciplinary action under the existing University Rules and Regulations on Student Conduct and Discipline during her stay in the College.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request slip	1. Receives and check entries in request slip; advise client to pay certification fee	None	2 minutes	Staff OSA
2. Pay certification fee	2. Receive payment and issue Official Receipt	₱40	4 minutes	Collecting Officer Cash Office
3. Present OR of certification fee	3. Check OR, prepare Certificate of Good Moral Character for signature of the OSA Coordinator	None	5 minutes	Staff OSA
	3.1 Sign the certificate	None	1 minute	Coordinator OSA
4. Receive the certificate	4. Release certificate to client	None	1 minute	Staff OSA
	TOTAL	None	13 minutes	



3. Job Posting

As a form of assistance to prospective employers and to provide students and graduates with information about job vacancies, the Office of Student Affairs (OSA) facilitates the posting of job vacancy announcements of private companies and government agencies.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Notice/s and Announcement/s of Job Vacancies	1. Receive notices and/or announcements, inquire about the nature of the company and the job vacancies.	None	11 minutes	Staff OSA-GCTS
	1.1 Forward to OSA Coordinator for approval	None	1 minute	
	1.2 Approve posting of the announcement(s)	None	1 minute	Coordinator OSA
	1.1 Log the Job Posting/s and Announcement/s of Job Vacancies	None	1 minute	Staff OSA-GCTS
	1.2 Post the announcement/s and notice/s of Job Vacancies in conspicuous areas in the campus	None	5 minutes	
	TOTAL	None	19 minutes	



4. Psychological Testing and Evaluation

The Office of Student Affairs (OSA) through its Guidance Counselling and Testing Services (GCTS) unit conducts psychological testing & evaluation the results of which can be used for job hiring, selection and promotion purposes.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter from the Requesting Agency/Office/Organization/Person as approved by the Dean or MOA between UPVTC and the agency		Provided by client		
2. GCTS Form 10		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Request Letter or MOA	1. Receive and file the approved letter or MOA; ask client to fill up GCTS Form 10	None	5 minutes	Guidance Service Specialist (GSS) OSA-GCTS
2. Fill up GCTS Form 10	2. Receive GCTS Form 10	None	3 minutes	
3. Receive GCTS Form 3 ^{Note1}	3. Accomplish & release GCTS Form 3 to client in order to pay Psych testing fee at the Cashier	None	1 minute	
4. Pay testing fee at Cashier ^{Note1}	4. Receive payment and issue Official Receipt (OR)	₱ ^{Note2}	4 minutes	Collecting Officer Cash Office
5. Present the OR ^{Note1}	5. Check the OR and prepare psychological testing materials and venue	None	13 minutes	GSS OSA-GCTS
6. Accomplish Psychological Evaluation Questionnaire (PEQ) or GCTS Form 4	6. Receive, check for completeness and file the PEQ	None	3 minutes	



7. Take the Psychological Test/s	7. Check the attendance, administer and monitor the conduct of the test	None	x hours ^{Note3}	
8. Return the Test Booklets (TB), Answer Sheets (AS) and Manual	8. Retrieve, check the completeness of the TB and AS	None	8 minutes	
	8.1 Score and interpret results	None	x minutes ^{Note4}	
	8.2 Prepare the Psychological Evaluation Report (PER)	None	30 minutes	
9. Receive Psychological Evaluation Report (PER)	9. Submit PER to client and/or to the head of the requesting agency, Office or organization	None	10 minutes	
10. Receive Billing Statement ^{Note1}	10. Prepare Billing Statement and issue to the client	None	5 minutes	
11. Pay testing fee at Cashier ^{Note1}	11. Receive payment and issue Official Receipt (OR)	₱ ^{Note2}	4 minutes	Collecting Officer Cash Office
	TOTAL	₱ ^{Note2}	Very variable	

Note1: Steps 3, 4 and 5 are skipped & Steps 10 & 11 are added for Government Agency-paid tests

Note2: Between ₱500-₱900 depending on the kind & number of tests and on the position the examinee is taking the test for

Note3: 1 to 6 hours (depends on kind & number of tests)

Note4: 15-30 minutes depending on the test



5. Request from Potential Employers for List of Recommendees (Graduating Students & Alumni)

Many potential private and government entity employers request the College for a list of graduates or alumni that they can invite to apply for positions in their respective organizations. The Office of Student Affairs (OSA) facilitates the preparation of this listing.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the Dean		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the Dean's Office	1. Receive Request Letter and approve	None	23 minutes	Dean UPVTC
2. Submit approved Request Letter to OSA	2. Receive approved Request Letter	None	1 minute	Staff OSA-GCTS
	2.1 Selects recommendees qualified to specific job requirements	None	1 hour	
	2.2 Get the consent of the students included in the list of recommendees	None	2 days	
	2.3 Prepare the contact details of the potential recommendees and endorsement letter.	None	15 minutes	
	2.4 Submit the endorsement letter (list of recommendees) to the Dean's Office for his signature.	None	5 minutes	



3. Receive list of recommendees	3. Forward to the client the list of recommendees	None	2 minutes	
	TOTAL	None	2 days, 1 hour & 46 minutes	



OFFICE OF STUDENT AFFAIRS (OSA)

INTERNAL SERVICES



1. Application to Attend Career Placement Orientation and Employment Seminar (CPOES) and Jobs Fair

The Office of Student Affairs (OSA) through its Guidance Counselling and Testing Services (GCTS) unit organizes an annual career placement/orientation seminar and jobs fair for the benefit of graduating UPVTC students.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating UPVTC students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5: Guidance Placement Form and Exit Questionnaire (GPFEQ)		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Form 5: GPFEQ	1. Receive and file the duly filled up Form 5: GPFEQ	None	1 minute	GSS/Staff OSA-GCTS
	1.1 Process & summarize the GPFEQ survey	None	5 minutes	
2. Join in review of the GPFEQ survey results	2. Review the results of the GPFEQ survey	None	1 hour	
	2.1 Inform the student of the CPOES and Jobs Fair schedule	None	1 minute	
	TOTAL	None	8 minutes	



2. Assigning/Updating of Socialized Tuition (ST) Bracket of Students

This service or function of the Office of Student Affairs (OSA) is related to enrollment fees discounting and input of scholarship privileges of the students.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated CRS data of students		Office of the College Secretary		
2. Photocopy of Form 5 and immediately past semester Copy of Grades (for continuing students)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to OSA	1. Update the student on ST application result, input student's ST bracket assignment in the CRS.	None	2 minutes	Students Financial Assistance (SFA) Staff OSA
2. Submit a photocopy of Form 5 and Copy of Grades (for old students)	2. Receive and check completeness of documents	None	2 minutes	
	2.1 File documents into the Students Directory	None	2 minutes	
	TOTAL	None	6 minutes	



3. Claiming Mails and Packages

Facilitation and information dissemination related to student mails and packages sent to and received by the Office of Student Affairs (OSA)

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Checks validity of the ID presented	None	1 minute	Staff OSA
2. Sign logbook	2. Release mail and/or package to the student	None	1 minutes	
TOTAL		None	2 minutes	



4. Counseling

This program aims to address the unique needs of students for assistance as they go through the process of self-understanding, decision-making and self-development. The strategy is through dyadic or small group helping relationship interactions between the counselor and counselee.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter (for referred counselees only)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for counseling	1. If the Guidance Service Specialist/staff and Peer Counselor (PC) are available, counseling session may start outright. Otherwise, the staff and the counselee/s will set the date and time for the session	None	3 minutes	Staff OSA-GCTS
	1.1 Counseling session	None	30 minutes or more*	GSS/Staff OSA-GCTS
2. Sign the log book	2. Terminate the counseling session, schedule follow-up or recommend referral	None	3 minutes	
	2.1 Accomplish Intake-Interview Log / Counseling Summary	None	15 minutes	
	TOTAL	None	51 minutes or more	

**The length of the counseling session will vary on a case to case basis*



5. Filing of Candidacy for Student Council Elections

The Office of Student Affairs (OSA) facilitates the conduct of the annual Student Council election.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up application form		Office of Student Affairs (OSA)		
2. True Copy of Grades (TCG) of previous semester (no failing marks, no INC)		Office of the College Secretary (OCS)		
3. Form 5		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation meeting	1. Conduct meeting regarding schedule, policies & responsibilities	None	2 hours	<i>Electoral Board Chairperson & Members OSA</i>
2. Submit application form, TCG & Form 5	2. Receive and check TCG, Form 5 and entries in the application form	None	1 hour	
	TOTAL	None	3 hours	



6. Individual Student Inventory

This function of the Office of Student Affairs (OSA) is about collecting, updating and safeguarding the Student Personal Information Sheet and Guidance records. Data gathered is used in developing and implementing other services of the college. As requisite for enrolment, incoming students are required to comply with the requirements as set forth.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Personal Information Sheet (Form 1: SPIS)		Office of Student Affairs (OSA)		
2. Certificate of Good Moral Character from High School or previous school/college		Provided by client		
3. Photocopy of letter of acceptance from UP Admissions Office / Office of the College Secretary		Provided by client		
4. Photocopy of Form 137/High School Card		Provided by client		
5. Photocopy of PSA/NSO Life Birth Certificate		Provided by client		
6. 2x2 ID Picture (1 piece)		Provided by client		
7. Long bond paper (10 sheets)		Provided by client		
8. Long green expandable folder (1 piece)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept the SPIS/Form 1 and other requirements	None	1 minute	Staff OSA- GCTS
	1.1 Check completeness of requirements, entries and signature; paste student's 2x2 ID picture; label the folder with the name of the student.	None	2 minutes	
	TOTAL	None	3 minutes	



7. Issuance of Activity Permit

Approval of activity permits is granted to recognized student organizations of the college. All recognized student organizations are required to process a permit in order to conduct an activity and use any available facility of the college.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Permit for Student Organization		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Activity Permit for Student Organization	1. Receive accomplished Activity Permit for Student Organization	None	1 minute	Staff OSA-GCTS
	1.1 Check and interview the student organization representative about the activity; If approved, recommend approval by signing in the Activity Permit	None	5 minutes	
	1.1 Act on request; If approved, sign the Activity Permit	None	1 minute	Coordinator OSA
2. Receive Activity Permit and sign in the log book	1.2 Release Activity Permit	None	1 minute	Staff OSA-GCTS
	TOTAL	None	8 minutes	



8. Peer Counselor Application

This is volunteer service of trained students under the supervision of the Guidance Service Specialist. They work hand-in-hand with guidance personnel regarding guidance work and activities.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Peer Counseling (PC) Application Form 9		Office of Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Form 9: PC Application	1. Receive & check PC Application Form	None	3 minutes	GSS*/Staff/PC** OSA-GCTS
2. Take Psychological Tests	1.1 Conduct Psychological Testing of applicants	None	2 hours	
3. Report for interview	3. Conduct interview of each applicant	None	30 minutes	
	3.1 Meet to discuss the results and final ranking of the applicants with the Senior Peer Counselors	None	3 hours	
	3.2 Prepare for the PC Training	None	3 days	GSS/Staff OSA-GCTS
4. Attend PC Training	4. Conduct PC Training	None	3 days	
	4.1 Post qualified Peer Counselors for the Academic Year	None	3 minutes	
	TOTAL	None	6 days, 5 hours & 36 minutes	

* Guidance Service Specialist

** Peer Counselors



9. Personal Effectiveness Program (PEP) Class and Final Integration

This is a required activity to be attended by first-year students where important topics like self-awareness, stress management, study methods, etc. are discussed. Group or class coping and adjustment issues are also discussed. The activity helps new students start to build a support system while in the College.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Portfolio/Directory		Office of Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Student Directory	1. Receive & check Student Directory	None	1 minute	Staff OSA-GCTS
	1.1 Prepare Directory of First Year Students by Program per Peer Counselor (PCs)	None	4 minutes	
2. Attend the PEP Class as scheduled	2. Conduct PEP Class	None	4 hours***	GSS*/Staff/PC** OSA-GCTS
	2.1 Meet and discuss the Final Integration with PCs	None	1 hour	
3. Attend Final Integration	3. Conduct Final Integration Team Building Activity	None	8 hours	
	TOTAL	None	????	

