

# CITIZEN'S CHARTER





# University of the Philippines Open University

## I. Vision Statement

The UP Open University shall be at the forefront of the knowledge society as a leading institution of open learning and distance education.

## II. Mission Statement

The U.P. Open University seeks to provide wider access to quality higher education. It shall adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and nationalistic commitment among its faculty, staff and students.

## III. Value Statements

- **Excellence** - UPOU is committed to academic excellence
- **Equity** - UPOU is for academic freedom; UPOU is for the people and about people having wider access to quality education
- **Efficiency** – UPOU is responsive to the changing times
- **Humanism** – UPOU is committed to contributing to the uplifting of the quality of tertiary education in the country

#### **IV. Strategic Objectives**

- To provide opportunities for alternative access to quality higher education by offering baccalaureate and post-baccalaureate degree programs and non-formal courses by distance education.
- To develop a system of continuing education for sustaining professional growth and improving technical skills especially for those who cannot leave their jobs or homes for full-time studies; and
- To contribute towards upgrading the quality of residential instruction in the University and the educational system of the country, in general, by developing, testing and utilizing innovative instructional materials and technology, and sharing these with other colleges and universities through cooperative programs.

## V. FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put this in the dropbox at the lobby or through OR click the following link you're your online feedback

<https://docs.google.com/a/upou.edu.ph/forms/d/1YWVbXPD0NZOqbl-PpqTp3wMlzQ1E6MOHc7awOyop36g/viewform>

- Send your feedback through e-mail ([feedback@upou.edu.ph](mailto:feedback@upou.edu.ph))
- Talk to our officer of the day

If you not satisfied with our service, your written/verbal complaints shall be immediately attended to by the Office of the Day at the Public Assistance and Complaints desk

Thank you for helping us continuously improve our services.

## VI. LIST OF FRONTLINE SERVICES

Frontline Services	Office
Inquiries at Information Desk	Information Office
Inquiries at UPOU Learning Center	UPOU Learning Center
Application for Admission to Undergraduate Program (Non-UPCAT Admission)	Office of the University Registrar
Application for Admission to Graduate Program	Office of the University Registrar
Request for Student Records Verification	Office of the University Registrar
Request for Certificates	Office of the University Registrar
Borrowing of Library Materials by Non-UP Student/Staff	University Library
Claiming of Check	Cash Office
Procurement Through Bidding	Supply and Property Management Office
Procurement Through Alternative Mode of Procurement (Shopping or Small Value Procurement)	Supply and Property Management Office
Filing of Application for Employment	Human Resources Development Office
Filing of Reservation or Rental of UPOU CCDL	Multimedia Center
Filing of Reservation or Rental of other UPOU Facilities	Office of the Chancellor

## VII. FRONTLINE SERVICES

<b>Frontline Service:</b>	Inquiries at Information Desk	<b>Office:</b>	Information Office
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break
- b. **Who May Avail of the Service:** Prospective and current students, visitors
- c. **What Are the Requirements:** None
- d. **Duration:** 5 minutes or less
- e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Client asks question at Information Desk	Information Office responds to question	5 minutes or less	Information officer	None	N/A
<b>End of transaction</b>						

<b>Frontline Service:</b>	Inquiries at UPOU Learning Center	<b>Office:</b>	UPOU Learning Centers
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break
- b. **Who May Avail of the Service:** Prospective and current students, visitors
- c. **What Are the Requirements:** None
- d. **Duration:** 5 minutes or less
- e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Client asks question at UPOU Learning Center	UPOU Learning Center responds to question	5 minutes or less	Learning Center Coordinator/Staff	None	N/A
<b>End of transaction</b>						

<b>Frontline Service:</b>	Application for Admission to Undergraduate Program (Non-UPCAT Admission)	<b>Office:</b>	Office of the University Registrar
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a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break

b. **Who May Avail of the Service:** Prospective Students

c. **What Are the Requirements:**

1. High School Form 137 with school’s dry seal if you are a graduating high school student, or high school graduate applicant, or Philippine Educational Placement Test (PEPT)

**OR** An official and original Transcript of Records (TOR) indicating date cleared by the concerned UP Unit, if you are a former UP student

**OR** An official TOR from the last school/college/university attended, if you are a former college student of another higher education institution

**Note:** An official TOR should have valid remarks.

2. Two identical 2” x 2” photos and two identical 1” x 1” photos, with your complete name and the program applied for printed at the back of the photos.

