

**University of the Philippines Open University** 

# **CITIZEN'S CHARTER**

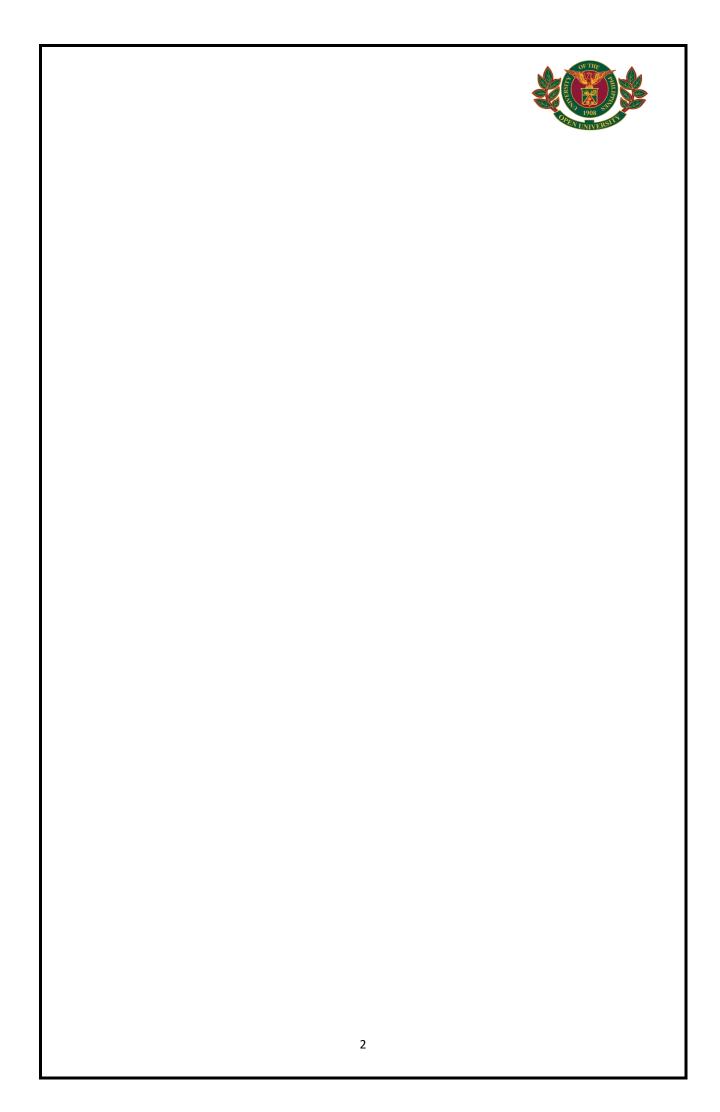
2020 (2<sup>nd</sup> Edition)



**University of the Philippines Open University** 

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2020 (2<sup>nd</sup> Edition)





#### I. Mandate

UPOU is mandated to contribute towards upgrading the quality of the educational system of the country by developing innovative instructional strategies and technologies, and sharing these with other colleges and universities through cooperative programs. Republic Act 10650 (Open Distance Learning Law) has tasked UPOU to assist relevant national agencies, higher education institutions, and technical and vocational institutions in developing their distance education programs through training, technical assistance, research and other academic programs.

#### II. Vision

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

### III. Mission

The UP 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.

### IV. Service Pledge

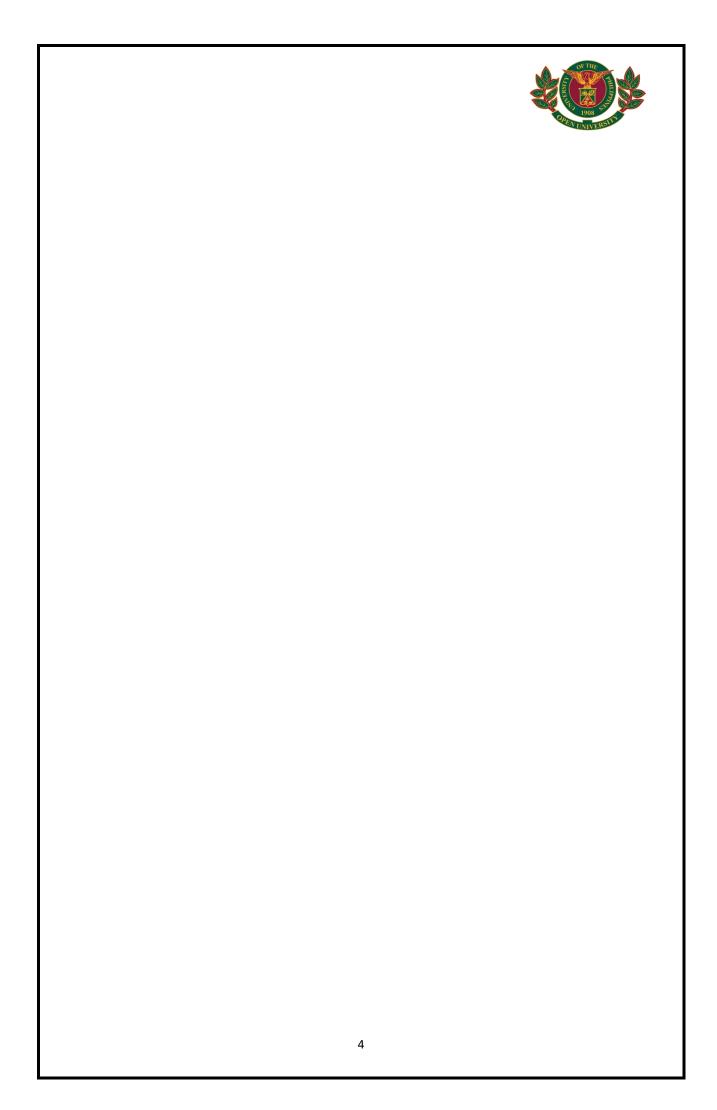
We, the officials and employees of the University of the Philippines Open University do hereby pledge to:

**U**pgrade the quality of educational system of the country by developing innovative strategies and technologies and sharing these with other higher educational institutions:

Provide wider access to quality higher education and adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and national commitments among its faculty, staff and students.

Open equal opportunities to those who cannot leave their jobs or homes for fulltime studies, physically challenged people by providing alternative access to quality higher education by offering baccalaureate and post-baccalaureate degree programs and non-formal courses via distance education.

Unwaveringly serve the stakeholders of the University efficiently, effectively, courteously and justly in accordance with the Code of Conduct of Public Officials and Employees (RA 6713).





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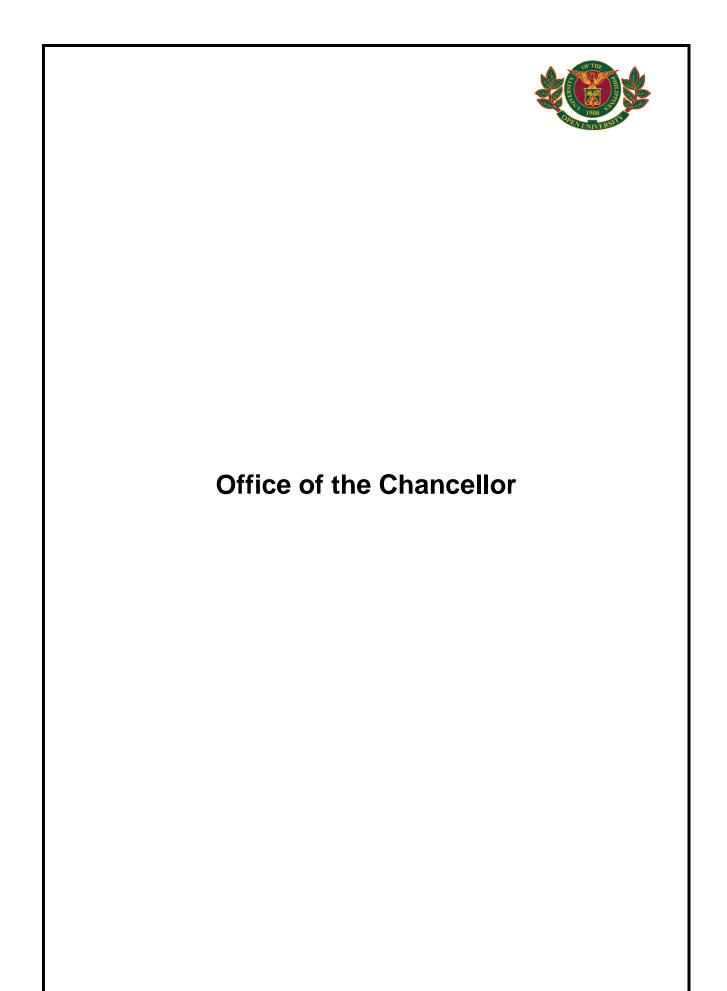
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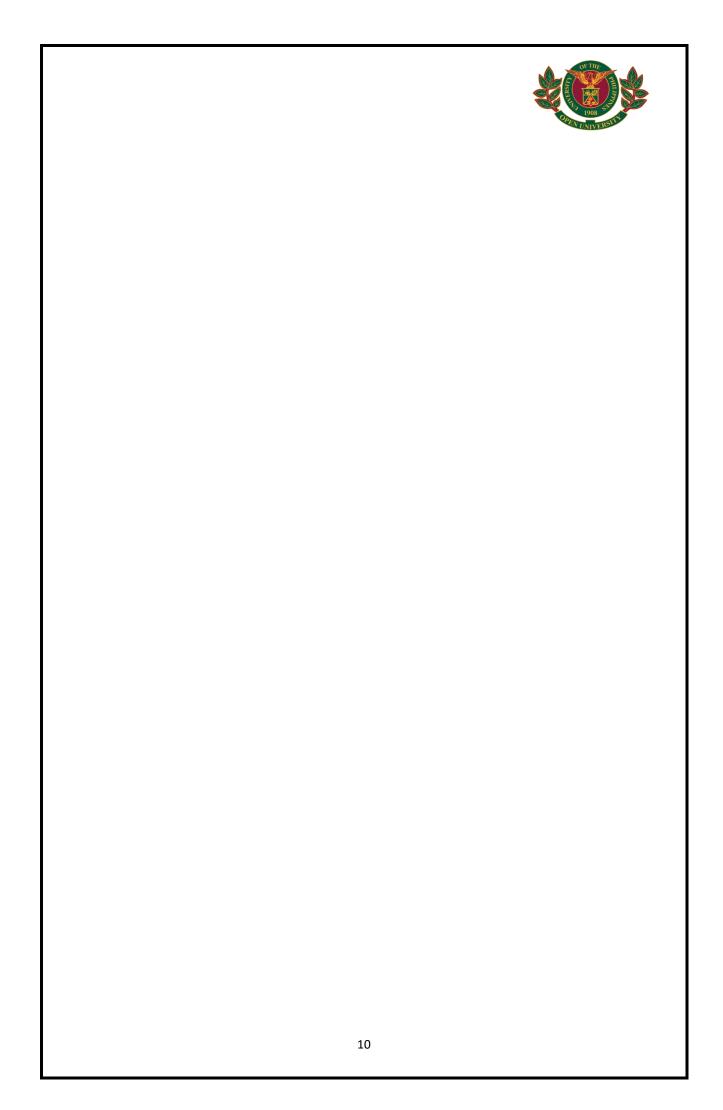


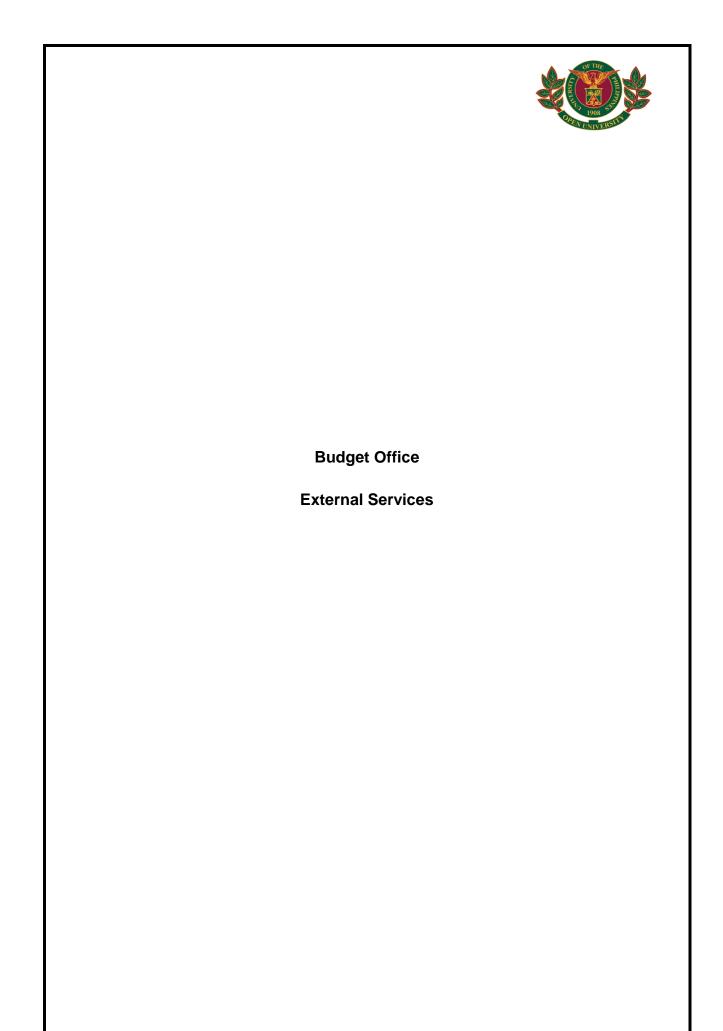
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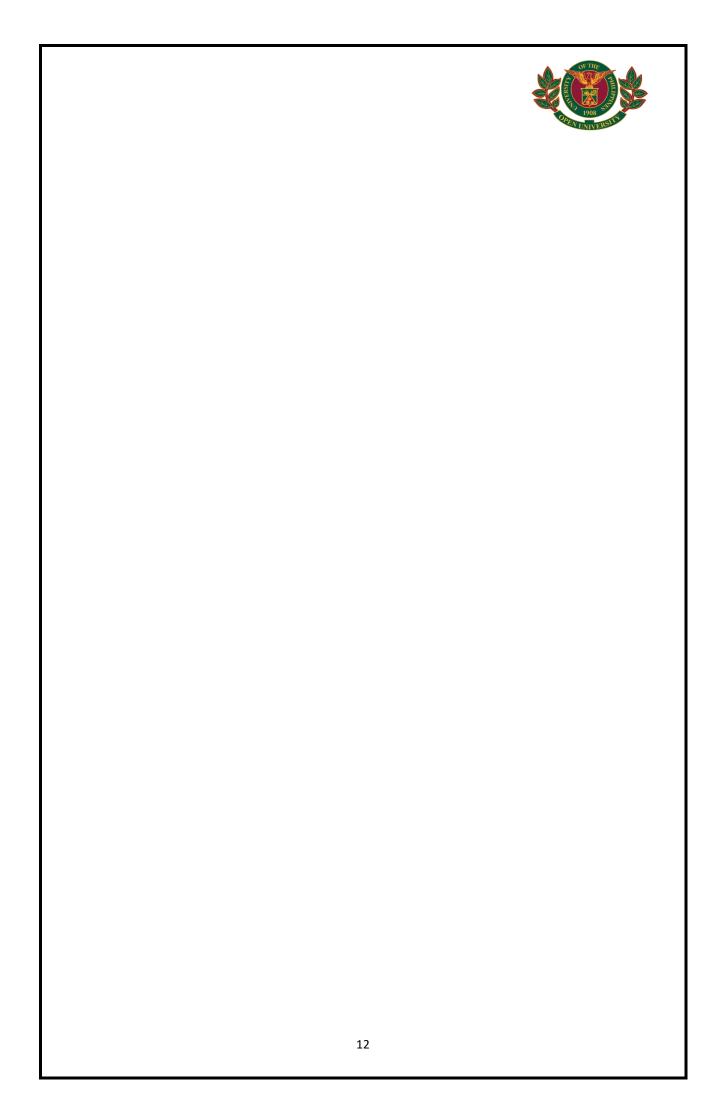


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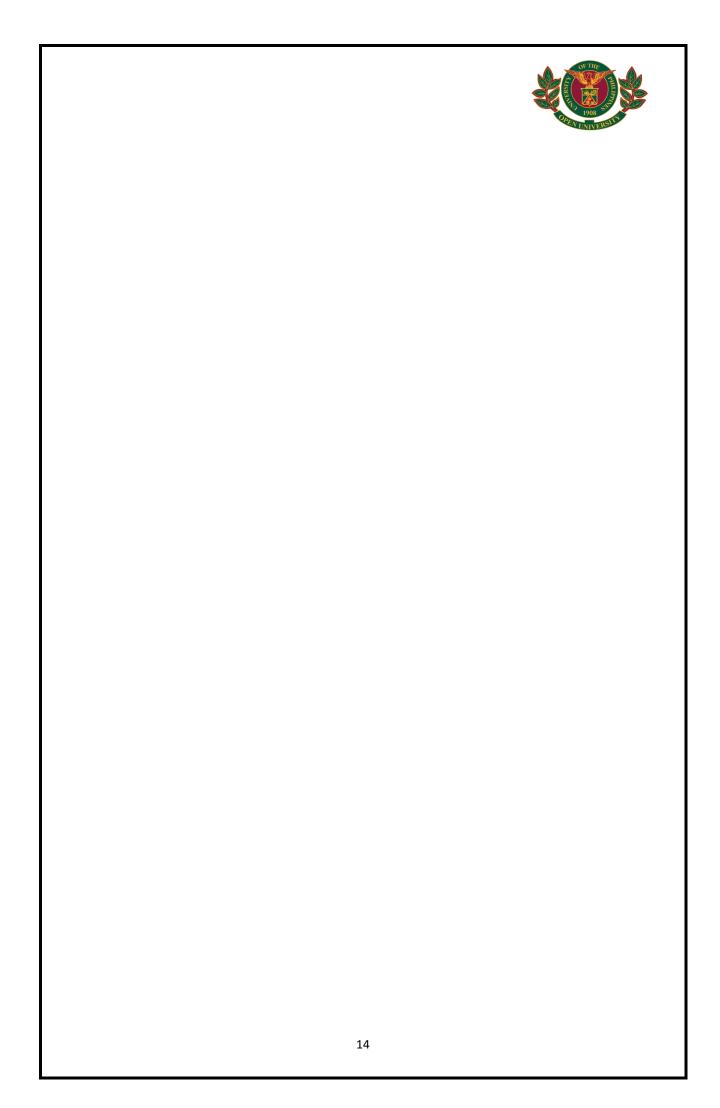


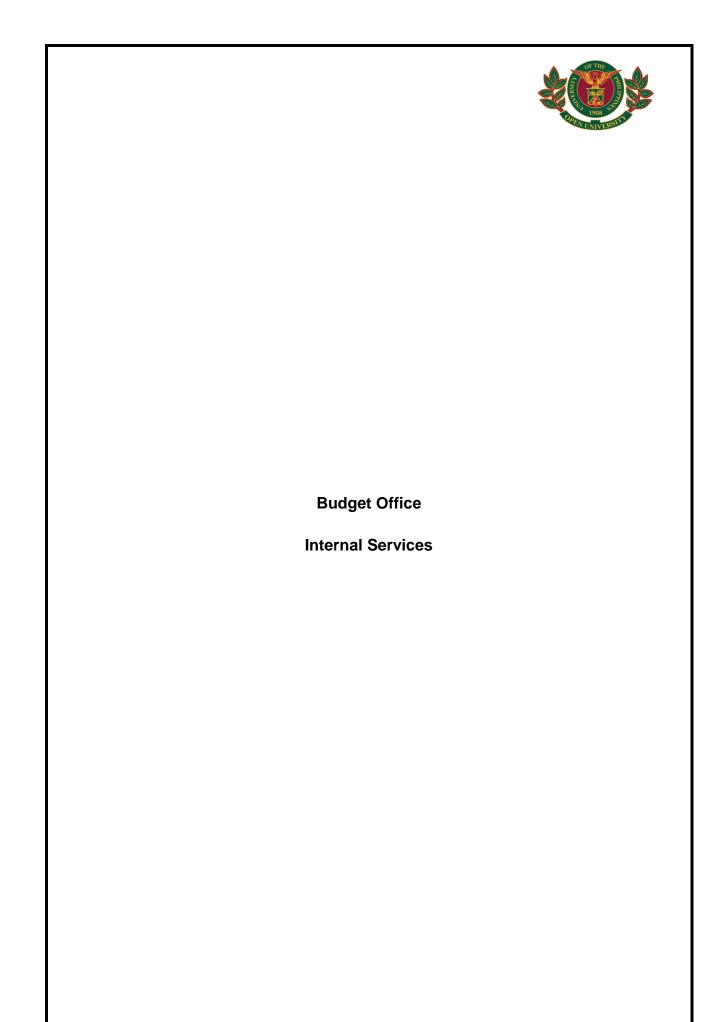


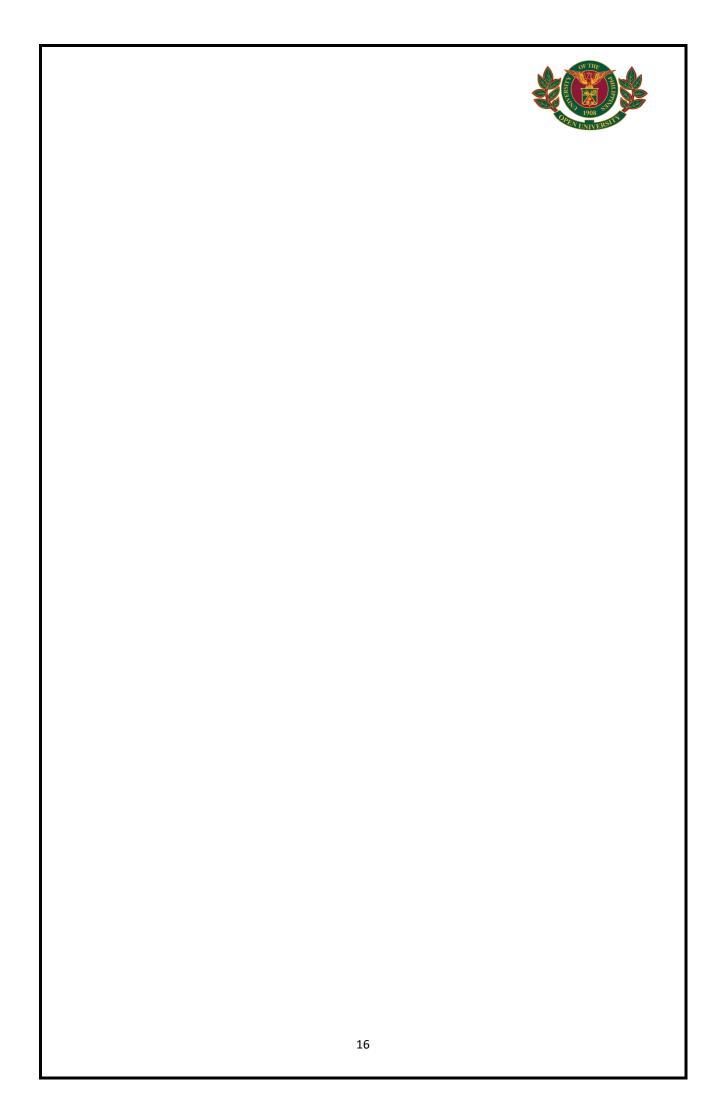
# 1. Budget Proposal Preparation

This serves as a guideline for the preparation of budget proposal.

Office or Division:	Budget Office					
Classification:	Highly Technical					
Type of	Government-to-Government (G2G)					
Transaction:						
Who may avail:	UP System					
CHECKLIST OF R			WHERE TO SE	ECURE		
1 digital copy of the r	memorandum	Budget (	Office			
CLIENT STEPS	CLIENT STEPS AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE		
Issues a sub- Budget Call (including guidelines) to Constituent	1.1. Issues a sub- Budget Call (including guidelines) to all units.	None	1 day	Chancellor thru Chief Administrative Officer Budget Office		
Universities (CUs).	1.2. Prepares their respective budget proposals to be submitted to the Budget Office.	None	9 days	Administrative Officer Respective Unit		
	1.3. Consolidates the budget proposals of units.	None	8 days	Chief Administrative Officer Budget Office		
	1.4. Approves the budget proposal	None	1 day	Chancellor Office of the Chancellor		
	1.5. Submits the budget proposal to the UP System.	None	1 day	Chief Administrative Officer Budget Office		
	TOTAL	None	20 Days			









### 1. Budget Clearance Issuance

This serves as a guideline for the issuance of budget clearance in case there are expenses that cannot be accommodated by the allocation given to the unit

Office or Division:	Budget Office	Budget Office			
Classification:	Simple				
Type of Transaction	: Government-to-G	Sovernme	nt (G2G)		
Who may avail:	All UPOU units				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	ECURE	
1 original copy of lett	er request	Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits a letter request address to the Chancellor to	1.1. Evaluates the request.	None	1 day	Chief Administrative Officer Budget Office	
Budget Office	1.2. Renders decision on the request	None	1 day	Chancellor Office of the Chancellor	
	TOTAL	None	2 days		



## 2. Internal Operating Budget (IOB) Preparation

This serves as a guideline for the preparation of Internal Operating Budget (IOB).

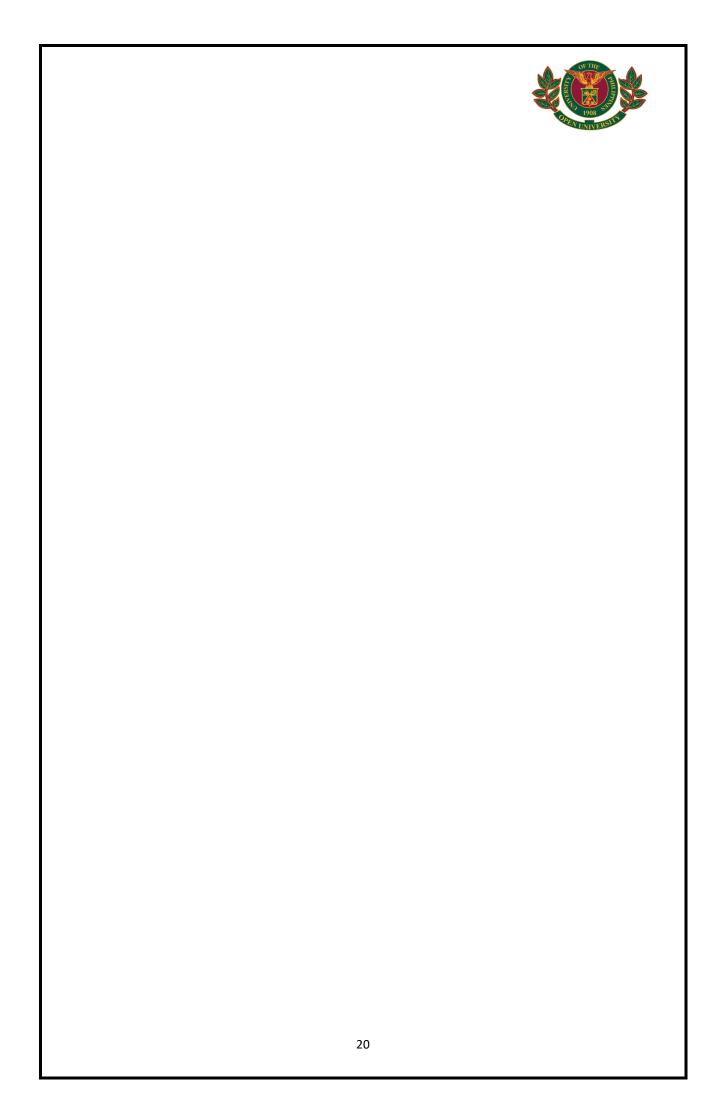
	D 1 .00					
Office or Division:	Budget Office	Budget Office				
Classification:	Complex	Complex				
Type of	Government-to-Gov	ernment (	G2G)			
Transaction:						
Who may avail:	All UPOU units					
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE		
1 digital copy of mem	norandum	Budget (	Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Prepares and submit respective IOB based on their Unit budget	1.1. Consolidates the Internal Operating Budget	None	5 days	Chief Administrative Officer Budget Office		
ceiling to Budget Office	1.2. Approves the IOB	None	1 days	Chief Administrative Officer Budget Office		
	1.3. Submits IOB to UP System	None	1 day	Chancellor thru Chief Administrative Officer Budget Office		
	TOTAL	None	7 days			



### 3. Notice/Advice of Allotment Issuance

This serves as a guideline for the issuance of Notice/Advice of Allotment after the approval of the IOB by the Board of Regents.

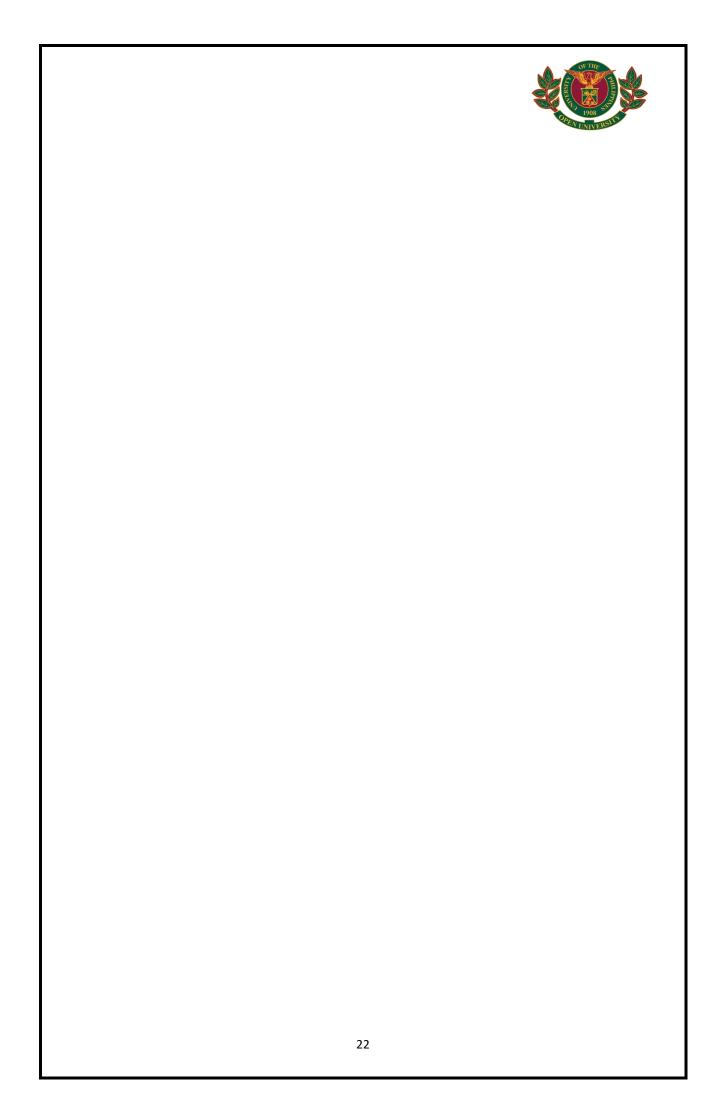
O(() D: : :		D 1 1000			
Office or Division:		Budget Office			
Classification:		Simple			
Type of Transaction	on:	Government-to-	Governme	nt (G2G)	
Who may avail:		All UPOU units			
CHECKLIST OF	REG	UIREMENTS		WHERE TO SE	CURE
1 original copy of le	etter	request	Unit		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     request for     issuance of     Notice/Advise     of Allotment to     Budget Office		Issues Notice/Advice of Allotment to each unit which will serve as the unit's obligational authority to disburse amounts specified on the Notice/Advice of Allotment.	None	1 day	Chief Administrative Officer Budget Office
	TO.	TAL	None	1 dav	





Office of Public Affairs

**External Services** 





# 1. Alumni Coordination Request

This serves as a guideline for request to coordinate with alumni.

Office or Division:	Office of Public A	Office of Public Affairs			
Classification:	Complex				
Type of Transaction	: Government-to-0	Citizen (G	2C)		
Who may avail:	UPOU Alumni ar	nd the res	t of UP communit	:y	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
none		Not appl	licable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1. Submits request via <a href="https://docs.google.com/a/upou.edu.ph">https://docs.google.com/a/upou.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
/forms/d/1ZPLiB2d bmaa3ouO0N6h73 gD5FpYC41TAT-	1.2. Renders decision on the request.	None	5 minutes	Director Office of Public Affairs	
X89j0XHq0/viewfor m?edit requested= true OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	TOTAL	None	15 minutes		



## 2. Answering of Inquiries

This serves as a guideline for those who have inquiries related to the UPOU.