* Guidance Service Specialist

** Peer Counselors

***Every Wednesday



10. Posting of Announcements and Other Informational Materials in UPVTC Bulletin Boards

Recognized student organizations are given bulletin board spaces. Materials posted on these bulletin boards should be approved by the Office of Student Affairs (OSA).

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the materials to be posted following the prescribed size	1. Receive the material for posting, check its content, check if within prescribed maximum size	None	3 minutes	Staff OSA-GCTS
	1.1 Approve for posting	None	2 minutes	
2. Retrieves materials for posting	2. Return the material for posting to the client	None	1 minute	
TOTAL		None	6 minutes	



11. Processing Lost and Found Items (Claiming Items)

This is the procedure of claiming ownership of items found in the campus and submitted to the Office of Student Affairs (OSA).

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID/Form 5		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Explain and describe the lost belongings	1. Evaluate validity of ownership claim	None	5 minutes	Staff OSA
2. Present school ID or Form 5	2. Check validity of the ID or Form 5 presented	None	1 minute	
3. Claim the item(s), sign Lost and Found logbook	2. Release item(s) to claimant	None	1 minute	
TOTAL		None	7 minutes	



12. Processing Lost and Found Items (Submitting Found Items)

This is the procedure of submitting to the Office of Student Affairs (OSA) items found in the campus.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID/Form 5		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit item(s) found	1. Receive items and record in the Lost & Found logbook	None	2 minutes	Staff OSA
	1.1 Interview the person who found the item/s	None	5 minutes	
	1.2 Post/disseminate information on found item(s)	None	7 minutes	
TOTAL		None	14 minutes	



13. Psychological Testing and Evaluation

The Office of Student Affairs (OSA) through its Guidance Counselling and Testing Services (GCTS) unit conducts psychological testing & evaluation the results of which can be used for job hiring, selection and promotion purposes.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Provided by client		
2. GCTS Form 10		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Request Letter	1. Receive and file the approved letter or MOA; ask client to fill up GCTS Form 10	None	5 minutes	Guidance Service Specialist (GSS) OSA-GCTS
2. Fill up GCTS Form 10	2. Receive GCTS Form 10	None	3 minutes	
3. Accomplish Psychological Evaluation Questionnaire (PEQ) or GCTS Form 4	3. Receive, check for completeness and file the PEQ	None	3 minutes	
4. Take the Psychological Test/s	4. Check the attendance, administer and monitor the conduct of the test	None	Note**	
5. Return the Test Booklets (TB), Answer Sheets (AS) and Manual	5. Retrieve, check the completeness of the TB and AS	None	8 minutes	
	5.1 Score and interpret results	None	Note***	
	5.2 Prepare the Psychological Evaluation Report (PER)	None	30 minutes	



6. Receive Psychological Evaluation Report (PER)	6. Submit PER to client	None	10 minutes	
	TOTAL	None	Very variable	

***1 to 6 hours (depends on kind & number of tests)*

****20 minutes per test*

14. Recognition of Student Organizations

The annual recognition is granted to student organizations that have filed and submitted all recognition requirements. Recognition entitles organizations to conduct activities and have access to the use of available facilities in the college.

Office or Division:	Office of Student Affairs (OSA) - Guidance Counselling and Testing Services (GCTS)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Students/ Student Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
e-Copy and hardcopy of the following:			
1. Clearance Form		Office of Student Affairs (OSA)	
2. Application Letter for Recognition		Provided by client	
3. Acceptance of Advisorship by Non-Faculty Advisers		Office of Student Affairs (OSA)	
4. Directory of Officers with attached Form 5 and True Copy of Grades (TCG) of all officers for the previous semester		Provided by client	
5. Directory of Members (at least 15 members)		Provided by client	
6. Summary List of Members		Provided by client	
7. General Plan of Action		Provided by client	
8. Annual Accomplishment Report		Provided by client	



9. Financial Statement/Report		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (e-copy and hardcopy)	1. Receive documentary requirements	None	1 minute	Staff OSA-GCTS
	1.1 Check and review submitted requirements	None	15 minutes	
2. Receive feedback	2. Give or post feedback or result of the application for recognition to the student organizations	None	5 minutes	
3. Receive Certification	3. Prepare and issue Certification	None	5 minutes	
	TOTAL	None	26 minutes	

15. Request for Training-Workshop, Symposium, Orientation and Team Building

The Office of Student Affairs (OSA) through the Guidance Counselling and Testing Services unit conducts activities where topics necessary for student development and growth are discussed.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and forward to OSA Coordinator for action	None	1 minute	Staff OSA-GCTS



	1.1 Act on request	None	5 minutes	Coordinator OSA
2. Discuss details of the activity	1.2 Inform client of the action regarding the request letter; if approved, discuss with client the details of the activity	None	10 minutes	Staff OSA
	TOTAL	None	16 minutes	

16. Socialized Tuition (ST) – Appeal Processing

This is for students who wish to be considered for rebracketing to avail of monthly stipend and for financial discount.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of income (BIR form 2316, Certificate of Employment, Barangay Certificate of Indigency, etc.)		Provided by client		
2. Photos of residence		Provided by client		
3. Utility bill (electric and water)		Provided by client		
4. Property documents		Provided by client		
5. Medical records (if with medical condition)		Provided by client		
6. Other relevant documents (on a case to case basis)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (personally or via email)	1. Receive and check completeness of documents	None	3 minutes	Staff OSA



2. Submit self for interview	2. Interview and gather information from appellant	None	30 minutes	
	2.1 Accomplish interview report	None	15 minutes	
	3. Review report for accuracy and completeness	None	10 minutes	Coordinator OSA
	4. Arrange and files documents for the Student Scholarship and Financial Assistance Committee (SSFAC) deliberation	None	2 minutes	Staff OSA
	5. Deliberate on the appeal	None	Note*	SSFAC
3. Receive information as to the result of the appeal	6. Inform client of the SSFAC decision	None	2 minutes	Staff OSA
	TOTAL	None	Note*	

*The SSFAC is a UPV level committee. It takes uncertain time to schedule the SSFAC deliberation.

17. ST Payroll and Voucher Preparation

This is related to releasing Socialized Tuition (ST) stipends and other financial privileges.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5		Provided by client		
2. True Copy of Grades (TCG) of previous semester		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and check completeness of documents	None	3 minutes	Staff OSA



	1.1 Finalizes qualified FDS students	None	30 minutes	
	1.2 Prepare and counter sign the DV, Payroll, and ORS	None	15 minutes	
	1.3 Attest and sign the documents	None	2 minutes	Coordinator OSA
	1.4 Input info details of DV into UIS	None	5 minutes	Staff OSA
	1.5 Submit to accounting office for pre-audit	None	5 minutes	
	TOTAL	None	1 hour	

18. Student Clearance from Accountabilities

Checking and monitoring of students who have accountabilities in the Darangpan Loan program and from other Office of Student Affairs (OSA) activities.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance Form	1. Receive the form, check CRS records for any accountabilities	None	1 minute	Staff OSA
	1.1 Counter sign the clearance form and forward to Coordinator	None	1 minute	
	1.2 Sign the clearance	None	1 minute	Coordinator OSA
2. Claim signed clearance	2. Release Clearance Form	None	1 minute	Staff



				OSA
	TOTAL	None	4 minutes	

19. Students Assistants Claim for Salary

This is to prepare the payment/salary of student assistants based on the number of service hours rendered.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students' Daily Time Record (DTR)		Provided by client		
2. Journal		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTRs and journals	1. Receive and check the completeness of the documents	None	5 minutes	Staff OSA
	1.1 Compute hours of duty rendered by the student	None	5 minutes	
	1.2 Prepare the payroll and voucher	None	1 day	
2. Claim/receive salary, sign payroll	2. Release salary	None	5 minutes	Disbursing Officer Cash Office
	TOTAL	None	16 minutes	



20. UPVTC Ladies' Dorm/Men's Dorm Application

This is for students who want to apply for residence in either the Ladies' or Men's Dormitory.