**Note:** These photos should be similar to the photo attached to your application form.

d. **Duration:** 7 hours and 45 minutes

e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Files application, pays appropriate fee and submits application documents	Pre-evaluates application documents and submits results to program admission committee	30 minutes	(University Extension Associate I/ Administrative Assistant V	Php350.00 (Philippine-based applicants); USD75.00 (non-Philippine-based	UPOU FORM NO. UG-1



Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
					applicants)	
		Program Admission Committee evaluates the application	2 hrs per application	Program Admission Committee	None	None
2	Checks email for update of application	Emails applicant the results of program evaluation	5 minutes	University Extension Associate I	None	None
3	Prepares for the Undergraduate Admission Test and Distance Education Readiness Module..	Informs the applicant the venue and time of examination for admission test; sends link to applicant the DE readiness module	5 minutes	University Extension Associate I	None	None
4	Takes the admission and DE readiness tests	Administers the admission test and de readiness module	5 hours	Examiners and Proctors	None	Test Permit
5	Waits for the results of the application	Sends the admission result	5 minutes	University Extension Associate I	None	None
<b>End of transaction</b>						

<b>Frontline Service:</b>	Application for Admission to Graduate Program	<b>Office:</b>	Office of the University Registrar
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a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break

b. **Who May Avail of the Service:** Prospective Students

c. **What Are the Requirements:**

1. Official Transcript of Records (1 original and 1 photocopy)

Notes:

- i. PhD applicants should submit an original and official TOR for both bachelor’s and master’s degrees.
- ii. The TOR should bear the school dry seal and imprint, and the Registrar’s signature in ink, and with acceptable remarks

2. Two letters of recommendation Note: Use UPOU Form 1a from:

- i. Employer/supervisor; or
- ii. Former professor; or
- iii. Former program adviser

3. Two identical 2” x 2” photos and two identical 1” x 1” photos, with your name and the program applied for printed at the back of the photos

4. A 500-word essay (refer to item #29 of the application for admission form)

5. Photocopy of PRC license (not expired)/board exam rating (if applying for admission to the Master of Nursing program)

6. Photocopy of PBET/LET eligibility (for teacher applicants only)

7. Certificate of Teaching Load (UPOU Form 1b) (for teacher applicants only)

d. **Duration:** 7 hours and 45 minutes

e. How to Avail of the Service:

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Files application, pays appropriate fee and submit application documents	Pre-evaluates application documents and submits results to program admission committee	30 minutes	Elinor Lopez (UEA I)/Gina Roa (Admin. Asst V)	Php500.00 (Philippine-based applicants); USD100.00 (non-Philippine-based applicants)	UPOU FORM NO. G-1
		Program Admission Committee evaluates the application	2 hrs per application	Program Admission Committee	None	None
2	Checks email for update of application	Emails applicant the results of program evaluation and informs the applicant that s/he should take Graduate Admission Test (For MPM and PhD Education applicants) and DE Readiness Test	5 minutes	Elinor Lopez (UEA I)	None	None
3	<i>(For MPM and PhD Education applicants only)</i> Prepares for the Graduate Admission Test and Distance Education Readiness Module, if required.	Informs the applicant the venue and time of examination for admission test; sends link to applicant the de readiness module	5 minutes	Elinor Lopez (UEA I)	None	None
4	Takes the admission <i>(for MPM and PhD Education applicants)</i> and DE readiness tests	Administers the admission test and de readiness module	5 hours	Examiners and Proctors	None	Test Permit
5	Waits for the results of the application	Sends the admission result	5 minutes	Elinor Lopez (UEA I)	None	None
<b>End of transaction</b>						

