

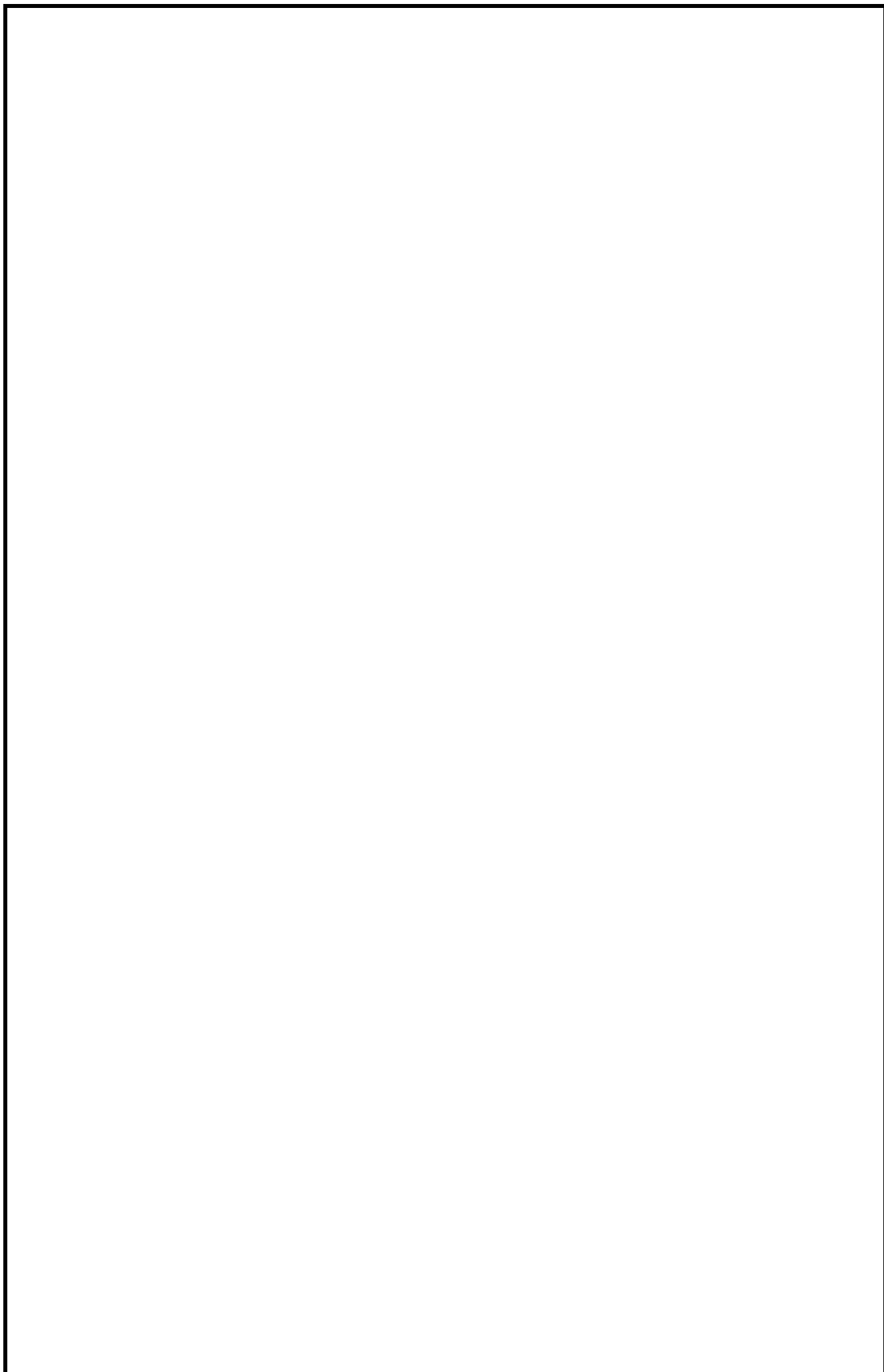


University of the Philippines
OPEN UNIVERSITY

University of the Philippines Open University

CITIZEN'S CHARTER

2024 (1st 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:

Uppgrade 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 full-time 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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Office of the Chancellor



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Budget Office

External Services



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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 Transaction:	Government-to-Government (G2G)			
Who may avail:	UP System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the memorandum		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues a sub-Budget Call (including guidelines) to Constituent Universities (CUs).	1.1. Issues a sub-Budget Call (including guidelines) to all units.	None	1 day	<i>Chancellor thru Chief Administrative Officer Budget Office</i>
	1.2. Prepares their respective budget proposals to be submitted to the Budget Office.	None	9 days	<i>Administrative Officer Respective Unit</i>
	1.3. Consolidates the budget proposals of units.	None	8 days	<i>Chief Administrative Officer Budget Office</i>
	1.4. Approves the budget proposal	None	1 day	<i>Chancellor Office of the Chancellor</i>
	1.5. Submits the budget proposal to the UP System.	None	1 day	<i>Chief Administrative Officer Budget Office</i>
	TOTAL	None	20 Days	



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Budget Office

Internal Services



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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			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of letter request		Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter request address to the Chancellor to Budget Office	1.1. Evaluates the request.	None	1 day	<i>Chief Administrative Officer Budget Office</i>
	1.2. Renders decision on the request	None	1 day	<i>Chancellor Office of the Chancellor</i>
	TOTAL	None	2 days	



2. Internal Operating Budget (IOB) Preparation

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

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of memorandum		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and submit respective IOB based on their Unit budget ceiling to Budget Office	1.1. Consolidates the Internal Operating Budget	None	5 days	<i>Chief Administrative Officer Budget Office</i>
	1.2. Approves the IOB	None	1 days	<i>Chief Administrative Officer Budget Office</i>
	1.3. Submits IOB to UP System	None	1 day	<i>Chancellor thru Chief Administrative Officer Budget Office</i>
	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.

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of letter request		Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for issuance of Notice/Advice of Allotment to Budget Office	1.1 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	<i>Chief Administrative Officer</i> Budget Office
	TOTAL	None	1 day	



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Office of the Public Affairs

External Services



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1. Alumni Coordination Request

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

Office or Division:	Office of Public Affairs			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	UPOU Alumni and the rest of UP community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via alumnirelations@upou.edu.ph OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	1 day	<i>Director</i> Office of Public Affairs
	1.3. Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	None	1 day and 10 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:	Government-to-Citizen (G2C)			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to inquiries@upou.edu.ph 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	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2 Sends response to the inquiry	None	5 minutes	<i>Administrative Officer IV</i> Information Office OR <i>Responsible employee</i> Unit
	TOTAL	None	10 minutes	



3. Training of ODeL Request

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

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government-to-Citizen (G2C)			
Who may avail:	Higher Education Institutions, TVET Schools, Academic Institutions, NGOs, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital or original copy of letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends official letter of request addressed to the Director of the Office of Public Affairs via email inquiries@upo.u.edu.ph	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	1 day	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	Based on DBM BUDGET CIRCULAR No.2007 - 1	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	Based on DBM BUDGET CIRCULAR No.2007 - 1	1 day and 10 minutes	



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			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital or original copy of request letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to inquiries@upou.edu.ph OR visits the Office of Public Affairs	1.1 Answers inquiry or forwards the inquiry to concerned office.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2 Renders decision on the request	None	1 day	<i>Director</i> Office of the Public Affairs
	1.3 Confirms/ Denies request to visit UPOU	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	None	1 day and 10 minutes	



Office of the Public Affairs

Internal Services



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1. Documentation of Activities Request