Office or Division:	Office of Student Affairs (OSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students (Incoming 1st year students are prioritized)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dormitory Application Form*		Ladies' Dorm/Men's Dorm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Dormitory Application Form	1. Receive and check the completeness of entries	None	2 minutes	<i>Dorm Staff</i> OSA
2. Submit self for interview	2. Interview applicant	None	20 minutes	<i>Staff</i> OSA
3. Wait for the posting of list of qualified applicants*				
TOTAL		None	22 minutes	

**Application period is 2nd week of May up to 3rd week of June. Posting of qualified applicants is by the 4th week of June.*



COLLEGE LIBRARY

EXTERNAL SERVICES



1. Borrowing of General Reference Books for Photocopying or Room Use

External and internal clients who wish to borrow General Reference books for photocopying or room use can do so through the Reserve Desk of the College Library.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UPVTC Students and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		Provided by client		
2. Valid ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID, book/s with filled out exit pass	1. Receive ID, book/s and exit pass; verify client identity	None	2 minutes	Reserve Desk Staff Library
	1.1 Check exit pass against the book/s being borrowed and affix signature.	None	1 minute	
	1.2 Retain a copy of the exit pass with the ID (to be given back to the client upon return of the borrowed book within the day)	None	1 minute	
2. Receive the book/s and exit pass	2. Release borrowed book with copy of exit pass	None	1 minute	
	TOTAL	None	5 minutes	



2. Borrowing of Periodicals (Periodicals & Theses Desk)

External and internal clients who wish to borrow periodicals can do so at the Periodicals & Theses Desk of the College Library.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UPVTC Students and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		Provided by client		
2. Valid ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the title of the periodical	1. Search for the periodical. Once found, present to the client for verification.	None	2 minutes	Periodicals & Theses Desk Staff Library
2. Present ID	2. Ask the client for ID and verify his/her identity.	None	1 minute	
3. Fill out and sign periodical slip or exit pass	2.1 Instruct the client to fill out either a periodical slip (for room use) or exit pass (for photocopying)	None	1 minute	
4. Submit periodical slip or exit pass and ID	4. Receive periodical slip/retain a copy of the exit pass with the ID (to be given back to the client upon return of the periodical within the day)	None	1 minute	
5. Receive the periodical	2. Release periodical to the client	None	1 minute	
TOTAL		None	6 minutes	



3. Borrowing of Reserve Books for Photocopying or Room Use (Reserve Desk and Graduate Studies Reading Room)

External and internal clients who wish to borrow books from the reserved books section and the Graduate Studies Reading Room for photocopying or room use can do so through the Reserve Desk of the College Library.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UPVTC Students and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		Provided by client		
2. Valid ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if a certain reserve book is available	1. Check availability of book. If available, get the book and give the book card to the client to fill up.	None	1 minute	Reserve Desk Staff Library
2. Sign the book card and submit with Valid ID	2. Receive book card and ID (to be given back to the client upon return of the borrowed book within the day). Check book card and affix signature.	None	2 minutes	
	2.1 Stamp and sign book's date due slip.	None	1 minute	
3. Receive book	3. Release borrowed book	None	1 minute	
TOTAL		None	5 minutes	



4. Borrowing of Theses (Periodicals & Theses Desk)

External and internal clients who wish to borrow theses for room use can do so at the Periodicals & Theses Desk of the College Library. Theses are not allowed to be taken outside the reading room.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UPVTC Students and Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter		Provided by client		
2. Valid ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the name of the author of the thesis	1. Search for the thesis. Once found, presents the thesis to the client for verification.	None	2 minutes	Periodicals & Theses Desk Staff Library
2. Present ID	2. Ask the client for ID and verify his/her identity.	None	1 minute	
3. Fill out and sign the book card	3. Instruct the client to fill out the book card	None	1 minute	
4. Submit book card with valid ID	2. Receive book card and ID (to be given back to the client upon return of the borrowed book within the day).	None	1 minute	
5. Receive thesis	2. Release borrowed thesis	None	1 minute	
TOTAL		None	6 minutes	



COLLEGE LIBRARY

INTERNAL SERVICES



1. All services available to external clients are available to internal clients

2. Book Requests

Request for the purchase of books is accepted by the library from UPVTC students and employees.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		College Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form and submit	1. Receive form and inform the client that he/she will be kept posted once the book is available.	None	1 minute	Desk Staff/Head Librarian Library
	1.1 Forward request form to Acquisition In-Charge.	None	1 minute	
	1.3 Receive request form for inclusion to proposed acquisitions.	None	1 minute	Acquisition In-charge Library
	TOTAL	None	3 minutes	



3. Borrowing of Books for Overnight Use (Reserve Desk)

Borrowing of books from the reserved books section for overnight use is done at the Reserve Desk from 3:00 p.m. until 5:45 p.m.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID for students, faculty and staff		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UP ID and inform the desk staff the author/title of the reserved book	1. Receive ID and check reservation slips.	None	1 minute	Reserve Desk Staff Library
	1.1 If reserved*, the desk staff present the book to the client for verification. If correct, give book card to the client to fill in. Scan UP ID and the book being borrowed. <i>*If there is no reservation made by the client, he/she can borrow it by 5:30 p.m.</i>	None	3 minutes	
2. Sign the book card	2. Check book card, stamp date due and affix signature.	None	1 minute	
3. Receive the book and UP ID	3. Release borrowed book and UP ID	None	1 minute	
	TOTAL	None	6 minutes	



4. Borrowing of Regular Circulation Books for Home Reading (Circulation Desk)

Regular Circulation books are checked out at the Circulation Desk to UPVTC students and employees who wish to borrow them for home reading. Upon return, books of this type can be re-borrowed once.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5 (if UP ID has not been issued yet)		Provided by client		
2. Borrower's Card		College Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UP ID or Form 5	1. Receive ID and scan in iLib to verify records and to check if eligible to borrow.	None	1 minute	Reserve Desk Staff Library
2. Present book/s with signed book card/s and borrower's card	2. Receive and scan borrowed book/s. Check book card and borrower's card and affix signature.	None	2 minutes	
3. Receive the book/s, borrower's card and ID	3. Release borrowed book/s, borrower's card and ID.	None	1 minute	
TOTAL		None	4 minutes	



5. Clearance from Accountabilities (Employees with Accountabilities to Settle)

The Clearance Form of the requesting UPVTC employee is signed by the Head Librarian upon settlement of all library accountabilities.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College & University Clearance Forms		Personnel Services Office (PSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present college and university clearance	1. Receive clearance.	None	1 minute	Desk Staff Library
	1.1 Verify accountability in iLib, Masterlist of Accountability, and Yellow Card.	None	10 minutes	
	1.2 Instruct clients to settle the accountability. If lost book/s and/or periodicals, instruct client to pay at Cash Office.	None	1 minute	
2. Settle accountability and present OR	2. Once settled, update records in iLib, Masterlist of Accountability and Yellow Card.	Note*	5 minutes	
	2.1 Affix initials and date on the clearance, then forward it to the Head Librarian.	None	1 minute	Head Librarian Library
3. Claim clearance	3. Sign college clearance and affix initials in university clearance.	None	1 minute	
	3.1 Release clearance form	None	1 minute	
TOTAL		Note*	20 minutes	

*Amount to be paid will depend on the item(s) lost



6. Clearance from Accountabilities (Employees with No Accountabilities to Settle)

The Clearance Form of the requesting UPVTC employee is signed by the Head Librarian upon settlement of all library accountabilities.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College & University Clearance Forms		Personnel Services Office (PSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present college and university clearance	1. Receive clearance.	None	1 minute	<i>Desk Staff Library</i>
	1.1 Verify accountability in iLib, Masterlist of Accountability, and Yellow Card.	None	10 minutes	
	1.2 Affix initials and date on the clearance, then forward it to the Head Librarian.	None	1 minute	
2. Claim clearance	2. Sign college clearance and affix initials in university clearance.	None	1 minute	<i>Head Librarian Library</i>
	2.1 Release clearance form	None	1 minute	
	TOTAL	None	14 minutes	



7. Clearance from Accountabilities (Students with Accountabilities to Settle)

The Clearance Form of the requesting UPVTC student is signed by the Head Librarian upon settlement of all library accountabilities.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present college clearance	1. Receive clearance.	None	1 minute	Desk Staff Library
	1.1 Verify accountability in iLib, Masterlist of Accountability, and Yellow Card.	None	5 minutes	
	1.2 Instruct clients to settle the accountability. If book fines or Cybernook fees, it may be paid in the library. If lost book/s, instruct client to pay at Cash Office.	None	1 minute	
2. Settle accountability and present OR	2. Once settled, update records in iLib, Masterlist of Accountability and Yellow Card.	Note*	5 minutes	
	2.1 Affix initials and date on the clearance, then forward it to the Head Librarian.	None	1 minute	
3. Sign in the logbook	3. Ask client to sign in logbook	None	1 minute	Head Librarian Library
4. Claim clearance	4. Sign and release College clearance	None	1 minute	
	TOTAL	Note*	15 minutes	

*Amount to be paid will depend on computed fines, unpaid fees and lost item(s)



8. Clearance from Accountabilities (Students with No Accountabilities to Settle)

The Clearance Form of the requesting UPVTC student is signed by the Head Librarian upon settlement of all library accountabilities.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present college clearance	1. Receive clearance.	None	1 minute	<i>Desk Staff</i> Library
	1.1 Verify accountability in iLib, Masterlist of Accountability, and Yellow Card.	None	5 minutes	
	1.2 Affix initials and date on the clearance, then forward it to the Head Librarian.	None	1 minute	
2. Sign in the logbook	2. Ask client to sign in logbook	None	1 minute	<i>Head Librarian</i> Library
3. Claim clearance	3. Sign and release College clearance	None	1 minute	
	TOTAL	None	9 minutes	



9. 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 for encoding and accessing e-resources and the Internet.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated UP ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1. Receive ID and check client's identity. Get the client's Cybernook index card from the files and give it to the client to log in.	None	1 minute	Cybernook Desk Staff Library
2. Log-in in index card	2. Check the correctness of time entered in the index card and affix signature.	None	1 minute	
3. Use computer and shut it down after use	3. Assist the client when necessary.	None		
4. Indicate in the index card the time when he/she logged out	4. Compute the time used by the client and the corresponding fee (if applicable).	None	1 minute	
5. Pay fees (if applicable)	5. Issue receipt	Note*	1 minute	
TOTAL		Note*	4 minutes	

* Undergraduate: First 20 hours= free, ₱20/hour thereafter; Graduate: ₱20/hour



10. iLib Registration

iLib is an online electronic catalogue of all bibliographic items found in the UPVTC Library. iLib registration is provided by the Library to UPVTC employees and students enrolled in the current semester. Through their iLib accounts, students and UPVTC employees can keep track and be notified through email of the due dates of books they have borrowed.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID. If not yet issued: Form 5 (for UP students); verbal/oral communication from the Academic Division or Personnel Office (for UP employees)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Form 5 and/or UP ID (students); verbal communication from division chairs or Personnel Office (employees)	2. Accept Form 5 and/or validated UP ID. Verify the client's identity and eligibility to borrow.	None	1 minute	iLib Desk Staff Library
2. Answer questions	Encode in iLib information from the Form 5 or that from the interview	None	3 minutes	
TOTAL		None	4 minutes	



11. Payment of Fines and Other Fees

Book fines and other fees (i.e. researcher's fee and Cybernook fees) are accepted by the Library at the Circulation Desk or Reserve Desk. Payments for lost library materials are referred to the Cash Office after assessment by the Librarian.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Faculty Members, REPS, Administrative Staff & External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Reserve or Circulation Desk to pay fines or other fees	1. Receive payment and generate receipt (through iLib for book fines or transaction receipt for other fees).	Note*	1 minute	Circulation or Reserve Desk Staff Library
2. Receive receipt	2. Release receipt	None	1 minute	
TOTAL		Note*	2 minutes	

* Library schedule of fees here

12. Permit to Use Other Libraries

Permit to use other non-UP libraries is issued by the Librarian to requesting UPVTC students who would like to visit other libraries for research purposes.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and verbally request for permit to use other libraries	1. Interview client for specific needs in other libraries.	None	2 minutes	Staff Library
	1.1 Prepare permit.	None	5 minutes	
2. Sign logbook	2. Ask client to sign logbook & forward permit to Head Librarian for signature	None	1 minute	
	2.1 Sign permit	None	1 minute	Head Librarian Library
3. Claim permit	3. Release permit	None	1 minute	Staff Library
TOTAL		None	10 minutes	

13. Placing a Reservation for Overnight Use of Reserve Books (Reserve Desk)

Reservations to borrow for overnight use is accepted by the Reserve Desk from 8:00 a.m. to 2:00 p.m. Students are given priority in the borrowing of Reserve Section books for overnight. Checking out of reserved books start at 3:00 p.m. until 5:45 p.m. UPVTC employees need not place a reservation.