<b>Frontline Service:</b>	Request for Student Records Verification	<b>Office:</b>	Office of the University Registrar
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break
- b. **Who May Avail of the Service:** All
- c. **What Are the Requirements:** None
- d. **Duration:** 10 minutes

e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Emails the name, record and consent	Pre-evaluates application documents and submits results to program admission committee	5 minutes	Student Records Evaluator I	None	Verification Form
2	Checks email for updates of the request	Emails filled out verification form	5 minutes	Student Records Evaluator I	None	None
<b>End of transaction</b>						

<b>Frontline Service:</b>	Request for Certificates	<b>Office:</b>	Office of the University Registrar
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break
- b. **Who May Avail of the Service:** All former students
- c. **What Are the Requirements:** None
- d. **Duration:** 15 minutes
- e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Requests certificate through online request for documents system and pays processing and mailing fees	Checks online system and student records as bases for the certificate issuance	10 minutes	Student Records Evaluator I	PhP 20.00 (processing fee) PhP120.00 Mailing fee	Online Request Form
2	Waits for the release of the certificate	Sends certificate to student's mailing address	5 minutes	Student Records Evaluator I	None	None
<b>End of transaction</b>						

<b>Frontline Service:</b>	Borrowing of Library Materials by Non-UP Student/Staff	<b>Office:</b>	University Library
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a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break

b. **Who May Avail of the Service:** Non-UP Student/Staff

c. **What Are the Requirements:**

1. Referral letter
2. Employee or student ID

d. **Duration:** 11 minutes

e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Present referral letter and employee/student ID to the University Library Staff	Verifies the letter and assist in locating the materials being requested	10 minutes	College Librarian I/ Computer File Librarian I	Php50.00 per visit	None
		Collect fee and issue receipt	1 minute	College Librarian I/ Computer File Librarian I		
<b>End of transaction</b>						

<b>Frontline Service:</b>	Claiming of Check	<b>Office:</b>	Cash Office
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break
- b. **Who May Avail of the Service:** Suppliers and other claimants
- c. **What Are the Requirements:** Official Receipt (for Supplier)
- d. **Duration:** 3 minutes
- e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Present valid ID, authorization letter and Official Receipt (for supplier); ID only (for non-supplier)	Checks the Identification, Authorization Letter and Official receipt	1 minute	Administrative Aide VI (Filipina Bautista)	None	None
		Release the DV to Supplier	1 minute	Administrative Aide VI (Filipina Bautista)	None	None
2	Signs the “Received” portion of the DV and Warrant Registry. Issue official receipt in case of supplier.	Checks that the DV and warrant registry has been signed upon release of check	1 minute	Administrative Aide VI (Filipina Bautista)	None	None
<b>End of Transaction</b>						

<b>Frontline Service:</b>	Procurement Through Bidding	<b>Office:</b>	Supply and Property Management Office
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break
- b. **Who May Avail of the Service:** Prospective Suppliers
- c. **What Are the Requirements:** none
- d. **Duration:** 4 hours and 4 minutes

**e. How to Avail of the Service:**

Step No.	Client	Service Provider	Duration of Activity	Person in Charge	Fee*	Form
1	Secures bidding documents	Provides bidding documents	1 min	Administrative Aide VI	Based on approved rates	Order of payment
2	Attends pre-bid conference	Holds Pre-bid conference	1 hr	Bids and Awards Committee (BAC)	None	None
		Prepares Supplemental Bid Bulletin, if any	15 min	BAC Secretariat		
		Releases/Records Supplemental Bid Bulletin	3 min	BAC Secretariat		
3	Prepares and submits bid documents	Receives bid documents	1 min	BAC Secretariat		
4	Attends bid opening	Opens and evaluates Bids	1 hr	BAC Secretariat & TWG		
		Prepares Abstract of Bids	5 min	BAC Secretariat		
		Reviews/approves Abstract of Bids	5 min	BAC, observers & TWG		
		Prepares notification of bidding result	5 min	BAC Secretariat		
		Conducts Post qualification/Evaluation	10 min	BAC Secretariat, BAC members, observers & TWG		