Office or Division:		Office of Public	Affairs			
Classification:		Simple				
Type of Transaction: G		Government-to-	Government-to-Citizen (G2C)			
Who may avail:		Public	,			
CHECKLIST OF	REQ	UIREMENTS		WHERE TO SE	CURE	
None			Not appli	cable		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1. Sends email to inquiries@upo u.edu.ph or FB message to facebook.com/UPOpenUnive rsity OR_Call 049 536 6001 to 06 local 710. OR Visit the Office of Public Affairs	1.1	Answers inquiry, or forwards the inquiry to concerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	i	Sends response to the nquiry	None	5 minutes	Administrative Officer IV Information Office OR Responsible employee Unit	
	TO	TAL		10 minutes		



## 3. Training on ODeL Request

This serves as a guideline for request for training on ODeL.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of	Government-to-Government (G2G)			
Transaction:	Government-to-Citizen (G2C)			
Who may avail	Higher Education Institutions, TVET Schools, Academic			
Who may avail:	Institutions, NGOs, Public			
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE			

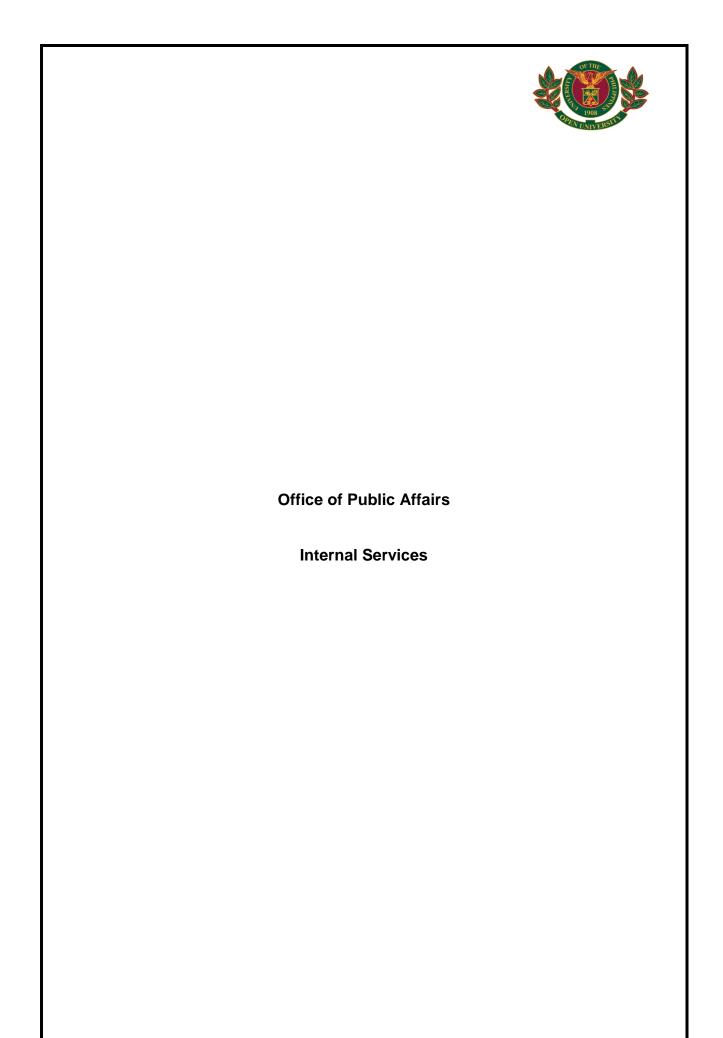
CHECKEIST OF	REQUIREMENTS		WIILKE TO SEC	COKL
1 digital or origina	I copy of letter	Client		
request				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLILINI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sends official	1.1 Acknowledges	None	5 minutes	Administrative
letter of request	the submitted			Officer IV
addressed to the	request.			I Office of Public
Director of the				Affairs
Office of Public	1.2. Renders	None	5 minutes	Director
Affairs	decision on the			Office of Public
	request.			Affairs
	1.3 Informs the	Based	5 minutes	Administrative
	requesting unit on	on DBM		Officer IV
	the decision of the	BUDGET		Office of Public
	request	CIRCULA		Affairs
		<u>R</u>		
		<u>No.2007 -</u>		
		<u>1</u>	_	
	TOTAL	Based	15 minutes	
		on DBM		
		BUDGET		
		CIRCUL		
		AR		
		No.2007		
		<u>- 1</u>		

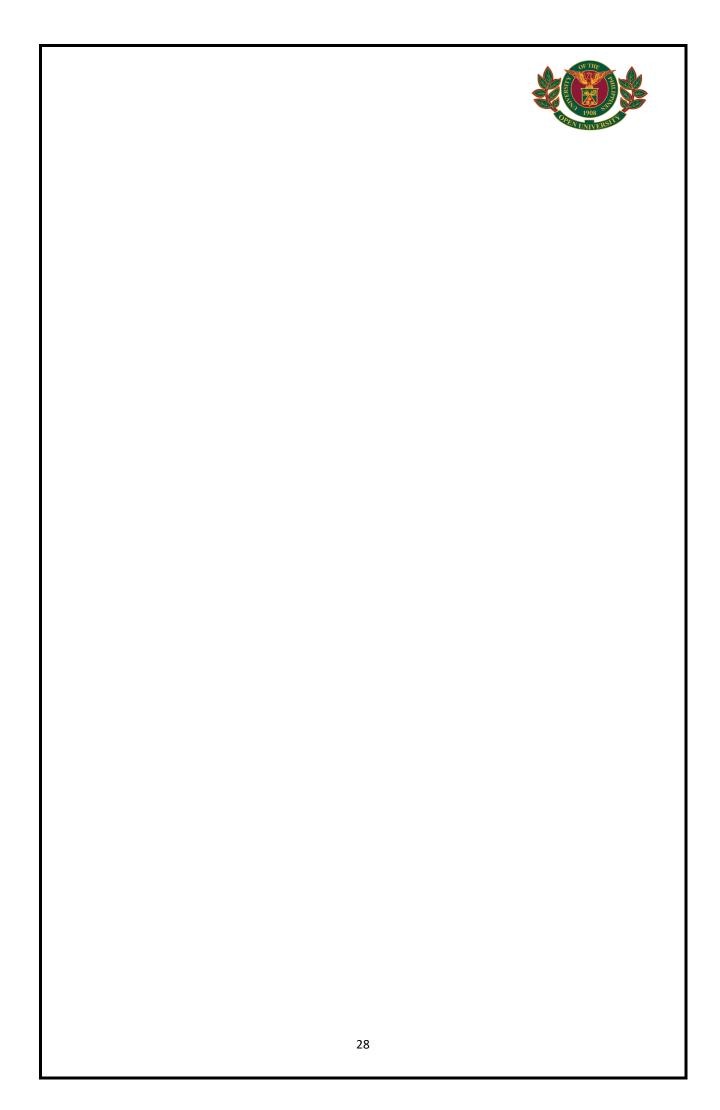


# 4. Visit Request to UPOU

This serves as a guideline for those who would want to visit the UPOU.

Office or Division:		Office of Public Affairs				
Classification:						
		Simple				
· ·		Government-to-Citizen (G2C)				
Who may avail:		Public				
CHECKLIST OF			WHERE TO SECURE			
1 digital or original copy of request letter		Client				
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends email to inquiries@upou.e du.ph OR visits the Office of Public Affairs	ii f ii C	Answers nquiry, or forwards the nquiry to concerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	1.2.0 [ r	Confirms/ Denies request to visit JPOU	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	TOT	AL	None	10 minutes		







### 1. Documentation of Activities Request

TOTAL

**Affairs** 

This serves as a guideline for request to document activities.

Office or Division:	Office or Division: Office of Public Af				
Classification: Simple					
Type of Transaction: Government-to-G		overnment (G2G)			
Who may avail:	UPOU employees	S			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
None		Not applicable			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submits request via https://docs.google.com/a/upou.edu.ph	1.1 Acknowledges the submitted request.	None	5 minutes	Administrative Officer IV Information Office	
/forms/d/1ZPLiB2d bmaa3ouO0N6h73 gD5FpYC41TAT- X89j0XHq0/viewfor m?edit_requested=	1.2. Renders decision on the request.	None	5 minutes	Director Information Office	
true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	Administrative Officer IV Information Office	

None

15 minutes



# 2. Layout and Design Request

This serves as a guideline for request for layout and design.

Office or Division:	Office of Public	Affairs				
Classification:	Complex	Complex				
Type of Transaction	on: Government-to-	Government-to-Government (G2G)				
Who may avail:	UPOU employee	UPOU employees				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1 digital copy of the	content	Client				
1 digital/photo or or		Client				
preferred des	signs (if any)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits request via <a href="https://docs.google.com/a/upou.edu">https://docs.google.com/a/upou.edu</a>	1.1 Acknowledges the submitted request.	None	5 minutes	Administrative Officer IV Office of Public Affairs		
.ph/forms/d/1ZPLi B2dbmaa3ouO0N 6h73gD5FpYC41	1.2. Renders decision on the request.	None	5 minutes	Director Office of Public Affairs		
TAT- X89j0XHq0/viewfo rm?edit_requeste d=true. OR Calls	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	Administrative Officer IV Office of Public Affairs		
049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.4 Renders the lay-outs and designs	None	5 days	Administrative Officer IV Office of Public Affairs		
	1.5 Submits sample lay-out and design for approval	None None	1 day	Administrative Officer IV Office of Public Affairs		
	TOTAL		8 days and 15 minutes			



## 3. Publishing of Content in the UPOU website

This serves as a guideline for the publishing of content in the UPOU website.

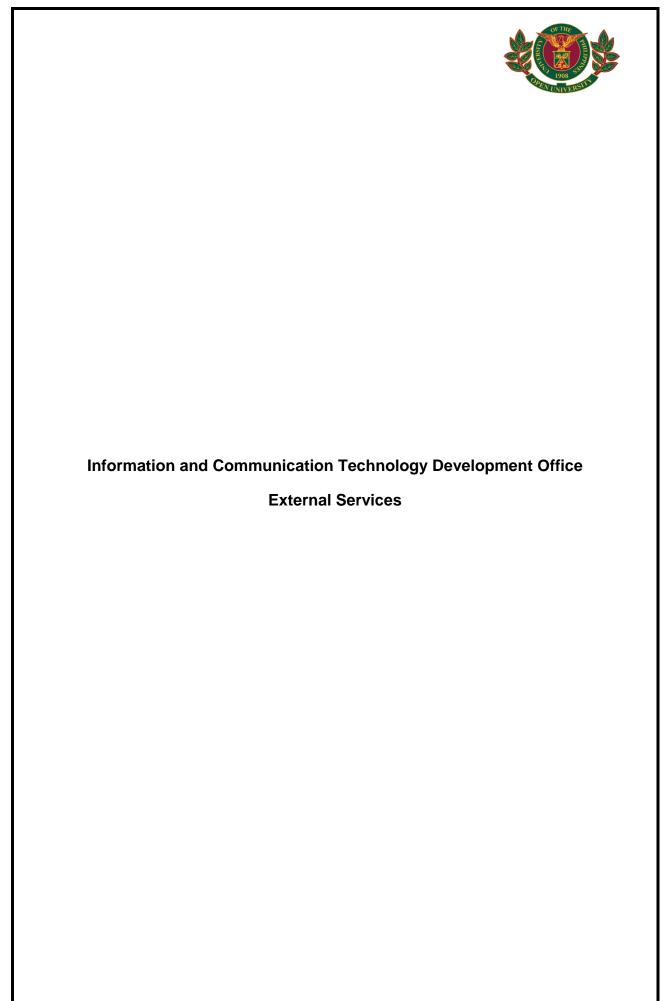
Office or Division:		Office of Public Affairs				
Classification: Simple						
			Government (G2G)			
Who may avail:			mation Officer (DIO) of UPOU units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1 digital copy of the content for website publication			DIO			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the content to the Office of Public Affairs.	coı	Reviews the ntent of the blication	None	1 day	Administrative Officer Office of Public Affairs	
	coı	Publishes the ntent in the POU website	None	1 day	Administrative Officer Office of Public Affairs	
	TO	TAL		2 days		

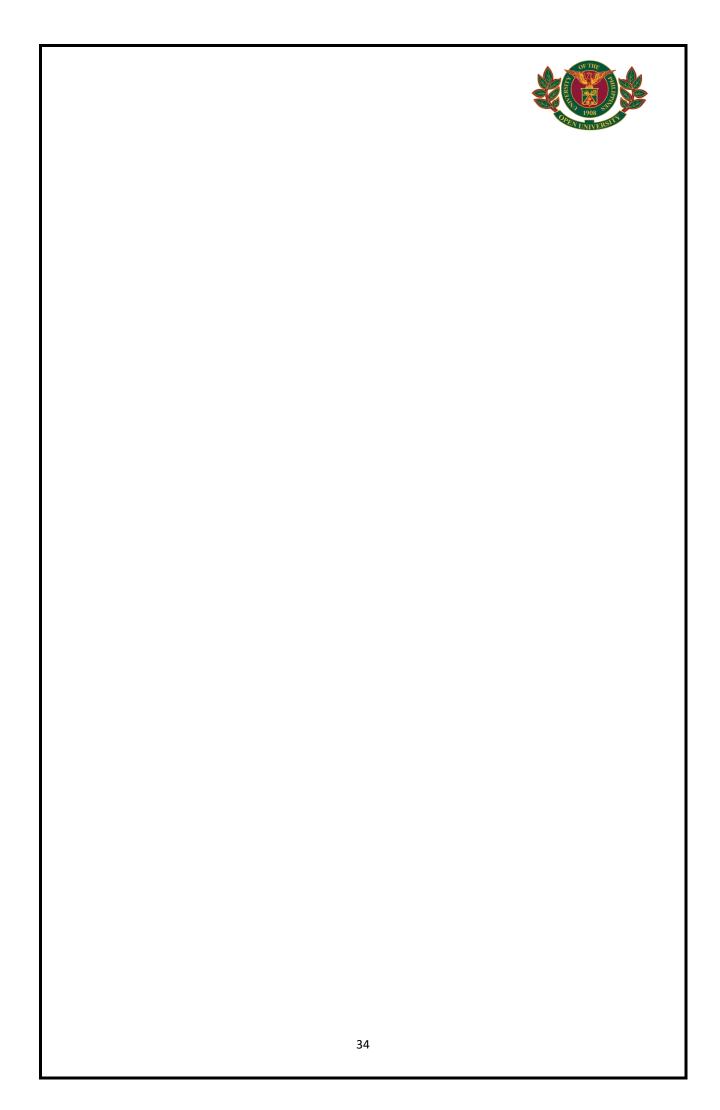


## 4. Video Shoot and Editing Request

This serves as a guideline for request for video shoot and editing.

Office or Division: Office of Public A			Affairs			
Classification: Comp		Complex	Complex			
Type of Transaction: Government-to-C			Government (G2G)			
Who may avail: UPOU employee			,			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1 digital copy of the script, programme and preferred audio files (if any)			Client			
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1. Submit request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLi	the rec	Acknowledges submitted quest.	None None	5 minutes 5 minutes	Administrative Officer IV Office of Public Affairs Director	
B2dbmaa3ouO0N 6h73gD5FpYC41	decision on the request.				Office of Public Affairs	
TAT- X89j0XHq0/viewfo rm?edit requeste d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	rec the rec	Informs the questing unit on e decision of the quest	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	TO	TAL	None	15 minutes		







## 1. Email Accounts Creation Request - Student

This serves as a guideline for the creation of UP/UPOU email accounts.

					1		
Office or Division:		Information and Communication Technology Development					
		Office					
Classification:	Simple						
Type of Transaction	on:	Government-to-	Government-to-Citizens (G2C)				
Who may avail:		All UPOU students					
CHECKLIST OF	REC	UIREMENTS		WHERE TO SE	CURE		
1 digital copy o	1 digital copy of letter request						
1 digital copy F	orm 5	5 (for students)	Student				
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request via email to ictdo@upou.edu.p	ı	Acknowledges receipt of the request	None	5 minutes	Administrative Assistant III ICTDO		
h	1.2 (	Creates the email	None	5 minutes	Administrative Assistant III ICTDO		
		Releases the email to the student	None	5 minutes	Administrative Assistant III ICTDO		
	TO	TAL	None	15 minutes			



# 5. Email Account One-Time-Password (OTP)/ Password Reset Request - Student

This serves as a guideline for request for email account OTP/password reset.

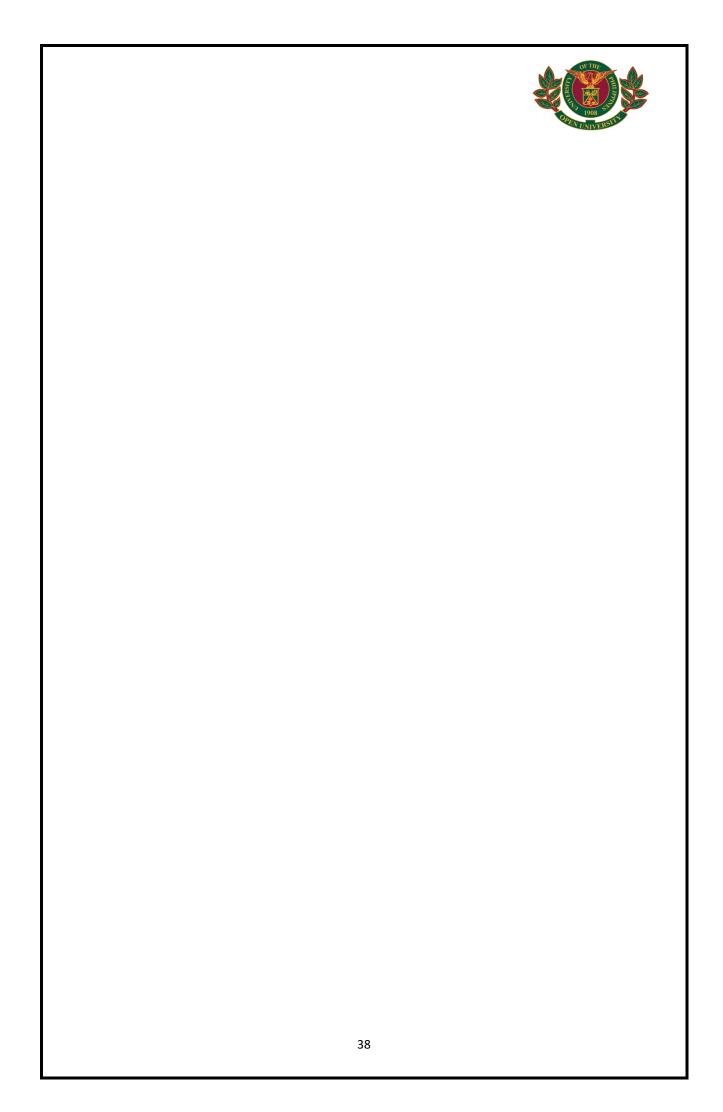
Office or Division:		Communio	cation Technology	/ Development	
01 101 41	Office				
Classification:	Simple				
Type of Transaction					
Who may avail:		il account l	holders - Students	3	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy of		Student			
1 digital copy of ID/Form 5)	f proof of identity (valid	Student			
1 digital copy a	ternate email address	Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request	1.1 Acknowledges	None	5 minutes	Administrative	
via email to	receipt of the			Assistant III	
ictdo@upou.edu.p	request			ICTDO	
<u>h</u>	1.2 Resets	None	5 minutes	Administrative	
	OTP/Password			Assistant III	
				ICTDO	
	1.3 Releases the	None	5 minutes	Administrative	
	OTP/Password to			Assistant III	
	the student via the			ICTDO	
	alternative email				
	address				
	TOTAL	None	15 minutes		

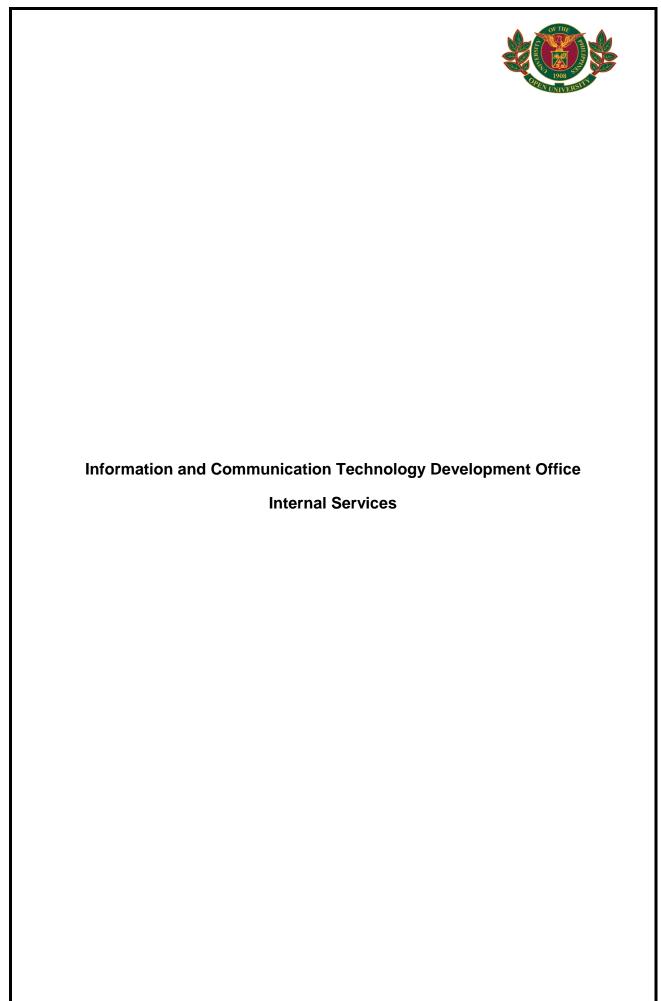


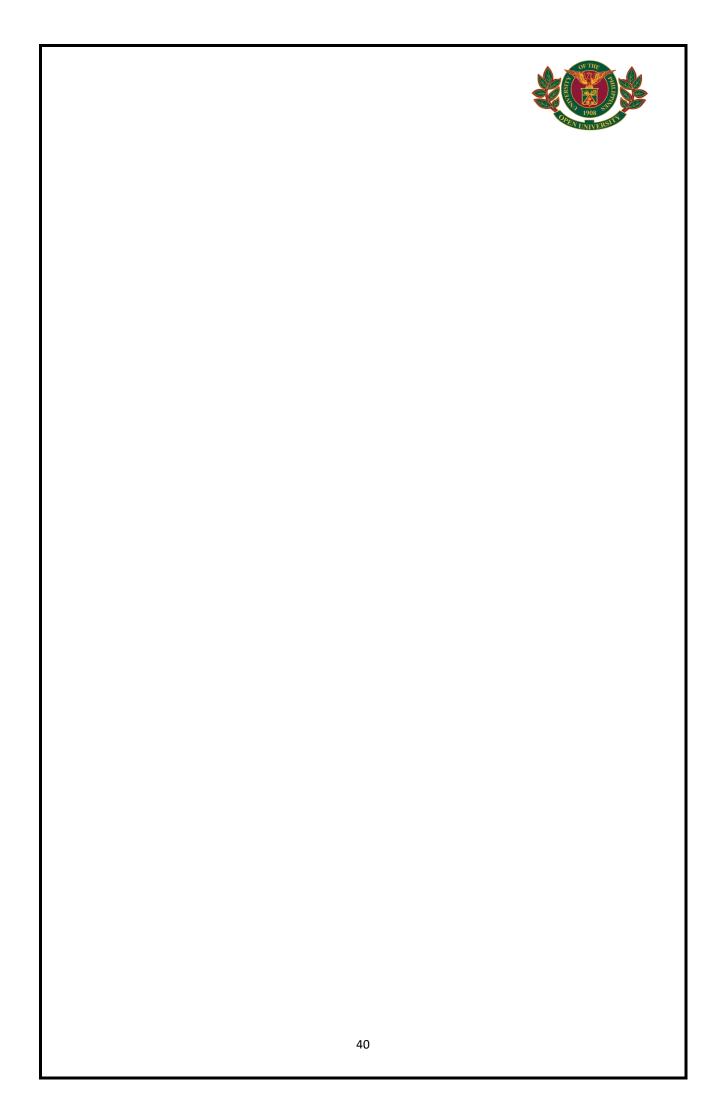
## **6. MyPortal Troubleshooting Request**

This serves as a guideline for request for troubleshooting of MyPortal.

Office or Division:	Information an Office	Information and Communication Technology Development Office			
Classification:	Complex				
Type of Transaction	on: Government-to	Government-to-Citizens (G2C)			
Who may avail:		All MyPortal users - Students			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy	of letter request	Student			
1 digital copy details	of the case	Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request via email to <a href="mailto:ictdo@upou.edu.p">ictdo@upou.edu.p</a> <a href="mailto:h">h</a>	1.1 Sends request receipt confirmation.	None	10 minutes	Information Systems Researcher III ICTDO	
	1.2 Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3 Updates the status of the request.	None	10 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days 20 minutes		









### 1. Email Accounts Creation - Employees

This serves as a guideline for the creation of UP/UPOU email accounts for employees.

Office or Division:	Information and	Communication Technology Development			
Office of Division.	Office				
Classification:	Simple	Simple			
Type of Transaction	on: Government-to-	Governmer	nt (G2G)		
Who may avail:	All employees		,		
	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy o		Employee			
	IRDO email confirmation	HRDO			
	AGENCY	FEES	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
1. Sends request	1.1 Acknowledges	None	5 minutes	Administrative	
via email to	receipt of the			Assistant III	
ictdo@upou.edu.p	request			ICTDO	
<u>h</u>	1.2 Creates the	None	5 minutes	Administrative	
_	email			Assistant III	
				ICTDO	
	a. Releases the	None	5 minutes	Administrative	
	email to the			Assistant III	
	employee			ICTDO	
	TOTAL	None	15 minutes		



# 2. Email Account One-Time-Password (OTP)/ Password Reset Request - Employees

This serves as a guideline for request for email account OTP/password reset of employees

Office or Division:		Information and Office	Communic	cation Technology	/ Development
Classification:		Simple			
Type of Transaction	n:	Government-to-	Governme	nt (G2G)	
Who may avail:		All existing emai	I account h	nolders – Employe	ees
CHECKLIST OF	REG	QUIREMENTS		WHERE TO SE	CURE
1 digital copy o			Employee		
1 digital copy a	lterna	ate email address	Employee	I	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.p	rec	Acknowledges ceipt of the quest	None	5 minutes	Administrative Assistant III ICTDO
<u>h</u>	1.2	Resets P/Password	None	5 minutes	Administrative Assistant III ICTDO
	OT the	Releases the P/Password to e employee via alternative nail address	None	5 minutes	Administrative Assistant III ICTDO
	TC	TAL	None	15 minutes	



#### 3. General Technical Support Request

This serves as a guideline for request for general technical support, including software, hardware and network troubleshooting.

Office or Division	<b>1</b> -	Information and Communication Technology Development Office			
Classification:		Complex			
Type of Transact	ion:	Government-to-Government (G2G)			
Who may avail:		All employees	3		
CHECKLIST OF	<b>REQU</b>	IREMENTS		WHERE TO SE	CURE
1 digital cor	by of le	etter request	Employee	)	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.	reque	Sends est receipt rmation.	None	5 minutes	Administrative Assistant III ICTDO
ph for General Technical Support .	1.2. F	Performs ests.	None	6 days	Administrative Assistant III ICTDO
		Updates the s of the est.	None	5 minutes	Administrative Assistant III ICTDO
	TOTA	AL	None	6 days and 10 minutes	



## 4. MyPortal Account Creation for Students

This serves as a guideline for creation of student account in MyPortal.

Office or Division: Information and Co		ommunic	ation Technology	Development	
Classification:		Complex			
Type of Transaction	on:	Government-to-G	overnmer	nt (G2G)	
Who may avail:		Office of the Unive	ersity Rec	gistrar	
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	ECURE
1 digital copy	of I	etter request	Office of	the University Re	egistrar
1 digital copy profiles	of l	ist of student	Office of	the University Re	egistrar
CLIENT STEPS	AG	SENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of Student	rec	Sends request ceipt nfirmation.	None	5 minutes	Information Systems Researcher III ICTDO
Account in MyPortal.		2 Performs quests.	None	6 days	Information Systems Researcher III ICTDO
	sta	B. Updates the atus of the quest.	None	5 minutes	Information Systems Researcher III ICTDO
	TC	DTAL	None	6 days and 10 minutes	



# 5. MyPortal Additional Access Privileges to Course Sites Request

This serves as a guideline for request for additional access privileges to course sites in MyPortal.

Office	Information of the	<b>3</b> · · · ·	etian Tankander - 5	2		
Office or		Information and Communication Technology Development				
Division:	Office	Office				
Classification:	Simple					
Type of	Government-to-G	Sovernmen	t (G2G)			
Transaction:						
Who may avail:	Faculty Office Sta	aff, Prograr	m Chair, owner of	the course site		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
1 digital lette	r request	Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request service via email to ictdo@upou.edu.p	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
h.	1.2 Performs requests.	None	1 day	Information Systems Researcher III ICTDO		
	1.3 Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	1 day and 10 minutes			



## 6. MyPortal Assistance in Posting Assignments of FICs to Course Sites Request

This serves as a guideline for request for assistance in posting assignments of FICs to course sites in MyPortal.

Office or Division:	Information and Co	mmunication	Technology De	velopment Office	
Classification:	Complex				
Type of	Government-to-Go	Government-to-Government (G2G)			
Transaction:		,			
Who may avail:	Faculty Office	Faculty Office			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1 digital letter	request	Client			
1 list of FIC as	ssignments	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a> for posting of FIC	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO	
Assignments to Course Sites in MyPortal.	1.2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days and 10 minutes		



## 7. MyPortal Course Site Creation

This serves as a guideline for creation of course sites in MyPortal.

Office or Division:	Information and Office	Information and Communication Technology Development Office			
Classification:	Complex	Complex			
Type of Transaction:	Government-to-G	Government-to-Government (G2G)			
Who may avail:	Office of the Univ	ersity Reg	jistrar		
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE	
1 request lette	r	Client			
1 list of course	es to create	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
From any     location, ends     request via email     for the creation of	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO	
course sites in MyPortal.	1.2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days and 10 minutes		



### 8. MyPortal Creation of FIC Accounts Request

This serves as a guideline for creation of FIC accounts in MyPortal.

Office or	Information and (	Communica	ation Technology	Development		
Division:	Office	•				
Classification:	Complex					
Type of	Government-to-G	overnmen	t (G2G)			
Transaction:						
Who may avail:	Faculty Office					
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
1 digital copy of lett		Faculty O				
1 digital copy of list	of FIC profiles	Faculty O	ffice			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request via email to ictdo@upou.edu.p h for the creation	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
of FIC Accounts in MyPortal.	1.2 Performs requests.	None	6 days	Information Systems Researcher III ICTDO		
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	6 days and 10 minutes			



### 9. MyPortal Troubleshooting Request- Faculty

This serves as a guideline for request for troubleshooting of MyPortal for Faculty mmebers.

Office or Division:	Information a Office	Information and Communication Technology Development Office			
Classification:	Complex				
Type of Transaction	on: Government-	Government-to-Government (G2G)			
Who may avail:	All MyPortal (	All MyPortal users – Faculty			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy	of letter request	Faculty r	nember		
1 digital copy details	of the case	Faculty r	nember		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request via email to <a href="mailto:ictdo@upou.edu.p">ictdo@upou.edu.p</a>	1.1 Sends request receipt confirmation.	None	10 minutes	Information Systems Researcher III ICTDO	
	1.2 Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3 Updates the status of the request.	None	10 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days 20 minutes		



## 10. Systems Development Request

This serves as a guideline for request for systems development.