Office or Division:	College Library		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. First Year Students (Form 5); Upper class Students (Form 5 and UP ID)		Provided by client	



2. Reservation Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID or Form 5 and inquire if a reserve book is available for overnight use	1. Checks if the book is available for overnight use for the client. If available, ask the client to fill out a Reservation Slip	None	1 minute	Reserve Desk Staff Library
2. Fill out Reservation Slip	2. Receive and sign the reservation slip. Inform the client when the book will be available.	None	1 minute	
	TOTAL	None	2 minutes	

14. UP ID Validation/Issuance of Borrower's Card

The UP ID is validated and the Borrower's Card is issued by the Library to students of UPVTC who are enrolled in the current semester. The Borrower's Card is also issued to UPVTC employees who wish to borrow books from the Library.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID or Form 5 (if UP ID has not been issued yet)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write in the list for UP ID validation and issuance of borrower's card	1. Ask the client to write in the List for UP ID Validation and Issuance of Borrower's Card	None	1 minute	Circulation Desk Staff Library



2. Present UP ID and/or original Form 5	2. Receive and verify UP ID and Form 5 against the client's identity.	None	1 minute	
	2.1 Stamp Form 5 and validate UP ID.	None	1 minute	
	2.2 Write client information on borrower's card.	None	1 minute	
3. Claim Form 5, validated UP ID and borrower's card	3. Release Form 5, validated UP ID and borrower's card.	None	1 minute	
	TOTAL	None	5 minutes	

15. Use of Discussion Room (Reserve Desk)

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID		Provided by client		
Reservation Slip		College Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation				
1. Inquire if the Discussion Room is still open for reservation	1. Check on reservations. If available, ask for ID and require the client to fill out 2 Reservation slips	None	1 minute	<i>Reserve Desk Staff Library</i>



2. Present UP ID and fill out Reservation Slip	2. Check client's identity and receive reservation slip. Approves request and sign the reservation slip.	None	1 minute	
3. Receive the approved reservation slip	3. Give 1 copy of the reservation slip to client.	None	1 minute	
Actual Use				
4. Present approved Reservation Slip with UP ID	4. Receive ID and verify the client's identity. Attach the ID to the reservation slip. The ID will be returned after the use of the Discussion Room.	None	1 minute	<i>Desk Staff/Utility Library</i>
	4.1 Orient client on the rules of using the Discussion Room.	None	2 minutes	
	4.2 Open the Discussion Room	None	1 minute	
5. Inform the library staff after using the Discussion Room	5. Check if the Discussion Room is in order and close it.	None	3 minutes	
6. Receive ID	6. Release ID	None	1 minute	
	TOTAL	None	5 minutes	



ADMINISTRATIVE DIVISION

EXTERNAL SERVICES



1. Permit on the Use of UPVTC Facilities

The Multi-purpose Building, third floor Library Hall, conference rooms and other spaces in the College can be rented by third parties if not in use by the students and other UPVTC constituents.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Activity Permit Form		Administrative Division		
2. Signed Agreement on Use of UPVTC Facility		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit Activity Permit and Agreement Form	1. Receive duly accomplished Activity Permit Form and Agreement Form. Check completeness of entries and signatures	None	1 minute	<i>Staff</i> Admin. Division
	1.1 Check with Facility In-charge regarding availability of venue	None	2 minutes	
	1.2 Forward Activity Permit Form to the Supervising Administrative Officer (SAO) and forward Agreement Form to Dean's Office	None	1 minute	
	1.3 Compute fees	Note*	1 minute	
2. Sign Agreement Form	2. Sign Agreement Form & forward to the SAO	None	2 minutes	<i>Dean</i> Dean's Office
3. Pay at the cashier	3. Receive payment & issue Official Receipt	None	4 minutes	<i>Collecting Officer</i> Cash Office



4. Present Official Receipt	4. Sign the Activity Permit and Agreement Form for final approval	None	1 minute	SAO Admin. Division
5. Claim approved Activity Permit Form and Agreement form	5. Release copies of form (Client, Facility In-Charge, Security)	None	1 minute	Staff Admin. Division
	TOTAL	Note*	13 minutes	

**For information on schedule of fees, please inquire at the Administrative Division*



ADMINISTRATIVE DIVISION

INTERNAL SERVICES



1. Budget Clearance

This procedure involves the checking of funds availability for all types of expenditures or cash/check disbursements.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out and approved by unit head Purchase Request/Program of Work/Line-Item Budget/Request for Travel Order		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receive documents	None	1 minute	<i>Budget Staff</i> Admin. Division
	1.2 Forward to the Budget Officer	None	1 minute	
	1.3 Check attachments	None	5 minutes	
	1.2 Sign and approve Budget Clearance	None	4 minutes	<i>Budget Officer</i> Admin. Division
	1.3 Forward Budget Clearance to Budget Staff for posting	None	1 minute	
	1.4 Post to the corresponding ledger	None	3 minutes	<i>Budget Staff</i> Admin. Division
	1.5 Forward Budget Clearance to the Office of the Dean	None	2 minutes	
	TOTAL	None	17 minutes	



2. Clearance from Accountabilities

This procedure relates to the need of UPVTC employees to process their College and/or University Clearance as requirement for subsequent transactions which may be related to retirement, travel, etc.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up Clearance Form		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Clearance Form	1. Receive Clearance Form	None	1 minute	<i>Staff</i> Admin. Division
	1.1 Forward Clearance Form to Supervising Administrative Officer (SAO)	None	1 minute	
	1.2 Check completeness of entries, signatures and attachments. Check accountabilities.	None	5 minutes	SAO Admin. Division
	1.3 Approve and sign the clearance	None	1 minute	
	1.4 Forward clearance to SAO Staff	None	1 minute	<i>Staff</i> Admin. Division
2. Claim Clearance Form	2. Release Form	None	1 minute	
	TOTAL	None	10 minutes	



3. Disbursement Voucher (DV) Processing: Processing of Obligation Request

This is that part of the DV process flow which is related to the budget in-charge certifying availability of funds and obligating such funds for the purpose as stated in the DV.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers (DV) with Obligation Request & Status form & all other attachments as required by the Accounting Office		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV, ORS and all attachments	1. Receive DV, ORS and all attachments	None	1 minute	<i>Budget Staff</i> Admin. Division
	1.1 Identify ORS Form's classification of funds	None	2 minutes	
	1.2 Obligates in FMIS	None	3 minutes	
	1.3 Generate ORS Number from FMIS	None	1 minute	
	1.4 Record assigned ORS Number to the Log Book	None	3 minutes	
	1.5 Forward DV & ORS Form with complete supporting documents to Budget Officer	None	1 minute	<i>Budget Officer</i> Admin. Division
	1.6 Sign ORS Form for approval	None	1 minute	
	1.7 Approve ORS on FMIS	None	1 minute	
	1.8 Forward DV, ORS Form with complete supporting documents to Budget Staff	None	1 minute	<i>Budget Staff</i> Admin. Division
	1.9 Detach Budget's file copy of the ORS Form	None	2 minutes	



	2. Forward DV, ORS Form with complete supporting documents to Accounting Office	None	3 minutes	
	TOTAL	None	19 minutes	

4. Filing of eHope Partner Hospital Direct Payment Arrangement

Except for emergency cases, UPVTV employees who will be hospitalized in one of the eHope partner hospitals will need to accomplish, submit and have the eHope Application Form approved prior to being admitted.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out eHope Application Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit eHope Application Form	1. Receive DV, ORS and all attachments	None	1 minute	Staff Admin. Division
	1.1 Forward eHope Application to the Supervising Administrative Officer (SAO) for signature	None	1 minute	
	1.2 Sign and approve the form	None	2 minutes	SAO Admin. Division
	1.3 Forward eHope Application to the Personnel Services Office (PSO) signature	None	3 minutes	Staff Admin. Division
	1.4 Sign and approve the form	None	2 minutes	Unit Head PSO
	1.5 Forward form to SAO Staff	None	1 minute	
	1.6 Release form	None	1 minute	Staff



				Admin. Division
	TOTAL	None	11 minutes	

5. Issuance of Pass Slip

The employee pass slip authorizes a UPVTC employee to leave the UPVTC premises during office hours and without a travel order for the purpose of attending an outside official assignment or business. The period during which the employee is out on personal pass shall be charged to his/her vacation leave credits.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up Pass Slip		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pass Slip Form	1. Receive Pass Slip	None	1 minute	Staff Admin. Division
	1.1 Forward Pass Slip to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.2 Check entries, signatures and attachments	None	1 minute	SAO Admin. Division
	1.3 Sign and approve the slip	None	1 minute	
	1.4 Forward slip to SAO Staff	None	1 minute	
2. Claims Pass Slip	2. Release slip	None	1 minute	Staff Admin. Division
TOTAL		None	6 minutes	



6. Issuance of Trip Ticket

Official drivers of UPVTC vehicles will need to secure an approved trip ticket before using vehicles for whatever authorized purpose.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPVTC Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up Trip Ticket Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pass Slip Form	1. Receive Trip Ticket Form	None	1 minute	Staff Admin. Division
	1.1 Forward Trip Ticket Form to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.2 Sign and approve the form	None	2 minutes	SAO Admin. Division
	1.3 Forward form to SAO Staff	None	1 minute	
2. Claim Trip Ticket	2. Release Trip Ticket	None	1 minute	Staff Admin. Division
TOTAL		None	6 minutes	



7. Payment of eHope Bill Statement

Upon discharge from hospitalization, a UPVTC employee who availed of the eHope hospitalization benefit will need to facilitate payment to the hospital by submitting the hospital's bill statement.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bill Statement/Employee's Summary of Hospital Expenses		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit eHope Bill Statement/Employee's Summary of Hospital Expenses	1. Receive and check completeness of eHope Bill Statement/Employee's Summary of Hospital Expenses and originally signed eHope application form	None	4 minutes	Staff Admin. Division
	1.1 Forward eHope Bill Statement/Employee's Summary of Hospital Expenses to the Health Services Unit in UP Visayas Iloilo*	None	1 minute	
	TOTAL	None	5 minutes	