Step No.	Client	Service Provider	Duration of Activity	Person in Charge	Fee*	Form
		Prepares Notification of Post qualified/disqualified bidder	1 min	BAC Secretariat		
		Review/approve notification	5 min	SPMO Chief/ BAC Chair		
		Release/issue notification	5 min	Administrative BAC secretariat		
		Declare Lowest Calculated & Responsive Bid/ Recommend approval to Chancellor	1 min	BAC		
		Approve BAC recommendation	5 min	Chancellor		
		Prepare BAC resolution	5 min	BAC secretariat		
		Prepare Notice of Award (NOA)	5 min	BAC secretariat		NOA
		Reviews NOA	2 min	SPMO Chief		
		Reviews & initials NOA	5 min	BAC Chair		
		Approves NOA	5 min	Chancellor /President as the case maybe		
		Issue/release NOA	5 min	BAC Secretariat		
		Prepare Notice to Proceed	5 min	BAC Secretariat		NTP
		Prepare Purchase Order (PO)/contract	10 min	Administrative Assistant/ BAC Secretariat		Purchase Order/ Contract
		Review/approve PO/contract	5 min	SPMO Chief/ President as the case maybe		
		Forward to Accounting Office for funds availability	5 min	Chief Accountant		
5	Receives and Signs PO /Contract	Issue/serve PO/Contract	5 min	BAC Secretariat/ End user		PO/ Contract
		Post BAC Resolution, NOA, PO & NTP at PhilGEPS & UPOU website	5 min	BAC Secretariat		BAC Resolution, NOA, NTP
<b>End of Transaction</b>						

**\*Approved rates**

<b>Approved Budget of Contract (ABC)</b>	<b>Maximum Cost of Bidding Documents (CBD)</b>	<b>Formula</b>
<b>500,000 to 1 Million</b>	<b>1,000</b>	-
<b>&gt; 1 Million to 5 Million</b>	<b>5,000</b>	-
<b>&gt; 5 Million to 10 Million</b>	<b>10,000</b>	<b><math>CBD = ABC/1,000</math></b>
<b>&gt; 10 Million to 50 Million</b>	<b>25,000</b>	<b><math>CBD = [(ABC-10M) \times 3/8,000] + 10,000</math></b>
<b>&gt; 50 Million</b>	<b>75,000</b>	-

<b>Frontline Service:</b>	Procurement Through Alternative Mode of Procurement (Shopping or Small Value Procurement)	<b>Office:</b>	Supply and Property Management Office
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break
- b. **Who May Avail of the Service:** All Suppliers
- c. **What Are the Requirements:** None
- d. **Duration:** 37 minutes
- e. **How to Avail of the Service:**

Step No.	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Receives Request for Quotation (RFQ)	Sends RFQ to supplier (thru fax/email)	5 min	BAC Secretariat		
		Prepares Abstract of Bids	5 min	BAC Secretariat		Abstract of Bids
		Recommends approval of alternative mode of procurement	1 min	BAC members		
		Approves BAC recommendation	1 min	Chancellor		
		Prepares BAC Resolution	5 min	BAC Secretariat		
		Prepares Notice of Award	5 min	BAC Secretariat		
		Prepares Notice to proceed	5 min	BAC Secretariat		
		Prepares Purchase Order (PO)	5 min	BAC Secretariat		Purchase Order
		Reviews/checks/approves PO	5 min	SPMO Chief		
		Forwards to Accounting Office for funds availability	2 min	Chief Accountant		

Step No.	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
2	Receives/Signs Purchase Order (PO)	Issues/serves PO	5 min	BAC Secretariat / End-user		
		Posts BAC Resolution, NOA, PO, & NTP at PhilGEPS & UPOU website	5 min	BAC Secretariat		BAC Resolution, NOA, NTP
<b>End of Transaction</b>						