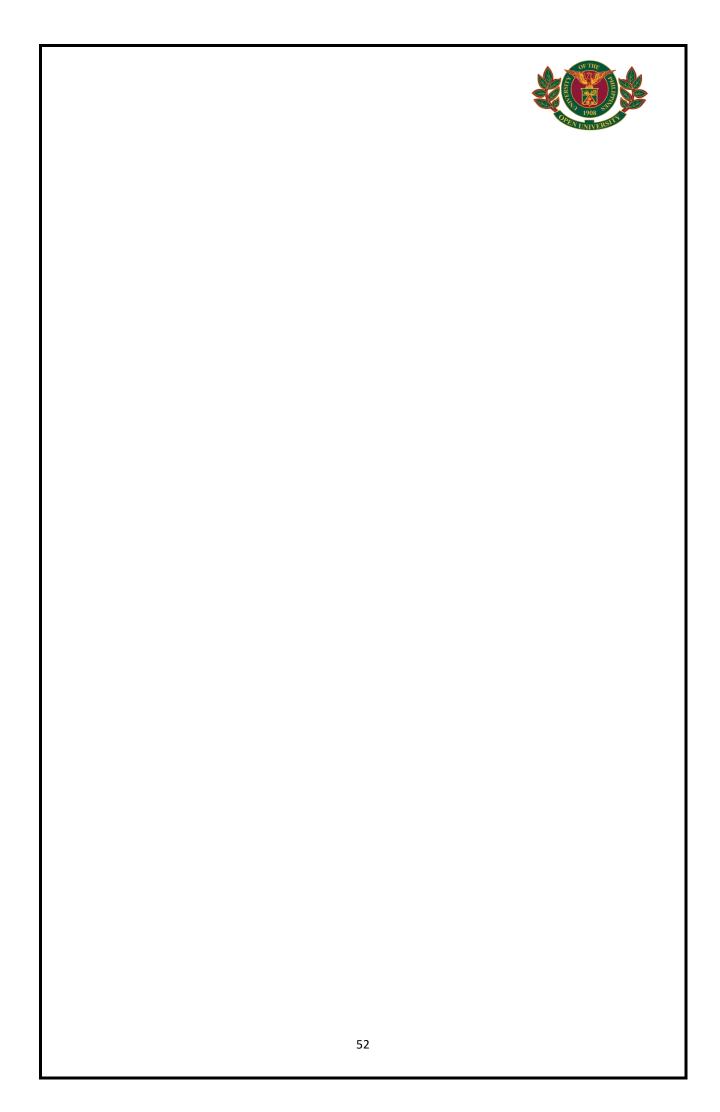
Office or Division:	Information and Communication Technology Development Office					
Classification:	Highly Technical					
Type of	Government-to-Go	vernment	(G2G)			
Transaction:						
Who may avail:		All employees with approval from head of unit				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
1 digital copy of lette approval of the unit h	•	Employee Employee				
	1 softcopy of document with rationale, objectives, specifications, features,					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request	1.1 Sends	None	5 minutes	Information		
via an online	request receipt			Systems		
ticketing system.	confirmation.			Researcher III ICTDO		
	1.2 Studies	None	2 days	Information		
	documents			Systems		
	provided.			Researcher III		
				ICTDO		
	1.3. Provides	None	4 days	Information		
	recommendation			Systems		
	s and action plan			Researcher III		
	for the request			ICTDO		
	1.4. Updates the	None	5 minutes	Information		
	status of the			Systems		
	request.			Researcher III		
	TOTAL	Mana	C deve and 40	ICTDO		
	TOTAL	None	6 days and 10 minutes			



## 11. Web App Deployment Request

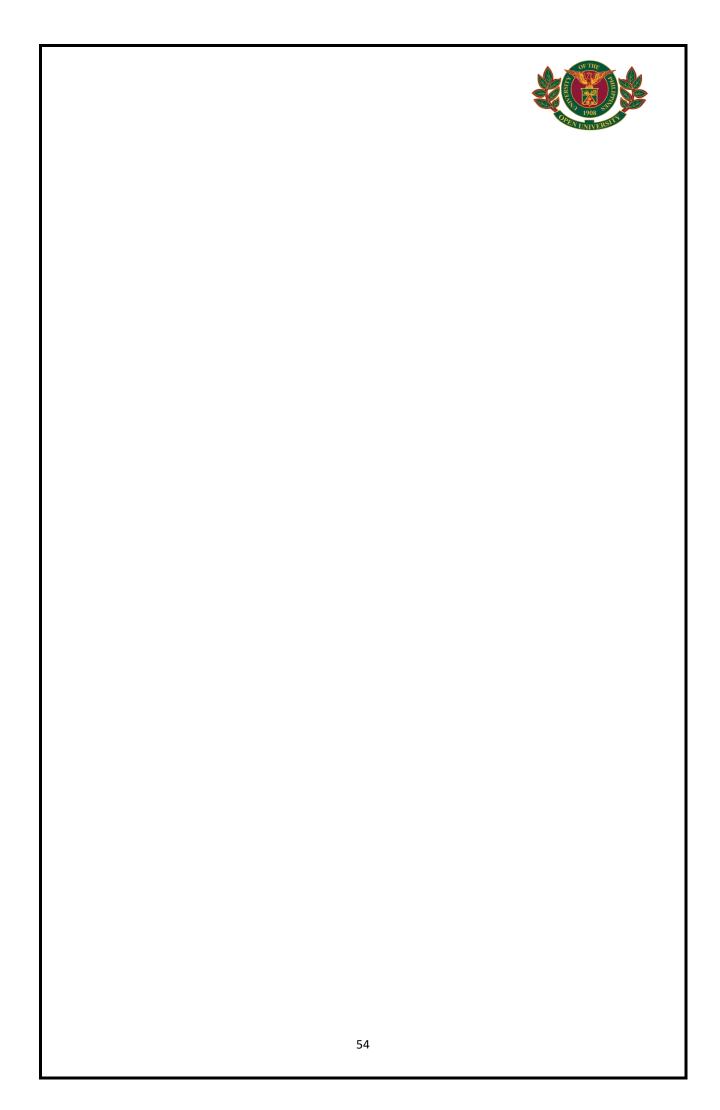
This serves as a guideline for request for web app deployment.

Office or Division:	Information and Office	Information and Communication Technology Development Office				
Classification:	Complex					
Type of Transaction	on: Government-to	-Governm	nent (G2G)			
Who may avail:	All employees	All employees				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	ECURE		
1 digital copy of lett approval of t	er request with he head of unit	Employe	е			
1 soft copy of document containing systems requirements specifications, unit test report, user acceptance test report, security test report, user's		Employe	е			
CLIENT STEPS	nanual, administrator's manual  CLIENT STEPS  AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request service via an online ticketing system.	Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
	2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO		
	3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	6 days and 10 minutes			





Multimedia Center
Internal Services





Administrative

Assistant II Multimedia

Center

#### 1. Instructional Design Request

This serves as a guideline for requesting for instructional design.

1.3. Requests to fill-

out Evaluation form

https://goo.gl/forms/ 3z3qLEs0Q3n0qXe

via

<u>Z2</u>

TOTAL

Office or Division:		Multimedia Center				
Classification:			-			
Type of Transaction	on:	Government-to-G	overnme	nt (G2G)		
Who may avail:		All Employees		, , ,		
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	ECURE	
None			Not app	licable		
CLIENT STEPS	AG	ENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA">https://goo.gl/forms/QmiFUVdHnprA</a>	wit pa de	Coordinates h the requesting rty regarding the tails of the rvice.	None	5 minutes	University Researcher II Multimedia Center	
2Cck2.		2. Provides the quested service.	None	5 days	University Researcher II Multimedia Center	

None

None

5 minutes

5 days and 10

minutes



## 2. Learning Objects in Multimedia Formats (Interactive Video and Video with Animation) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats (Interactive Video and Video with Animation).

Office or Division:	Multimedia Ce	Multimedia Center				
Classification:	Highly Technic					
Type of Transaction			nent (G2G)			
Who may avail:	All Employees					
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE		
1 photocopy of approproduction proposal (Chair and Dean).		Requesti	Requesting unit			
1 original copy of sign of talent/s.	ed consent form	Requesti	ng unit			
1 original copy of the learning material auth video/sound/ photograthe UPOU Networks with the UPOU Networks with t	or to upload aph materials to vebsite.	Requesti	ng unit			
1 photocopy of the ap shoot in a venue outs		Requesting unit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHn">https://goo.gl/forms/QmiFUVdHn</a>	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center		
prA2Cck2.	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations,	None	1 day	University Researcher II Multimedia Center		





# 3. Learning Objects in Multimedia Formats (Podcasts and Simple Video Lecture) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats.

Office or Division:	Multimedia Ce	Multimedia Center				
Classification:	Complex					
Type of Transaction		o-Governr	ment (G2G)			
Who may avail:	All Employees					
CHECKLIST OF RE	• -	WHERE TO SECURE				
1 photocopy of approx		Request	ting unit			
production proposal (l Chair and Dean)	by the Program					
1 original copy of cons	sont form signed	Request	ting unit			
by talent/s.		·				
1 original copy of perr		Request	ting unit			
video/sound/ photogra						
uploading on to the In		Request	ting unit			
1 photocopy of approvuse the venue for sho		Request	ang unit			
be done outside of UF						
1 original copy of perr	,	Request	ting unit			
	produced materials to the					
UPOU Networks.						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnp">https://goo.gl/forms/QmiFUVdHnp</a> <a href="racero">rA2Cck2</a> .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center		
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production	None	1 day	University Researcher II Multimedia Center		



	TOTAL	None	6 days and 15 minutes	
	via https://goo.gl/fo rms/3z3qLEs0 Q3n0qXeZ2			Center
UPOU Networks site and signs consent form.	2.2. Requests to fill-out Evaluation form	None	5 minutes	Administrative Assistant II Multimedia
final copy of the multimedia material prior to uploading to the	material to the UPOU Networks.			Systems Researcher II Multimedia Center
Approves the final copy of the	1.4 Proceeds the shoot or production.  2.1 Uploads the multimedia	None	3 days	Center University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center Information
	copyright issues, expectations, and other aspects required in the productions 1.3 Conducts ocular visit to the location shoot	None	1 day	Audio-Video Equipment Operator I/Administrative Assistant VI Multimedia



## 4. Learning Objects in Multimedia Formats (Video Lecture and Instructional Video) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats (video lecture and instructional video).

Office or Division:	Multimedia Cen	Multimedia Center				
Classification:	Highly Technica					
Type of Transaction		Governme	ent (G2G)			
Who may avail:	All Employees					
CHECKLIST OF R			WHERE TO SE	CURE		
1 photocopy of the ap	•	Requesti	ng unit			
Multimedia production Program Chair and D						
1 original copy of sign of talent/s.		Requesti	ng unit			
1 original copy of the learning material auth video/sound/ photograthe UPOU Networks video/sound/ photograthe UPOU Networks video/sound/ photograthe upout Networks vi	or to upload aph materials to	Requesti	ng unit			
1 photocopy of the ap shoot in a venue outs		Requesti	ng unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center		
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other	None	1 day	University Researcher II Multimedia Center		



	TOTAL	None	10 days and 15 minutes	
	https://goo.gl/for ms/3z3qLEs0Q3 n0qXeZ2			
signs consent form.	fill-out Evaluation form via			Assistant II Multimedia Center
multimedia material prior to uploading to the UPOU Networks site and	material to the UPOU Networks.  2.2. Requests to	None	5 minutes	Researcher II  Multimedia  Center  Administrative
2. Approves the final copy of the	2.1 Uploads the multimedia	None	1 day	Information Systems
				Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center
	1.4 Proceeds the shoot or production.	None	7 days	University Researcher II, Information Systems
	in the productions 1.3 Conducts ocular visit to the location shoot	None	1 day	Audio-Video Equipment Operator II/Administrative Assistant II Multimedia Center
	aspects required			



# 5. Scriptwriting or Assistance/ Coaching during Script Development Request

This serves as a guideline for requesting for scriptwriting or assistance/coaching during script development.

Office or Division:	Multimedia Cente	Multimedia Center				
Classification:	Highly Technical	Highly Technical				
Type of	Government-to-G	Government-to-Government (G2G)				
Transaction:	·					
Who may avail:	UP Community	UP Community				
CHECKLIST OF I	REQUIREMENTS					
None		Not applic	<u>cable</u>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher II, Multimedia Center		
	1.2 Provides the requested service.	None	7 days	Information Systems Researcher II/University Researcher II, Multimedia Center		
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center		
	TOTAL	None	7 days and 10 minutes			



## 6. Sound Editing Request

This serves as a guideline for requesting for sound and video editing.

Office or Division:	Multimedia Ce	nter				
Classification:	Simple					
<b>Type of Transaction:</b>	Government-to	o-Governm	nent (G2G)			
Who may avail:	All Employees					
CHECKLIST OF RE	QUIREMENTS		WHERE TO SI	ECURE		
1 digital copy of sound be edited	and video to	Requesti	ng Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cc">https://goo.gl/forms/QmiFUVdHnprA2Cc</a> <a href="https://goo.gl/forms/wif-uvdHnprA2Cc">k2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Administrative Assistant VI Multimedia Center		
	1.2 Provides the requested service.	None	2 days	Administrative Assistant VI Multimedia Center		
	1.3 Requests to fill-out Evaluation form via https://goo.gl/f orms/3z3qLEs 0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center		
	TOTAL	None	2 days and 10 minutes			



### 7. Sound Recording Request

This serves as a guideline for requesting for sound recording.

Office or Division:		Multimedia Center
	Classification:	Highly Technical
Type of Transaction:		Government-to-Government (G2G)
	Who may avail:	All Employees

Who may avail:	All Employees				
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS None		WHERE TO SECURE  Not applicable		
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> <a href="https://goo.gl/forms/cck2">Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher I Multimedia Center	
	1.2. Provides the requested service.	None	14 days	<i>University</i> Researcher I Multimedia Center	
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center	
	TOTAL	None	14 days and 10 minutes		



#### 8. Storyboard Development/Preparation Request

This serves as a guideline for requesting for storyboard development/preparation.

Office or Division:	Multimedia Cen	Multimedia Center			
Classification:		Highly Technical			
Type of		Government-to-Government (G2G)			
Transaction:		Government to Government (G2G)			
Who may avail:	All Employees				
CHECKLIST OF R					
None		Not App	licable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> Cck2.	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher I Multimedia Center	
	1.2 Provides the requested service.	None	7 days	University Researcher I Multimedia Center	
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center	
	TOTAL	None	7 days and 10 minutes		



# 9. Supplementary Course Components (OERs) Development

This serves as a guideline for requesting for development of supplementary course components (OERs).

Office or Division:	Multimedia Cente	Multimedia Center			
Classification:	Highly Technical				
Type of	Government-to-Government (G2G)				
Transaction:		, , ,			
Who may avail:	UPOU Faculty-in-	-Charge			
CHECKLIST OF R			WHERE TO SECURE		
1 original copy of letter request to develop OER.		Dean's Office			
1 photocopy of OER Note	Proposal/Concept	Dean's O	Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdH">https://goo.gl/forms/QmiFUVdH</a> <a href="nprA2Cck2">nprA2Cck2</a>	1.1 Convenes with the FIC and a multimedia specialist to prepare the production plan (i.e., script, storyboard, description, tags, etc.).	None	3 hours	University Researcher II Multimedia Center	
	1.2.Conducts the pre-production meeting and actual production.	None	3 hours	University Researcher II Multimedia Center	
	1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress.	None	15 minutes	Information Systems Researcher II Multimedia Center	
	1.4 Facilitates the evaluation of the OER materials produced.	None	4 hours	University Researcher II/Information Systems Researcher II	



				Multimedia
				Center
2. Reviews the	2.1 Revises/re-	None	7 days	Information
OER	edits the OER			Systems
	materials.			Researcher
				II/Administrative
				Aide IV
				Multimedia
				Center
	2.2. Publishes	None	1 day	Information
	the final OER			Systems
	materials to the			Researcher II
	UPOU Networks,			Multimedia
	shares the links			Center
	to the DO and			
	other OER			
	repositories.	N.	45	A 1 ' . ' . ( ( '
	2.3 Requests to	None	15 minutes	Administrative
	fill-out Evaluation			Assistant II
	form via			Multimedia
	https://goo.gl/for			Center
	ms/3z3qLEs0Q3			
	n0qXeZ2	None	O dovo 2	
	TOTAL	None	9 days, 2 hours and 30	
			minutes	
			IIIIIutes	



## 10. Video Editing Request

This serves as a guideline for requesting for sound and video editing.

Office or Division:	Multimedia Cen	Multimedia Center			
Classification:		Highly Technical			
Type of Transaction	• •	Government-to-Government (G2G)			
Who may avail:	All Employees				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECURE		
1 digital copy of the	video to be edited	Employee			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> Cck2	1.1 Coordinates with the requesting party regarding the details of the service.  1.2 Provides the requested service.	None None	5 minutes 14 days	Administrative Assistant VI/Information Systems Researcher II Multimedia Center Administrative Assistant VI/Information	
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Systems Researcher II Multimedia Center Administrative Assistant II Multimedia Center	
	TOTAL		14 Days and 10 minutes		



#### 11. Video Recording/Documentation Request

This serves as a guideline for requesting for video recording/documentation.

Office or Division:	Multimedia Center
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> <a href="https://goo.gl/forms/QmiFUVdHnprA2">Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher I Multimedia Center
	1.2. Provides the requested service.	None	14 days	<i>University</i> <i>Researcher I</i> Multimedia Center
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center
	TOTAL	None	14 days and 10 minutes	



## 12. Web Streaming Request

This serves as a guideline for requesting for web streaming.

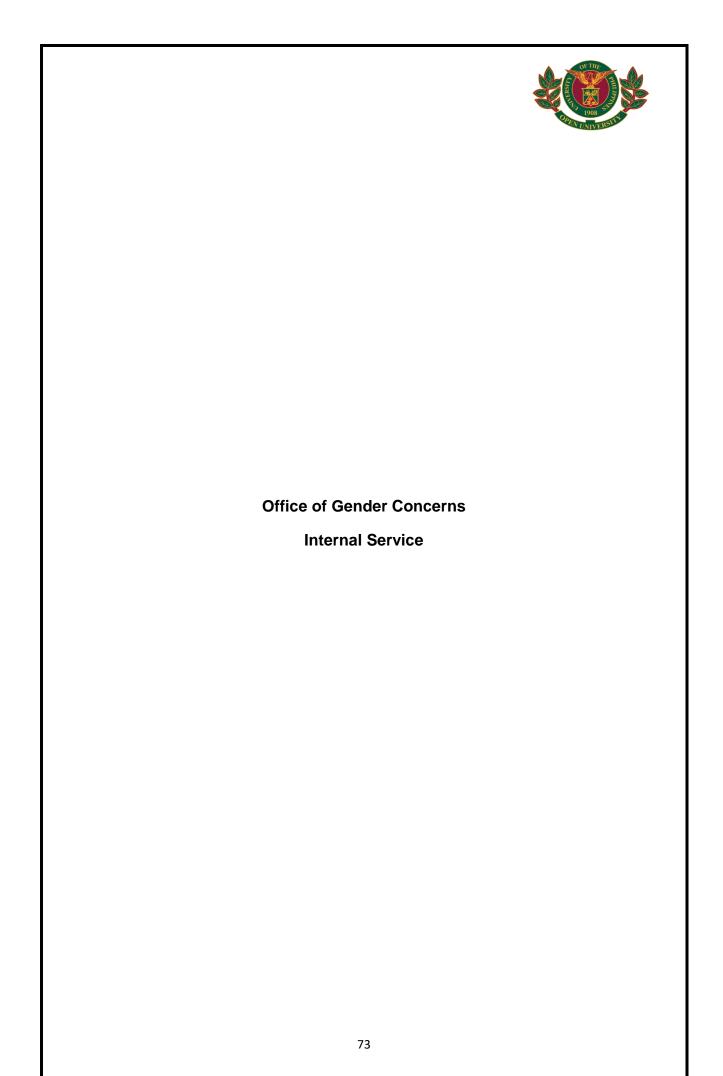
Office or Division:	Multimedia Cente	er		
Classification:	Complex			
Type of	Government-to-Government(G2G)			
Transaction:				
Who may avail:	All Employees			
CHECKLIST OF RE			WHERE TO SE	CURE
1 softcopy of each me to be used during the		Requesting party		
to be used during the web streaming.  1 digital copy of email approval from ICTDO for internet connection assistance/services.		ICTDO		
1 original copy of contalent/s/speaker/s.	sent form of	Requestir	ng party	
1 original copy of video release form for featured speaker/s, performer/s or talent/s		Requestir	ng party.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least three weeks before the event, fills out the MC Online Request Form via <a href="https://goo.gl/forms">https://goo.gl/forms</a>	1.1 Coordinates with the requesting party regarding the details of the service.	None	10 minutes	University Researcher II Multimedia Center
/QmiFUVdHnprA2 Cck2.	1.2 Conducts pre- production meeting/s between the proponent/s to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions	None	1 day	University Researcher II Multimedia Center

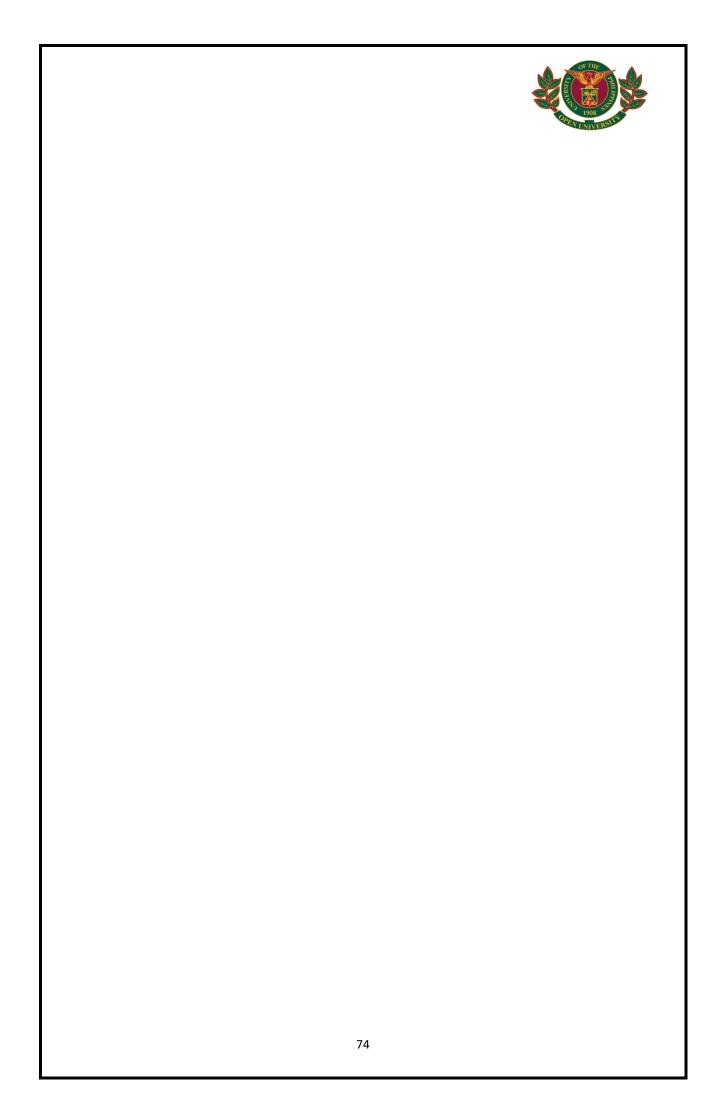


, · · · · · · · · · · · · · · · · · · ·			
1.3. Conducts ocular visit of venue location/walk- though at least two weeks before the event	None	1 day	Administrative Assistant II Multimedia Center
1.4 Checks the quality and licenses of the materials used.	None	1 day	University Researcher II/Information Systems Researcher II Multimedia Center
1.5 Sets-up, conducts technical testing	None	7 hours	University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center
1.6 Does web streaming	None	4 hours	University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center
1.7 Edits the video	None	1 day, 4 hours	Information Systems Researcher II/ Administrative Aide VI



1.8 Requests to fill-out Evaluation form via https://goo.gl/foms/3z3qLEs0Qn0qXeZ2	<u>r</u>	5 minutes	Multimedia Center  Administrative Assistant II Multimedia Center
TOTAL	None	5 days, 7 hours, and 15 minutes	







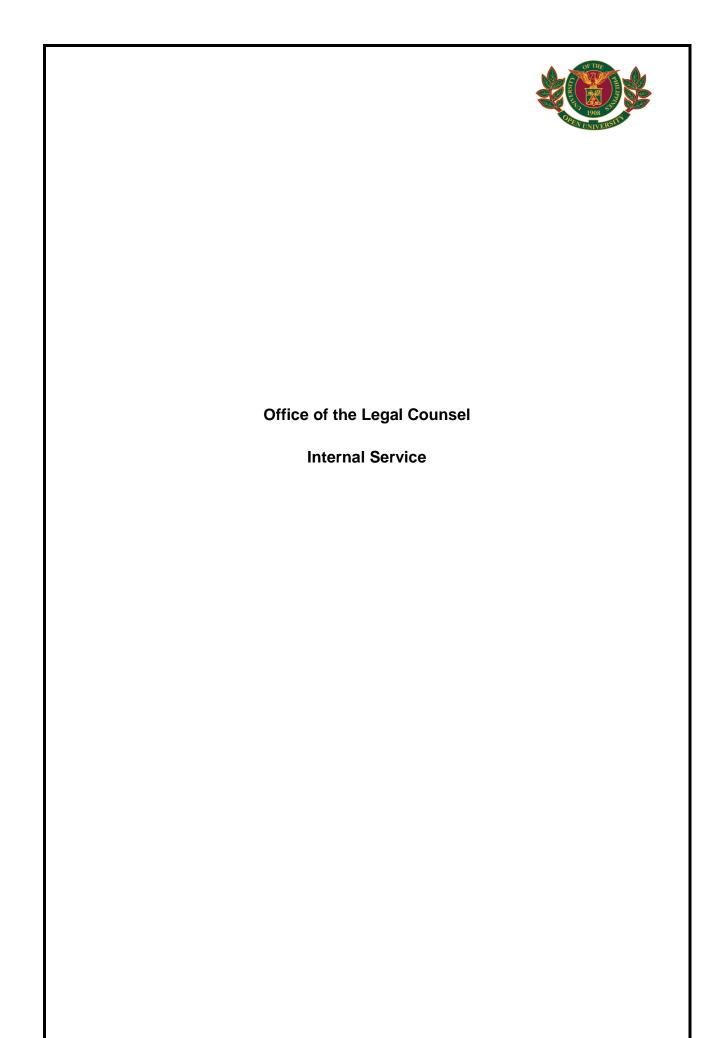
#### 1. Gender-focused Research Grant

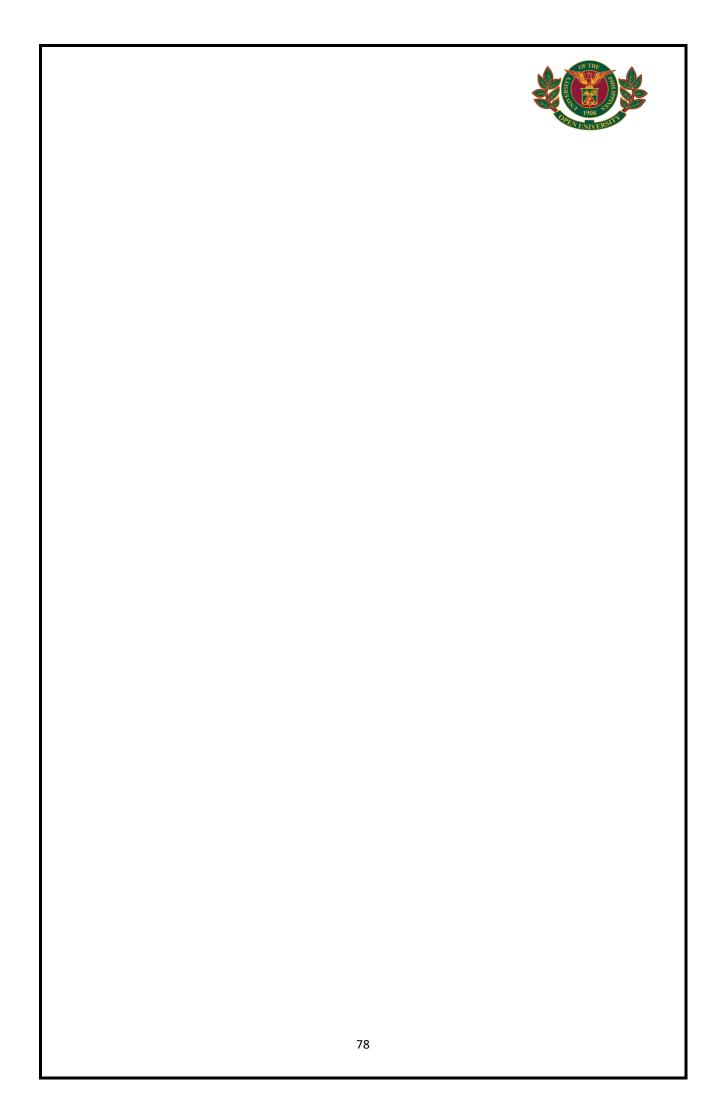
This serves as a guideline for applying for gender-focused research grant.

Office or Division:	Office or Division: Office of Gender Concerns				
Classification:	Highly Technica		•		
Type of	Government-to-		nt (G2G)		
Transaction:			,		
Who may avail:	Employees and	affiliate fac	ulty with administ	rative load credits	
CHECKLIST OF R				RE TO SECURE	
1 original copy of the	e Gender-	Proponent			
focused research pr	oposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits gender-focused research proposal to the Office of Gender	1.1. Reviews the submitted gender-focused research proposals.	None	10 days	Internal/External Reviewer, Director Office of Gender Concerns	
Concerns.	1.2. Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation	None	1 day	Director Office of Gender Concern	
	1.3 Endorses the proposal to the Data Protection Officer (DPO) for evaluation and recommendatio n.	None	1 day	Director Office of Gender Concern	
	1.4 Endorses the IREC- certified proposals to the RPC for evaluation and recommendatio n	None	1 day	Director Office of Gender Concern	



1.5 Endorses the awarding of the grant to the Chancellor.	None	1 day	Chair, Research and Publications Committee Office of the Vice Chancellor for Academic Affairs
1.6 Renders decision on the endorsement	None	1 day	Chancellor Office of the Chancellor
1.7 Informs the Legal Office to prepare and process the research grant contract.	None	1 day	Administrative Assistant Office of Chancellor
1.8 Facilitates the signing of the Research Grant Contract	None	2 days	Administrative Aide VI Office of Legal Counsel
1.9 Prepares the disbursement voucher of the proponent's research grant.	None	1 day	OGC Staff Office of Gender Concern
TOTAL	None	19 days	







#### 1. Contract Review/Drafting

This serves as a guideline for the processing of contract review/drafting.

Office or Division:		Office of the	Legal Co	unsel	Office of the Legal Counsel			
Classification:		Highly Techi						
Type of Transaction	า:	Government-to-Government (G2G)						
Who may avail:	Who may avail: All units							
CHECKLIST OF R	EQUIF	REMENTS		WHERE TO SE	CURE			
1 digital copy of proje	ect doc	ument	Requesting Unit					
1 digital copy of draft			Request					
CLIENT STEPS		GENCY CTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sends request for preparation/ review of contract to legal@upou.edu.ph		repares/ ws the act.	None	2 days	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel			
	prepa d draf reque	eturns the ared/reviewe it to the esting unit view and eval.	None	15 minutes	Administrative Aide VI Office of the Legal Counsel			
	1.3. Ir comm sugge any) o	ncorporates nents and estions (if	None	20 minutes	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel			
	1.4 Fi contra prints origin signa	nalizes the act and seven (7) al copies for ture/executi the parties.	None	10 minutes	Administrative Aide VI Office of the Legal Counsel			
	1.5 A	offixes s to the	None	2 days	Chief Legal Counsel Office of the Legal Counsel			
	contra Chan	forwards the act to the cellor and itness for ture.	None	2 days	Administrative Aide VI Office of the Legal Counsel			



1.7 Facilitates notarization of the Chancellor's signature	None	1 day	Administrative Aide VI Office of the Legal Counsel
1.8 Forwards the contract for signing of the other party/ies	None	5 days	Administrative Aide VI Office of the Legal Counsel
1.9. Forwards a copy of the contract to the Board of Regents for information/confirmation	None	2 days	Administrative Aide VI Office of the Legal Counsel
1.10 Gives copy of the fully executed contract to the requesting unit and other party/ies.	None	1 day	Administrative Aide VI Office of the Legal Counsel
TOTAL	NONE	15 days and 45 minutes	



## 2. Handling Administrative/Student Disciplinary Cases Assistance

This serves as a guideline for acquiring assistance in handling administrative/student disciplinary cases.