**UPV processes the payment and directly pays the partner hospital*



8. Permit on the Use of UPVTC Facilities

An Activity Permit will need to be secured by students, faculty members, REPS and administrative staff of the College who need to use UPVTC facilities, including classrooms when used outside regular class schedules.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Activity Permit Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Activity Permit Form	1. Receive the Activity Permit Form	None	1 minute	<i>Staff</i> Admin. Division
	1.1 Check completeness of entries and signatures	None	1 minute	
	1.2 Check with Facility In-charge regarding availability of venue	None	1 minute	
	1.3 Forward Activity Permit to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.4 Sign the Activity Permit for final approval	None	1 minute	SAO Admin. Division
2. Claim approved Activity Permit Form	2. Release form (Client, Facility In-Charge, Security)	None	1 minute	<i>Staff</i> Admin. Division
	TOTAL	None	6 minutes	



9. Pull-out Request

This is authorization to take equipment, appliances and any property of UPVTC outside the premises of the College for official use.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up Pull-out Request Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pull-out Request Form	1. Receive the accomplished Pull-out Request Form	None	1 minute	Staff Admin. Division
	1.1 Check completeness of entries and signatures	None	1 minute	
	1.2 Forward Pull-Out Request Form to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.3 Sign Pull-out Request form for final approval	None	2 minutes	SAO Admin. Division
	1.4 Forward form to SAO Staff	None	1 minute	
2. Claim Pull-out Request Form	2. Release Form	None	1 minute	Staff Admin. Division
TOTAL		None	7 minutes	



10. Purchase Request (Repairs & Maintenance)

This in relation to approved Job Orders for which the purchase of supplies and materials are needed so that the CDMO can execute the necessary repairs and maintenance work.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Purchase Request (PR) Form		All units		
2. Job Order (JO) Form or Approved Request for Repair		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request Form and Job Order Form or Request for Repair	1. Receive Purchase Request Form	None	1 minute	Budget Staff Admin. Division
	1.1 Check Attachment (Request for Repairs/Job Order Form)	None	5 minutes	
	1.2 Forward PR Form to the Budget Officer	None	1 minute	
	1.3 Check if within APP	None	5 minutes	Budget Officer Admin. Division
	1.4 Identify fund source	None	5 minutes	
	1.5 Counter-sign the Purchase Request Form	None	1 minute	
	1.6 Forward PR Form to Budget Staff	None	1 minute	Budget Staff Admin. Division
	1.7 Record assigned PR No. in the Log Book	None	4 minutes	
	1.8 Forward Purchase Request to the Office of the Dean	None	2 minutes	
	TOTAL	None	25 minutes	



11. Request for Fuel Withdrawal Slip

The Fuel Withdrawal Slip will authorize all official drivers of UPVTC vehicles to fill up said vehicles with fuel withdrawn from officially designated suppliers.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPVTC Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up Fuel Withdrawal Slip		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Fuel Withdrawal Slip	1. Receive Fuel Withdrawal Slip	None	1 minute	Staff Admin. Division
	1.1 Forward Fuel Withdrawal Slip to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.2 Sign and approve the slip	None	2 minutes	SAO Admin. Division
	1.3 Forward slip to SAO Staff	None	1 minute	
2. Claim Fuel Withdrawal Slip	2. Release slip	None	1 minute	Staff Admin. Division
	TOTAL	None	6 minutes	



12. Request for Job Order

All UPVTC constituents can avail of assistance, repairs and maintenance services of the Campus Development & Maintenance Office (CDMO) by filing a Job Order.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up and signed Job Order Form		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Form	1. Receive Job Order Form	None	1 minute	<i>Budget Staff</i> Admin. Division
	1.1 Check and act on status of fund availability	None	2 minutes	<i>Budget Officer</i> Admin. Division
	1.2 Forward the form to the Supervising Administrative Officer (SAO)	None	1 minute	<i>Budget Staff</i> Admin. Division
	1.3 Recheck and sign the Job Order Form for final approval	None	2 minutes	SAO Admin. Division
	1.4 Forward Job Order Form to SAO Staff	None	1 minute	
	1.5 Forward Job Order Form to appropriate office who will act on the job request	None	3 minutes	<i>Staff</i> Admin. Division
	TOTAL	None	10 minutes	



13. Request for Posting (Tarpaulin, Streamers, etc.)

UPVTC constituents who wish to post tarpaulins and streamers within UPVTC premises are required to secure a permit from the Administrative Division.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up and signed Job Order Form		Administrative Division		
2. Letters of consent (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit materials for posting	1. Receive the materials and ask for letter of consent for materials with personal sensitive and privileged information	None	1 minute	Staff Admin. Division
	1.1 Stamp the materials	None	1 minute	
	1.2 Forward the materials to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.3 Sign the materials as approved for posting	None	1 minute	SAO Admin. Division
	1.4 Forward the materials to SAO Staff	None	1 minute	
2. Claim approved materials for posting	2. Release material and instruct client to coordinate with guards/security officers or CDMO personnel	None	1 minute	Staff Admin. Division
TOTAL		None	6 minutes	



14. Request for Travel Order

This is for Administrative personnel who need go on official travel. The Supervising Administrative Officer endorses the request to the Office of the Dean.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly filled-out Request for Travel Order			All units	
2. Memorandum, invitation and/or any other document evidencing the need for the official travel			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Travel Order Form	1. Receive Request for Travel Order	None	1 minute	Staff Admin. Division
	1.1 Forward Request for Travel Order to the Supervising Administrative Officer (SAO)	None	1 minute	
	1.2 Check entries, signatures and attachments	None	3 minutes	SAO Admin. Division
	1.3 Signs and approves the form	None	2 minutes	
	1.4 Forwards slip to SAO Staff	None	1 minute	
2. Claim Travel Order	2. Release form	None	1 minute	Staff Admin. Division
	TOTAL	None	9 minutes	



15. Use of UPVTC Vehicles

Faculty members, REPS, administrative staff & students can request to use UPVTC vehicles for official activities and events.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled up Request for the Use of Vehicle		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for the Use of Vehicle Form	1. Receive Request for the Use of Vehicle & check completeness of entries	None	1 minute	Staff Admin. Division
	1.2 Check availability of schedule and indicate availability on the form	None	10 minutes	
	1.3 Forward Request for the Use of Vehicle to SAO	None	1 minute	
	1.4 Signs and approves the request for the use of the vehicle	None	1 minute	SAO Admin. Division
2. Claim approved Request for the Use of Vehicle	2. Release approved Request for the Use of Vehicle to client	None	1 minute	Staff Admin. Division
	TOTAL	None	14 minutes	



ACCOUNTING OFFICE

INTERNAL SERVICES



1. Certifications (Premiums/Contributions/Loan Payments to Other Agencies; Last Salary; etc.)

The Certification for Premiums/Contributions and/or Loan Payments is issued by the Accounting Services Office to requesting UPVTC Faculty and Staff for the purpose of account reconciliation before loan renewal, transfer to other government agency, and retirement or separation from UPVTC. The Certification for Last Salary and/or Other Benefits Received is being requested by a receiving agency in cases when a UPVTC employee transfers to another government agency.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request for a specific certification		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for certification	1. Receive request and prepare the certification needed	None	10 minutes	<i>Staff</i> Accounting Office
	1.1 Review certification and sign	None	5 minutes	<i>Accountant</i> Accounting Office
2. Receive certification requested	2. Release certification to the requesting party	None	2 minutes	<i>Staff</i> Accounting Off
TOTAL		None	17 minutes	



2. Disbursement Voucher (DV) Processing: Pre-audit of Cash Advance for Activities, Cash Advance for Travel, Claims for First Salary, Claims for Last Salary, Claims for Other Benefits, Claims for Service Recognition Pay (SRP), Claims for Terminal Leave, Payments to Suppliers (Payment of Utilities), Payments to Suppliers (Purchase of Supplies & Materials COD [Cash on Delivery]), Payments to Suppliers (Purchase of Supplies & Materials Paid After Delivery), Reimbursement of Travel Expenses

The Disbursement Voucher (DV) is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered. The Accounting Office will pre-audit the transaction to ensure that cash is available before payment, supporting documents are complete and the amount of claim is proper and valid. The correct accounting journal entry for the transaction are prepared and recorded.

Office or Division:	Accounting Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Faculty Members, REPS & Administrative Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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:		
Cash Advance for Activities		
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
Cash Advance for Travel		
1. Travel Order		All units



2. Approved Itinerary of Travel	All units
3. Invitation Letter	Provided by client
Claims for First Salary	
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
Claims for Last Salary	
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
Claims for Other Benefits	
1. Approved Guidelines and/or Listing	Home unit or Dean's Office
2. Approved College and University Clearance (for Outgoing Employees)	Personnel Services Office
Claims for Service Recognition Pay (SRP)	
1. Approved Computation of Service Recognition	Personnel Services Office
2. Approved College and University Clearance	Personnel Services Office
Claims for Terminal Leave	
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 Section 12 of RA No. 3019	Provided by client
Payments to Suppliers (Payment of Utilities)	
1. Billing Statement	Administrative Office
Payments to Suppliers (Purchase of Supplies & Materials COD [Cash on Delivery])	
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
Payments to Suppliers (Purchase of Supplies & Materials Paid After Delivery)	
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. Supplier's Invoice	From supplier
Reimbursement of Travel Expenses	
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	1 minute	Staff Accounting Office
	2. Check completeness of attachments, and correctness of amount and withholding tax	None	3 minutes	
	3. Pre-audit, assign account codes, fund code, validate and initiate approval in the UIS	None	18 minutes	
	4. Print BIR Form 2306 & 2307, if applicable	None	4 minutes	
	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	2 minutes	
	6. Forward DV and attachments to Budget Office	None	2 minutes	
	TOTAL	None	30 minutes	



3. Disbursement Voucher (DV) Processing: Certification of Cash Availability & Completeness of Attachments

After the obligation has been approved as to its budget allocation by the Budget Officer, the DV will be returned to the Accounting Office for final pre-audit. If complete and proper, the DV will be turned over to the Dean for his/her approval of payment.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV and all attachments required in pre-audit for the type transaction		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Voucher and attachments	1. Receive and check for completeness the disbursement voucher and attachments	None	2 minutes	Staff Accounting Office
	1.1 Copy the entry, account code, amount or re-compute the amount if necessary	None	5 minutes	
	1.2 Forward to Accountant	None	1 minute	
	1.3 Check DV and attachments and sign	None	1 minute	Accountant Accounting Office
	1.4 Record in the logbook the Date, DV Number, Name of Creditor/Payee, amount of DV	None	2 minutes	Staff Accounting Office
	1.5 Forward to the Dean's Office for final approval	None	2 minutes	
	TOTAL	None	13 minutes	



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



1. Basic Labor Assistance (Installation, Consultation, Inspection/Check-Up of Facilities), Repair and Maintenance Works (Carpentry, Electrical, Water Works, Construction)

The Campus Development & Maintenance Office (CDMO) provides manual labor and technical assistance to all offices and units of the College.