This serves as a guideline for requests to document activities.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via support@upou-publicaffairs.freshdesk.com OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Information Office
	1.2. Renders decision on the request.	None	1 day	<i>Director</i> Information Office
	1.3. Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Information Office
	TOTAL	None	1 day and 10 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			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the content		Client		
1 digital/photo or original copy of preferred designs (if any)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via support@upou-publicaffairs.freshdesk.com OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	1 day	<i>Director</i> Office of Public Affairs
	1.3. Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.4 Renders the lay-outs and designs	None	5 days	<i>Administrative Officer IV</i> Office of Public Affairs
	1.5 Submits sample lay-out and design for approval	None	1 day	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	None	7 days and 10 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			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Designated Information Officer (DIO) of UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the content for website publication		DIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the content to the Office of Public Affairs via support@upou-publicaffairs.freshdesk	1.1 Reviews the content of the publication	None	2 days	<i>Administrative Officer</i> Office of Public Affairs
	1.2 Publishes the content in the UPOU website	None	1 day	<i>Administrative Officer</i> Office of Public Affairs
	TOTAL	None	3 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 Affairs			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the script, program and preferred audio files (if any)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via support@upou-publicaffairs.freshdesk.com OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	1 day	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.4 Performs request	None	7 days	<i>OPA Video Editor</i> Office of the Public Affairs
	1.5 Updates the status of the request	None	5 minutes	<i>OPA Video Editor</i> Office of the Public Affairs
	TOTAL	None	8 days and 15 minutes	



Information and Communication Technology Development Office

External Services



University of the Philippines
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1. Email Accounts Creation Request - Student

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Student		
1 digital copy Form 5 (for students)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Creates the email	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	3.2. Releases the email to the student	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	None	15 minutes	



2. 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:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All existing email account holders - Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Student		
1 digital copy of proof of identity (valid ID/Form 5)		Student		
1 digital copy alternate email address		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the student via the alternative email address	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	None	15 minutes	



3. MyPortal Troubleshooting Request

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

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





Information and Communication Technology Development Office

Internal Services



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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			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
1 digital copy HRDO email confirmation		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Creates the email	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	a. Releases the email to the employee	None	5 minutes	<i>Administrative Assistant III</i> 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 Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All existing email account holders – Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
1 digital copy alternate email address		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the employee via the alternative email address	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	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:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for General Technical Support	1.1. Sends request receipt confirmation.	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2. Performs requests.	None	6 days	<i>Administrative Assistant III</i> ICTDO
	1.3. Updates the status of the request.	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	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 Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Office of the University Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Office of the University Registrar		
1 digital copy of list of student profiles		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of Student Account in MyPortal.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 days	<i>Information Systems Researcher III</i> ICTDO
	1.3. Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III</i> ICTDO
	TOTAL	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 or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office Staff, Program Chair, owner of the course site			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request service via email to ictdo@upou.edu.ph.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	1 day	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III</i> 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 requests for assistance in posting assignments of FICs to course sites in MyPortal.

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital letter request		Client		
1 list of FIC assignments		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for posting of FIC Assignments to Course Sites in MyPortal.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2. Performs requests.	None	6 days	<i>Information Systems Researcher III ICTDO</i>
	1.3. Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	TOTAL	None	6 days and 10 minutes	



7. MyPortal Course Site Creation

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Office of the University Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 request letter		Client		
1 list of courses to create		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From any location, ends request via email for the creation of course sites in MyPortal.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2. Performs requests.	None	6 days	<i>Information Systems Researcher III ICTDO</i>
	1.3. Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	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 Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Faculty Office		
1 digital copy of list of FIC profiles		Faculty Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of FIC Accounts in MyPortal.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Performs requests.	None	6 days	<i>Information Systems Researcher III ICTDO</i>
	1.3. Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	TOTAL	None	6 days and 10 minutes	



9. MyPortal Troubleshooting Request- Faculty

This serves as a guideline for requests for troubleshooting of MyPortal for Faculty members.

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All MyPortal users – Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Faculty member		
1 digital copy of the case details		Faculty member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Sends request receipt confirmation.	None	10 minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	10 minutes	<i>Information Systems Researcher III</i> 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 Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees with approval from head of unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request with approval of the unit head		Employee		
1 softcopy of document with rationale, objectives, specifications, features, mock-up, and timeline)		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via an online ticketing system.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Studies documents provided.	None	2 days	<i>Information Systems Researcher III ICTDO</i>
	1.3. Provides recommendations and action plans for the request	None	4 days	<i>Information Systems Researcher III ICTDO</i>
	1.4. Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	TOTAL	None	6 days and 10 minutes	



11. Web App Deployment Request

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request with approval of the head of unit		Employee		
1 soft copy of document containing systems requirements specifications, unit test report, user acceptance test report, security test report, user's manual, administrator's manual		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request service via an online ticketing system.	1. 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	