Office or Division:	Office of the Legal	Office of the Legal Counsel			
Classification:	Highly Technical				
Type of	Government-to-Go	vernment	(G2G)/Governme	ent-to-Citizen	
Transaction:	(G2C)		,		
Who may avail:	ÚPOÚ employees a	and stude	nts		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1 original copy and 1	photocopy of the	Dean's (	Office/Unit		
letter from the Dean	Official re:				
Administrative/Stude	ent Disciplinary Case		<b>,</b>	<del>,</del>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits the letter request to the Office of the Legal Counsel .	1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).	None	1 days	Chief Legal Officer Office of the Chief Legal Counsel	
	1. 2. Facilitates the appointment of an independent prosecutor for the case to act in behalf of the UPOU.	None	3 days	Chancellor Office of the Chancellor	
	1. 3. Facilitates hearing on the Case	None	14 days	College/Adminis trative Investigating Committee (C/AIC)	
	4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.	None	2 days	Chief Legal Officer Office of the Chief Legal Counsel	
	TOTAL	NONE	20 days		



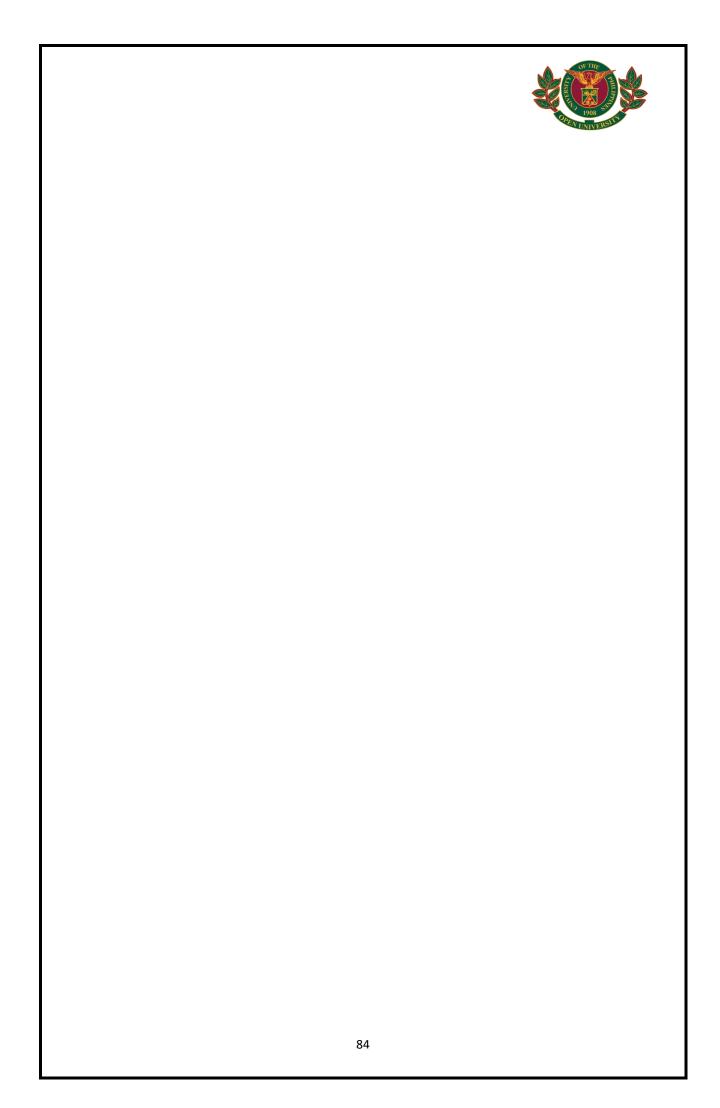
**3. Legal Advice/Advisory Request**This serves as a guideline for requesting for legal advice/opinion.

Office or Division:	Office of the Lea	Office of the Legal Counsel			
Classification:	Simple	gai Ocaricoi			
Type of	Government-to-	Governmen	t (G2G)		
Transaction:	Government to	001011111011	it (020)		
Who may avail:	UPOU officials				
CHECKLIST OF RE					
1 digital copy of lette		Requesting			
opinion	•	,	<b>5</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request (e.g., inquiry, legal advice/opinion) by email to legal@upou.edu.ph	1.1 Informs the Chief Legal Officer regarding the request.	None	10 minutes	Administrative Aide VI Office of the Legal Counsel	
	1.2 Gives legal advice/opinion in writing or by email.	None	1 day	Chief Legal Counsel Office of the Legal Counsel	
	1.3. Forwards the legal advice/opinion to the requesting unit.	None	10 minutes	Administrative Aide VI Office of the Legal Counsel	
	TOTAL	NONE	1 day and 20 minutes		



# Office of the Vice Chancellor for Academic Affairs

**External Services** 





## 1. Application for Venue of Proctored Midterm/Final examinations

This serves as a guide for students for the application for venue of Proctored Midterm/Final examination.

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for		
	Academic Affairs		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	UPOU students		
CHECKLIST OF RE	EQUIREMENTS WHERE TO SECURE		
None		Not applicable	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
None		Not applic	cable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplishes application for venue at the <a href="http://osasystem.upou.edu.ph">http://osasystem.upou.edu.ph</a>	1.1 Consolida tes the request generated through the system.	None	1 day	University Extension Associate I Office of Student Affairs	
	1.2 Makes the exam arrangements with examiners/ proctors and coordinates with Faculty Offices.	None	1 day	University Extension Associate I Office of Student Affairs	
	1.3 Informs students of exam details.	None	1 day	University Extension Associate I Office of Student Affairs	
	TOTAL	None	3 days		



### 2. Application for Scholarship Grants

This serves as guidelines for the application for scholarship grants to UPOU students.

students.				
Office or Division:		Affairs, Off	ice of the Vice Cha	ancellor for
	Academic Affairs			
Classification:	Complex			
Type of	G2C - Governmer	nt to Citizer	n	
Transaction:				
Who may avail:	UPOU students			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE
1 2x2 photo		Applicant		
1 photocopy of Currer		Applicant		
Return of parents; if e				
filing, attach 1 photoco				
Exemption; if parents				
attach 1 original copy	of notarized			
affidavit of income				
1 photocopy of UP Fo		Applicant		• .
1 original copy of True		Office of	the University Reg	ııstrar
from previous semester(s)		000	(I II : '/ B	• ,
1 original copy of Cert	ificate of Good	Office of	the University Reg	ııstrar
Moral Character		Λ Ι' .		
1 photocopy of Birth Certificate		Applicant		
Three (3) original reco		Applicant		
letter from previous Pr	rotessor	FFFO	<u> </u>	<u> </u>
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1.Submits	1.1 Receives	None	1 day	Administrative
application	and screens the	140110	1 day	Aide VI
documents to the				Office of
Office of Student	application			Student Affairs
Affairs	1.2 Evaluates	None	1 day	Scholarship
	application		,	Committee
	1.3 Notifies the	None	1 day	Administrative
	students on the	None	1 day	Administrative Aide VI
	results through			Office of
	email or mail			Student Affairs
	1.4 Uploads	None	1 day	Administrative
	qualified	INOILE	i day	Assistant III
	applicants in the			Office of the
	Official OUR			University
	Database			Registrar
	System			registiai
	TOTAL	None	4 days	
	IOIAL	INOILE	uays	<u> </u>



#### 3. Application for Tuition Fee Refund of Scholar

This serves as guidelines for scholar/s who has paid his/her matriculation fee and request to refund his/her tuition fees.

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for				
	Academic Affairs				
Classification:	Complex	-1.1- O''			
Type of	G2C - Governmer	nt to Citizei	n		
Transaction:	A	_			
Who may avail:	Approved scholar	S I	WHERE TO SE	OUDE	
CHECKLIST OF RI		bitto ou//oo	WHERE TO SE		
1 original copy of Refu 1 photocopy of UP Fo			<u>a.upou.edu.ph/sch</u>	<u>ioiarsnip/</u>	
1 photocopy of Proof		Applicant			
i photocopy o iProor	Ji Fayineni 	Applicant FEES			
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits	1.1 Receives	None	5 Minutes	Administrative	
application for	application for			Aide VI	
refund to the Office	refund.				
of Student Affairs				Office of	
	405 -1 -1 -1	NI.	4 1-	Student Affairs	
	1.2 Evaluates	None	1 day	Administrative	
	the request for			Aide VI	
	refund			Office of	
				Student Affairs	
	1.3 Prepares the	None	1 day	Administrative	
	Disbursement			Officer	
	Voucher (DV)			0111001	
				Office of Vice	
				Chancellor for	
				Academic	
				Affairs	
	1.4 Verifies/	None	5 minutes	Administrative	
	Checks and			Officer/Unit	
	signs Box A			Head	
				Respective Unit	
	1.5 Pre-audits	None	1 day	Administrative	
	the document			Aide	
				Accounting	
				Office	
	1.6.Records the	None	4 hours	Administrative	
	transaction to			Aide	



 <del>_</del>			
books of			Accounting
accounts			Office
1.7.Reviews,	None	4 hours	Chief
signs and			Accountant
certifies the			Accounting
availability of			Office
funds	Mana	40	Vice Chanceller
1.8 Approves	None	10 minutes	Vice Chancellor
the payment			for Finance and
			Administration/
			Chancellor
			OVCFA/OC
1.9 Prepares e-	None	4 hours	Administrative
credit payment/			Aide/ Cash
check			Office
1.10 Reviews	None	30 minutes	Chief AO, Cash
and signs the			Office and Vice
advice/check			Chancellor for
			Finance and
			Administration/
			Chancellor
			Cash Office/
			OVCFA/OC
1.11 Release	None	5 minutes	Administrative
the			Aide
advice/check to			Cash Office
the bank/			
supplier	Minne	4 1 4	
TOTAL:	None	4 days, 4	
		hours 55 minutes	
		minutes	



#### 4. Application for Student Assistant / Graduate Assistant

Serves as guidelines for students to apply as Student/Graduate Assistant while pursuing their studies in the University.

Office or Division:	Office of Stude Academic Affai		Office of the Vice C	hancellor for
Classification	Complex	Complex		
Type of Transactio	n: G2C – Governi	G2C – Government to Citizen		
Who may avail:	Undergraduate	and post	graduates students	
<b>CHECKLIST OF RE</b>	QUIREMENTS	WHERE	TO SECURE	
1 original copy of Bi	odata	Office of	Student Affairs	
1 original copy of Tr	ue Copy of Grades	Office of the University Registrar/Office of the College Secretary		
1 photocopy of UP F	orm 5	Applican	·	
For graduating stude		Faculty (	Office	
1 original copy of ce	rtification from the			
Secretary to the Fac	•			
student is a candida	te for graduation			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the	1.1 Receives and	None	1 day	Administrative
application to the	evaluates			Aide VI
Office of Student	application			Office of
Affairs				Student Affairs
	1.2 Endorses the	None	1 day	Director
	application to			Office of
	Head of Unit for			Student Affairs
	evaluation 1.3 Evaluates the	None	1 dov	Unit head
	applications and	None	1 day	Respective Unit
	submits approved			Respective Unit
	work schedule			
	and signs basic			
	papers			
	1.4 Facilitates the	None	2 days	Administrative
	processing of		,	Aide/Chief
	appointment.			Admin Officer
				HRDO
	1.5 Distributes	None	1 day	Administrative
	copies of			Aide VI
	appointment			Office of
	papers.			Student Affairs
	TOTAL	None	6 days	



### 5. Application for Student Loan

This serves as guide for students who are applying for student loan.

Office or Division:		Office of Stu	dent Affai	rs		
Classification		Simple				
Type of Transactio	n:	G2C – Gove	G2C – Government to Citizen			
Who may avail:		Undergradua	ate and po	st graduates studer	nts	
<b>CHECKLIST OF RE</b>	QUIRE	MENTS	WHERE	TO SECURE		
1 original copy of ap	plication	n for refund	https://os	sa.upou.edu.ph/stud	lent-loan-	
			program			
CLIENT STEPS		GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the application to Office of Student Affairs	е	eceives and valuates oplication	None	1 day	Administrative Aide VI Office of Student Affairs	
	rend	valuates and ers decision e application	None	1 day	Student Loan Board	
	1.3 In applic Office Unive	forms the cant and the cof the rsity trar on the	None	1 day	Administrative Aide VI Office of Student Affairs	
	TOTA	\L	None	3 days		



#### 6. Application for Undergraduate Admission

This serves as guide to those applying for undergraduate admission in UP Open University

Office or Division:	Office of the Unive	ersity Registrar, Office of the Vice Chancellor for
	Academic Affairs	
Classification:	Highly Technical	
Type of	G2C – Governme	ent to Citizen
Transaction:		
Who may avail:	UPCAT Successful Applicants, Qualified Transferees, Applicants	
	with previous deg	ree
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE
1 Digital copy of app	lication form for	https://our.upou.edu.ph/oas/

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
		https://our.upou.edu.ph/oas/
	admission	
ſ	If a farmar LID atudanti	Applicant

#### If a former UP student:

- 1 Original copy and 1 photocopy of the Official Transcript of Records (OTR) indicating date cleared by the concerned UP units;
- 1 original copy and 1 photocopy of Permit to Transfer;
- If a former college student of another higher education institution:
  - 1 Original copy and 1 photocopy of the Official Transcript of Records (OTR) bearing the school's dry seal and imprint, and the Registrar's signature in ink, and must bear an acceptable remarks.
- If a former college student of multiple schools:
  - 1 Original copy and 1 photocopy of the Official Transcript of Records (OTR) from the last school attended reflecting all credentials from prior school/s and should bear the school's dry seal and imprint, the Registrar's signature in ink, and must bear an acceptable remarks.
- If a student holds an international scholastic records:

Applicant



1 Original copy and 1     photocopy of scholastic records     with citation "copy for UP Open     University" duly authenticated     by the Philippine Foreign     Service Post located in the     student applicant's country of     origin or legal residence;	
1 digital copy of Proof of payment of non-refundable application fee	Applicant
Two pieces identical 2" x 2" photos and two pieces identical 1" x 1" photos, with name and program applying for printed at the back of the photos;	Applicant
1 Photocopy of NSO or PSA Birth Certificate;	Applicant
1 Photocopy of one government-issued IDs with photo;	Applicant
Additional requirements for foreign applicants (non-Filipino):  • 1 Photocopy of data page of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post.	Applicant
AGENCY	FEES TO DEDCESSING DEDSON

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends all	1.1 Receives	PhP	5 minutes	University
admission	the application	350.00 for		extension
requirements on or	documents	applicants		Associate
before the		based in		I/Administrative
application		the		Assistant V
deadline to:		Philippines		Office of the
		or USD		University
Admissions Section		75.00 for		Registrar
Office of the		applicants		
University Registrar		based		
Los Banos,		abroad.		
Laguna.	1.2 Pre-	None	10 minutes	University
	evaluates the			extension
	submitted			Associate I
	documents of			Office of the
	the applicant.			University
				Registrar



applications and recommends those who will be taking the admission	ours  University Extension Associate I Office of the University
examination	Registrar Office of the University Registrar Undergraduate Admissions Committee (UAC)
gets the confirmation of attendance of examinee.	day  University Extension Associate I/Administrative Assistant V Office of the University Registrar
1.4 Coordinates None 2 d with OSA for the details of the exam venue and examiner	ays  University Extension Associate I/Administrative Assistant V Office of the University Registrar
1.5 Prepares None 2 d and sends test permits of confirmed examinees including instructions for taking the test.	ays  University Extension Associate I/Administrative Assistant V Office of the University Registrar
and sends the examination pack to the examiner.	ays  University Extension Associate I/Administrative Assistant V Office of the University Registrar
2. Takes the exam 2.1 conducts the exam at the	ours Examiner



	1	1		
	designated time and			Office of Student Affairs
	venue.			
	2.2 Sends back the examination pack to the OUR	None	1 day	Examiner Office of Student Affairs
	2.3 Sends the answer sheets (using the required format) to the test markers.	None	1 day	University Extension Associate I Office of the University Registrar
	2.4 Checks the exam and sends the results to the OUR	None	20 days	Test Marker UP Office of Admissions and Faculty of Education
3. Completes the DE Readiness Module (DERM).	1.1 Sends emails to the applicant the link to the DERM.	None	10 minutes	University Extension Associate I Office of the University Registrar
	1.2 Evaluate s application for admission (2 <sup>nd</sup> Round).	None	5 hours	University Extension Associate I Office of the University Registrar Office of the University Registrar Undergraduate Admissions Committee (UAC)
	3.3 Sends the results of the evaluation by email to applicant.		1 day	University Extension Associate I Office of the University Registrar Office of the University Registrar



TOTAL	PhP	31 days 7	
	350.00 for	hours and 25	
	applicants	minutes	
	based in		
	the		
	Philippines		
	or USD		
	75.00 for		
	applicants		
	based		
	abroad.		



7. Application for Graduate Admission

This serves as guide to those applying for graduate admission in UP Open University

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor			
Olerenities di	for Academic Affairs			
Classification:	Highly Technical			
Type of	G2C – Governme	rnment to Citizen		
Transaction:	Applicants who ha	old a Daabalar's dagraa and who bays actisfied		
Who may avail:		old a Bachelor's degree and who have satisfied lifications of the program.		
CHECKLIST OF R		WHERE TO SECURE		
Accomplished online		https://our.upou.edu.ph/oas/		
for admission	- F F			
Original copy of acad	demic credentials:	Applicant		
<ul> <li>Original and p</li> </ul>	hotocopy of the			
Official Transc	cript of Records			
(OTR).				
	pplicant			
	ed multiple			
	ls or earned			
_	le degrees, OTR			
	e last school			
	ed reflecting all tials from prior			
	s or degree/s;			
	e school's dry			
	nd imprint, the			
	ar's signature in			
_	d must bear			
	eptable remarks.			
	without remarks			
are cor	nsidered valid.			
o If the a	pplicant holds			
	ernational			
	stic records,			
	l copy duly			
	ticated by the			
	ine Foreign			
	Post located in			
	dent applicant's  of origin or legal			
resider	•			
Two (2) letters of red		Applicant		
from any of your emp		, .pp.,		
former professor, or	•			



adviser (UPOU Form 1a	
https://our.upou.edu.ph/student/pdf/re	
commendation%20form_UPOU%20F	
orm%201a.pdf)	
Proof of Payment of Application	Applicant.
fee (non-refundable) amounting to	FF 33
PHP 500.00 for applicants based in	
the Philippines, and USD 100.00 for	
applicants based abroad.	
Two pieces identical 2" x 2" photos	Applicant
and two pieces identical 1" x 1"	The massive
photos, with name and program	
applied for printed at the back of the	
photos;	
Photocopy of PSA Birth Certificate;	Applicant
Photocopy of one government-issued	Applicant
IDs with photo;	
Additional Requirements for the DIH	Applicant
program:	11
A certified true copy of college	
diploma;	
2. An updated curriculum vitae;	
3. A certificate of training or	
employment describing the	
nature of the applicant's work.	
Additional Requirements for DCOMM:	Applicant
<ol> <li>Statement of Intent in the form</li> </ol>	
of a 2,000-word essay outlining	
the applicant's research plan of	
action, which includes the	
proposed research framework,	
problem (in question form) or	
topics.	
2. Portfolio of written work	
comprising the applicant's	
written work (e.g., publications	
and studies undertaken	
wherein the applicant is the	
sole or senior author, media	
productions, scripts, etc.).	
3. English language proficiency	
report indicating that the	
applicant, who is not a native	
speaker of English and who did	
not take previous academic	
coursework in English, has	
passed a valid English	



proficiency examination (e.g.,
International English Language
Testing System – IELTS, or
Test of English as Foreign
Language – TOEFL).

- 4. Proficiency in the use of computers and the Internet, which may be an actual demonstration of proficiency in the use of computer technologies, the Internet, and other information and communication tools essential for undertaking independent research.
- 5. Special Needs Statement that would include but not limited to physical and mental conditions that might require special attention or support service.

Additional requirements for foreign applicants (non-Filipino):

- Scholastic Records duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence;
- Photocopy of data page of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post.

**Applicant** 

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends all	1.1 Receives	PHP	5 minutes	University
admission	the application	500.00		Extension
requirements on or	documents	for		Associate
before the		applicant		I/Administrative
application		based in		Aide
deadline to:		the		VI/Administrativ
		Philippine		e Assistant V
Admissions Section		s, and		Office of the
Office of the		USD		University
University Registrar		100.00		Registrar



in Los Banos, Laguna.		for applicant based abroad.		
	1.2 Pre- evaluates the submitted documents of the applicant.		10 minutes	University Extension Associate I/Administrative Aide VI Office of the University Registrar
2. Completes the DE Readiness Module (DERM) online at  Note: If admission exam is required, the applicant must	2.1 Sends email to the applicant the link to the DERM.		10 minutes.	University Extension Associate I/Administrative Aide VI Office of the University Registrar
take the exam first before completing the DERM	2,2, Forwards applications to respective Faculty Office		15 days	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2,3, Evaluates the application documents of applicants.		25 days	Program Admission Committee
	2.4 If required to take admission exam, informs and gets the confirmation of attendance of examinees.		1 day	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2.5 Coordinates with OSA for the details of the exam venue and examiner for local and		1 day	University Extension Associate I/Administrative Aide VI



	<del>_</del>			
	international venues.		1 day	Office of the University
				Registrar
	2.6Prepares test permits of confirmed examinees		1 day	University Extension Associate I/Administrative
				Aide VI Office of the University Registrar
	2.7 Sends test permit to the examinees along with the instructions for taking the test via email.		1 day	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2.8 Prepares the examination pack and sends them to the examiner.	2	days	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2.9 Receives the examination pack.		1 day	Examiner Office of the Student Affairs
3. Takes the exam (if required)	3.1 Conducts the exam at the designated time and venue.	5	Hours	Examiner Office of the Student Affairs
	3.2 Mails back the examination pack to the OUR	3	days	Examiner Office of the Student Affairs
	3.3 Sends the answer sheets (using the required		1 day	University Extension Associate I/ Administrative Assistant V



format) to			Office of the
the Faculty			University
Office for			Registrar
marking.			
3.4 Marks the		7 days	Test Markers
exam			Faculty Offices
3.5 Evaluates		20 days	Program
the application			Admission
documents and			Committee
exam results of			Faculty Offices
applicant			_
3.6 Returns the		1 day	Program
application			Admission
documents to			Committee
the OUR with			Faculty Offices
results		40	
3.7 Sends the		10 minutes.	University
results of the			Extension
evaluations by			Associate I
email to			Office of the
applicants.			University
			Registrar
TOTAL	PHP	73 days, 5	
	500.00	hours and 35	
	for	minutes	
	applicant		
	based in		
	the		
	Philippine		
	s, and		
	USD		
	100.00		
	for		
	applicant		
	based		
	abroad		



#### 8. Application for Readmission

Students who went on Absence without Leave (AWOL) should file for readmission to be able to continue his/her program with UPOU. However, the application is subject to the approval or evaluation of the Program Chair (PC).

	• •	•	ice Chancellor for	
· · ·				
<u> </u>				
	5			
Students who ar	e on Absence	without Leave (AV	VOL)	
Accomplished				
for readmission	<u>1</u>		_	
lid proof of	Applicant			
ication fee				
AGENCY	FEES TO	PROCESSING	PERSON	
	BE PAID	TIME	RESPONSIBLE	
	PHP225.00	5 minutes	Administrative	
•			Aide VI Office of	
			the University	
			Registrar	
		5 minutes	Administrative	
•			Aide VI Office of	
• •			the University	
•			Registrar	
of payment				
4.0.04		E mains at a a	A almaimia (ma tima	
-		5 minutes	Administrative	
			Aide VI Office of	
			the University	
• •			Registrar	
_				
		1 day	Administrative	
		luay	Aide VI Office of	
			the University	
· ·			Registrar	
			rtogiotidi	
Faculty of				
f	Office of the United Academic Affairs Highly Technical G2C – Governm  Students who ar QUIREMENTS Accomplished for readmission id proof of ication fee AGENCY ACTIONS  1.1  Acknowledges receipt of the application 1.2 Downloads and prints application form and proof of payment  1.3 Stamps and logs in the received application form in the incoming documents  1.4 Prints the Student Checklist, attaches residency evaluation and sends the application form to respective	Office of the University Registra Academic Affairs Highly Technical G2C – Government to Citizen  Students who are on Absence of Course o	Highly Technical G2C – Government to Citizen  Students who are on Absence without Leave (AV QUIREMENTS WHERE TO SEC Accomplished for readmission id proof of ication fee  AGENCY ACTIONS BE PAID TIME  1.1 PHP225.00 5 minutes  1.2 Downloads and prints application form and proof of payment  1.3 Stamps and logs in the received application form in the incoming documents  1.4 Prints the Student Checklist, attaches residency evaluation and sends the application form to respective	



		T	1 -	
	Study for			
	evaluation			
	1.5 Processes		1 day	Secretary to the
	the application			Faculty
	for			Office of the
	readmission			Secretary to the
				Faculty
	1.6 Forwards		1 day	Secretary to the
	the application			Faculty
	for			Office of the
	readmission to			Secretary to the
	the concerned			Faculty
	PC for			•
	appropriate			
	action			
	1.7 Evaluates		7 days	Program Chair
	the application,			Faculty of Study
	and			, ,
	recommends			
	action to the			
	Dean			
	1.8 Renders		1 day	Dean
	decision on the			Faculty of Study
	application			, ,
	(including			
	request for			
	waiver of MRR			
	if necessary)			
	1.9 Forwards		1 day	Secretary to the
	the evaluated			Faculty
	application for			Office of the
	readmission to			Secretary to the
	the OUR			Faculty
				ĺ
	1.10 Informs		10 minutes	Administrative
	the student			Aide VI Office of
	through email			the University
	notification of			Registrar
	the evaluation			Ğ
	result and			
	updates the			
	database			
	TOTAL	PHP225.00	12 days and	
			25 minutes	
		•		



#### 9. Request for Transcript of Records (TOR)

A student's transcript of records is released by the Office of the University Registrar upon the student's request and payment of the transcript preparation fee, and upon clearance by the university. The OUR does not issue partial transcript of records. In lieu of this, other record of grades will be released.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor				
Classifications	for Academic Affairs				
Classification:	Highly Technical G2C – Government to Citizen				
Type of Transaction:	G2C – Governm	ent to Citizen			
Who may avail:	Students who are graduating, will transfer to another university and have reached the prescribed maximum residency rule must file for university clearance. Once they are cleared from the university, they may apply for the issuance of TOR.				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	URE	
1.1 original copy of A University Clearan	• •	Applicant			
2.1 original Valid cop TOR (preferably w for UP Open Unive submitted)	ith remark "Copy ersity" if not	Applicant			
3.1 digital copy of Or	-		pou.edu.ph/ourwe	eb/details.php?id=	
Documents System		<u>49</u>			
4.1 photocopy of Profor TOR and mailing		Applicant			
	AGENCY	FEES TO PROCESSING PERSON			
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu .ph/) and emails the accomplished form directly to records@upou.edu .ph.	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	PhP30.00 per page	30 minutes	Student Records Evaluator I Office of the University Registrar	
	1.2 Encodes request to the records database		5 minutes	Student Records Evaluator I Office of the	



 			T
			University
			Registrar
1.3 Processes		7 days	Student Records
the documents			Evaluator
			I/Administrative
			Officer V/
			University
			Registrar
			Office of the
			University
			Registrar
1.4 Sends the		1 day	Student Records
requested			Evaluator I
documents to			Office of the
the student			University
through mail			Registrar
(or may be			
picked-up at			
the OUR)			
1.5 Notifies		1 day	Student Records
through email			Evaluator I
the student of			Office of the
the sending of			University
the requested			Registrar
document/s.	DI DO0 00	0.1	
TOTAL	PhP30.00	9 days and 35	
	per page	minutes	



#### 10. Request for Certifications and other Official Documents

Certifications such as True Copy of Grades, Certificate of Enrollment, Certificate of Units Earned, Certificate of Authentication and Verification (for DFA red ribbon processing), Expected Date of Graduation, Certificate of No Objection, Certificate of General Weighted Average, UP Grading System Certificate, English as Medium of Instruction, Certified True Copy of all the official documents listed above, and other various official documents are issued by the OUR as per student request.

The complete list of all the official documents that can be requested by the students is available at the <u>Student Portal</u> via the Online Request for Document System (ORDS).

Office or Division:	Office of the Unive	ersity Registr	ar, Office of the V	ice Chancellor for
	Academic Affairs			
Classification:	Complex			
Type of	G2C – Governme	nt to Citizen		
Transaction:				
Who may avail:	Currently enrolled	students, alu	umni and former s	tudents who have
	left the university	(on AWOL or	r honorably dismis	sed)
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	
1 Digital copy of	Online Request	https://our.u	<u> ipou.edu.ph/ourwe</u>	eb/details.php?id
for Documents	s System (ORDS)	<u>=49</u>		
	Proof of Payment	Applicant		
for document	and mailing fees			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILINI SILI S	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Files the request	1.1.acknowledg	PhP20.00	20 minutes	Administrative
for documents	es receipt of	per		Aide VI
through	request and	document		Office of the
https://our.upou.e	sends the billing			University
du.ph/ourweb/det	statement to the			Registrar
ails.php?id=49	student through			
and emails the	email			
accomplished	1.2 Encodes		10 minutes	Administrative
form directly to	request to the			Aide VI
the Records	records			Office of the
Section	database			University
( <u>records@upou.e</u>				Registrar
<u>du.ph</u> ).	1.3 Processes		2 days	Administrative
	the documents			Aide VI/
				Administrative
				Officer V/
				University
				Registrar
				Office of the
				University
				Registrar



4 4 0 1 4		1 4 1	
1.4 Sends the		1 day	Administrative
requested			Aide VI
documents to			Office of the
the student			University
through mail (or			Registrar
may be picked-			
up at the OUR)			
1.5 Notifies the		1 day	Administrative
student through			Aide VI
email the			Office of the
sending of the			University
requested			Registrar
document/s.			
TOTAL	PhP20.00	4 days and 30	
	per	minutes	
	document		



## 11. Request for Correction or Change of Name/Information of Student

Request for Correction of Name/Change in Student Information Change/correction of name is applicable only to those students who have not graduated /cleared yet from the University. Otherwise, the request for change/correction of name is no longer accommodated.