<b>Frontline Service:</b>	Filing of Application for Employment	<b>Office:</b>	Human Resources Development Office
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Friday) without noon break
- b. **Who May Avail of the Service:** All applicants
- c. **What Are the Requirements:**
1. Application Letter
  2. Resume/Curriculum Vitae with three character references
  3. Copy of Transcript of Records
  4. Copy of Civil Service Eligibility (if available)
- d. **Duration:** 1 hour and 35 minutes

e. **How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
1	Submits the complete requirements for evaluation	Receives the application documents	1 min/ applicant	Admin Aide	None	None
		Conducts the preliminary screening of application	10 mins/ applicant	Admin Aide	None	Profile of Applicants Form (UPOU HRDO Form RS 3)
		Provides score to the applicant based on the different criteria set	3 mins/ applicant	Chief AO, HRDO	None	Applicants Screening Form (UPOU HRDO Form RS 4)
		Prepares endorsement to the Unit Head	1 min/ endorsement	Chief AO, HRDO	None	None
		Transmits all applications and evaluation to the Unit Head	2 min/letter	Admin Aide	None	None
		<i>to another office</i>				
		Notifies applicants for the	3 mins/	Admin. Aide	None	None

Step	Client	Service Provider	Duration of Activity	Person-in-Charge	Fee	Form
		conduct of interview and examinations	applicant			
		Interviews applicants	5 mins/ applicant	Chief AO, HRDO	None	Interview Rating Scale (UPOU HRDO Form RS 5)
		Conducts examination	60 mins/ examination	Admin. Aide	None	None
		Computes the over-all score of the applicants prior to Unit Administrative Personnel Committee (uAdPC) Meeting	3 mins/ applicant	Chief AO, HRDO	None	None
		Transmits all documents to the Chair of the uAdPC	1 min/ applicant	Admin Aide	None	None
<i>to another office</i>						
		Includes the endorsement of the uAdPC to the agenda of the University AdPC meeting	1 min/ applicant	Chief AO, HRDO	None	None
		Issues HR clearance to UP Basic Paper	1 min/ employee	Chief AO, HRDO	None	UP Basic Paper (UP Form 1)
<i>to another office</i>						
		Prepares appointment paper of selected applicant	1 min/ employee	Chief AO, HRDO	None	KSS Form 33 or Plantilla of Casual Appointment
<i>to another office</i>						
		Prepares Report of Appointment Issued for submission to the Civil Service Commission (CSC)	1 min/ employee	Chief AO, HRDO	None	Report of Appointment Issued
		Prepares Monthly Report of Accession for submission to the Civil Service Commission (CSC)	1 min/ employee	Chief AO, HRDO	None	Monthly Report of Accession
		Prepares List of New Employees for posting	1 min/ employee	Chief AO, HRDO	None	List of New Employees (UPOU HRDO Form 6)

<b>Frontline Service:</b>	Filing of Reservation or Rental of UPOU CCDL	<b>Office:</b>	Multimedia Center
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break
- b. **Who May Avail of the Service:** Prospective User
- c. **What Are the Requirements:** UP ID for UP employees/students or any government issued ID for non-UP personnel/students
- d. **Duration:** 20-35 minutes

**e. How to Avail of the Service:**

Step No.	Client	Service Provider	Duration of Activity	Person-in- Charge	Fees	Form
1	Secures and accomplishes reservation form	Provides reservation form	1 minute	University Researcher/Administrative Asst.	None	Reservation form
2	Presents accomplished reservation form and ID	<ol style="list-style-type: none"> <li>1. Ensures that application form is duly accomplished</li> <li>2. Checks if reservation date is available.</li> <li>3. Explains to client the rental rates and policies.</li> <li>4. Guides client during ocular inspection of the venue.</li> </ol>	15-30 minutes	University Researcher/Administrative Asst.	None	None
3	Secures tentative rental computation	Computes and prints tentative rental fee.	3 minutes	University Researcher/Administrative Asst.	None	Tentative Rental Computation Slip
4	Brings computation slip to and pay downpayment to Cash Office	Coordinates with Cash Office	1 minute	University Researcher/Administrative Asst.	None	None

<b>Frontline Service:</b>	Filing of Reservation or Rental of other UPOU Facilities	<b>Office:</b>	Office of the Chancellor
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- a. **Schedule of Availability of Service:** From 8:00 a.m. – 5:00 p.m. (Monday to Saturday) without noon break
- b. **Who May Avail of the Service:** Prospective Users
- c. **What Are the Requirements:** UP ID for UP employees/students or Any government issued ID for non-UP personnel/students
- d. **Duration:** 20-35 minutes