Office or Division:	Campus Development & Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Job Order Request		Administrative Division		
2. Approved Activity Permit (if request is specifically related to activities)		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Job Order Request and/or Activity Permit	1. Receive Job Order Request. Check Activity Permit, if applicable	None	1 minute	Staff CDMO
	1.1 Evaluate Job Order Request as per budget, materials and manpower availability	None	10 minutes	Technical Staff CDMO
	1.2 Sign to recommend approval of the Job Order Request	None	1 minute	Head CDMO
	1.3 Submit Job Order Request to Budget Office for budget clearance	None	2 minutes	Staff CDMO
	1.4 Check and certify as to availability of budget; forward to Supervising Administrative Officer	None	5 minutes	Budget Staff Admin. Division
	1.4 Approve the Job Order Request	None	2 minutes	SAO Admin. Division



	1.5 Send Job Order Request back to CDMO for actual performance and implementation	None	1 minute	<i>Staff</i> Admin. Division
	TOTAL	None	22 minutes	

2. Repair and Maintenance Works (Carpentry, Electrical, Water Works, Construction) Requiring Purchase of Supplies and Materials

The Campus Development & Maintenance Office (CDMO) provides manual labor and technical assistance to all offices and units of the College.

Office or Division:	Campus Development & Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Job Order Request		Administrative Division		
2. Approved Activity Permit (if request is specifically related to activities)		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Job Order Request and/or Activity Permit	1. Receive Job Order Request. Check Activity Permit, if applicable	None	1 minute	<i>Staff</i> CDMO
	1.1 Evaluate Job Order Request as per budget, materials and manpower availability	None	10 minutes	<i>Technical Staff</i> CDMO
	1.2 Sign to recommend approval of the Job Order Request	None	1 minute	<i>Head</i> CDMO
	1.3 Submit Job Order Request to Budget Office for budget clearance	None	2 minutes	<i>Staff</i> CDMO



	1.4 Check and certify as to availability of budget; forward to Supervising Administrative Officer	None	5 minutes	<i>Budget Staff</i> Admin. Division
	1.4 Approve the Job Order Request and forward to CDMO	None	2 minutes	<i>SAO</i> Admin. Division
	1.5 Prepare Purchase Request and forward to Supply & Property Services Office (SPSO)	None	30 minutes	<i>Staff</i> CDMO
	TOTAL	None	39 minutes	

3. Plan Making and Estimates

For development and construction projects, the Campus Development & Maintenance Office (CDMO) can assist project proponents and unit heads in the preparation of technical drawings and plans.

Office or Division:	Campus Development & Maintenance Office (CDMO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Administrators and Administrative Unit Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Job Order Request		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Job Order Request	1. Receive Job Order Request	None	1 minute	<i>Staff</i> CDMO
	1.1 Evaluate Job Order Request as per budget, materials and manpower availability	None	10 minutes	<i>Technical Staff</i> CDMO



	1.2 Sign to recommend approval of the Job Order Request and forward to the Supervising Administrative Officer (SAO)	None	1 minute	Head CDMO
	1.4 Approve the Job Order Request and forward to CDMO	None	2 minutes	SAO Admin. Division
	1.5 Inspect site, gathering data and design requirements for new construction, repairs and fabrication	None	30 minutes	Technical Staff CDMO
2. Submit preliminary design for review, correction and approval	2. Receive preliminary design and discuss with client	None	30 minutes	Architect CDMO
	2.1 Redesign and review requirements and specification based on review comments	None	5 days	
	2.2 Drafting and working drawings preparation	None	10 days	
	2.3 Preparation of program of works , bill of materials and quantities, and specification	None	5 days	
	2.4 Forward plan and estimates to CDMO Head for approval	None	5 minutes	
	2.5 Review and approve plan and estimates	None	30 minutes	Head CDMO
3. Review and approve plan and estimates	3. Forward to client for review and approval	None	30 minutes	
4. Forward approved plan & estimates to CDMO	4. Receive approved design & estimates	None	2 minutes	
	4.1 Submit final drawing, estimates and specification to the Dean's Office for approval	None	2 minutes	Architect CDMO
	TOTAL	None	20 days, 2 hours & 23 minutes	



CASH OFFICE

EXTERNAL SERVICES



1. Certification for Lost Official Receipt

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

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Note		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request note	1. Receive the request note. Check for the details given	None	1 minute	Collecting Officer Cash Office
	1.1 Check with available data or records in the RCD/CRR	None	4 hours	
	1.2 Encode the name of the requesting party to the template of the certification form	None	1 minute	
	1.3 Forward the certification along with the Official Receipt to the Cashier for signature	None	1 minute	
	1.4 Sign the certification	None	1 minute	Cashier Cash Office
2. Receive the certification and sign on the duplicate copy of the certification form	2. Release the certification to the client	None	1 minute	Collecting Officer Cash Office
	TOTAL	None	4 hours & 5 minutes	



2. Collection of Fees (Use of UPVTC Facilities, Certifications, etc.)

Fees collected from external clients include 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) and payments for the sale of bid documents.

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For use of UPVTC facilities				
1. Activity Permit (with assessment)		Administrative Division		
For certifications, etc.				
2. Payment Form		From originating UPVTC unit or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessed Activity Permit or Payment Form	1. Receive the Activity Permit or Payment Form	None	1 minute	Collecting Officer Cash Office
2. Pay the required amount	2.1 Receive the payment & ask for the name to be registered on the receipt	None	1 minute	
	2.2 Encode the name and the corresponding fees to be paid by the client	None	1 minute	
	2.3 Check the accuracy of the amount of cash or check (applicable to government agency-issued checks only and other business partners) presented	None	1 minute	



	2.4 Print the Official Receipt of the client's payment	None	1 minute	
3. Claim Official Receipt (OR)	3. Issue Official Receipt to the client	None	1 minute	
	TOTAL	None	6 minutes	

3. Disbursement Voucher (DV) Processing: Issuance of Check or Through Automatic Debit Arrangement (Payments to Suppliers/Government Agencies/Other External Clients)

The Cash Office is in charge of the final release of payments to the College's suppliers of goods and services and to partner government agencies for required monthly remittances and contributions.

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID preferably government-issued ID		Provided by client		
2. Authorization (for immediate family member representative claimant)		Provided by client		
3. Special Power Attorney (non-immediate family member representative claimant)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In behalf of the client, Dean's Office Staff forward Disbursement Voucher (DV)	1. Receive DV and check for completeness of attachments and signatures; forward to Disbursing Officer	None	1 minute	Staff Cash Office



and attachments to the Cash Office				
	1.1 Receive DV reviewed by the receiving Cash Office Staff	None	1 minute	<i>Disbursing Officer</i> Cash Office
	1.2 Verify correctness of the payee name (hard copy versus online record)	None	1 minute	
	1.3 Process payment through the UIS then print out corresponding check or Authority to Debit; if Authority to Debit, record in the Daily & Monthly Report of ADA Issued.	None	2 minutes	
	1.4 Sign check or Authority to Debit then forward to the receiving Cash Office Staff	None	1 minute	
	1.5 Record check or Authority to Debit in the Warrant Register	None	1 minute	<i>Staff</i> Cash Office
	1.6 Forward recorded checks or Authority to Debit to the Dean's Office or Supervising Administrative Officer for signature	None	1 minute	
	1.7 Sign check or Authority to Debit and send back to the Cash Office	None	2 minutes	<i>Dean/SAO</i> Dean's Office/Admin. Division
	1.8 Receive signed check or Authority to Debit from the Dean's Office/SAO and check for completeness of signatures	None	1 minute	<i>Staff</i> Cash Office
	1.9 For check payments: Informs payees that check is available. For Auto Debit Arrangement payments: Prepare all bank supporting documents then forward to the Disbursing Officer	None	2 minutes	
2. Claim check at Cash Office	2. Release check to the concerned payee	None	1 minute	
	TOTAL	None	14 minutes	



CASH OFFICE

INTERNAL SERVICES



1. Certification for Lost Official Receipt

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

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Note			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The same as that for external clients (please see Page 203)				

2. 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.

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Temporary Form 5			Provided by client	



2. Student Loan Form (if applicable)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Temporary Form 5 and Student Loan Form (if applicable)	1. Receive the Temporary Form 5 and Student Loan Form (if applicable)	None	1 minute	Collecting Officer Cash Office
	1.1 Verify the name and the total amount to be paid by the client through the CRS account.	None	1 minute	
	1.2 Encode the name and the corresponding fees to be paid by the client	None	1 minute	
2. Pay the required amount	2. Receive payment by accepting cash from the client	None	1 minute	
	2.1 Check amount of cash received; check for authenticity of bills received through the counterfeit money detector	None	1 minute	
3. Claim Official Receipt (OR)	Print Official Receipt of the client's payment	None	1 minute	
	TOTAL	None	6 minutes	



3. Collection of Other Fees (True Copy of Grades, Completion/Removal Permit, Certifications etc.)

Other fees collected from internal clients 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.).

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment Form		From the originating UPVTC unit or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Payment Form	1. Receive Payment Form	None	1 minute	Collecting Officer Cash Office
2. Pay the required amount	2.1 Receive the payment & ask for the name to be registered on the receipt	None	1 minute	
	2.2 Encode the name and the corresponding fees to be paid by the client	None	1 minute	
	2.3 Check the accuracy of the amount of cash or check (applicable to government agency-issued checks only and other business partners) presented	None	1 minute	
	2.4 Print the Official Receipt of the client's payment	None	1 minute	
3. Claim Official Receipt (OR)	3. Issue Official Receipt to the client	None	1 minute	
TOTAL		None	6 minutes	



4. Disbursement Voucher (DV) Processing: Issuance of Check (Payments to Faculty Members & Administrative Staff)

The Cash Office is in charge of the final release of payments to the College's employees for various claims.