Office or Division:	Office of the Unive	ersity Registr	ar, Office of the V	ice Chancellor for
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Students who hav	e not gradua		
CHECKLIST OF R			WHERE TO SEC	
	of the Request		<u> ipou.edu.ph/ourwe</u>	eb/details.php?id
	ction or change of	<u>=50</u>		
	tion of student			
2.a. Change of Last	<u> </u>	Applicant		
Civil Status – 1 ph				
marriage certificate				
Court Order if char annulment, legal s	•			
2.b. Correction of Fir	•			
original copy of Aff				
of Name (explaining				
photocopy of Birth				
PSA authentication				
2.c. Correction of Stu	,			
photocopy of UP trar	nscript of records			
from former school	•			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLILINI SILFS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sends through	1.1. Acknowle	None	5 minutes	Administrative
emails the	dges receipt of			Aide VI
accomplished	the request			Office of the
form to the				University
Records Section	4.0.1/-1/-1-1	NI.	4 1-	Registrar
(records@upou.e	1.2. Validates	None	1 day	Administrative
du.ph) together	the supporting document			Aide VI
with the required supporting	submitted			Office of the University
document/s.	รนมกาแแซน			Registrar
aocamento.				ixegistiai



to the records database, furnishing information to the MyPortal Administrator (for change/correction of			Office of the University Registrar
name only).			
TOTAL	None	1 day and 35 minutes	



## 12. Request for refund/reimbursement of payment through Check and eCredit

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

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DV and enters the information in the financial management system  1.6 Forwards the summary and attachments to Accounting and Cash Offices  1.7 Pre-audits the document  1.8.Records the transaction to books of accounts  1.9.Reviews, signs and certifies the availability of funds  1.10 Approves the payment  1.11 Prepares ecredit payment/ check  1.12 Reviews and signs the last signs the payment  Defice of the University Registrar  1.0 In minutes  1.0 minutes  Administrative Administrative Aide Accounting Office  Accounting Office  1.10 minutes  Administrative Aide Accountant Administrative Accounting Office  1.11 Prepares e-credit payment/ check  1.12 Reviews and signs the Account of Administrative Aide/ Cash Office  1.13 Previews and signs the Account Source Administrative Aide/ Cash Office  1.14 Prepares e-credit payment/ check  1.15 Reviews and signs the Account Source Administrative Aide/ Cash Office Account Source Administrative				
summary to the University Registrar for approval/ signature  1.5. Prepares the DV and enters the information in the financial management system  1.6. Forwards the summary and attachments to Accounting and Cash Offices  1.7 Pre-audits the document  1.8. Records the transaction to books of accounts signs and certifies the availability of funds  1.10 Approves the payment/ check  1.11 Prepares e- credit payment/ check  1.12 Reviews and signs the signature  1.5. Prepares the None approval/ Registrar and the financial wind attachments to Administrative Assistant II Office of the University Registrar Administrative Assistant II Office of the University Registrar Administrative Aide Accounting Office  1.8. Records the None and Administrative Aide Accounting Office  1.9. Reviews, None and Administrative Accounting Office  1.10 Approves None and Administrative Administrative Administrative Administration Chancellor OVCFA/OC  1.11 Prepares e- None A hours Administrative Aide/Cash Office  1.12 Reviews and signs the Accounted Soffice And Vice Administrative Aide/Cash Office And Vice And Vic				_
DV and enters the information in the financial management system  1.6 Forwards the summary and attachments to Accounting and Cash Offices  1.7 Pre-audits the document  1.8.Records the transaction to books of accounts  1.9.Reviews, signs and certifies the availability of funds  1.10 Approves the payment  1.11 Prepares e-credit payment/ check  1.12 Reviews and signs the control of the chical delay and minutes of the credit payment/ check  1.12 Reviews and signs the control of the con	summary to the University Registrar for approval/	None	10 minutes	Records Evaluator III Office of the University
summary and attachments to Accounting and Cash Offices  1.7 Pre-audits the document  1.8.Records the transaction to books of accounts  1.9.Reviews, signs and certifies the availability of funds  1.10 Approves the payment  1.11 Prepares e-credit payment/ check  1.12 Reviews and signs the counting and cash of the payment	DV and enters the information in the financial management	None	10 minutes	Office of the University
document    Aide   Accounting   Office	summary and attachments to Accounting and	None	10 minutes	Office of the University
transaction to books of accounts  1.9.Reviews, signs and certifies the availability of funds  1.10 Approves the payment  None  1.11 Prepares e-credit payment/ check  1.12 Reviews and signs the signs the signs the certifies the accounting Office  Accountant Accounting Office  1.0 minutes  Vice Chancellor for Finance and Administration, Chancellor OVCFA/OC  1.11 Prepares e- None  4 hours  Administrative Aide/ Cash Office  Chief AO, Cash Office and Vice		None	1 day	Accounting
signs and certifies the availability of funds  1.10 Approves the payment  None  10 minutes  Vice Chancellor for Finance and Administration, Chancellor OVCFA/OC  1.11 Prepares e-credit payment/check  None  10 minutes  Vice Chancellor for Finance and Administration, Chancellor OVCFA/OC  1.12 Reviews and Signs the Sig	transaction to books of	None	4 hours	Accounting
the payment  for Finance and Administration, Chancellor OVCFA/OC  1.11 Prepares e- Credit payment/ Check  1.12 Reviews and None Signs the Signs th	signs and certifies the availability of	None	4 hours	Accountant Accounting
1.11 Prepares e- credit payment/ check  1.12 Reviews and signs the  1.12 Reviews and signs the  1.13 Prepares e- None  4 hours  Administrative Aide/ Cash Office  30 minutes  Chief AO, Cash Office and Vice	• •	None	10 minutes	
signs the Office and Vice	credit payment/	None	4 hours	Administrative Aide/ Cash
Finance and	signs the	None	30 minutes	Chief AO, Cash Office and Vice Chancellor for Finance and



record and prepares the mailing labels, lists and envelopes  1.15.1 For check refunds, packs the document in the courier's pack/envelope records the tracking number  1.15.2 Sends dispatch notification to student  1.15.3 Turns-over the document to the courier's representative  TOTAL PhP150.0 3 days, 6	or III or or III or o
record and prepares the mailing labels, lists and envelopes  1.15.1 For check refunds, packs the document in the courier's pack/envelope records the tracking number  1.15.2. Sends dispatch notification to student  record and Office of Office of Universe Stude Record Student Office of Universe Student	or III the
record and prepares the mailing labels, lists and envelopes  1.15.1 For check refunds, packs the document in the courier's pack/envelope records the	sity
record and prepares the mailing labels, lists and envelopes	ds
1.14 Updates the None 10 minutes Stude report of refund Record	ds or III the sity
Administration Chance Cash Of OVCFA  1.13 Release the advice/check to the bank/ supplier  Administration Chance Cash Of OVCFA  Administration Chance Cash Of Chance	ellor fice/ OC rative



### 13.. Request for refund/reimbursement of payment through Credit Card Reversal

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

Office or Division:	Office of the Unive	rsity Registra	ar, Office of the V	ice Chancellor for
	Academic Affairs			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	UPOU students an	d applicants		
CHECKLIST OF R			WHERE TO SEC	
1 Digital copy of			upou.edu.ph/stud	
Application Fo	orm (RAF)		CATION%20FOR	<u>8M%20rev%2020</u>
		18(3).pdf		
1 Photocopy of (Form 5)	Registration form	https://our.	upou.edu.ph/stud	ent
1 Photocopy of payment	Valid Proof of	Applicant		
Applicable supporting documents (i.e 1 photocopy of either of the following - medical certificate, scholarship certification, change of matriculation form, approved reduced fee/TFE application form, etc.)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the	1.1. Receives	PhP150.0	5 minutes	Student
correctly filled	and reviews the	0 (for		Records
application for	documents	mailing of		Evaluator III
refund form and		check)		Office of the
complete				University
supporting				Registrar
documents	1.2.Computes the	None	10 minutes	Student
	refundable			Records
	amount			Evaluator III
				Office of the
				University
				Registrar
	1.3.Prepares a	None	5 minutes	Student
	summary of			Records
	refund requests			Evaluator III



			Office of the University Registrar
1.4.Endorses the summary to the University Registrar for approval/ signature	None	10 minutes	Student Records Evaluator III Office of the University Registrar
1.6 Forwards the summary and attachments to Cash Office	None	10 minutes	Administrative Assistant II Office of the University Registrar
1.11 Requests the credit card reversal	None	10 minutes	Chief Administrative Officer Cash Office
1.12 Updates the report of refund record and notifies the student	None	10 minutes	Student Records Evaluator III Office of the University Registrar
TOTAL	PhP150.0 0 (for mailing of check)	1 day	



### 14. Application for Student ID

All officially enrolled students, except non-degree students and cross-enrollees can apply for a student ID card. ID fee is included in other school fees assessment during the student's first enrollment in the university. A mailing fee will also be charged if the student opted to have their ID card shipped directly to their mailing address

Office or Division:	Office of the University	Registrar Office of the Vice Chancellor			
Office of Division.	Office of the University Registrar, Office of the Vice Chancellor				
	for Academic Affairs				
Classification:	Highly-technical				
Type of	Application for student	ID Card			
Transaction:					
Who may avail:	Bonafide UPOU student				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1 digital copy of online (ORSID)	e request for student ID	https://our.upou.edu.ph/student			
1 photocopy of Proof of and mailing fee	of payment of ID fee	Applicant			

CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
i. Accomplishe s online application/ request for ID and uploads the proof of payment for ID and mailing fees (note: free tuition grantees are exempted from the paying the ID fees)	1.1.Receives application and checks details of the request including validity of uploaded photo and signature	PhP130 .00 for the ID card (for non- exempt ed student) PhP150 .00 for the local mailing fee	5 minutes	Administrative Aide VI Office of the University Registrar
	1.2. Changes the application status in the student information system- AIMS (i.e.from "new application" to "in process" or "pending", etc,).	None	5 minutes	Administrative Aide VI Office of the University Registrar
	1.3 Edits and cleans the	None	1 day	Administrative Aide VI



TOTAL	PhP130 .00 for the ID	TOTAL = 9 days and 10 minutes	
the ID cards to courier service and request student to fill out the online document receipt form	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.3 Informs the students through email of the availability of the ID 1.6.4 Forwards	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.2 Packs the document in the courier's pack/envelope records the tracking number	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.1 For those who opted for direct mailing, prepares the mailing label, envelop and list.	None	2 days	Administrative Aide VI Office of the University Registrar
1.5 Updates the application status in AIMS and summary of ID requests	None	1 day	Administrative Aide VI Office of the University Registrar
1.5 Attaches the term validation sticker and scans the QR code on the ID card for validation	None	1 day	Administrative Aide VI Office of the University Registrar
1.4 Prints ID cards	None	1day	Administrative Aide VI Office of the University Registrar
uploaded photo and signature			Office of the University Registrar



card (for	
non-	
exempt	
ed	
student)	
,	
PhP150	
.00 for	
the local	
mailing	
fee	



### 15.. Request for ID Validation Sticker - Walk-in

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor			
	for Academic Affairs			
Classification:	Simple			
Type of	Request for ID val	lidation stick	er	
Transaction:				
Who may avail:	Currently enrolled	<b>UPOU</b> stud	ents	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
1 digital copy of Ema	il request	Send emai	I request to	
		orsid.suppo	ort@upou.edu.ph	
1 photocopy of Proof	of payment for	Applicant		
ID and mailing fees				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	<b>ACTIONS</b>	BE PAID	TIME	RESPONSIBLE
Walk-in/Pick up				
1. Presents his/her	1.1 checks	None	5 minutes	Administrative
ID to the Office of	enrollment			Aide VI
the University	status of the			Office of the
Registrar	student			University
				Registrar
	1.2.Attaches the	None	5 minutes	Administrative
	sticker on the ID			Aide VI
	card			Office of the
				University
				Registrar
	1.3.Records	None	5 minutes	Administrative
	request in the			Aide VI
	logbook and			Office of the
	request student			University
	to log-out the			Registrar
	validated ID			rtegistiai
	TOTAL		15 minutes	



### 16. Request for ID Validation Sticker - Direct Mailing

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor			
	for Academic Affa	irs		
Classification:	Simple			
Type of	G2C – Governme	nt to Citizen		
Transaction:				
Who may avail:	Currently enrolled	UPOU stud		
CHECKLIST OF R			WHERE TO SEC	CURE
1 digital copy of Ema	•	Applicant		
1 photocopy of Proof	f of payment for	Applicant		
ID and mailing fees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email	1.1 Receives	PhP	5 minutes	Administrative
request to	and	150.00		Aide VI
orsid.support@upo	acknowledges	for the		Office of the
<u>u.edu.ph</u>	receipt of the	local		University
and attaches the	email request	mailing		Registrar
proof of payment	and instructs the	fee		
	student to pay			
	the mailing fee			
	1.2 Checks	None	5 minutes	Administrative
	validity of the			Aide VI
	proof of			Office of the
	payment			University
	(checks the			Registrar
	name, date and			
	bank/ machine			
	validation)			
	1.3 Verifies enrollment	None	5 minutes	Administrative Aide VI
	status of the			Office of the
	student			University
				Registrar
	1.4 Prepares the	None	1 day	Administrative
	validation sticker			Aide VI
	for mailing and			Office of the
	records ID			University
	sticker to be			Registrar
	dispatched			



including courier tracking number			
1.5 Mails ID validation sticker	None	1 day	Administrative Aide VI Office of the University Registrar
1.6 Sends email notification to students	None	1 day	Administrative Aide VI Office of the University Registrar
TOTAL	PhP 150.00 for the local mailing fee	3 days and 15 minutes	· ·



## 17. Enrollment/Registration Process (Online Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

5111					
Office or Division:	Office of the Unit	Office of the University Registrar -Registration Section			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	UPOU students	eligible to e	enroll		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Enlists courses online, views the actual assessment of fees and pays online using credit or debit card (for those not on scholarship)	1.Confirms enrollment of the student	PhP1,0 00/unit, PhP2,0 00 Miscella neous fee	30 minutes	Student Records Evaluator III Office of the University Registrar	
	TOTAL	PhP1,0 00/unit, PhP2,0 00 Miscell aneous fee	30 minutes		



### 23. Enrollment/Registration Process (Bank Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

Office or Division:		Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple	ui 3			
Type of	G2C – Governme	nt to Citizen			
Transaction:					
Who may avail:	UPOU students e	ligible to enr	oll		
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SEC	CURE	
None	T _	Not applica		_	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Enlists courses	1.1Generates	PhP1,000	5 minutes	Student	
online and views the	the assessment	/unit,		Records	
actual assessment	form	PhP2,000		Evaluator III	
of fees		Miscellan		Office of the	
		eous fee		University	
O.Davis that face	0.4 \/ = =:f: = = 4!= =	Nissa	40	Registrar	
2.Pays the fees	2.1 Verifies the	None	10 minutes	Student	
through any of the	uploaded POP			Records Evaluator III	
payment channels and uploads the				Office of the	
proof of payment in				University	
AIMS				Registrar	
7	1.2 Changes		5 minutes	Student	
	the enrollment			Records	
	status of the			Evaluator III	
	student from IN			Office of the	
	PROCESS to			University	
	ENROLLED			Registrar	
	and sends				
	enrollment				
	confirmation				
	TOTAL	PhP1,00	20 minutes		
		0/unit,			
		PhP2,00 0			
		Miscella			
		neous			
		fee			



## 24. Request on the Use of an Anti-Plagiarism Software

This serves as a guide in requesting for an anti-plagiarism account to ensure quality of submitted requirements for the student as wells as research of UPOU faculty members and staff.

Office or	University Library, Office of the Vice Chancellor for Academic				
Division:	Affairs				
Classification:	Simple				
Type of	G2C – Government	to Citizen			
Transaction:	G2G – Government	to Govern	nment		
Who may avail:	All employees and s	tudents			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE	
None		Not appl	icable		
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON RESPONSIB			
Request account via walk in and	1.1 Verifies the enrollment/status of the requester	None 2 days Head Librarian University Library			
online/phone call to the University Libraray	1.2 The University Library will provide the account to users  Library Will provide the account to users				
	TOTAL	None	3 days		



**25. Availment of Library Services**This serves as guide in the availment of Library services

Office or Division:	University Library,	Office of th	o Vice Chancelle	r for Acadomic
Office of Division.	Affairs	Office of th	e vice Chancello	TOT ACAGEMIC
Classification:	Simple			
Type of	G2C – Governmen	t to Citizen		
Transaction:	G2G – Governmen			
Who may avail:	All faculty, students			
CHECKLIST OF R		s, and stan	WHERE TO SE	CURE
UPOU iLib account	LEGOINEMENTO	Applicant	WILKE TO OL	OOKL
Proof of Payment		Applicant		
1 1001 of 1 dyffford		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the Web OPAC (Online Public Access Catalog)/Electronic Resources and sends an email	1.1 Checks the status of the requestor if he/she is currently enrolled or employed	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
requesting materials and specifies a delivery option (print or pdf format)	1.2. Evaluates requests and send via email the amount to be paid based on delivery option	Php165 -Php191 (delivery charge)	10 minutes	Computer File Librarian II/ Head Librarian University Library
	1.3. Emails the Borrower's Information Sheet to the requestor.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
2.Accomplishes the Borrower's Information Sheet, pays corresponding fees	2.1 Encodes the information in the UPOU iLib system.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
and sends copy of the proof of payment	2.2 Checks-out the book in the iLib system	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
	2.3 Dispatches the requested item	None	1 day	Computer File Librarian II/ Head Librarian



				University
				Library
				Library
3.Returns the books through the courier before the due date and sends email the UPOU Library of the date of dispatch.	Acknowledges the receipt of the returned books	None	1 day	Computer File Librarian II/ Head Librarian University Library
	TOTAL	Php165 -Php191 (delivery charge)	2 days and 50 minutes	



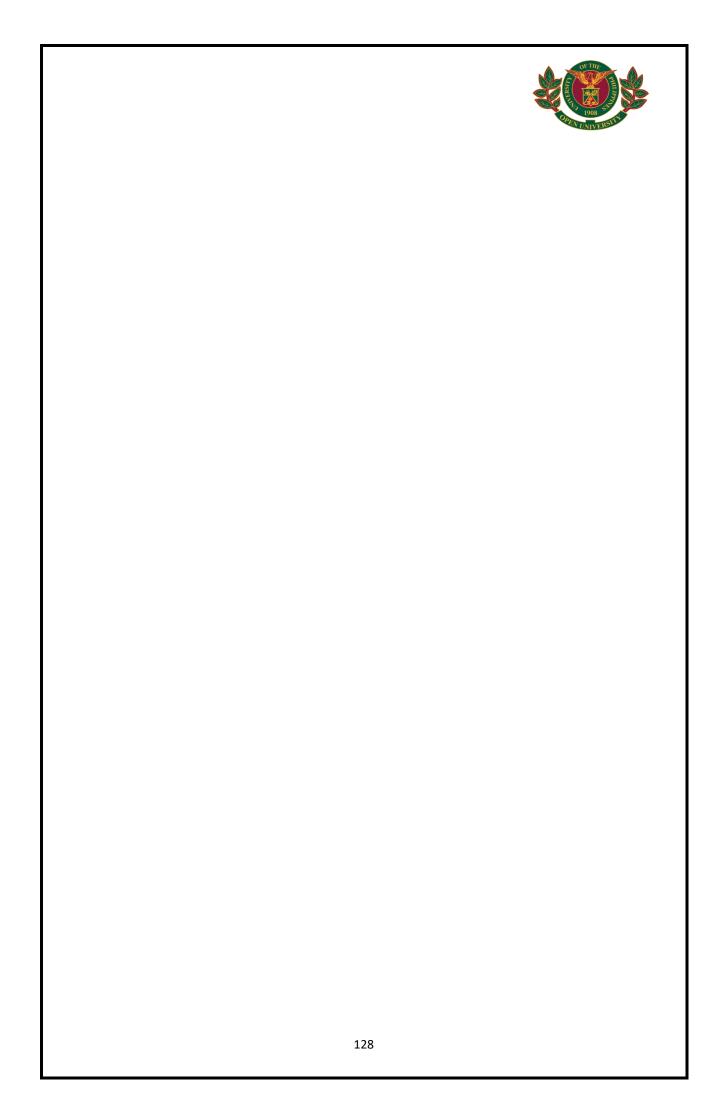
**26. Request for Referral**This serves as guide for the request for referral to other Libraries

Office or	University Library, (	Office of the	Vice Chancellor f	or Academic	
Division:	Affairs				
Classification:	Simple				
Type of	G2C – Governmen	t to Citizen			
Transaction:	G2G – Governmen	G2G – Government to Government			
Who may avail:	All faculty, students	All faculty, students, and staff			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Referral letter					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends an email requesting for referral letter to other libraries. The request should contain name of Head Librarian, school and address.	1.1.Acknowleges receipt of the request through email  1.2.Checks the status of the requestor if currently an employee or student	None None	5 minutes 1 day	Head Librarian University Library  Head Librarian University Library	
	1.3 Prepares the Referral Letter	None	1 day	Head Librarian University Library	
	1.4Sends the requested Referral Letter	None	5 minutes	Head Librarian University Library	
	TOTAL	None	2 days and 19 minutes		



# Office of the Vice Chancellor for Academic Affairs

**Internal Services** 





### 1. Application and Processing of Request to Pursue Post Baccalaureate Degree of Faculty Members

This serves as a guide in the application and processing of request to pursue posit baccalaureate degree of UPOU faculty.

Office or Division:	Office of the Vice C	Chancellor 1	Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex					
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	UPOU Faculty Members					
CHECKLIST OF R	REQUIREMENTS		WHERE TO SE			
1 photocopy of Admi	ssion notice	University currently	r from which the a enrolled	pplicant is		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.1 Submits a letter request to the Chancellor through	1.1 Receives the request	None	5 minutes	Administrative Officer Faculty Offices		
channels	1.2 Endorses the request to the Dean	None	1 day	Faculty APC Faculty Offices		
	1.3 Endorses the request to the University Academic Personnel Board (APB)	None	1 day	Dean Faculty Offices		
	1.3 Endorses the request to the Chancellor	None	1 day	University APB		
	1.4 Renders decision on the request	None	1 day	Chancellor Office of the Chancellor		
	1.5 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO	None	5 minutes	Administrative Aide VI Office of the Vice Chancellor for Academic Affairs		
	TOTAL	None	4 days and 10 minutes			



### 2. Application to the Teaching Assistantship Program

This serves as a guide in the application and processing of Teaching Assistantship Program such as Teaching Fellows and Teaching Assistants in UPOU.

Office or Division:	Office of the Vice Ch	nancellor for Academic Affairs
Classification:	Complex	
Type of	G2C – Government	to Citizen
Transaction:		
Who may avail:	Faculty Offices	
CHECKLIST OF I		WHERE TO SECURE
1 original copy of UP	•	OVCAA
Assistantship Progra		
1 photocopy of Admi		Applicant
1 photocopy of Offici	•	Applicant
Records or True Cop	by of Grades up to	
previous semester		
1 photocopy of Posto	-	Applicant
Study (for those curre		A 12
1 photocopy of Regis		Applicant
those currently enrol		A P
1 original 750 – 1000		Applicant
on the applicants car	•	
interest in teaching, i	research and/or	
creative work	andation latters for	Applicant
Two original recomm applicant based on p		Applicant
from teachers/mento	•	
unit head	is endorsed by the	
1 original Proposed of	courses to teach	Faculty Offices
with specific tasks ar		
1 original Proposed p		Applicant
program of study (ap	•	, ipp.::es.::t
applicants who are b		
graduates)		
1 original Proposed p	olan for teaching	Faculty Offices
enhancement and tra		
1 original Proposed p		Faculty Offices
and creative work me	entoring	
1 original Justification	n letter for endorsing	Faculty Offices
an applicant who is a	already in the thesis	
stage		



		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes	1.1.Evaluates and	None	1 day	Vice Chancellor
and submits the	endorses the			for Academic
documents to the	application to the			Affairs
Office of the Vice	Chancellor			OVCAA
Chancellor for	1.2 Evaluates and	None	1 day	Chancellor
Academic Affairs	endorses the			Office of the
	application to the Chancellor			Chancellor
	1.3 Submits all the	None	1 day	Administrative
	documents to			Assistant II
	OVPAA			Office of the
				Chancellor
	1.4 Renders	None	1 day	Vice President
	decision on the			for Academic
	application			Affairs/
				President
				University of the
	1.5 Informs the	None	E minutes	Philippines
		ivone	5 minutes	Dean Faculty of
	applicant through the Faculty Office			Faculty of Studies
	on the decision of			Studies
	the application			
	TOTAL	None	4 days and 5	
			minutes	



## 3. Application for Professorial Chair Awards and Faculty Grant Awards

The serves as guide in the processing of the application/nomination for professorial chair and faculty grant award.

Office or Division:	Office of the Vice C	Chancello	for Academic Aff	airs
Classification:	Highly Technical T	ransactior	า	
Type of	G2G - Government	t to Gover	nment	
Transaction:				
Who may avail:	Regular faculty members			
CHECKLIST OF R		0.00	WHERE TO SE	
1 original Application f Chair/Faculty Grant	or Professional	Affairs	the Vice Chance	llor for Academic
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends application for Professional Chair/Faculty Grant	1.1. Receives the application	None	5 minutes	Administrative Officer Faculty Offices
to the Office of the Dean	1.2 Evaluates the nomination/ application	None	1 day	Academic Personnel Committee (APC) Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 day	Dean Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 day	CPCFG
	1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award	None	1 day	Chancellor Office of the Chancellor



	1		
1.6 Renders	None	1 day	Vice President
decision on the			for Academic
application			Affairs/
			President/Board
			of Regent
			University of the
			Philippines
1.7 Prepares the	None	1 day	Chief Legal
contract			Counsel
			Office of the
			Legal Counsel
1.8 Facilitates the	None	2 days	Administrative
signing of the		-	Aide VI
contract and			Office of the
distribute signed			Legal Counsel
contract			-
TOTAL	None	8 days and 5	
		minutes	



## 4. Application for Research Dissemination Grant (RDG)

This involves the guidelines for RDG that aims to financially support faculty members and staff in disseminating research outputs to international conferences.

Office or Division:	Office of the Vice Chancellor for Academic Affairs						
Classification:	Highly Technical Transaction						
Type of	G2G – Government to Government						
Transaction:							
Who may avail:	All Employees and Affiliate/Adjunct faculty members and						
		Lectures					
	1 Original copy of UPOU HRDO			WHERE TO SECURE			
1 Original copy of Form no. CE 00		http://hrdo.upou.edu.ph					
1 Photocopy of	Notice of abstract	Applicant					
acceptance		Λ Ι' .					
1 Original and 1 paper	photocopy of Full		Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID  PROCESSING TIME  PERSON RESPONSIBLE					
Submits     application and     required     documents	1.1 Receives the application	None	5 minutes	Administrative Officer Faculty Offices/Unit			
	1.2 Evaluates and endorses the application	None	1 day	Dean/Head of Unit Faculty Offices/Unit			
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 day	Chief Administrative Officer Human Resources Development Office			
	1.4 Reviews the documents and issues clearance	None	1 day	Chief Administrative Officer Budget Office			
	1.5 Reviews and endorses the application 1.9 Office of the	none	1 day	Vice Chancellor for Academic Affairs			



the signing and distribute copies to concerned units/individuals	None	7 days and 5	Aide VI Human Resources Development Office
and Contract  1.8 Facilitates	None	1 day	Officer Human Resources Development Office Administrative
decision on the request 1.7 Prepares travel authority	None	1 day	Office of the Chancellor Chief Administrative
Dean prepares RDG DV 1.6 Renders	None	1 day	Office of the Vice Chancellor for Academic Affairs Chancellor



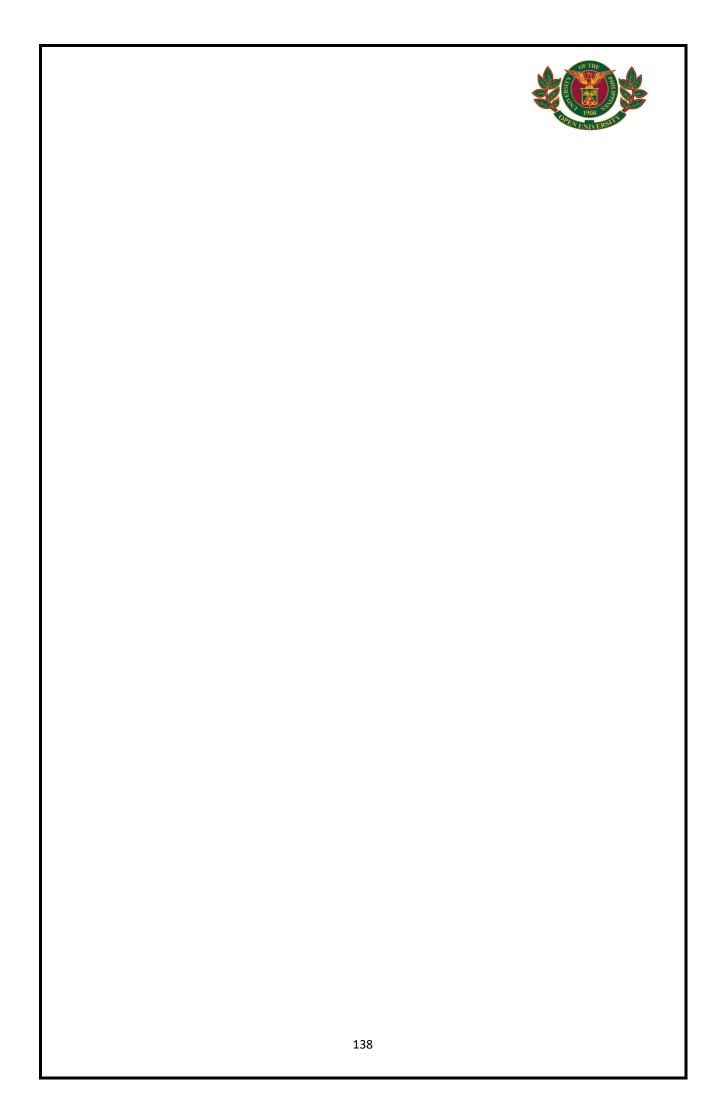
## 8. Request for Student Assistants and Graduate Assistants (SA/GA) Slots

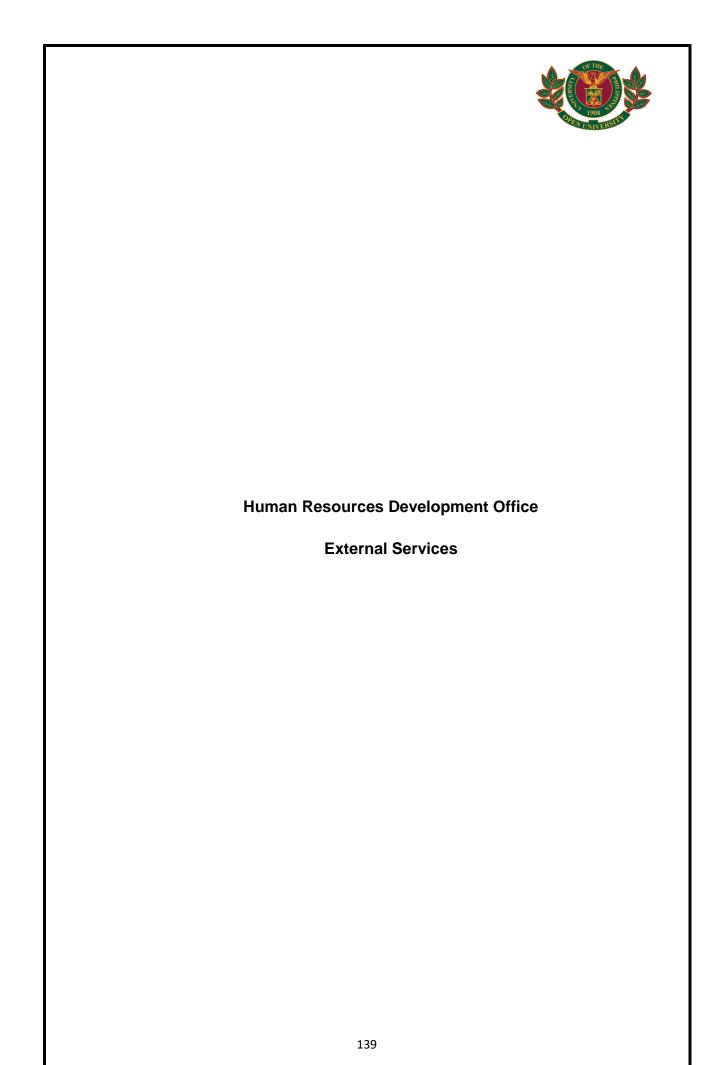
This serves as a guideline for processing the SA/GA slots

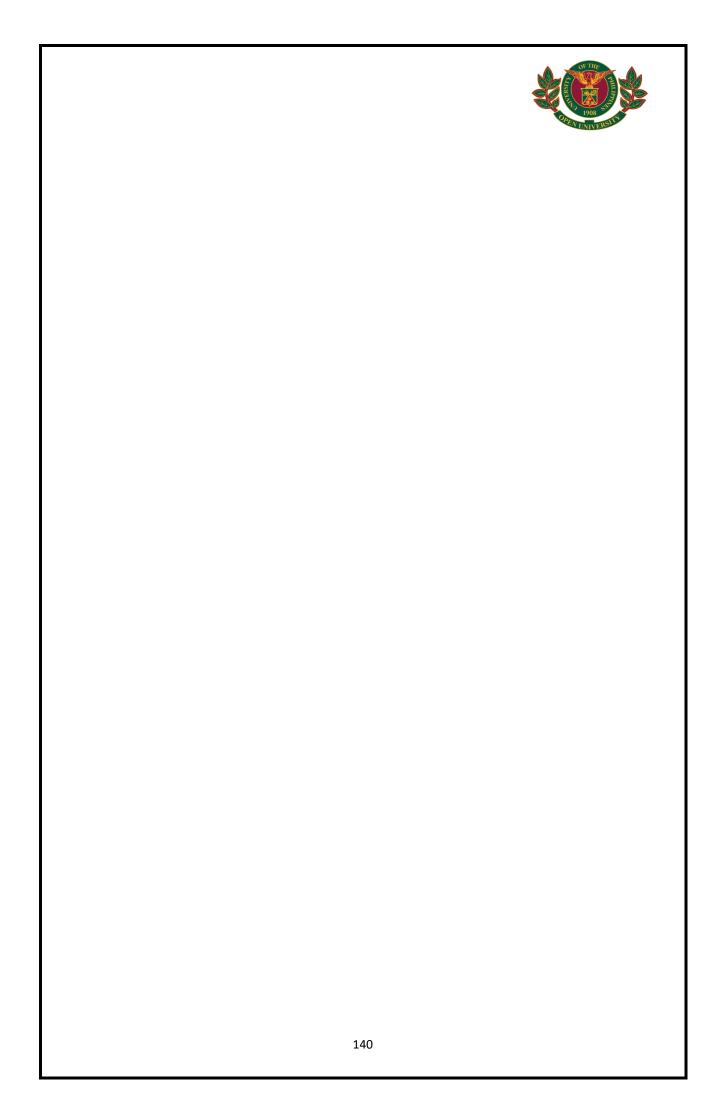
Office or	Office of the Student Affairs, Office of the Vice Chancellor for				
Division:	Academic Affairs				
Classification:	Complex				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	All UPOU offices				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
Survey form to dete supply of SAGA	ermine demand and	OSA			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request for SA/GA slots to the Office of Student Affairs	1.1 Makes a survey to determine the demand prior to annual budget	None	4 days	Administrative Aide VI Office of Student Affairs	
	1.2 Recommends approval to the Chancellor on the number of slots and budget	None	1 day	Director OSA	
	1.3 Chancellor renders decision	None	1 day	Chancellor Office of the Chancellor	
	1.3 Announces available SAGA slots via print and electronic means	None	1 day	Administrative Aide VI Office of Student Affairs	
	TOTAL	NOne	7 days		



# Office of the Vice Chancellor for Finance and Administration









### 1. Application for Employment – Administrative

Submission of application to any vacant administrative position.