Office of Gender Concerns

Internal Services



1. Gender-focused Research Grant

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

Office or Division:	Office of Gender Concerns
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	Employees and affiliate faculty with administrative load credits
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of the Gender-focused research proposal	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits gender-focused research proposal to the Office of Gender Concerns.	1.1. Reviews the submitted gender-focused research proposals.	None	10 days	<i>Internal/External Reviewer, Director Office of Gender Concerns</i>
	1.2. Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation	None	1 day	<i>Director Office of Gender Concern</i>
	1.3 Endorses the proposal to the Data Protection Officer (DPO) for evaluation and recommendation.	None	1 day	<i>Director Office of Gender Concern</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorses the IREC-certified proposals to the RPC for evaluation and recommendation	None	1 day	<i>Director</i> Office of Gender Concern
	1.5 Endorses the awarding of the grant to the Chancellor.	None	1 day	<i>Chair, Research and Publications Committee</i> Office of the Vice Chancellor for Academic Affairs
	1.6 Renders decision on the endorsement	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.7 Informs the Legal Office to prepare and process the research grant contract.	None	1 day	<i>Administrative Assistant</i> Office of Chancellor
	1.8 Facilitates the signing of the Research Grant Contract	None	2 days	<i>Administrative Aide VI</i> Office of Legal Counsel
	1.9 Prepares the disbursement voucher of the proponent's research grant.	None	1 day	<i>OGC Staff</i> Office of Gender Concern
	TOTAL	None	19 days	



Office of the Legal Counsel

Internal Services





1. Contract Review/Drafting

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

Office or Division:	Office of the Legal Counsel
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All units
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of project document	Requesting Unit
1 digital copy of draft of contract	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for preparation/ review of contract to legal@upou.edu.ph	1.1 Prepares/ Reviews the contract.	None	2 days	<i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel
	1.2 Returns the prepared/reviewed draft to the requesting unit for review and approval.	None	15 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.3. Incorporates comments and suggestions (if any) of the requesting unit.	None	20 minutes	<i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel
	1.4 Finalizes the contract and prints seven (7) original copies for signature/execution of the parties.	None	10 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.5 Affixes initials to the contract	None	2 days	<i>Chief Legal Counsel</i> Office of the Legal Counsel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Forwards the contract to the Chancellor and the witness for signature.	None	2 days	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.7 Facilitates notarization of the Chancellor's signature	None	1 day	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.8 Forwards the contract for signing of the other party/ies	None	5 days	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.9. Forwards a copy of the contract to the Board of Regents for information/confirmation	None	2 days	<i>Administrative Aide VI</i> 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	<i>Administrative Aide VI</i> 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 Counsel			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)/Government-to-Citizen (G2C)			
Who may avail:	UPOU employees and students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 original copy and 1 photocopy of the letter from the Dean/Official re: Administrative/Student Disciplinary Case			Dean's Office/Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Chief Legal Officer</i> 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	<i>Chancellor</i> Office of the Chancellor
	1. 3. Facilitates hearing on the Case	None	14 days	College/Administrative 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	<i>Chief Legal Officer</i> Office of the Chief Legal Counsel
	TOTAL	NONE	20 days	



3. Legal Advice/Advisory Request

This serves as a guideline for requesting legal advice/opinion.

Office or Division:	Office of the Legal Counsel			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request for opinion		Requesting Party		
CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.2 Gives legal advice/opinion in writing or by email.	None	1 day	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.3. Forwards the legal advice/opinion to the requesting unit.	None	10 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	TOTAL	NONE	1 day and 20 minutes	



4. Request for Certificate of No Pending Case

This serves as a guideline for requesting for Certificate of No Pending Case

Office or Division:	Office of the Legal Counsel			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request for opinion		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru https://uis.up.edu.ph .	1.1. Approves the request.	None	1 minute	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.2. Prepares the Certificate of No Pending Case for signature of the Chief Legal Counsel.	None	5 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.3 Reviews and signs the certificate	None	2 minutes	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.4. Releases the certificate to the requesting party.	None	2 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	TOTAL	NONE	10 minutes	



**Office of the Vice Chancellor
for Academic Affairs
External Services**



University of the Philippines
OPEN UNIVERSITY



1. Request for External/Non-UPOU Researchers to Conduct Research/Data Collection at UP Open University

This involves the guidelines for external/non-UPOU researchers that aim to conduct research/data collection at and about UP Open University.