**f. How to Avail of the Service:**

Step No.	Client	Service Provider	Duration of Activity	Person-in- Charge	Fees	Form
1	Secures and accomplishes reservation form	Provides reservation form	1 minute	Administrative Officer/Assistant	None	Reservation form
2	Presents accomplished reservation form and ID	Ensures that application form is duly accomplished Checks if reservation date is available. Explains to client the rental rates and policies. Guides client during ocular inspection of the venue.	15-30 minutes	Administrative Officer/Assistant	None	None
3	Secures tentative rental computation	Computes and print tentative rental fee.	3 minutes	Administrative Officer/Assistant	None	Tentative Rental Computation Slip
4	Brings computation slip to and pay downpayment to Cash Office	Coordinates with Cash Office	1 minute	Administrative Officer/Assistant	None	None



## VIII. DIRECTORY

### A. Contact Address

UPOU Headquarters, Los Banos, Laguna

Tel Nos. (63-49) 536-6001 to 06

Email : [oc@upou.edu.ph](mailto:oc@upou.edu.ph)

[www2.upou.edu.ph](http://www2.upou.edu.ph)

### B. University of the Philippines Open University Officials

**Dr. Grace Javier Alfonso**

Chancellor

**Dr. Melinda F. Lumanta**

Vice Chancellor for Academic Affairs

**Dr. Jean A. Saludadez**

Vice Chancellor for Finance and Administration

**Dr. Patricia B. Arinto**

Dean, Faculty of Education

**Dr. Melinda dP. Bandalaria**

Dean, Faculty of Information and Communication Studies

**Dr. Inocencio E. Buot, Jr**

Dean, Faculty of Management and Development Studies

**Dr. Ricardo T. Bagarinao**

University Registrar

**Dr. Sheila R. Bonito**

Director, Office of Academic Support and Instructional Services

**Dr. Primo G. Garcia**  
OIC-Director, Multimedia Center

**Dr. Primo G. Garcia**  
Director, Information Office

**Asst. Prof. Al-Francis D. Librero**  
Director, Information and Communication Development Office

**Asst. Prof. Finaflor F. Taylan**  
Director, Office of Gender Concerns

**C. Chief AOs of Administrative Offices**

**Atty. Rowena S. Disini**  
Chief, Office of the Legal Counsel

**Encarnacion B. Jaen**  
Chief AO, Accounting Office

**Amalia Gecalao-Perez**  
Chief AO, Budget Office

**Elvy A. Pamulaklakin**  
Chief AO, Cash Office

**Michael P. Lagaya**  
Chief AO, Human Resources Development Office

**Pura SV. Amoloza**  
Chief AO, Supply and Property Management Office

## D. UPOU Learning Centers

### LUZON

#### **Baguio City**

Coordinator: Ms. Geneva T. Simplina  
Gov. Pack Road, 2600 Baguio City  
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Email Address: [lc\\_baguio@upou.edu.ph](mailto:lc_baguio@upou.edu.ph)

#### **Diliman, Quezon City**

Coordinator: Ms. Carlota T. Yoingco  
Assistant: Ms. Myleen S. Argel  
#304 ICTO Building., C.P. Garcia Ave., Diliman, Quezon City  
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Email Address: [lc\\_diliman@upou.edu.ph](mailto:lc_diliman@upou.edu.ph)

### VISAYAS

#### **Cebu City**

Coordinator: Ms. Arleen M. Tampus  
Rm. 134, Arts & Sciences Bldg., UP Cebu College, Lahug,  
Cebu City  
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Telefax: +63(32) 232-7476  
Email Address: [lc\\_cebu@upou.edu.ph](mailto:lc_cebu@upou.edu.ph)

#### **Manila**

Coordinator: Ms. Erlinda M. Manarin  
Ground Floor, PNA Building 1663 F. T Benitez St., Malate,  
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Email Address: [lc\\_manila@upou.edu.ph](mailto:lc_manila@upou.edu.ph)