Submission of application to any vacant administrative position.					
Office or Division:	Human Resources Development Office (HRDO)				
Classification:	Highly Technical				
Type of Transaction:					
Who may avail:	All qualified citizen				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul> <li>1 original/digital copy of application letter addressed to the Chief AO, HRDO</li> </ul>		Applicant			
1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017)		HRDO or can be downloaded at www.csc.gov.ph or at http://hrdo.upou.edu.ph			
Performance rating period (if applicable			Applicant		
of eligibility/rating/lic	<ul> <li>1 photocopy/digital copy of certificate of eligibility/rating/license</li> </ul>		Applicant		
1 photocopy/digital of Records.	copy of Transcript	Applicant			
1 original copy/digital Data Privacy Notice		HRDO or can be downloaded at http://hrdo.upou.edu.ph			
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the complete requirements in hard copy to HRDO or digital copy via email to hrdo@upou.edu.ph	1.1. Receives the application documents and conducts preliminary screening of documents	None	5 minutes	Administrative Aide HRDO	
	1.2. Evaluates and consolidates all applications to the position	None	1 day	Administrative Aide HRDO	
	1.3. Provides scores to the applicant's qualification	None	1 day	Chief AO HRDO	



based on approved criteria and prepares endorsement to the Unit Head			
1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	Administrative Aide/Chief AO HRDO
1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)
1.7. Prepares endorsement to University Human Resource Merit Promotion and Selection Board (UHRMPSB)	None	1 day	Chair Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)
1.8 Prepares agenda and documents for the Human Resource Merit Promotion and Selection Board (UHRMPSB) Meeting	None	1 day	Secretary University Human Resource Merit Promotion and Selection Board (UHRMPSB)
1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University Human Resource Merit Promotion and Selection Board (UHRMPSB)



1.9. Renders decision	None	1 day	Chancellor Office of the Chancellor
1.10. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	10 days and 5 minutes	



## 2. Application for Employment - REPS

Submission of application to any vacant REPS position.

	lication to any vaca		<u>'</u>	
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citize	n		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	ECURE
	letter addressed to the Chief AO,		nt	
1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017)		www.cso	or can be downloa c.gov.ph or at do.upou.edu.ph	ded at
1 photocopy/digital (     Performance rating period (if applicable)	in the last rating );	Applicar		
1 photocopy/digital of eligibility/rating/lice	• •	Applicant		
<ul> <li>1 photocopy/digital of Records.</li> </ul>	copy of Transcript	Applicant		
1 original/digital cop     Privacy Notice for A		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements in hard copy to HRDO or digital copy via email to hrdo@upou.edu.ph	1.1. Receives the application documents and conducts preliminary screening of documents	None	5 minutes	Administrative Aide HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	Administrative Aide HRDO
	1.3. Provides scores to the applicant's qualification	None	1 day	Chief AO HRDO



based on approved criteria and prepares endorsement to the Unit Head			
1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	Administrative Aide/Chief AO HRDO
1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit REPS Personnel and Fellowship Committee (uRPFC)
1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 day	Chair Unit REPS Personnel and Fellowship Committee (uRPFC)
1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 day	Secretary University REPS Personnel and Fellowship Committee (URPFC)
1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University REPS Personnel and Fellowship Committee (URPFC)



1.10. Renders decision	None	1 day	Chancellor OC
1.11. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	10 days and 5 minutes	



## 3. Application for Employment - Faculty

Submission of application to any vacant faculty position.

	blication to any vacant faculty position.			
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citiz	en	WILEDE TO CE	CUDE
CHECKLIST OF REC		Applican	WHERE TO SE	CUKE
1 original/digital cop	• • •	Applicar	IL	
letter address to the	Dean of the			
Faculty of Study		Δ !'	. 1	
1 original/digital cop	•	Applicar	ıt	
vitae with recent pa	•			
picture and at least	three character			
references	,	Λ I'	-1	
1 photocopy/digital  Transport of December 1		Applicar	IL	
Transcript of Record		Δ !!		
1 photocopy/digital	copy of sample	Applicar	nt	
publications		11000		
1 original/digital cop			or can be downloa	ded at
Data Privacy Notice	for Applicants	•	do.upou.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the	1.1. Receives	None	5 minutes	Administrative
complete	the application			Aide
requirements in hard	documents			HRDO
copy to HRDO or	and forwards			
digital copy via email to hrdo@upou.edu.ph	all documents			
to firdo@upod.edu.pri	to the Faculty Office concern			
	1.2. Evaluates	None	O dove	Unit Academic
			1 / 0avs	Unii Academic
	application	None	2 days	Personnel
	application	None	2 days	
	application	None	2 days	Personnel
			·	Personnel Committee (uAPB) Faculty of Study
	1.3. Prepares	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair
	1.3. Prepares endorsement		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic
	1.3. Prepares endorsement to University		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel
	1.3. Prepares endorsement to University Academic		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee
	1.3. Prepares endorsement to University Academic Personnel		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB) 1.4 Prepares		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study



Academic Personnel Board (UAPB) Meeting			Personnel Board
1.4. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University Academic Personnel Committee (UAPB)
1.5. Renders decision	None	1 day	Chancellor OC
1.6. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	7 days and 5 minutes	



#### 4. Certificate of Employment Request

Certificate of Employment request for former employees of the University.

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	All former employees of UPOU

CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request via email to	1.1. Approves the request	None	5 minutes	Chief AO HRDO
hrdo@upou.edu. ph	1.2. Generates and signs the Certificate of Employment	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	



#### 5. Certificate Request of Performance Rating

Request for certificate of performance ratings by former employees of the University.

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All former employees of UPOU

CHECKLIST OF REQUIREMENTS			WHERE TO SE	ECURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request via email to	1.1 Approves the request	None	5 minutes	Chief AO HRDO
hrdo@upou.edu.p h	1.2 Generates and signs the Certificate	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	

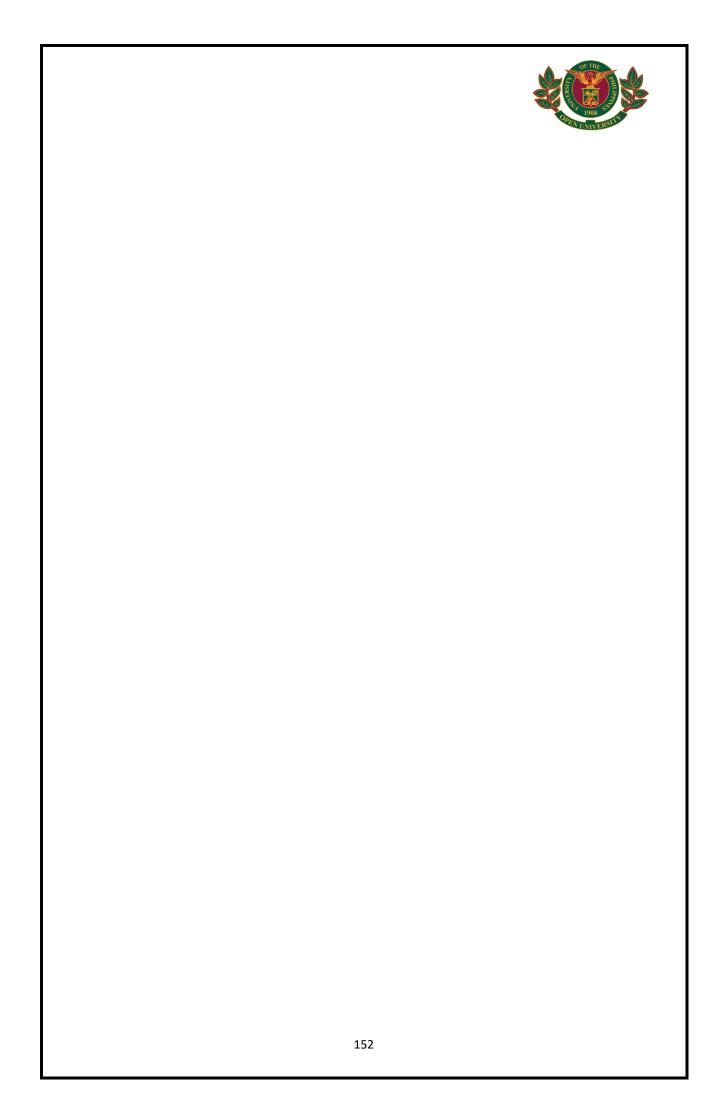


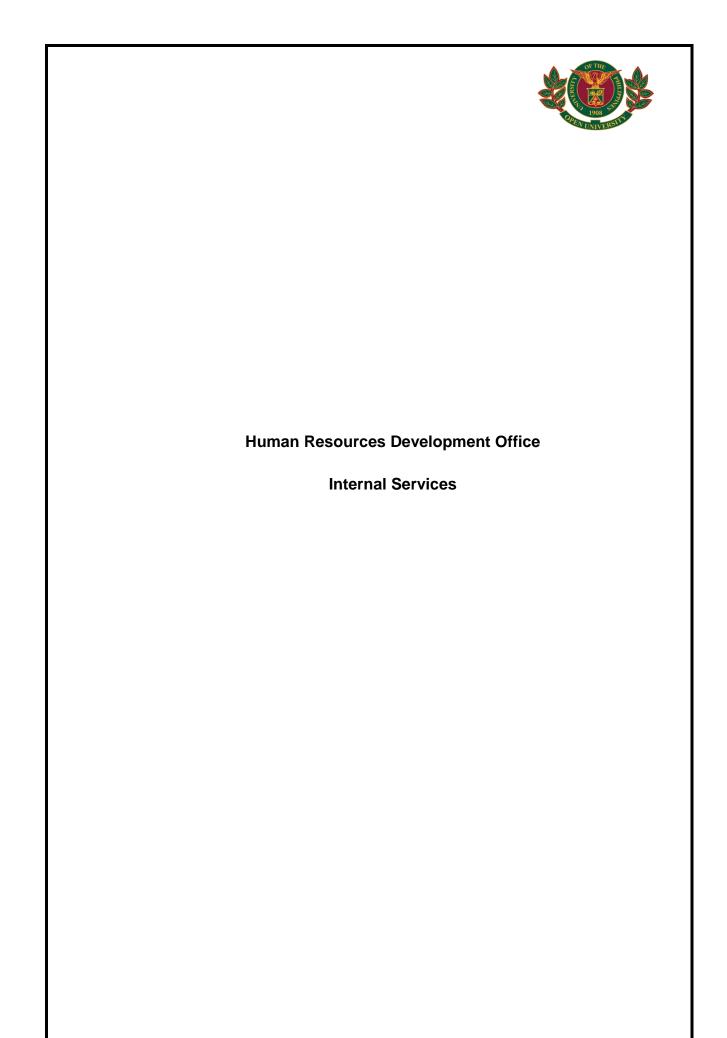
#### 6. Service Record Request

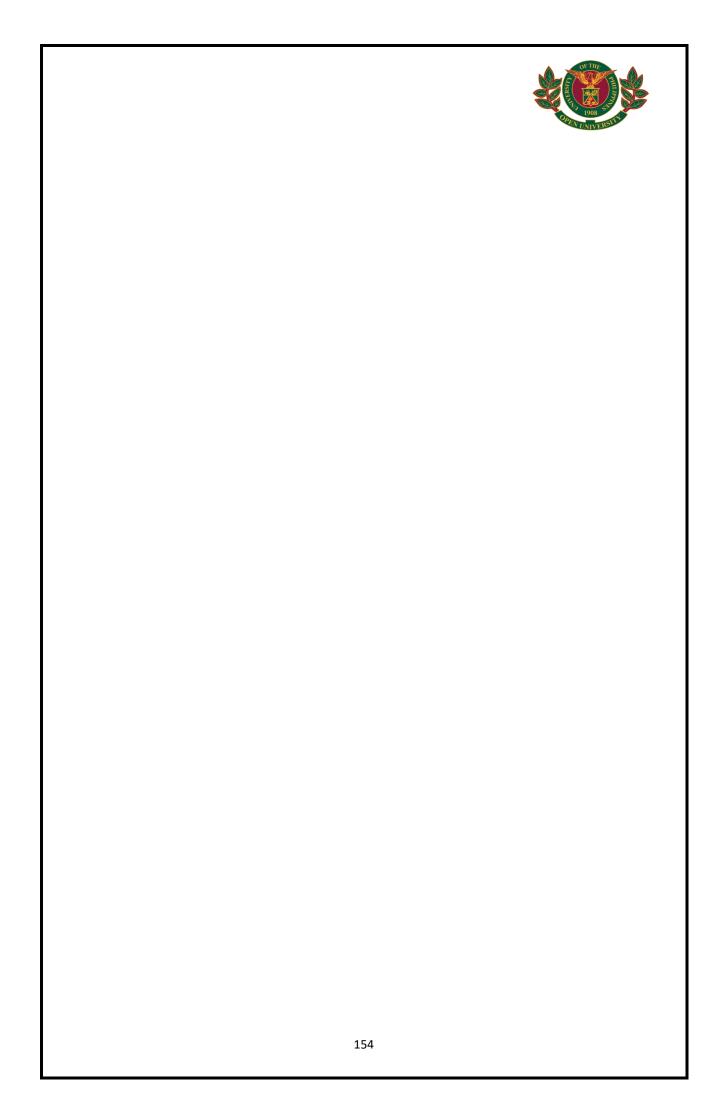
Request for issuance of Service Record to former employees of the University.

Office or Division:	Human Resources Development Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All current and former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None			

CHECKLIST OF REQUIREMENTS			WHERE IO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via	1.1. Approves	None	5 minutes	Chief AO
email to	the request			HRDO
hrdo@upou.edu.ph	1.2.Generates,	none	5 minutes	Chief AO,
	signs and			HRDO
	releases the			
	Service			
	Record			
	TOTAL:	None	10 minutes	









## 1. Appointment of Affiliate Faculty Members

Request to appoint affiliate faculty members from other constituent universities

- 1	<b>,</b>
Office or Division:	Human Resources Development Office (HRDO)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Deans

Who may avail:	All Deans			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
<ul> <li>1 original copy of li</li> </ul>	st of faculty	Respective Unit		
members from CU:	s to be requested			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submits letter</li> </ol>	1.1 Issues HR	None	1 day	Chief AO
request to the	clearance			HRDO
Chancellor through channels	1.2 Recommen ds approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 Consolidate s the list of faculty members by CU and prepares letter request	none	2 days	Chief AO HRDO
	1.4 Renders decision and signs the letter request	none	1 day	Chancellor Office of the Chancellor for
	1.5 Releases the letter and attachment s to the CUs	none	1 day	Administrative Aide/Chief AO HRDO
	TOTAL:	None	6 days	



## 2. Appointment of Lectures

Request to appoint lecturers

Office or Division:		es Develor	oment Office (HRI	20)	
Classification:	Complex	CO DOVOIO	onio (inti		
Type of Transaction:	•	2G – Government to Government			
Who may avail:	All Administrative				
	ST OF REQUIREMENTS WHERE TO SECURE				
<ul> <li>1 original copy of ba</li> </ul>		Respectiv			
faculty (green) for th					
than 65 years old; (v					
who is 65 years old	,				
1 original copy of cu		Prospecti	ve Lecturer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits     completely fill-out	1.1 Issues HR clearance	None	1 day	Chief AO HRDO	
basic paper to HRDO	1.2 Issues Budget clearance	None	1 day	Chief AO Budget Office	
	1.3 Recommen ds approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs	
	1.4 Prepares appointmen t	None	1 day	Administrative Aide/Chief AO HRDO	
	1.5 Renders decision and signs the appointmen t	none	1 day	Chancellor Office of the Chancellor for	
	1.6 Releases the original copy of appointmen t to the unit and retain photocopy	none	1 day	Administrative Aide HRDO	



of			
appointmen			
t and			
attachment			
s for file			
TOTAL:	None	6 days	



## 3. Attendance to Training Request

Request to attend training.

Request to attend tra			. 000 0155	0,	
Office or Division:	Human Resources Development Office (HRDO)				
Classification:	Complex				
Type of Transaction:		ent to Gove	rnment		
Who may avail:	All Employees		W// IED = 10.0=	OUDE	
CHECKLIST OF RE		LIDEO	WHERE TO SE		
1 original copy of re training form	quest to attend	http://hrdd	can be download o.upou.edu.ph	ed at	
<ul> <li>1 photocopy of invita</li> </ul>	ation letter	Employee	9		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits request to attend training form to HRDO	1.1 Evaluates the request and issues HR clearance	none	1 day	Chief AO HRDO	
	1.2 Evaluates the request and issues budget clearance	none	1 day	Chief AO Budget Office	
	1.3 Evaluates the request and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for for Finance and Administration (for Admin staff)	
	1.4 Renders decision	none	1 day	Chancellor Office of the Chancellor	
	TOTAL:	None	4 days		



#### 4. Authority to Fill/Hire Request – Administrative Position

Request for authority to fill for regular administrative position and authority to hire for vacant contractual administrative position.

Office or Division:	Human Resource	Human Resources Development Office (HRDO)			
Classification:	Complex				
<b>Type of Transaction:</b>	G2G – Governme	ent to Gove	rnment		
Who may avail:		All UPOU Administrative Officers			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE	
<ul> <li>1 digital copy of org</li> </ul>		Respectiv	e Unit		
functional and pers	onnel chart				
<ul> <li>1 digital copy of sig</li> </ul>	ns and degree of	Respectiv	∕e Unit		
backlog, coping me	echanism and				
duties and respons	ibilities with				
percentage distribu	tion				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
2. Logs in to his/her University Information System (UIS) account	2.1 Evaluates the request and recommends approval	None	1 day	<i>Unit Head</i> Respective Unit	
(https://uis.up.edu. ph), fills in the required information, attaches the	2.2 Evaluates the request and recommends approval	none	1 day	Chief AO HRDO	
required documents and submits the request	2.3 Evaluates the request and recommends approval	none	1 day	Chief AO Budget Office	
	2.4 Evaluates the request and recommends approval	none	1 day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration	
	2.5 Evaluates the request and	none	1 day	Chancellor Office of the Chancellor	





#### 5. Authority to Fill/Hire Request – REPS Position

Request for authority to fill for regular REPS e position and authority to hire for vacant contractual REPS position.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All UPOU Administrative Officers			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
<ul> <li>1 digital copy of orga</li> </ul>	anizational,	Respectiv	∕e Unit	
functional and perso	nnel chart			
<ul> <li>1 digital copy of sign</li> </ul>	ns and degree of	Respectiv	e Unit	
backlog, coping med	chanism and			
duties and responsil	oilities with			
percentage distribut	ion			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Logs in to</li> </ol>	1.1 Evaluates	None	1 day	Unit Head
his/her	the request			Respective Unit
University	and			
Information	recommends			
System (UIS)	approval 1.2Evaluates	none	1 day	Chief AO
account		HOHE	luay	HRDO
(https://uis.up.e	the request and			TINDO
<u>du.ph</u> ), fills in	recommends			
the required	approval			
information,	1.3Evaluates	none	1 day	Chief AO
attaches the	the request	110110	, day	Budget Office
required	and			3
documents and submits the	recommends			
	approval			
request	1.4 Evaluates	none	1 day	
	the request			
	and			
	recommends			
	approval			
	1.5 Evaluates	none	1 day	Chancellor
	the request			Office of the
	and			Chancellor
	recommends			
	approval			



 TOTAL:	None	7 days	
the request			President
decision on			Office of the
1.7 Renders	none	1 day	President
			Affairs
αρριοναι			for Academic
approval			Vice President
recommends			Office of the
and			Affairs
the request			for Academic
1.6 Evaluates	none	1 day	Vice President



## 6. Certificate of Employment Request

Certificate of Employment request for current employees of the University.

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	All former employees of UPOU

Triio may aram	7 til Tollillor ollipioy	000 0. 0.			
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Logs in to his/her	1.1. Approves the	None	5 minutes	Chief AO	
University	request			HRDO	
Information	6.1 Generates	none	5 minutes	Chief AO,	
System (UIS)	and signs the			HRDO	
account	Certificate of				
(https://uis.up.edu.	Employment				
ph) and submits					
request for service					
record					
	TOTAL:	None	10 minutes		



#### 7. Contract of Services Authority to Hire

Request for authority to hire contract of services staff

Request for authority				0)
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
	G2G – Government to Government All UPOU Administrative Officers			
Who may avail:		strative Off		OUDE
CHECKLIST OF RE		Danasati	WHERE TO SE	CURE
1 original copy of let	•	Respectiv		
<ul> <li>1 original copy of org</li> </ul>	•	Respectiv	e Unit	
functional and perso	nnel chart			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter     request to Budget     Office	1.1 Evaluates the request and issues budget clearance	None	1 day	Chief AO Budget Office
	1.2 Evaluates the request and renders decision	none	1 day	Chancellor Office of the Chancellor
	1.3 Formats the request for submission to OVPA	none	1 day	Chief AO HRDO
	1.4 Recommend s approval	none	1 day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration
	1.5 Signs the endorsement letter to the Office of the President	none	1 day	Chancellor Office of the Chancellor
	1.6 Evaluates the request and recommends approval	none	1 day	Vice President for Administration Office of the Vice Chancellor



			for Administration
1.7 Renders decision on	none	1 day	President Office of the
the request TOTAL:	None	5 davs	President



## 8. GSIS Loan Application

Application for GSIS loan facility via GWAP kiosk

Application for GSIS				
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Governme	ent to Gove	ernment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS	MENTS WHERE TO SECURE		
None		Not applie	cable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applies loan to     any GWAP kiosk     and informs     HRDO on the loan     application	1.1 Prints the pending loan/s at http://cert.gsis.gov.ph	None	5 minutes	Chief AO HRDO
αρριισατίστ	1.2 Issues certification that employee can avail of the loan/s applied for	None	5 minutes	Administrative Aide/Chief Accountant Accounting Office
	1.3 Renders decision on the loan application	None	5 minutes	Chief AO HRDO
	1.4 Prints approved/dis approved and forwards the printed copy to Accounting Office	None	5 minutes	Administrative Aide/Chief AO HRDO
	TOTAL:	None	20 minutes	



## 9. Issuance of Appointment – Administrative Staff

Issuance of appointment to administrative staff

Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Complex	J.J.OPI		-,
Type of Transaction:	G2G – Governme	nt to Gove	rnment	
Who may avail:	All Administrative			
CHECKLIST OF RE			WHERE TO SE	CURE
1 original copy of Ba			can be download o.upou.edu.ph	ed at
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration for Finance and Administration
	1.4 Approves and signs basic paper and appointment	None	1 day	Chancellor Office of the Chancellor



1.5 Facilitates the signing of acknowledge ment portion of the appointment	None	1 day	Administrative Aide HRDO
1.6 Prepares and submits Appointment Transmittal Action Form to Civil Service Commission	None	1 day	Chief AO HRDO
1.7 Prepares announceme nt of new employees for posting	None	1 day	Chief AO HRDO
TOTAL:	None	7 days	



## 10. Issuance of Appointment – Faculty Members and REPS

Issuance of appointment to faculty members and REPS

Issuance of appointment to faculty members and REPS				
Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Complex			
Type of Transaction:	G2G – Governme		rnment	
Who may avail:	All Administrative	Officers		
CHECKLIST OF RE		LIDEC	WHERE TO SE	
<ul> <li>1 original copy of Ba (green)</li> </ul>	sic Paper		can be download o.upou.edu.ph	ed at
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4 Approves and signs basic paper	None	1 day	Chancellor Office of the Chancellor



TOTAL:	None	4 davs	
appointment			
and			



## 11. Issuance of Other Appointment

Issuance of other appointment to faculty, REPS and administrative staff

issuance of other app				
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:			rnment	
Who may avail:	All Administrative	Officers	W// IEDE E0 05	
CHECKLIST OF RE		D 4	WHERE TO SE	CURE
<ul> <li>1 original copy of let</li> </ul>	ter request	Respectiv	/e Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request to HRDO	1.1 Reviews the letter request and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews letter request and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4Renders decision	None	1 day	Chancellor Office of the Chancellor
	1.5 Prepares and reviews appointment	None	1 day	Administrative Aide/Chief AO HRDO



TOTAL:	None	7 days	
photocopy to HRDO			
the			
and release			Respective Unit
appointment			Officer
1.7 Photocopies	None	1 day	Administrative
appointment			Respective Unit
1.6 Signs the	None	1 day	Unit Head



## 12. Leave of Absence Application

Application for vacation and sick leave.

Office or Division: Human Resources Development Office (HRDO)				
Classification:	Simple	a nevelubi		O)
Type of Transaction:		ont to Govo	rnment	
Who may avail:	All Employees	111 10 0016	mment	
CHECKLIST OF RE			WHERE TO SE	CURE
<ul> <li>1 original copy and</li> </ul>		HRDO or	can be download	
	• • •		o.upou.edu.ph	eu ai
application for leave		-		
1 original copy of Mo		Employee	)	
(for more than five o	-			
for REPS and Admi	•			
two days of sick lear	ve for faculty			
members)	T			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1.1 Renders	None	5 minutes	Immediate
completely filled-in	action to the			Supervisor/
application for	application			Administrative
leave to the Unit	and If			Officer
Head	approved,			Respective Unit
	submits the			
	application to HRDO,			
	otherwise			
	return to the			
	applicant			
	1.2 Certifies the	none	5 minutes	Administrative
	number of			Aide/Chief AO
	leave credits			HRDO
	1.3 Renders	none	5 minutes	Chancellor (for
	action to the	- · · · ·		VCs and Deans)
	application			Office of the
				Chancellor/Vice
				Chancellor for
				Finance and
				Administration
				for other
				employees
				Office of the
				Vice Chancellor for Finance and
				Administration
	TOTAL:	None	15 minutes	Auminionanon
	IOIAL	INUITE	าว กกกนเล	



#### 13. Privilege to Study at Reduced Fee Application

Application for study privilege of employees to any constituent university

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Governme	nt to Gove	rnment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	
<ul> <li>1 original copy of pri reduced fee applica</li> </ul>	•		can be download o.upou.edu.ph	ed at
<ul> <li>1 photocopy of adm initial application) or true copy of grades application)</li> </ul>	1 original copy of	Employee	)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     application to     HRDO	1.1 Evaluates the request and certifies the number of units that can be enrolled	None	1 day	Chief AO HRDO
	1.2 Recommend s approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Administrative Staff) Office of the Vice Chancellor for Finance and Administration
	1.3 Renders decision	none	1 day	Chancellor Office of the Chancellor
	TOTAL:	None	3days	
<u> </u>			· · · · · · · · · · · · · · · · · · ·	



#### **14. Service Record Request**

Request for issuance of Service Record to current employees of the University.

Request for issuance of Service Record to current employees of the University.				
Office or Division:	Human Resourc	es Develo	pment Office	
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All current and for	ormer emp	oloyees	
CHECKLIST OF REC	QUIREMENTS WHERE TO SECURE			
None		Not appli	cable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Logs in to his/her     University	a. Approves the request	None	5 minutes	Chief AO HRDO
Information System (UIS) account (https://uis.up.edu.ph) and files request for service record	b. Generates, signs and releases the Service Record	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	



#### 15. Study Privilege of Non-Earning Dependents Application

Application for study privilege of non-earning dependents of employees to any constituent university

Constituent university				
Office or Division:	Human Resources Development Office (HRDO)			)
Classification:	Simple			
Type of Transaction:		t to Govern	nment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	
<ul> <li>1 original copy of stu</li> </ul>	udy privilege of		can be download	ed at
non-earning depend	lent application	http://hrdo	o.upou.edu.ph	
<ul> <li>1 photocopy of adm</li> </ul>	ission notice (for	Employee	)	
initial application) or	1 original copy of			
true copy of grades	(for succeeding			
application)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     application to     HRDO	1.1 Evaluates the request and certifies the employment details of the employee	None	1 day	Chief AO HRDO
	1.2 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin Staft) Office of the Vice Chancellor for Finance and Administration
	1.3 Renders	none	1 day	Chancellor
	decision			Office of the
				Chancellor
	TOTAL:	None	2 days	



## 16. Study Leave (Full-time) Application

Application for study leave (full-time) of employees

Application for study		. ,		
Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Highly Technical			
Type of Transaction:	G2G – Governme	nt to Gove	rnment	
Who may avail:	All Employees			_
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
<ul> <li>1 original copy of letter request duly endorsed by the Unit Head and Unit APC/RPFC/HRMPSB</li> </ul>		Employee	)	
<ul> <li>1 photocopy of adm initial application) or true copy of grades application)</li> </ul>	1 original copy of	Employee	)	
4 original copies stu	dy leave contract		can be download p.upou.edu.ph	ed at
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request to HRDO	1.1 Evaluates the request and prepares referendum for action of the UAPC (for Faculty) /RFPC (for REPS) /HRMPSB(fo r admin)	None	1 day	Chief AO HRDO
	1.2 Renders action on the request	None	1 day	UAPC (for Faculty) /RFPC (for REPS) /HRMPSB(for admin)
	1.3 Prepares endorsement letter to the Chancellor	None	1 day	Chief AO HRDO
	1.4 Renders decision	None	1 day	Chancellor Office of the Chancellor



Submits study leave contract	2.1 Evaluates and signs the contract	None	1 day	Chief AO HRDO
	2.2 Signs the contract as witness	None	1 day	Vice Chancellor for Academic Affairs (for Faculty and REPS)/Vice Chancellor for Finance and Administration (for Administrative Staff)
	2.3 Signs the contract	None	1 day	Chancellor Office of the Chancellor
	2.4 Releases the contract for notarization of the employee	None	1 day	Administrative Aide HRDO
	TOTAL:	None	8 days	



# 17. Sworn Statement of Assets and Liabilities (SALN) Submission

Sworn statement of assets and liabilities submission

eworn statement of accordant habitation captinectors							
Office or Division:	Human Resources Development Office						
Classification:	Simple						
Type of Transaction:	G2G – Government to Government						
Who may avail:	All current employees						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
None		Not applicable					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu. ph), updates the SALN details and submits original signed copies (3 copies, back-to- back printing to HRDO)	1.1 Reviews and signs SALN	None	5 minutes	Chief AO HRDO			
	1.2 Consolidate s submission of all employees for submission to Office of the Ombudsma	none	2 days	Chief AO, HRDO			

TOTAL:

None

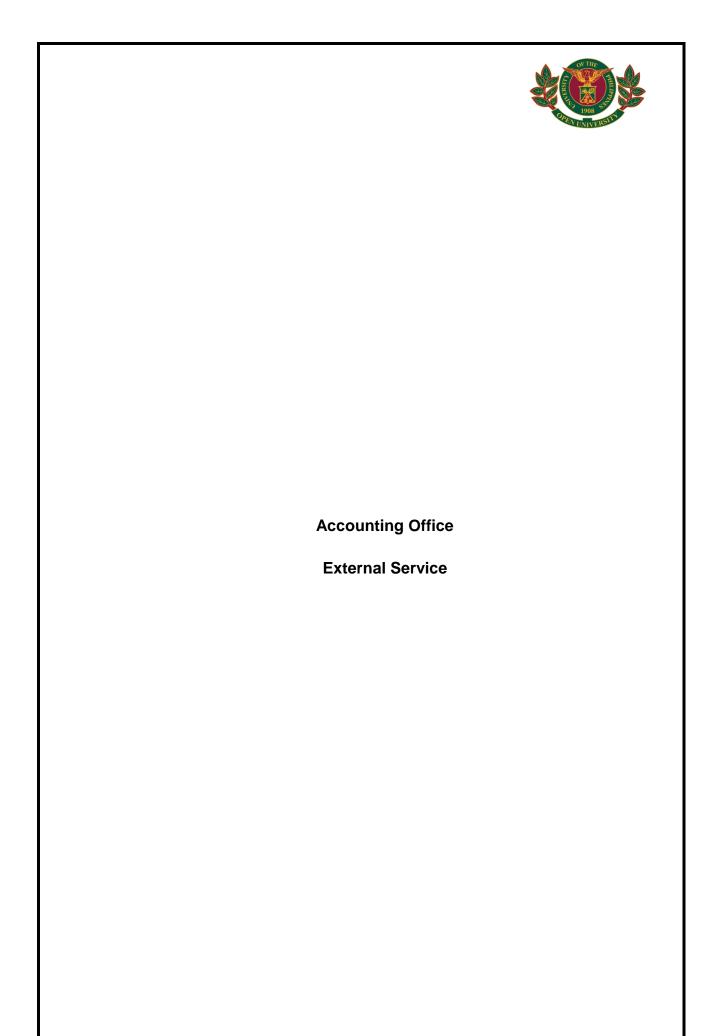
2 days and 5 minutes

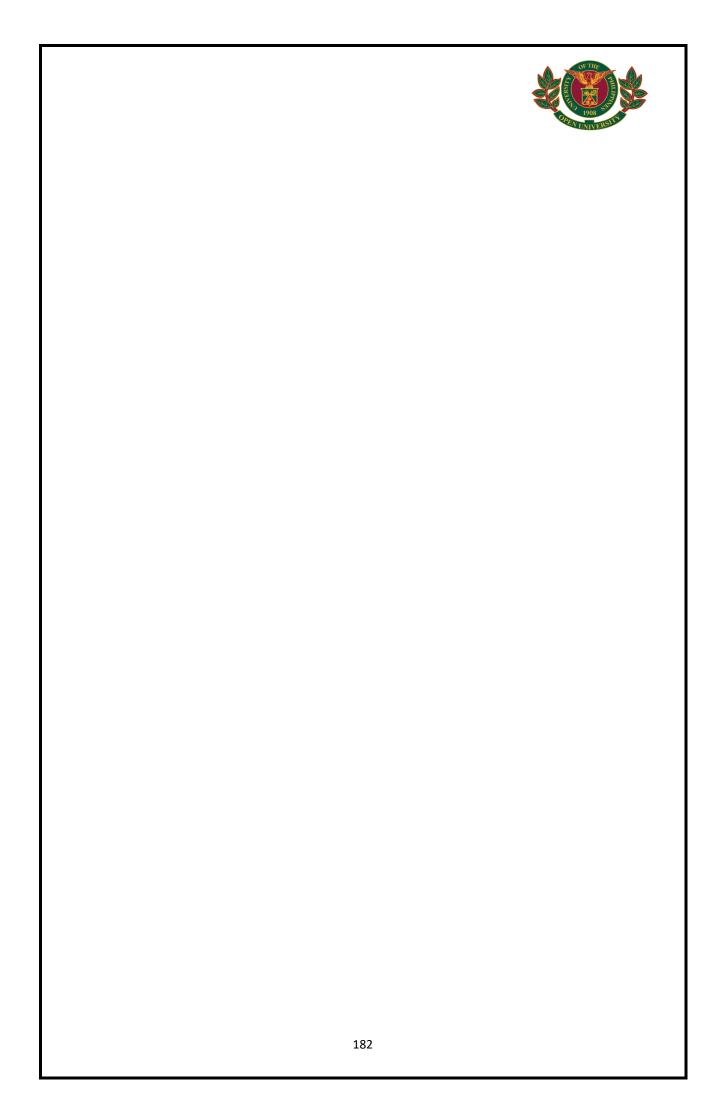


## 18. University Clearance Application for Employees

Application for University Clearance for those who will be on leave for more than 30 days and those who will be separated from the University.

Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Highly Technical			
Type of Transaction:	G2G – Governme	nt to Gove	rnment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
<ul> <li>4 original copies</li> </ul>	of clearance	HRDO or	can be download	ed at
form		http://hrdo	o.upou.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits clearance application to HRDO	1.1 Request the offices concern to issue clearance to the employee via email	None	5 minutes	Administrative Aide/Chief AO HRDO
	1.2 Facilitates the signing of clearance per office	None	7 days	Administrative Aide HRDO
	1.3 Issues certificate of clearance	None	5 minutes	Chief AO HRDO
	TOTAL:	None	7 days and 10 minutes	



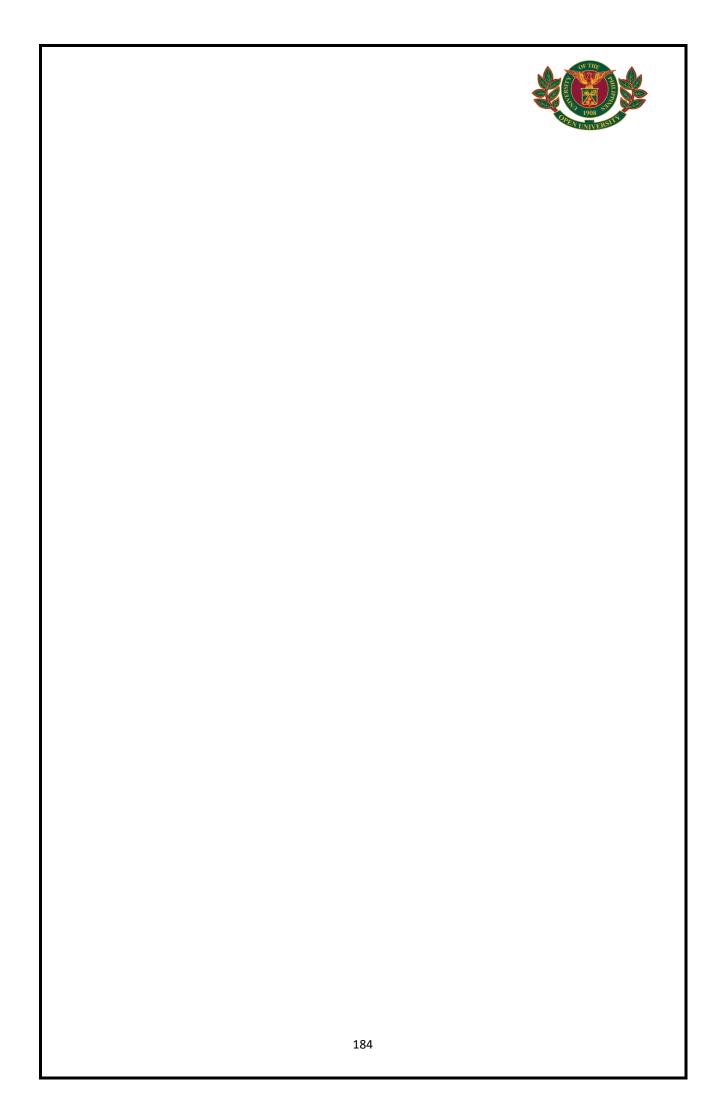


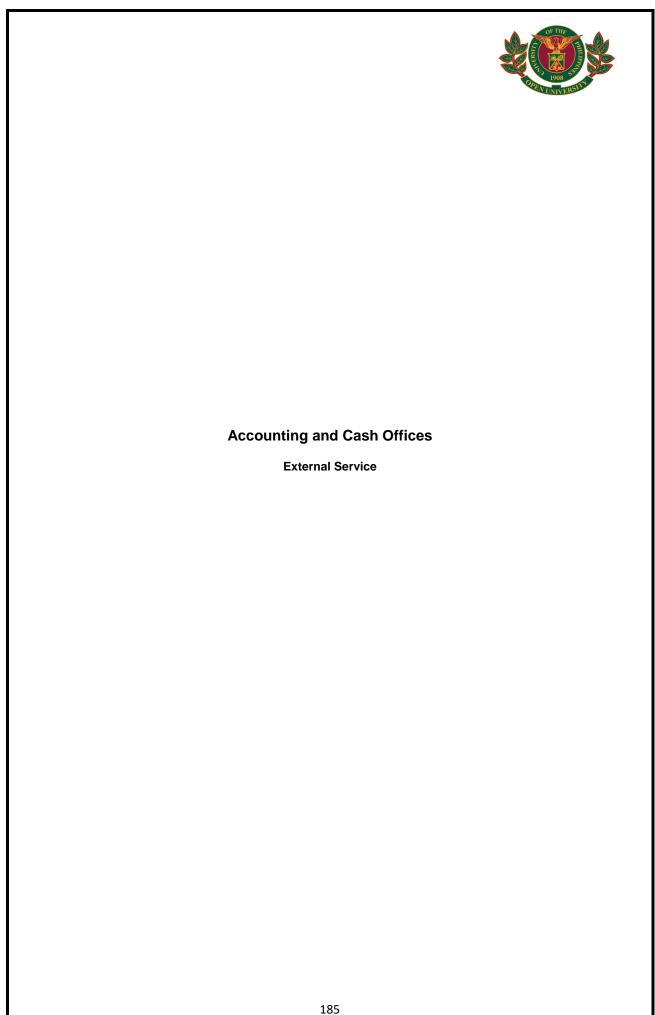


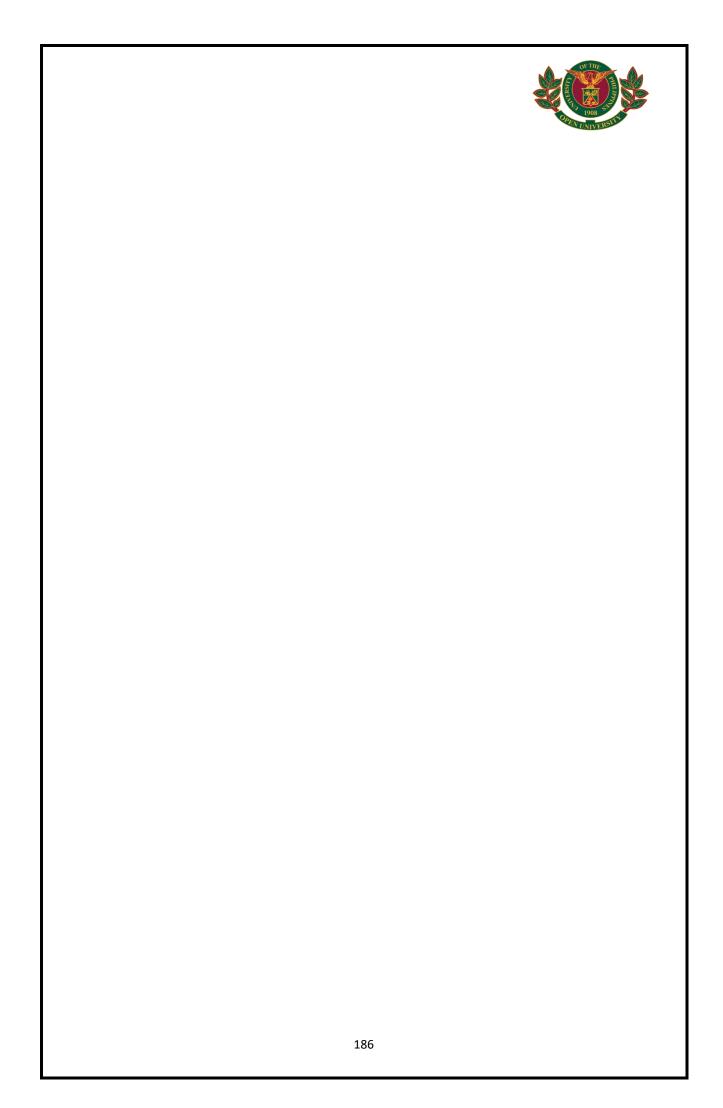
## 1. Request for Financial Report

This report is issued to project grantors to provide information on the use of project funds and also for reversion of unused funds.

Office or Division:	Accounting Office			
Classification:	Highly Technical			
Type of	G2C – Government	to Govern	nment	
Transaction:	G2B – Government			
Who may avail:	All Project Grantors			
CHECKLIST OF I			WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for financial report to the Chief Accountant via email	1.1 Acknowledges receipt of email and provides instruction to Accounting Staff	None	5 minutes	Chief Accountant Accounting Office
	1.2 Prepares the financial report	None	15 days	Office Aide Accounting Office
	1.3 Reviews and forwards financial report to Chief Accountant	None	1 hour	Office Aide Accounting Office
	1.4 Reviews and signs financial report	None	2 days	Chief Accountant Accounting Office
	1.5 Forwards financial report to requestor	None	10 minutes	Office Aide Accounting Office
ТС	TAL	None	17 days, 1 hour, 15 minutes	









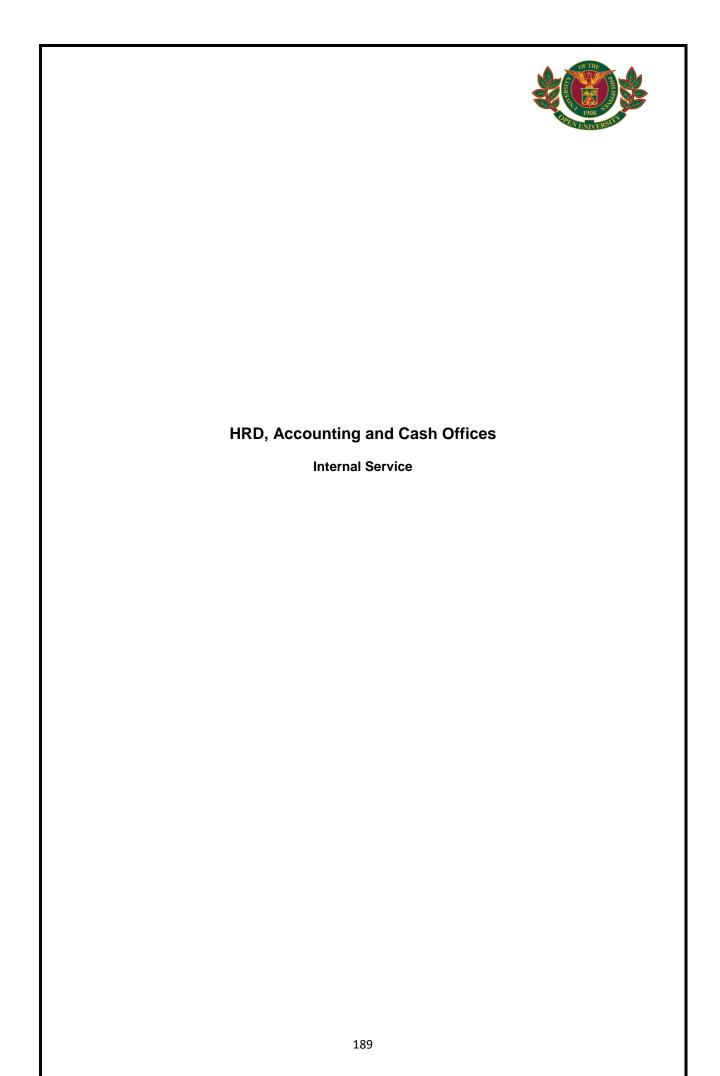
# 1. Processing of Payments for Suppliers

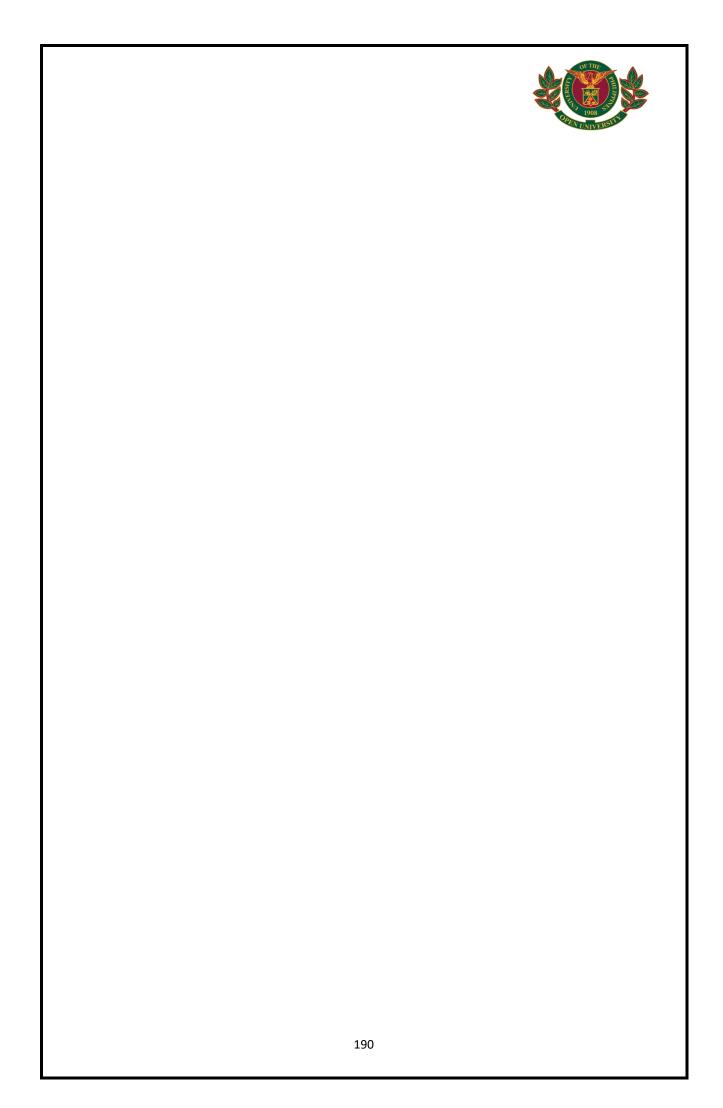
Processing of payments to all suppliers of the University.

Office or Division:	Accounting Office and Cash Office			
Classification:	Simple			
Type of	G2C - Government	to Citizen		
Transaction:	G2B – Government	to Busine	SS	
Who may avail:	All suppliers			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1 original copy of Bill Statement/Sales Invo Receipt		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares and submits billing statement/sales invoice, and delivery receipts to concerned unit/office for preparation of DV.	1.1 Receives billing statement/sale invoice, and delivery receipts, prepares DV (3 copies), ORS/ BURS and other attachment/s using existing Financial Information System including scanning of all documents	None	15 minutes	Administrative Aide/Assistant Respective Unit
	1.2 Verifies/Check s and signs Box A	None	5 minutes	Administrative Officer/Unit Head Respective Unit
	1.3Pre-audits the document	None	1 day	Administrative Aide Accounting Office
	1.4.Records the transaction to books of accounts	None	4 hours	Administrative Aide Accounting Office



payment    Payment   For Finance and Administration OVCFA Chancellor OC OC			1 E Davieure	None	1 h o u mo	Chief
certifies the availability of funds  1.6 Approves the payment  1.7 Prepares e-credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  Certificate of withholding Taxes  Chone  Aloninistrativ Alore Chancel for Finance and Administrativ Aide/Cash Office  Administrativ Aide/Cash Office  OC  1.0 minutes  Vice Chancel for Finance and Administrativ Aide/Cash Office and Vice Chancel for Finance and Administrativ Administrativ Aide Cash Office  Administrativ Aide Cash Office Cash Office  Administrativ Aide Cash Office Cash Office Cash Office Cash Office  Administrativ Aide Cash Office			•	ivone	4 nours	
availability of funds  1.6 Approves the payment  None  1.7 Prepares e-credit payment/check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/supplier  2. Issues official receipt (OR) to the Cash Office  1.6 Approves the payment None 10 minutes  Vice Chancel for Finance a. Administrativ Aide None 10 minutes  Vice Chancel for Finance a. Administrativ Aide Cash Office  Vice Chancel of OC  1.9 Release the advice/check 1.9 Release the advice/check 1.9 Release the advice/check 1.9 Release the Aide Cash Office  2.1 Issues official receipt (OR) to the Cash Office Withholding Taxes  Vice Chancel  Vice Chancel  Administrativ Aide Cash Office  Administrativ Aide Cash Office						
funds  1.6 Approves the payment  None  1.7 Prepares e-credit payment/check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/supplier  2. Issues official receipt (OR) to the Cash Office  1.6 Approves the payment and signs the advice/check to the Cash Office  2. Issues official receipt (OR) to the Cash Office  1.9 Releases the Cash Office  2.1 Releases the Certificate of Withholding Taxes  None  10 minutes  Vice Chancel for Finance and Administrative Aide Cash Office  Vice Chancel or OC  Administrative Aide Cash Office  S minutes  Administrative Aide Cash Office  Aide Cash Office  Aide Cash Office  Cash Office  Cash Office  Aide Cash Office						•
1.6 Approves the payment    1.6 Approves the payment   None   10 minutes   Vice Chancel for Finance and Administration   OVCFA   Chancellor   OC			_			Office
payment    Payment   For Finance and Administration OVCFA Chancellor OC OC						
Administration OVCFA Chancellor OC  1.7 Prepares e- credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office    Administration OVCFA   Chancel   Administration OVCFA   Chancellor   OC   Cash Office   Administration OVCFA   Chancellor   OC   Administration OVCFA   Chancellor   OC   Administration OVCFA   Chancellor   OC   Cash Office   Administration OVCFA   Chancellor   OC   Administration OVCFA   Chancellor   OVCFA   Cha			1.6 Approves the	None	10 minutes	Vice Chancellor
1.7 Prepares e- credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  1.7 Prepares e- Credit payment/ check  None 30 minutes Chief AO, Cash Office a Vice Chancel for Finance a. Administratio OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2.1 Releases the Certificate of Withholding Taxes  None  5 minutes Administrativ Aide Cash Office  Administrativ Aide Cash Office Cash Office			payment			for Finance and
Chancellor OC  1.7 Prepares e- credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  1.7 Prepares e- Credit payment/ Check  None 30 minutes Chief AO, Cash Office a Vice Chancel for Finance a. Administratio OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2.1 Releases the Certificate of Withholding Taxes  None  5 minutes Administrativ Aide Cash Office  Administrativ Aide Cash Office Cash Office						Administration/
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1.7 Prepares e- credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  1.7 Prepares e- Credit Aide/Cash Office  Aide/Cash Office  30 minutes Chief AO, Cash Office a Vice Chancel for Finance a Administratio OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2.1 Releases the Certificate of Withholding Taxes  None  5 minutes Administrativ Aide Cash Office  Aide Cash Office Cash Office						Chancellor
credit payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office    Credit payment/ check   Dominutes						OC
payment/ check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  payment/ check  None 30 minutes Chief AO, Cash Office Vice Chancel for Finance at Administratio OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2.1 Releases the Certificate of Withholding Taxes  None  5 minutes Administrativ Aide Cash Office  Aide Cash Office			1.7 Prepares e-	None	4 hours	Administrative
check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  Check  1.8 Reviews and None Sominutes  30 minutes  30 minutes  Chief AO, Cash Office avice Administration OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2.1 Releases the Certificate of Withholding Taxes  Sominutes  Administration Administration Administration Aide Cash Office Cash Office Cash Office Cash Office			credit			Aide/ Cash
1.8 Reviews and signs the advice/check  1.8 Reviews and signs the advice/check  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  2. Withholding Taxes  1.8 Reviews and signs the advice/check to hone advice/check to the bank/ supplier  2. Issues official Certificate of the Cash Office  30 minutes  Chief AO, Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the Administration of the South Cash Office average to the South Cash Office			payment/			Office
signs the advice/check  Signs the advice/check  Signs the advice/check  Signs the advice/check  OVCFA  Chancellor  OC  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  Cash Office avoice (Check for Finance at Administration  OVCFA  Chancellor  OC  Administration  Aide  Cash Office avoice (Finance at Administration  OC  Signs the vice Chancel for Finance at Administration  OC  Aide  Cash Office avoice (Finance at Administration  OC  Signs the vice Chancel for Finance at Administration  OC  Aide  Cash Office avoice (Finance at Administration  Administration  Aide  Cash Office avoice (Finance at Administration  Administration  Administration  Aide  Cash Office avoice (Finance at Administration  Administration  Administration  Cash Office avoice (Finance at Administration  Administration  Cash Office avoice (Finance at Administration  Administr			check			
advice/check  advice/check  Administration OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  Administrativ Cash Office			1.8 Reviews and	None	30 minutes	Chief AO,
advice/check  advice/check			signs the			Cash Office and
Administration OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office  2. Withholding Taxes  Administration OVCFA Chancellor OC  Administration Administration Administration Administration Administration OVCFA Chancellor OC  Administration OVCFA Chancellor OC  Aide Cash Office  Aide Cash Office Cash Office						Vice Chancellor
OVCFA Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  OVCFA Chancellor OC  Administrativ Administrativ Administrativ Administrativ Administrativ Aide Cash Office Cash Office						for Finance and
Chancellor OC  1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  Chancellor OC  Administrativ Administrativ Administrativ Administrativ Administrativ Administrativ Aide Cash Office Cash Office						Administration/
2. Issues official receipt (OR) to the Cash Office Withholding Taxes  OC  1.9 Release the advice/check to the bank/ supplier  None  5 minutes  Administrativ  Administrativ  Administrativ  Administrativ  Aide  Cash Office  Cash Office						OVCFA
1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  1.9 Release the Administrative Aide Cash Office Supplier  5 minutes Administrative Administrative Aide Cash Office Cash Office						Chancellor
1.9 Release the advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  1.9 Release the Administrative Aide Cash Office Supplier  5 minutes Administrative Administrative Aide Cash Office Cash Office Cash Office						OC
advice/check to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  Aide Cash Office  Administrativ Aide Cash Office Cash Office			1.9 Release the	None	5 minutes	Administrative
to the bank/ supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  to the bank/ supplier  None 5 minutes Administrative Aide Cash Office Cash Office						
supplier  2. Issues official receipt (OR) to the Cash Office Withholding Taxes  supplier  None 5 minutes Administrative Aide Cash Office						
2. Issues official receipt (OR) to the Cash Office Withholding Taxes None 5 minutes Administrative Aide Cash Office						24011 211100
receipt (OR) to Certificate of Aide the Cash Office Withholding Taxes Cash Office	2. Is:	sues official	• • • • • • • • • • • • • • • • • • • •	None	5 minutes	Administrative
the Cash Office Withholding Taxes Cash Office						
9		,				
IOTAL.   NOTE   Zuays. 5			TOTAL:	None	2 days, 5	
hours					=	







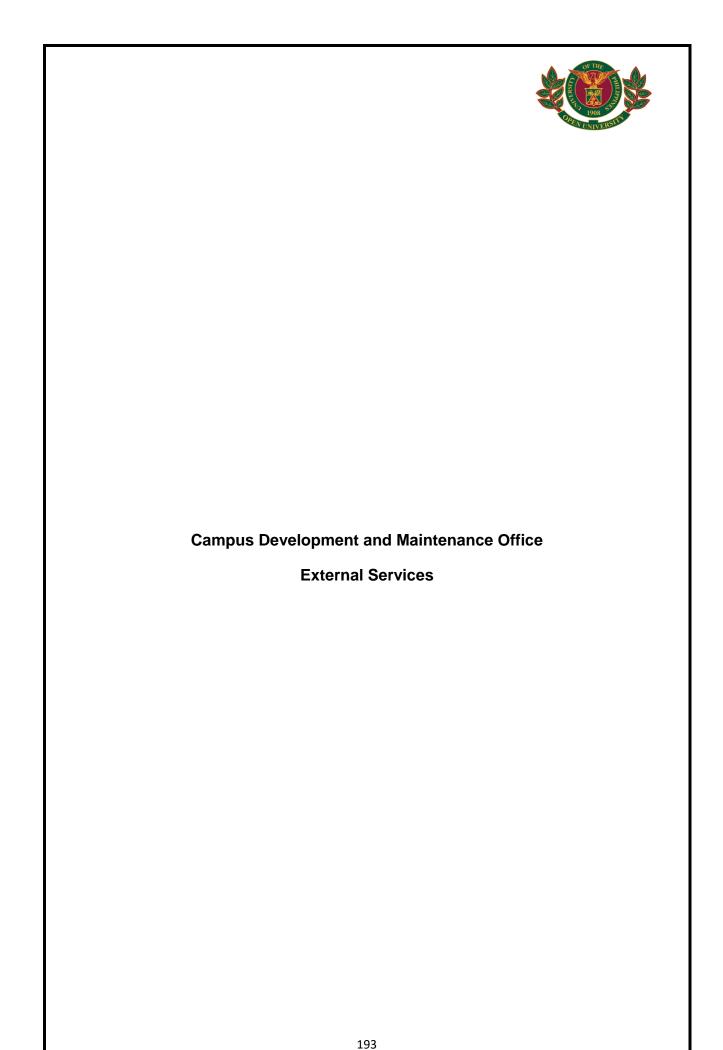
# 1. Processing of Payroll

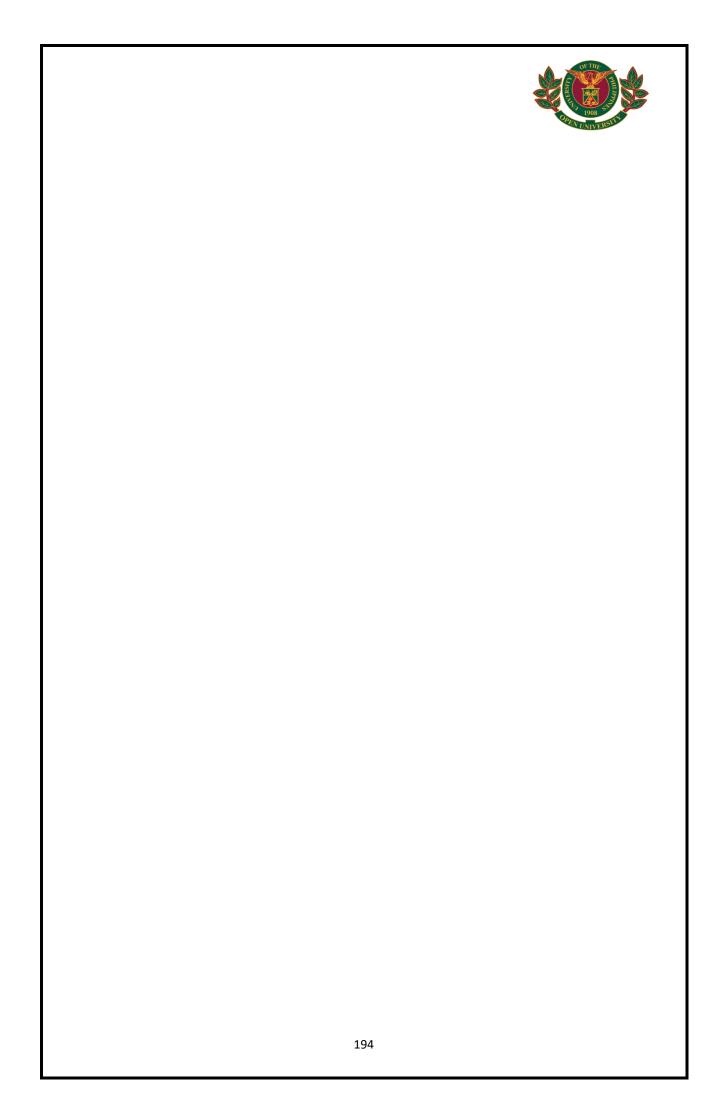
Processing of payroll for all employees of the University.