Office or Division:	Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly-technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All non-UPOU employees, Affiliate/Adjunct faculty members, Lecturers, and Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 copy of Research Proposal	Requesting Party	
1 copy of Research instrument/survey questionnaire	Requesting Party	
1 copy of ethics clearance of the research proposal (if applicable)	Requesting Party	
1 copy of Investigators' Curriculum Vitae	Requesting Party	
1 copy of accomplished Data Collection Request Form to be signed by the proponent's Unit Head/Adviser	OVCAA/ Research and Publication Committee (RPC)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1.Receives the application	None	5 minutes	<i>Administrative Officer</i> OVCAA
	1.2.Checks the submitted documents	None	20 minutes	<i>Project Staff</i> UPOU RPC
	1.3 Informs the applicant/ proponent to accomplish data collection request form	None	10 minutes	<i>Project Staff</i> UPOU RPC
2. Submits data collection request form and other	2.1 Receives the accomplished data collection request form	None	1 day	<i>Administrative Officer</i> OVCAA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
required documents, as needed				<i>Project Staff UPOU RPC</i>
	2.2 Checks the completeness of the submitted documents	None	10 minutes	<i>Project Staff UPOU RPC</i>
	2.3 Evaluates the submitted documents and endorses the application to the A2VC/VCAA, if applicable	None	1 hour	<i>A2VC for Research OVCAA/ VCAA OVCAA</i>
	2.4 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 hour	<i>UPOU Research and Publication Committee</i>
	2.5 Prepares draft endorsement letter to the VCAA	None	2 hours	<i>Project Staff UPOU RPC/ A2VC for Research OVCAA</i>
	2.6 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 day	<i>UPOU RPC/ VCAA OVCAA</i>
	2.7 Prepares draft endorsement letter to the OC to be signed by the VCAA	None	1 day	
	2.8 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 day	<i>Office of the Chancellor</i>
	2.9 Sends feedback letter to the proponent	None	30 minutes	<i>Project Staff UPOU RPC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	containing the review results and recommendations from the UPOU RPC			
	TOTAL	None	4 days, 5 hours, and 15 minutes	





University of the Philippines
OPEN UNIVERSITY

**Office of the Vice Chancellor
for Academic Affairs
Internal Services**



University of the Philippines
OPEN UNIVERSITY



I. 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 post baccalaureate degree of UPOU faculty.

Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPOU Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of Admission notice		University from which the applicant is currently enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits a letter request to the Chancellor through channels	1.1 Receives the request	None	5 minutes	<i>Administrative Officer</i> Faculty Offices
	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	<i>Dean</i> Faculty Offices
	1.4 Endorses the request to the Chancellor	None	1 day	<i>University APB</i>
	1.5 Renders decision on the request	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.6 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO	None	5 minutes	<i>Administrative Aide VI</i> Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	4 days and 10 minutes	