#### **Los Baños, Laguna**

Coordinator: Ms. Elvira R. Lalap  
UPOU Headquarters, Los Baños, Laguna  
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Telefax: +63(49) 536-5484  
Email Address: [lc\\_losbanos@upou.edu.ph](mailto:lc_losbanos@upou.edu.ph)

#### **Iloilo City**

Coordinator: Ms. Edelina O. Yap  
UP Visayas, Iloilo City Campus  
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## **MINDANAO**

### **Davao City**

Coordinator: Ms. Glenda L. Del Socorro  
Rm. 210, UP Mindanao, F. Iñigo & Rizal Sts., 8000 Davao  
City  
Telefax: +63(82) 222-2223  
Email Address: [lc\\_davao@upou.edu.ph](mailto:lc_davao@upou.edu.ph)

### **Virtual Learning Center for Off-shore Students**

VLC Coordinator : Ms. Ronelyn R. Marasigan  
2/F ICTO Building, CP Garcia Avenue, Diliman Quezon City  
Telefax: +63(02) 4260536  
Email Address: [offshore@upou.edu.ph](mailto:offshore@upou.edu.ph)

E.

F.

## **G. UPOU Testing Centers**

### **I. Luzon**

#### ***a. Testing Centers under Learning Center in Baguio City***

##### *Bani, Pangasinan*

Bani DepEd District Office, Bani, Pangasinan

##### *Bontoc, Mountain Province*

Mountain Province State Polytechnic College

##### *Batac, Ilocos Norte*

Mariano Marcos State University, Laoag City, Laoag, Ilocos Norte

##### *Nayon, Lamut, Ifugao*

Ifugao State College of Agriculture and Forestry

##### *Vigan City*

Divine Word College of Vigan

***b. Testing Center under Learning Center in Diliman***

*Balanga, Bataan*

Bataan Peninsula State University

***c. Testing Centers under Learning Center in Los Baños***

*Boac, Marinduque*

Marinduque State College, Tanza, Boac,  
Marinduque

*Puerto Princesa City, Palawan*

Palawan State University, Tiniguiban Heights,  
Puerto Princesa City 5300

*Virac, Catanduanes*

Catanduanes State Colleges, Virac, Catanduanes

**II. Visayas**

***a. Testing Centers under Learning Center in Cebu***

*Borongan, Eastern Samar*

Eastern Samar State University, Borongan, Eastern Samar

*Tacloban City*

UPV Tacloban College, Tacloban City

*Catarman, Northern Samar*

University of Eastern Philippines,

UniversityTown, Catarman, Northern Samar

*Tagbilaran City*

Office of the Mayor, Dao District, Tagbilaran City

***b. Testing Centers under Learning Center in Iloilo***

*Bacolod City*

La Consolacion College, Rizal St. Bacolod City

*Kalibo, Aklan*

Northwestern Visayas Colleges

### III. Mindanao

#### *a. Testing Centers under Learning Center in Davao*

*Butuan City*

Fr. Urios College, San Francisco St., Butuan City

*Cotabato City*

City Hall, Cotabato City

*Agusan del Sur*

Provincial Capitol, Prosperidad

*Oroquieta City, Misamis Occidental*

DepEd Division Office, DepEd-RO X, Division of Misamis Occidental, Oroquieta City

University of the Philippines  
**OPEN UNIVERSITY**  
Los Banos, Laguna

## FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, criticism or suggestions. Simply encircle any of the following: *(Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring bilugan lamang ang kahong naayon.)*

### COMPLIMENT

### COMPLAINT

### SUGGESTION

**Person(s)/Unit/Office Concerned or Involved** *(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Facts or Details Surrounding the Incident** *(Kaganapan o detalyeng bumabalot sa pangyayari):* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*(Please use back of this sheet if necessary Mangyaring gumamit ng karagdagang papel kung kinakailangan)*

**Recommendation(s)/Suggestion(s)/Desired Action (s) from our Office** *(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan):*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### OPTIONAL

Name *(Pangalan):* \_\_\_\_\_ Office/Agency *(Tanggapan/Ahensiya):* \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Number(s) *(if any):* \_\_\_\_\_ E-mail Address \_\_\_\_\_  
Signature \_\_\_\_\_ Date : \_\_\_\_\_