Office or Division:	HRDO, Accounting Office and Cash Office			
Classification:	Simple			
Type of	Government to Gov	ernment (	G2G)	
Transaction:				
Who may avail:	All Employees			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
1 original copy of da		Employe	е	
record/certificate of s	service			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit daily time record/certificat e of service to HRDO	1.1 Consolidates and signs DTR/COS submission and submit to Accounting Office	None	15 minutes	Administrative Aide/Chief AO HRDO
	1.2 Prepares payroll	None	1 day	Administrative Aide Accounting Office
	1.3Verifies and signs payroll	None	1 hr	Chief Accountant Accounting Office/Vice Chancellor for Finance and Administration OVCFA
	1.4.Prepares and signs weekly advice	None	20 minutes	Administrative Aide/Chief Accountant Accounting Office
	1.5.Prepares bank advice	None	10 minutes	Administrative Aide Cash Office
	1.6 Verifies and signs bank advice	None	10 minutes	Chief AO Cash Office/ Vice Chancellor



1.8 Credits the amount on credit date	None None	1 day 2 days, 1 hour, 5	Bank Personnel LBP/PVB
1.7 Photocopies (3 copies) bank advice and sends to bank for crediting	None	10 minutes	Administrative Aide/ Cash Office
			for Finance and Administration/ OVCFA Chancellor OC







#### 1. Facilities Rental

Submission of request to rent the UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL), Oblation Hall (OH), Sandbox and Learner's Hall (LH),

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All citizens			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1 original copy of Form	Reservation/Rental	CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	University Extension Specialist CDMO
	1.2 Confirms and books reservation	None	5 minutes	University Extension Specialist CDMO
	1.3 Provides billing statement	None	10 minutes	University Extension Specialist CDMO
	1.4 Receives payment and issues official receipt	Venue Package Rate – PhP 4400/3 hrs  Additional chairs – PhP 7/chair  Additional equipment – PhP 500/3 units	5 minutes	Administrative Aide VI Cash Office



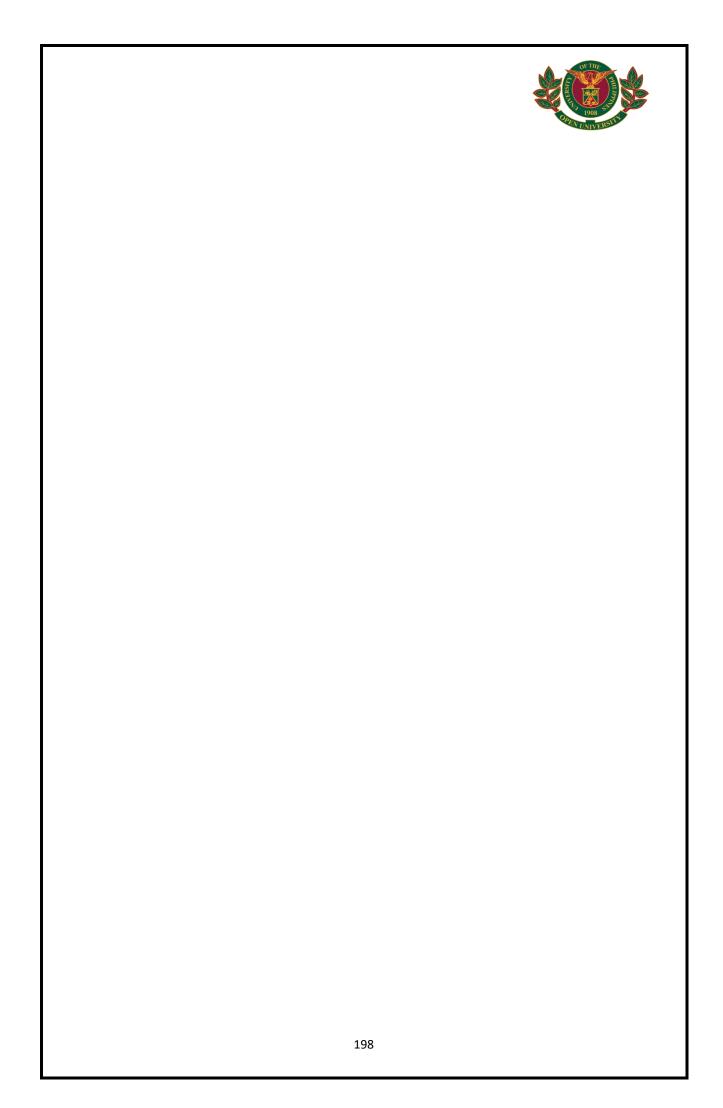
	Honorarium - PhP 1,000/8 hrs succeeding hours - 125/hr		
TOTAL:	Venue Package Rate – PhP 4400/3 hrs  Additional chairs – PhP 7/chair  Additional equipment – PhP 500/3 units  Honorarium – PhP 1,000/8 hrs succeeding hours – 125/hr	25 minutes	

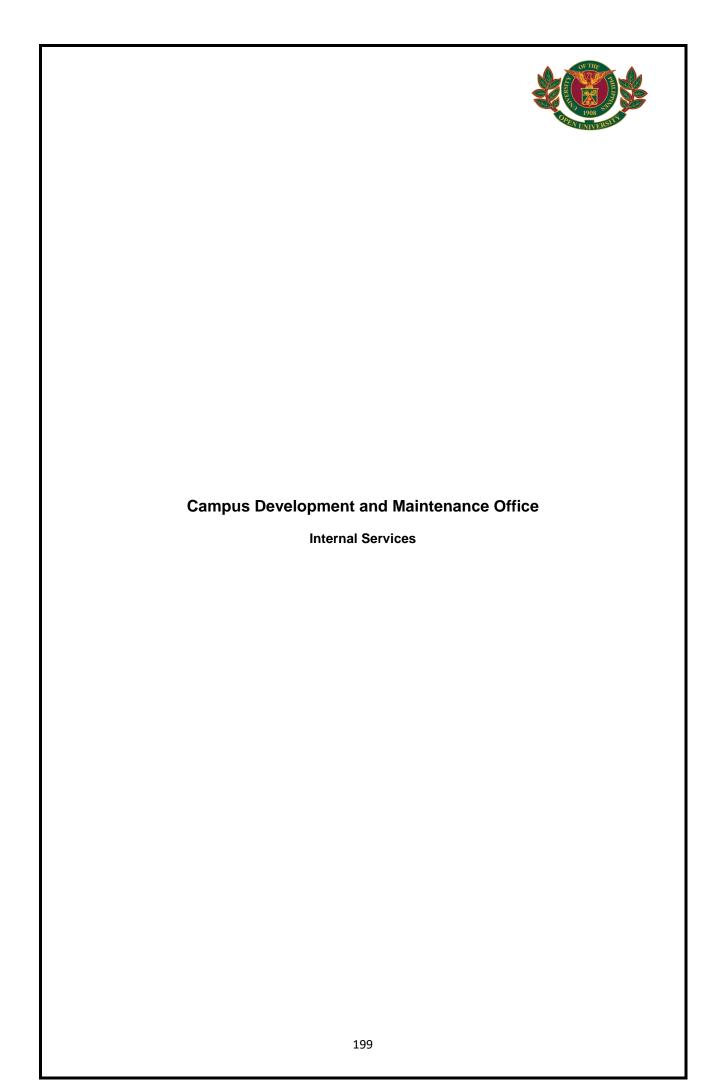


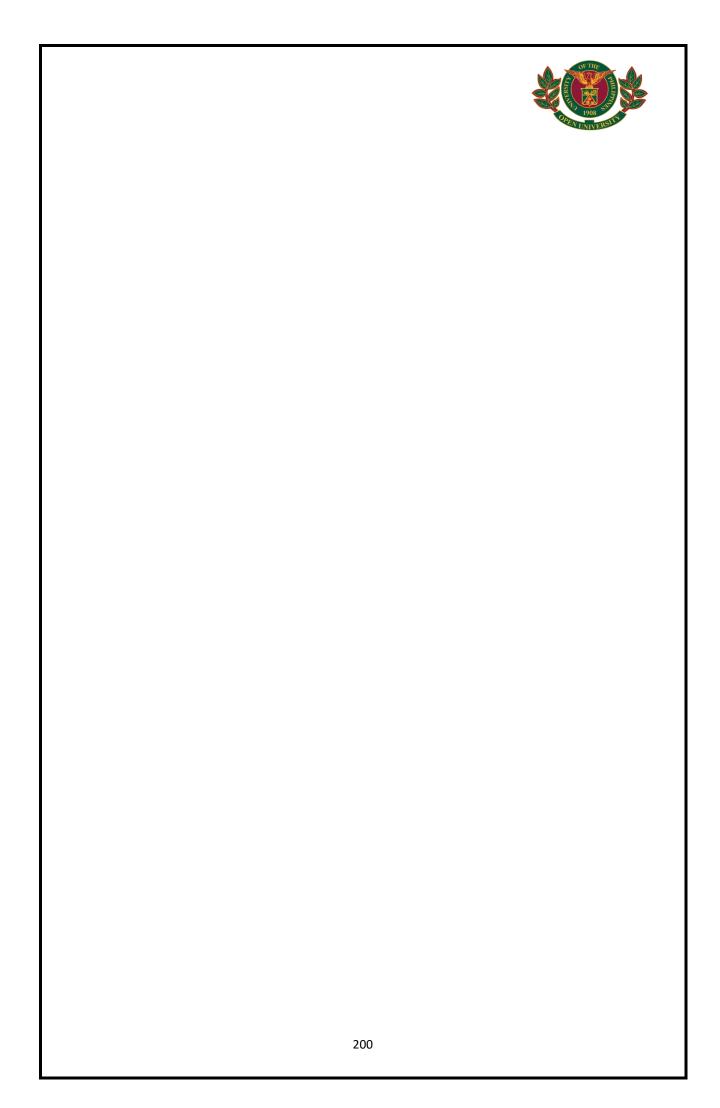
## 2. Learner's Hall Rental

Submission of request to rent the Learner's Hall (LH)

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of	G2C - Government	to Citizen		
Transaction:				
Who may avail:	All Citizen			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1 original copy of Form	Reservation/Rental	CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	University Extension Specialist CDMO
	1.2 Confirms and books reservation	None	5 minutes	University Extension Specialist CDMO
	1.3 Provides billing statement	None	10 minutes	University Extension Specialist CDMO
	1.4 Receives payment and issues official receipt	PhP 600/day	5 minutes	Administrative Aide VI Cash Office
	TOTAL:	PhP 600/day	25 minutes	





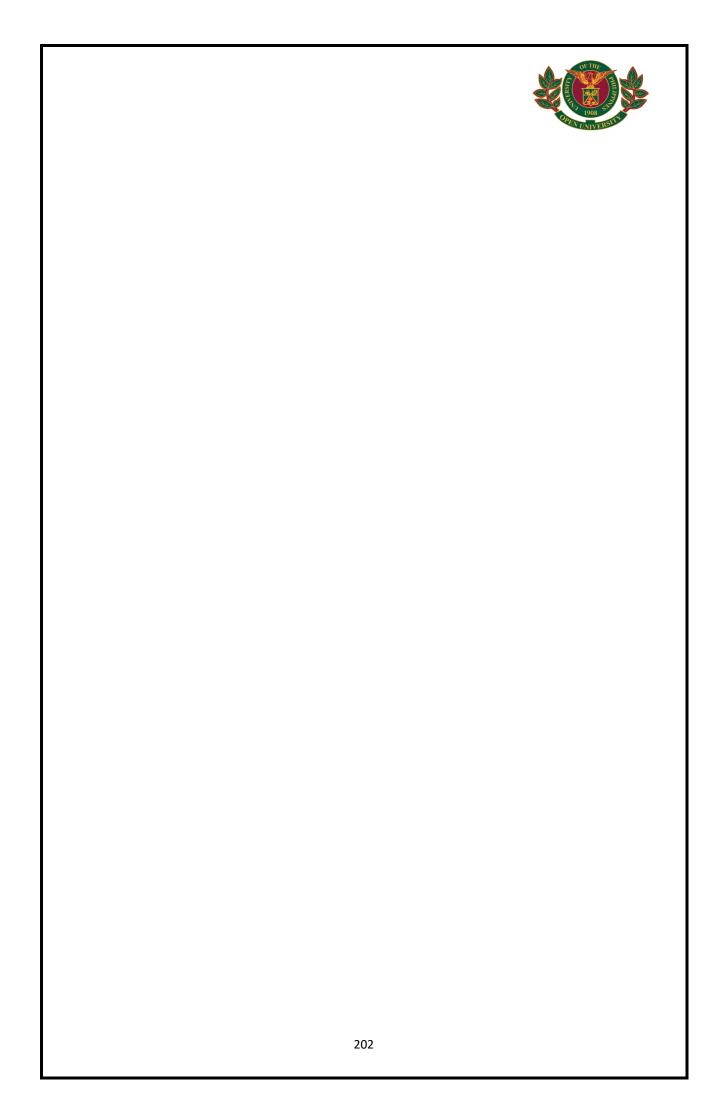


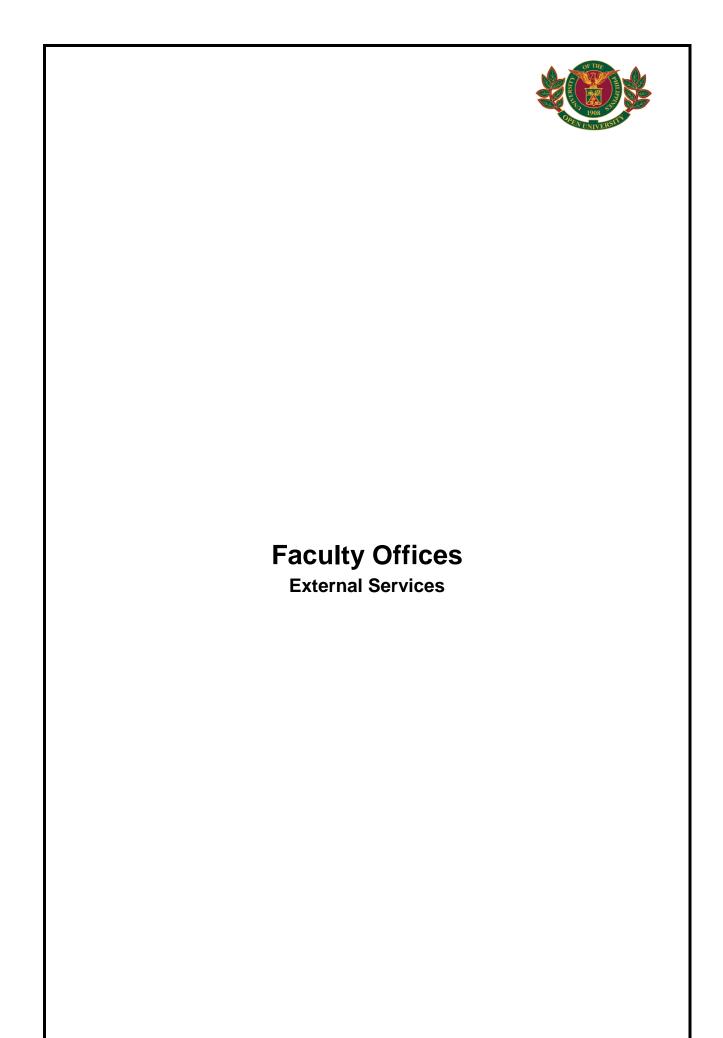


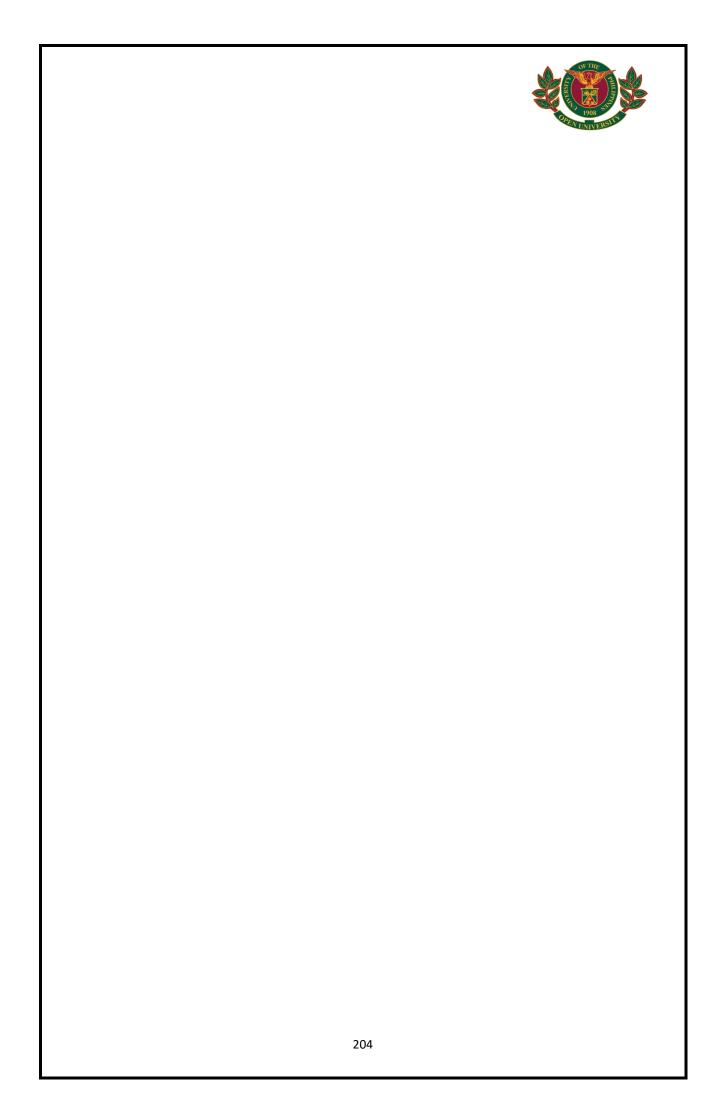
#### 1. Reservation of Venue

Submission of request for reservation of UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL), Oblation Hall (OH), Sandbox and Learner's Hall (LH),

and Learner's Hall (LH),				
Office or	Campus Developme	ent and Mainte	enance Office (CD	OMO)
Division:				
Classification:	Simple			
Type of	Government to Government (G2G)			
Transaction:				
Who may avail:	All employees			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1 original copy of	Reservation/Rental	CDMO		
Form				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLILINI STLFS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Fills out the	1.1 Confirms and	None	5 minutes	University
online	books			Extension
reservation	reservation			Specialist
form				CDMO
(https://docs.goo				
gle.com/a/upou.				
edu.ph/forms/d/				
e/1FAIpQLSeIUIU				
vQOTXtY6fI- Et4BHnH3ENeV8f				
o6hsonVAP9wLP				
k470Q/viewform				
?c=0&w=1)				
TOTAL:		None	5 minutes	









#### 1. Application for Graduation

Student must apply for the application in order to graduate. The application for graduation serves as the basis for evaluating the record of the student/candidate. If the student is completing all the academic requirements of the program on his/her last enrollment, s/he should apply for graduation on or before the deadline for filing of application for graduation on that particular term.

Office or Division:	Faculty Office			
Classification:	Highly technical			
Type of	Government to Citi	zen (G2C	5)	
Transaction:				
Who may avail:	Undergraduate and	d graduate		
CHECKLIST OF R			WHERE TO SE	
1 digital copy of App	lication Form for	https://o	<u>ur.upou.edu.ph/st</u>	udent/pdf/APPLI
Graduation		CATION	FOR GRADUA	TION.pdf
			istrar.upou.edu.ph/wp	
		TION.pdf	oloads/2019/10/APPLIC	ATION FOR GRADUA
		FEES		
CLIENT STEPS	AGENCY	TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Fill ups the	1.1 Inputs the	None	2 days	University
application form	information in the			Researcher/
and sends it to the	google drive			University
Faculty Secretary	database and			Research
via email	conducts initial			Associate/
attachment or hard	checking of			University
сору.	records to identify			Extension
	lacking courses			Associate/
	and grades.			Research
				Assistant/ Project Staff
				Faculty of
				Studies
	1.2 Deliberates	None	1 day	Faculty
	the application	140110	, day	Executive
	and if merited,			Committee
	endorses to the			Faculty of
	Faculty Council.			Studies
	1.3 Deliberates	None	1 day	Faculty Council
	the application		<b>_</b>	Faculty of
	and if merited,			Studies
	endorses to the			



	T			
U	Iniversity			
E	xecom.			
1	.4 Deliberates	None	1 day	University
l th	ne application		•	Executive
	nd if merited,			Committee
e	ndorses to the			
l	Iniversity			
	Council.			
1	.5 Deliberates	None	1 day	University
th	ne application		,	Council
	nd if merited,			
	ndorses to the			
B	OR.			
1	.6 Approves/	None	1 day	Board of
	Disapproves		j	Regents
	ecommendation			· ·
fo	or graduation.			
	.7 Sends	None	3 days	Administrative
l n	otification to the			Officer OUR
	tudent on the			
d	ecision of			
"	is/her			
	pplication for			
	raduation.			
TOTAL		None	10 days	



#### 2. Completion of EXT (Online) and Removal

To complete a grade of EXT (extended) and 4.00 (for removal) in a course, a student has a maximum period of one year from the end of the term to complete all the requirements of the course. The student need not re-enroll the course during this period of completion. The validity of the approved completion is per term only.

Office or Division:	Faculty Office			
Classification:	Complex			
Type of	Government to Citi	zen (G2C	(;)	
Transaction:		`	,	
Who may avail:	Enrolled students			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	SECURE
1 original copy of Rem	noval/ Completion	https://o	ur.upou.edu.ph/st	<u>udent</u>
Exam Form			1	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files an online application for completion of EXT grade through the Student Portal https://our.upou.edu.ph/student and submits the requirements required for completion to the Faculty Secretary.	1.1 Checks the eligibility and requirements of the student for completion  1.2 Forwards the requirements to the Faculty in Charge (FIC)	None	3 days	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies University Research Associate/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.3 Checks the requirements and issues completion grade online.	None	1 day	Faculty in Charge Faculty of Studies
TOTA	\L:	None	5 days	



# 3. Cross Enrollment (from UPOU to other UP Unit) Request

This refers to the process of enrollment where a student of UPOU chooses to cross-enroll into another UP unit.

Office or Division:	Faculty Office	Faculty Office			
Classification:	Simple				
Type of	Government to Citizen (G2C)				
Transaction:					
Who may avail:	Undergraduate and	d graduate	students		
CHECKLIST OF R	REQUIREMENTS		WHERE TO SE	CURE	
1 original copy of the	permit to Cross	https://ou	r.upou.edu.ph/stu	dent/pdf/Permit%	
Register Form		20to%200	Cross%20Registe	<u>r.pdf</u>	
			trar.upou.edu.ph/wp-	- Corre Desister and	
		FEES	oads/2019/10/Permit-t l	o-Cross-Register.pat	
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the	1.1 Receives the	None	10 minutes	University	
permit to cross	form and			Researcher/	
register form to the	forwards it to the			University	
Faculty Secretary.	Program Chair			Research	
				Associate/	
				University	
				Extension	
				Associate/	
				Research	
				Assistant/	
				Project Staff	
				Faculty of	
	1.2 Receives and	None	1 day	Studies Program Chair	
	evaluates the	INOTIE	i uay	Faculty of	
	application			Studies	
	1.3 Renders	None	1 day	Dean	
	decision on the	140110	1 day	Faculty of	
	request			Studies	
	1.4 Receives the	None	10 minutes	Student	
	letter with final			Records	
	action of the			Evaluator I/	
	Dean.			Office of the	
				University	
				Registrar	
	1.5 Informs the	None	10 minutes	Student	
	student on the			Records	



decisio	on of the		Evaluator/Admin
reques	st.		istrative Aide
			Office of the
			University
			Registrar
TOTAL:	None	3 days	



#### 4. Dropping of Courses

The student may drop a course before three-fourths (3/4) of the semester/term has elapsed, and not later. The system is accessible only at the start of the class and deactivated a day after the deadline for filing an application for dropping on that particular term. If the student applies less than 1 month after classes start (semestral) or less than 1 week (trimestral), they are advised to apply for withdrawal of enrollment and refund of fees instead.

Office or Division:	Faculty Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Enrolled students	\	,	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
1 original copy of Dropp	ing Form	https://o	ur.upou.edu.ph/st	udent
1 photocopy of proof of		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for dropping of course/s via student portal https://our.upou.edu.ph/student	1.1 Checks all requirements are complete, inputs the information in the database under the Application for DRP folder, generates excel file DRP Summary and updates the status of the application in STROL as Inprocess.	PhP10 /unit	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Evaluates and renders decision on the application via STROL and updates the database. 1.3 Creates	None	10 minutes	Secretary to the Faculty Faculty of Studies  University
	summary of approved DRP applications and			Researcher/



TOTAL	<u>.</u>	PhP10 /unit	1 day and 30 minutes	Studies
	1.4 informs the student and FIC on the decision.	None	10 minutes	Secretary to the Faculty Faculty of
	Submission of Grades for distribution to the Faculty in Charge (FIC).			Associate/ Research Assistant/ Project Staff Faculty of Studies
	forwards to the Secretary to the Faculty at least 1 week before the deadline for			University Research Associate/ University Extension



#### 5. Leave of Absence Application

A student may apply for a leave of absence (LOA) a day after the deadline for the withdrawal of enrollment. The LOA must not exceed one year from the term of effectivity. The online application for LOA is activated at the start of the registration period and deactivated a day after the deadline for filing application for LOA.

Office or Division:	Faculty Office	Faculty Office			
Classification:	Simple				
Type of	Government to Citizen (G2C)				
<b>Transaction:</b>					
Who may avail:	Enrolled students		viously on Absend	ce Without	
	Official Leave (AV	VOL) status			
CHECKLIST OF R		1	WHERE TO SEC		
1 original copy of LO			upou.edu.ph/stud	ent/	
1 photocopy of Proof		Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Applies for LOA	1.1 Checks all	PhP 150	1 day	University	
via student portal	requirements			Researcher/	
https://our.upou.edu.ph/	are completed.			University	
student				Research	
				Associate/	
				University	
				Extension	
				Associate/	
				Research	
				Assistant/	
				Project Staff	
				Faculty of	
				Studies	
	1.2 Inputs the	None	10 minutes	University	
	information to			Researcher/	
	the database			University	
	under the			Research	
	Application for			Associate/	
	LOA folder and			University	
	excel file LOA			Extension	
	Summary and			Associate/	
	updates the			Research	
	status in STROL			Assistant/	
	as <i>In-process</i> .			Project Staff	
				Faculty of	
				Studies	



	4.0. []	NI aur	4 -1	0
	1.3 Evaluates	None	1 day	Secretary to the
	and renders			Faculty
	decision on the			Faculty of
	application via			Studies
	STROL and			
	updates the			
	database.			
	1.4 Creates	None	10 minutes	University
	summary of			Researcher/
	approved LOA			University
	applications and			Research
	forwards to the			Associate/
	Secretary to the			University
	Faculty at least			Extension
	one week			Associate/
	before the			Research
	deadline for			Assistant/
	Submission of			Project Staff
	Grades for			Faculty of
	distribution to			Studies
	the Faculty in			
	Charge (FIC).			
	1.5 Informs the	None	10 minutes	Secretary to the
	student and FIC			Faculty
	of the final			Faculty of
	decision on the			Studies
	request.			
TOTA	•	PhP 150	2 days and 20	
	<b>\_</b> :		minutes	
			IIIIIIules	



## 6. Maximum Residency Rule (MRR) Waiver

Students who have reached the Maximum Residency Rule in the program may still be considered to continue with the program by applying for a formal request to waive their MRR.

MRR.				
Office or Division:	Faculty Office			
Classification:	Highly technical			
Type of	Government to Citizen (G2C)			
Transaction:				
Who may avail:	Undergraduate and	d graduate		
CHECKLIST OF R			WHERE TO SE	ECURE
1 original request lette MRR	er for waiver of	Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter to waive MRR to the Secretary to the Faculty.	1.1 Receives the letter and attaches a student checklist to the letter and forwards the request to the Program Chair	None	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Receives, evaluates and recommends the application	None	15 days	Program Chair Faculty of Studies
	1.3 Renders final action.	None	1 day	Dean Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	Student Records Evaluator I/ Office of the University Registrar
	1.5 Informs the student on the decision of the request.	None	5 minutes	University Researcher/ Student Records



			Evaluator/ Administrative Office of the University
			Registrar
OTAL:	None	16 days and 25 minutes	



# VI. Feedback and Complaints

FE	EDBACK AND COMPLAINTS MECHANISM
How to send feedback	Answer the client feedback form and check the suggestion or complement box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - <a href="https://forms.gle/qEGF56NFwUxNg3nbA">https://forms.gle/qEGF56NFwUxNg3nbA</a>
How feedbacks are processed	Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles and records all feedback submitted.  Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients my contact 049-536-6001 loc 299 or send an email to feedback@upou.edu.ph
How to file a complaint	Answer the client feedback form and check the complaint box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - <a href="https://forms.gle/qEGF56NFwUxNg3nbA">https://forms.gle/qEGF56NFwUxNg3nbA</a>
How complaints are processed	Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles, records and evaluates all complaints submitted.  Upon evaluation, the complaint shall be forwarded to the relevant office for evaluation and investigation. A report shall be submitted to the Chancellor for appropriate action.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)



## VII. List of Offices

Office	Address	Contact Information
Office of the Chancellor	3 <sup>rd</sup> Floor, UPOU	049 536 6015
(OC)	Headquarters, National	049 536 60015 049 536 6001 to 06 local 702,800
(00)	Highway, Maahas, Los	oc@upou.edu.ph
	Baños, Laguna	oc@upou.edu.pn
Budget Office (BO)	3 <sup>rd</sup> Floor, UPOU	049 536 6001 to 06 local 703
Budget Office (BO)	Headquarters, National	budget@upou.edu.ph
	Highway, Maahas, Los	budget@upod.edu.pri
	Baños, Laguna	
Information and	3 <sup>rd</sup> Floor, UPOU	049 536 6001 to 06 local 452
Communication	Headquarters, National	miso@upou.edu.ph
Technology	Highway, Maahas, Los	пізо в ароалеаалріі
Development Office	Baños, Laguna	
(ICTDO)	Darios, Laguria	
Multimedia Center (MC)	Community Hub, UP	049 536 6001 to 06 local 453
manimodia como (me)	Open University,	mc@upou.edu.ph
	National Highway,	<u></u>
	Maahas, Los Baños,	
	Laguna	
Office of Public Affairs	Community Hub, UP	049 536 5992
	Open University,	049 536 6001 to 06 local 710
	National Highway,	info@upou.edu.ph
	Maahas, Los Baños,	
	Laguna	
Office of the Legal	2nd Floor, UPOU	049 536 6001 to 06 local 450
Counsel (OLC)	Headquarters, National	legal@upou.edu.ph
	Highway, Maahas, Los	
	Baños, Laguna	
Office of Gender	1 <sup>st</sup> Floor, UPOU	049 536 6001 to 06 local 451
Concerns (OGC)	Headquarters, National	gender@upou.edu.ph
	Highway, Maahas, Los	
	Baños, Laguna	
Ugnayan ng	Community Hub, UP	049 536 6001 to 06 local 483
Pahininghod/Oblation	Open University,	pahinungod@upou.edu.ph
Corps Office	National Highway,	
(Pahinungod)	Maahas, Los Baños,	
	Laguna	0.40 500 004.4
Office of the Vice	3 <sup>rd</sup> Floor, UPOU	049 536 6014
Chancellor for	Headquarters, National	049 536 6001 to 06 local 301
Academic Affairs	Highway, Maahas, Los	ovcaa@upou.edu.ph
Office of the University	Baños, Laguna 1 <sup>st</sup> Floor, UPOU	040 526 6001 to 06 local 404
Office of the University	•	049 536 6001 to 06 local 101
Registrar (OUR)	Headquarters, National	registrar@upou.edu.ph



Office	Address	Contact Information
	Highway, Maahas, Los	
	Baños, Laguna	
University Library (UL)	1 <sup>st</sup> Floor, UPOU	049 536 5998
	Headquarters, National	049 536 6001 to 06 local 721
	Highway, Maahas, Los	library@upou.edu.ph
	Baños, Laguna	
Office of Student Affairs	Community Hub, UP	049 536 5484
(OSA)	Open University,	049 536 6001 to 06 local 340
	National Highway,	osa@upou.edu.ph
	Maahas, Los Baños,	
	Laguna	
Office of Academic	IMDPO Bldg., UPOU	049 536 6001 to 06 local 399
Support and	Headquarters, National	oasis@upou.edu.ph
Instructional Services	Highway, Maahas, Los	
(OASIS)	Baños, Laguna	
Office of the Vice	2 <sup>nd</sup> Floor, UPOU	049 536 6013
Chancellor for Finance	Headquarters, National	049 536 6001 to 06 local 151
and Administration	Highway, Maahas, Los	ovcfa@upou.edu.ph
(OVCFA)	Baños, Laguna	
Accounting Office (AO)	2 <sup>nd</sup> Floor, UPOU	049 536 6001 to 06 local 202,480
	Headquarters, National	accounting@upou.edu.ph
	Highway, Maahas, Los	
	Baños, Laguna	
Cash Office (CO)	2 <sup>nd</sup> Floor, UPOU	049 536 6001 to 06 local 250
	Headquarters, National	cash@upou.edu.ph
	Highway, Maahas, Los	
	Baños, Laguna	0.40.500.0004.4.004.4.000.555
Human Resources	2 <sup>nd</sup> Floor, UPOU	049 536 6001 to 06 local 220,777
Development Office	Headquarters, National	hrdo@upou.edu.ph
(HRDO)	Highway, Maahas, Los	
Overally and Duna anti-	Baños, Laguna	040 500 0004 to 00 local 040
Supply and Property	2 <sup>nd</sup> Floor, UPOU	049 536 6001 to 06 local 210
Management Office	Headquarters, National	spmo@upou.edu.ph
(SPMO)	Highway, Maahas, Los	
Compus Dovelopment	Baños, Laguna Centennial Center for	049 536 6001 to 06 local 483
Campus Development		
and Maintenance Office	Digital Learning Bldg.,	cdmo@upou.edu.ph
(CDMO)	UPOU Headquarters,	
	National Highway,	
	Maahas, Los Baños, Laguna	
Faculty of Education	IMDPO Bldg., UPOU	049 536 6009
(FEd)	Headquarters, National	049 536 6009 049 536 6001 to 06 local 831,830
(1 23)	Highway, Maahas, Los	fed@upou.edu.ph
	Baños, Laguna	ica e apou.eau.pii
	Danos, Laguna	



Office	Address	Contact Information
Faculty of Information	IMDPO Bldg., UPOU	049 536 6008; 536 5070
and Communication	Headquarters, National	049 536 6001 to 06 local 334
Studies (FICS)	Highway, Maahas, Los	fics@upou.edu.ph
	Baños, Laguna	
Faculty of Management	3 <sup>rd</sup> Floor, UPOU	049 536 6010
and Development	Headquarters, National	049 536 6001 to 06 local 821
Studies (FMDS)	Highway, Maahas, Los	fmds@upou.edu.ph
	Baños, Laguna	