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or any Valid ID preferably government-issued ID		Provided by client		
2. Authorization (for immediate family member representative claimant)		Provided by client		
3. Special Power Attorney (non-immediate family member representative claimant)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In behalf of the client, Dean's Office Staff forward Disbursement Voucher (DV) and attachments to the Cash Office	1. Receive DV and check for completeness of attachments and signatures; forward to Disbursing Officer	None	1 minute	Staff Cash Office
	1.1 Receive DV reviewed by the receiving Cash Office Staff	None	1 minute	Disbursing Officer Cash Office
	1.2 Verify correctness of the payee name (hard copy versus online record)	None	1 minute	
	1.3 Process payment through the UIS then print out corresponding check	None	2 minutes	
	1.4 Sign check and forward to the receiving Cash Office Staff	None	1 minute	



	1.5 Record check in the Warrant Register	None	1 minute	Staff Cash Office
	1.6 Forward recorded checks to the Dean's Office or Supervising Administrative Officer for signature	None	1 minute	
	1.7 Sign check and send back to the Cash Office	None	2 minutes	Dean/SAO Dean's Office/Admin. Division
	1.8 Receive signed check from the Dean's Office/SAO and check for completeness of signatures	None	1 minute	Staff Cash Office
	1.9 For check payments: Informs payees that check is available. For Auto Debit Arrangement payments: Prepare all bank supporting documents then forward to the Disbursing Officer	None	2 minutes	
2. Claim check at Cash Office	2. Release check to the concerned payee	None	1 minute	
	TOTAL	None	14 minutes	

5. Disbursing Research Project Staff's Salaries and other Remunerations

Disbursement of the salaries and remunerations of the Research Project Staff is done monthly for payment of the services rendered by the contractual project staff.

Office or Division:	Cash Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Research Project Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID preferably government-issued ID		Provided by client		
2. Authorization (for immediate family member representative claimant)		Provided by client		
3. Special Power Attorney (non-immediate family member representative claimant)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and, if applicable, Authorization Letter or Special Power Attorney	1. Check ID and, if applicable, Authorization Letter or Special Power Attorney	None	1 minute	Disbursing Officer Cash Office
2. Sign on the Payroll Form	2. Verify if the claimant has correctly signed on all copies of the Payroll Form	None	1 minute	
3. Receive cash from the Disbursing Officer	3. Release the appropriate amount to the claimant	None	1 minute	
TOTAL		None	3 minutes	

6. Disbursing Students' Stipend/Student Assistants' Salaries

Students' stipend is released every month to academically qualified but financially needy students. Salaries of Student Assistants are also disbursed monthly to students who were accepted to the Student Assistantship program of the University to do clerical and messengerial work in the different offices/departments of the College on a part-time basis.

Office or Division:	Cash Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Validated UP ID or Form 5 or any Valid ID preferably government-issued		Provided by client		
2. Authorization (for immediate family member representative claimant)		Provided by client		
3. Special Power Attorney (non-immediate family member representative claimant)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UP ID or Form 5; if representative, any valid ID and Authorization Letter or Special Power Attorney	1. Check ID and, if applicable, Authorization Letter or Special Power Attorney	None	1 minute	Disbursing Officer Cash Office
2. Sign on the Payroll Form	2. Verify if the claimant has correctly signed on all copies of the Payroll Form	None	1 minute	
3. Receive cash from the Disbursing Officer	3. Release the appropriate amount to the claimant	None	1 minute	
	TOTAL	None	3 minutes	



HEALTH SERVICES UNIT (HSU)

INTERNAL SERVICES



1. Blood Pressure Taking

All faculty members, REPS, administrative staff, UP guards, dependents and students can at any time go to the Health Services Unit (HSU) blood pressure check-up.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Medical Record ID	1. Look for patient's medical record (if none, provide form to fill up data)	None	3 minutes	Nurse/Physician HSU
2. Rest for 15 minutes before the procedure; proceed to blood pressure taking	2. 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	
TOTAL		None	23 minutes	



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 (HSU) for medical and physical examination.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming first year & transferee students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical-Dental Forms		Health Services Unit (HSU)		
Laboratory Results		Provided by client (get from hospital or any outside medical laboratory facility)		
Admission Slip		Office of the College Secretary (OCS)		
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	Nurse HSU
	1.1 Take vital signs, height, and weight of the student	None	1 minute	
	1.2 Forward dental form to the dentist	None	1 minute	
2. Proceed to dental clinic	2. Perform dental examination	None	10 minutes	Dentist HSU-Dental Clinic
3. Receive dental clearance	3. Attach dental clearance slip to medical form	None	1 minute	
4. Proceed back to HSU for medical and physical examination	4. Conduct medical and physical examination	None	15 minutes	Physician HSU
5. Receive medical certificate	5. Issue medical certificate	None	2 minutes	



6. Sign in the log-book	6. Record result in medical form and file	None	1 minute	Nurse HSU
	TOTAL	None	33 minutes	

3. Medical Consultation

All faculty members, REPS, administrative staff, UP guards, dependents and students can at any time go to the Health Services Unit (HSU) for medical consultation.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present medical record ID	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	Nurse HSU
	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	Physician HSU
3. Sign in the log-book	3. Record findings in medical form and file	None	3 minutes	Nurse HSU
	TOTAL	None	33 minutes	



5. Medicine Prescription and Dispensing

All faculty members, REPS, administrative staff, UP guards, dependents and students when not feeling well while in school can go to the Health Services Unit (HSU) to ask for appropriate medicine.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present medical record ID	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	<i>Nurse</i> HSU
	1.1 Conduct medical checkup and issue physician's orders and prescriptions	None	10 minutes	<i>Physician</i> HSU
2. Receive medicines	2. Dispense prescribed medications	None	5 minutes	<i>Nurse</i> HSU
3. Sign in the log-book	3. Record results in medical form and file	None	2 minutes	
TOTAL		None	20 minutes	



6. Nebulization

All faculty members, REPS, administrative staff, UP guards, dependents and students who need to use a nebulizer while in school can go to the Health Services Unit (HSU) for nebulization.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present medical record ID	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	<i>Nurse</i> HSU
	1.1 Conduct medical checkup and issue physician's order	None	10 minutes	<i>Physician</i> HSU
2. Submit self for nebulization	2. Perform nebulization	None	45 minutes	<i>Nurse</i> HSU
3. Sign in the log-book	3. Record results in medical form and file	None	2 minutes	
TOTAL		None	1 hour	



7. Request for Medical Certificate

Upon request and after a medical examination, the Health Services Unit (HSU) issues medical certificate to faculty members, REPS, administrative staff, UP guards, dependents and students.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present medical record ID	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	Nurse HSU
2. Submit self for medical check-up	2. Conduct medical check-up	None	10 minutes	Physician HSU
	2.1 Prepare Medical Certificate	None	5 minutes	
3. Receive Medical Certificate	3. Issue Medical Certificate	None	1 minute	Nurse HSU
4. Sign in the log-book	4. Record results in medical form and file	None	2 minutes	
	TOTAL	None	21 minutes	



8. Wound Dressing

In cases of accidents, the Health Services Unit (HSU) can assist in basic first aid and wound dressing.

Office or Division:	Health Services Unit (HSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Faculty Members, REPS, Administrative Staff, UP Guards, Dependents and & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Record ID, if readily available		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If readily available, present medical record ID	1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	Nurse HSU
	1.1 Conduct medical checkup and issue physician's order	None	4 minutes	Physician HSU
	2. Perform wound dressing procedure	None	5 minutes	Nurse HSU
3. Sign in the log-book	3. Record results in medical form and file	None	2 minutes	
TOTAL		None	14 minutes	



PERSONNEL SERVICES OFFICE (PSO)

INTERNAL SERVICES



1. Request for Certificate of Employment (CoE) and Service Records (SRs) for Local Purposes

The Personnel Services Office (PSO) has three major functions: (a) oversee the appointment of academic and administrative personnel; (b) manage the leave and other benefits of the employees; and (c) maintenance of personnel records. Upon request, the office provide copies of needed HR forms, issues the Certificate of Employment and copies of the official Service Record of employees.

Office or Division:	Personnel Services Office (PSO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government;			
Who may avail:	Current and Former Faculty Members, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provide by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter stating purpose or intended use of documents requested	1. Receive request letter, check for completeness and validity of request and verify identity of client. <i>If the request is for foreign use or from a former employee, the client is advised to directly write/email the UPV Human Resource and Development Office (HRDO).</i>	None	5 minutes	Staff PSO
	1.1 Verify records and prepare the requested document	None	4 minutes	Staff PSO
	1.2 Check and verify and, if found in order, sign the requested document	None	2 minutes	HRMO PSO
2. Receive the requested document	2. Release the document to the client	None	1 minute	Staff PSO
	TOTAL	None	12 minutes	



SECURITY SERVICES OFFICE

EXTERNAL SERVICES



1. Allow External Clients the Use of Venue/Facilities

This service pertains to that point when the guard on duty turns over to an external client with a duly approved Activity Permit the use of UPVTC venues and facilities.

Office or Division:	Security Services Office (SSO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Permit		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved copy of Activity Permit	1. Receive approved Activity Permit and record the same on the activity permits logbook.	None	1 minute	Security Officer SSO
	1.1 Forward the Activity Permit to the guard on duty.	None	4 minutes	Guard On-duty SSO
	1.2 Check and verify the schedule of the activity based on the approved Activity Permit	None	1 minute	
2. Access and use the venue/facility	2. Allow/permit the end user to use the venue/facility	None	5 minutes	
	TOTAL	None	11 minutes	



2. CCTV Footage Viewing/Request for Copy

This service is rendered by the Security Services Office to requesting individuals with duly filled out CCTV Access Request Form stating therein the valid reasons/justifications, specific time and date of the incident subject for approval of the Dean. In addition, the requestor/s must provide a court order or any letter from an investigating authority if he/she is requesting for a copy of the CCTV footage.

Office or Division:	Security Services Office (SSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Access Request Form		Security Services Office (SSO)		
Additional requirement if requesting for a copy:				
1. Reference Letter (Court Order, or any letter from Investigating Authority)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out the CCTV Access Request Form and submit with the Reference Letter	1. Receive duly filled out CCTV Access Request Form and Reference Letter; forward to Supervising Administrative Officer or the Dean	None	2 minutes	Security Officer SSO
	1.1 Approve duly filled out CCTV Access Request Form.	None	2 minutes	SAO/Dean Admin. Division/Dean's Office
	1.2 Review and save the footage file based on the specified time and location on the request.	None	4 hours	Security Officer; Special Police Captain SSO



2. Receive copy or view CCTV footage	2. Contact the requestor for the review/giving of the copy of the footage.	None	2 hours	<i>Security Officer; Special Police Captain SSO</i>
	TOTAL	None	6 hours & 4 minutes	



SECURITY SERVICES OFFICE (SSO)

INTERNAL SERVICES



1. Allow Internal Clients the Use of Venue/Facilities

This service refers to that point when the guard on duty turns over to an internal client with a duly approved Activity Permit the use of UPVTC venues and facilities.

Office or Division:	Security Services Office (SSO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Permit		Administrative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved copy of Activity Permit	1. Receive approved Activity Permit and record the same on the activity permits logbook.	None	1 minute	Security Officer SSO
	1.1 Forward the Activity Permit to the guard on duty.	None	4 minutes	Guard On-duty SSO
	1.2 Check and verify the schedule of the activity based on the approved Activity Permit	None	1 minute	
2. Access and use the venue/facility	2. Allow/permit the end user to use the venue/facility	None	5 minutes	
TOTAL		None	11 minutes	



2. CCTV Footage Viewing/Request for Copy

This service is rendered by the Security Services Office to requesting internal clients with duly filled out CCTV Access Request Form stating therein the valid reasons/justifications, specific time and date of the incident subject for approval of the Dean.

Office or Division:	Security Services Office (SSO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Access Request Form		Security Services Office (SSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out the CCTV Access Request Form	1. Receive duly filled out CCTV Access Request Form; forward to Supervising Administrative Officer or the Dean	None	2 minutes	Security Officer SSO
	1.1 Approve duly filled out CCTV Access Request Form.	None	2 minutes	SAO/Dean Admin. Division/Dean's Office
	1.2 Review and save the footage file based on the specified time and location on the request.	None	4 hours	Security Officer; Special Police Captain SSO
2. Receive copy or view CCTV footage	2. Contact the requestor for the review/giving of the copy of the footage.	None	2 hours	Security Officer; Special Police Captain SSO
	TOTAL	None	6 hours & 4 minutes	



3. Investigative Procedure on Campus Incidents (Theft, Illegal Entry, Riots, Melee and the Like)

A careful investigative procedure is conducted by the Security Services Office in response to untoward incidents like theft, illegal entry, riots, melee, etc. encountered by a complainant.

Office or Division:	Security Services Office (SSO)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	Faculty Members, REPS, Administrative Staff & Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn Statements (Affidavits) of complainant/s, protagonists & witnesses (Affiants),		Provided by client		
2. Police & Incident report		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint with the Security Services Office.	1. Receive complaint and record the same in the logbook.	None	1 minute	Staff SSO
	1.1 Advice the client to provide the Security Office with Notarized Sworn Affidavits about his/her complaint.	None	1 minute	
2. Put in writing the details of the complaint & testimony of witnesses, have them notarized and submit to SSO	2. Receive Notarized Sworn Affidavits	None	1 minute	
	2.1 Send notices and summons for compulsory attendance and face-to-face confrontation of all concerned.	None	3 days	Security Officer; Special Police Captain SSO
3. Attend face-to-face confrontation	3. Conducts face-to-face confrontation with the complainant/s and the respondents with	None	2 hours	



	their answers, corroborating evidences and counter-evidences.			
	3.1 Collates controverting records, analysis and recommend course of action to the Dean as the University's disciplining authority.	None	3 days	
4. Receive information as to the Dean's course of action/decision	4. Hands in the decision to the complainant/s and/or the protagonists based on established policies, internal rules and regulations.	None	1 day	Dean Dean's Office
	TOTAL	None	7 days, 2 hours & 3 minutes	



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



1. Procurement (Bidding)

Supply and Property Services Office (SPSO) handles all procurement activities of the College. Upon approval of the respective unit heads and the Dean, UPVTC constituents can submit to the Supply and Property Services Office (SPSO) requests to purchase supplies, materials, equipment and services.

Office or Division:	Supply & Property Services Office (SPSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (PR)		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR to Administrative Division for budget clearance	1. Counter-sign PR and forward to the Dean's Office	None	17 minutes	<i>Budget Staff</i> Admin. Division
	1.1 Sign and approve PR	None	5 minutes	<i>Dean</i> Dean's Office
	1.2 Determine Mode of Procurement (Bidding)	None	2 minutes	<i>BAC</i>
2. Attend pre-procurement and pre-bid conferences, bid opening and preliminary evaluation and post-qualification	1.3 Conduct public bidding	None	22 days	
	1.4 Approval of resolution by the UPVTC Bids and Awards Committee (BAC)	None	1 day	
	1.5 Send resolution to UP Visayas (UPV)	None	1 day	<i>BAC Secretariat</i> SPSO



	1.6 Prepare Notice of Award (NOA) and send to UP Tacloban	None	5 days	UPV
	1.7 Receive NOA from UPV and send to winning bidder	None	1 day	<i>Staff SPSO</i>
	1.8 Prepare Contract	None	1 day	
	1.9 Send Contract to UPV for the Chancellor's approval	None	1 day	
	2. Approve Contract and send back to UP Tacloban	None	5 days	
	2.1 Sign the contract	None	1 day	<i>Supplier</i>
	2.2 Submit the PR, Obligation Request Status (ORS) and relevant bidding documents & prepare Notice to Proceed (NTP), if procurement is related to security services or an infrastructure project, OR Submit the Purchase Order (PO), Obligation Request Status (ORS) and relevant bidding documents, if procurement is related to purchase of equipment & other goods, to the Budget Office for obligation	None	3 minutes	<i>Staff SPSO</i>
	2.3 Obligate funds allotted to the procurement project	None	1 minute	<i>Budget Staff Admin. Division</i>
	2.4 Forward to Accounting and Dean's Office for their signature	None	5 minutes	<i>Budget Staff Admin. Division</i>
	2.5 Sign the PO	None	1 minute	<i>Accountant Accounting Office</i>
	2.6 Sign the PO or Notice to Proceed	None	1 minute	<i>Dean Dean's Office</i>
	2.7 Issue Notice to Proceed or serve the PO to the winning bidder/supplier	None	3 hours	<i>Staff SPSO</i>



	TOTAL		35 days, 3 hours & 35 minutes	
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2. Procurement (Shopping)

Supply and Property Services Office (SPSO) handles all procurement activities of the College. Upon approval of the respective unit heads and the Dean, UPVTC constituents can submit to the Supply and Property Services Office (SPSO) requests to purchase supplies, materials, equipment and services.

Office or Division:	Supply & Property Services Office (SPSO)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (PR)		All units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR to Administrative Division for budget clearance	1. Counter-sign PR and forward to the Dean's Office	None	17 minutes	<i>Budget Staff</i> Admin. Division
	1.1 Sign and approve PR	None	5 minutes	<i>Dean</i> Dean's Office
	1.2 Determine Mode of Procurement (Shopping)	None	2 minutes	<i>Staff</i> SPSO
	1.3 Prepare Requests for Quotation (RFQs)	None	10 minutes	
	1.4 Distribute RFQs to prospective suppliers and retrieve	None	7 days	
	1.5 Prepare Abstract of Quotations (AOQ)	None	10 minutes	



	1.6 Route to BAC Members for signature	None	1 day	
	1.7 Prepare Contract/Purchase Order (PO) with Obligation Request Status (ORS)	None	10 minutes	
	1.8 Submit PO, AOQ, RFQs to Budget Office for Obligation	None	3 minutes	
	1.9 Obligate	None	1 minute	<i>Budget Staff</i> Admin. Division
	2. Forward to Accounting and Dean's Office for their signature	None	10 minutes	
	2.1 Sign PO	None	1 minute	<i>Accountant</i> Accounting Office
	2.2 Sign PO	None	1 minute	<i>Dean</i> Dean's Office
	2.3 Serve the PO to supplier	None	3 hours	<i>Staff</i> SPSO
	TOTAL	None	8 days, 1 hour & 13 minutes	



3. Procurement (Delivery from Supplier)

This is related to that stage in the procurement process for supplies , materials and/or equipment when the items purchased from suppliers are received and subsequently delivered to the end user.

Office or Division:	Supply & Property Services Office (SPSO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members, REPS & Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	0. Prepare Inspection and Acceptance Report Form	None	3 minutes	Staff SPSO
	0.1 Inspect completeness & acceptability of items delivered (for construction materials, there is a CDMO representative to inspect and receive materials).	None	30 minutes	Supply Officer, Dean's & CDMO Representatives
	0.2 Signs Inspection & Acceptance Report by Dean's Representative and Supply Officer	None	1 minute	Supply Officer, Dean's Representative
	0.3 Prepares Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)/ Issuance Slip (IS)	None	5 minutes	Staff SPSO
1. Accept items delivered; sign the PAR/ICS/IS	1. Deliver items to end-user	None	5 minutes	
TOTAL			44 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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 though 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>
How complaints are processed	<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>
Contact Information	<p>Anti-Red Tape Authority (ARTA) email: complaints@arta.gov.ph</p> <p>Anti-Red Tape Authority (ARTA) online filing of compliant: http://arta.gov.ph/pages/complaintform.php</p> <p>Anti-Red Tape Authority (ARTA): (02) 478-5091 478-5099</p> <p>Legal and Public Assistance Office (LPAO) of the Authority</p> <p>Presidential Complaints Center: 8888</p> <p>Contact Center ng Bayan (email): email@contactcenterngbayan.gov.ph</p> <p>Contact Center ng Bayan: 0908-881-6565 (SMS)</p> <p>CSC Public Assistance Center (PAC) email: paio@csc.gov.ph</p> <p>CSC Public Assistance Center (PAC): (02)932-0111; 0917-8398272</p>



VII. List of Offices

Office	Address	Contact Information	Unit Head
University of the Philippines Visayas (UPV)	Miag-ao, Iloilo	(033) 315-9494	Dr. Ricardo P. Babaran
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. Virgildo E. Sabalo (until October, 2019)
Associate Dean's Office		(053) 832-2897	Prof. Arvin L. de Veyra (until October, 2019)
Academic Divisions			
Division of Humanities (DH)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2939	Prof. Joycie D. Alegre
Division of Management (DM)	DM Campus, Magsaysay Blvd., Tacloban City	(053) 832-3039	Prof. Amy Joan E. Exconde
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. Dakila Kim P. Yee
Office of the College Secretary (OCS)			Prof. Irma R. Tan
Leyte Samar Heritage Center (LSHC)	LSHC Building		Dr. Stephen Q. Lagarde
Gender & Development Program (GDP)	DM Campus, Magsaysay Blvd., Tacloban City		Dr. Rowena S. Guiang
Office of Anti-Sexual Harassment (OASH)	AS Campus, Magsaysay Blvd., Tacloban City		Prof. Querima Q. Jopson



Teaching & Learning Resource Center (TLRC)	DM Campus, Magsaysay Blvd., Tacloban City		Prof. Racquel U. Tabornal
Office of Continuing Education and Pahinungod (OCEP)	DM Campus, Magsaysay Blvd., Tacloban City		
Office of Student Affairs (OSA)	Executive House Building		Prof. Miah Maye M. Pormon
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)			Mr. Jose S. Cadilo
Cash Office			Ms. Catherine C. Moreno
Health Services Unit (HSU)	Executive House Building		Dr. Melody Mae C. Hidalgo (until July, 2019) Dr. Rulfin L. Macaya
Personnel Services Office (PSO)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2932	Ms. Erlinda H. Catalla (until August, 2019) Ms. Ma. Vivian J. Montes (OIC)
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		Prof. Clarence N. Galang (OIC)