2. 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 Transaction:	G2G – Government to Government	
Who may avail:	All Employees and Affiliate/Adjunct faculty members and Lectures	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Original copy of UPOU HRDO Form no. CE 002	http://hrdo.upou.edu.ph	
1 Photocopy of Notice of abstract acceptance	Applicant	
1 Original and 1 photocopy of Full paper	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1 Receives the application	None	5 minutes	<i>Administrative Officer</i> Faculty Offices/Unit
	1.2 Evaluates and endorses the application	None	1 day	<i>Dean/Head of Unit</i> Faculty Offices/Unit
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 day	<i>Chief Administrative Officer</i> Human Resources Development Office
	1.4 Reviews the documents and issues clearance	None	1 day	<i>Chief Administrative Officer</i> Budget Office
	1.5 Reviews and endorses the application	None	1 day	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Renders decision on the request	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.7 Prepares travel authority and Contract	None	1 day	<i>Chief Administrative Officer</i> Human Resources Development Office
	1.8 Facilitates the signing and distribute copies to concerned units/individuals	None	1 day	<i>Administrative Aide VI</i> Human Resources Development Office
	TOTAL	None	7 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 Chancellor for Academic Affairs
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Regular faculty members
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 original Application for Professional Chair/Faculty Grant	Office of the Vice Chancellor for Academic Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends application for Professional Chair/Faculty Grant to the Office of the Dean	1.1. Receives the application	None	5 minutes	<i>Administrative Officer</i> Faculty Offices
	1.2 Evaluates the nomination/ application	None	1 day	<i>Academic Personnel Committee (APC)</i> Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 day	<i>Dean</i> Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 day	<i>CPCFG</i>
	1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.6 Renders decision on the application	None	1 day	<i>Vice President for Academic Affairs/</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
				<i>President/Board of Regent University of the Philippines</i>
	1.7 Prepares the contract	None	1 day	<i>Chief Legal Counsel Office of the Legal Counsel</i>
	1.8 Facilitates the signing of the contract and distribute signed contract	None	2 days	<i>Administrative Aide VI Office of the Legal Counsel</i>
	TOTAL	None	8 days and 5 minutes	



4. 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 Chancellor for Academic Affairs	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Faculty Offices	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1 original copy of UP Teaching Assistantship Program Application Form	OVCAA
	1 photocopy of Admission notice	Applicant
	1 photocopy of Official Transcript of Records or True Copy of Grades up to previous semester	Applicant
	1 photocopy of Postgraduate Program of Study (for those currently enrolled)	Applicant
	1 photocopy of Registration Form 5 for those currently enrolled	Applicant
	1 original 750 – 1000 essay in English on the applicants career goals and interest in teaching, research and/or creative work	Applicant
	Two original recommendation letters for applicant based on past performance from teachers/mentors endorsed by the unit head	Applicant
	1 original Proposed courses to teach with specific tasks and duties	Faculty Offices
	1 original Proposed post graduate program of study (applicable only for applicants who are baccalaureate graduates)	Applicant
	1 original Proposed plan for teaching enhancement and training	Faculty Offices
	1 original Proposed plan for research and creative work mentoring	Faculty Offices
	1 original Justification letter for endorsing an applicant who is already in the thesis stage	Faculty Offices



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



5. Application for UPOU Research Grants (FRG, CRG, etc.)

This involves the guidelines for UPOU Research Grants that aims to financially support faculty members and staff in writing research outputs that can be disseminated and/or published in local and international venues/academic areas.

Office or Division:	Office of the Vice Chancellor for Academic Affairs
Classification:	Highly-technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Employees and Affiliate/Adjunct faculty members and Lectures

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Research Grant Form	OVCAA/RPC
1 copy of Research Proposal	Applicant
1 copy of Evaluation Form of two (2) Technical Reviewers	Applicant
1 copy of Endorsement letter from the Dean/Unit head addressed to OVCAA	Applicant
1 copy of either Endorsement letter from the Chair of Faculty of RPC addressed to IREC for Review, or certificate of ethics clearance from other institutions, whichever is applicable	Applicant
1 copy of Investigators' Curriculum Vitae	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1 Receives application	None	5 minutes	<i>Administrative Officer</i> OVCAA
	1.2 Checks the completeness of the required documents	None	20 minutes	<i>Project Staff</i> UPOU RPC
	1.3 Evaluates and endorses the application	None	20 minutes	<i>A2VC for Research</i> OVCAA
	1.4 Reviews documents for eligibility of applicant and issues approval	None	1 hour	UPOU RPC
	1.5 Consolidate review results	None	2 hours	<i>Project Staff</i> UPOU RPC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and draft letter for the proponent			
	1.6 Sends feedback letter to the proponent containing the review results and recommendations from the UPOU RPC	None	10 minutes	<i>Project Staff UPOU RPC</i>
2. Resubmits required documents	2.1 Receives response letter from the proponent together with the revision of the paper, if any	None	10 minutes	<i>A2VC for Research OVCAA/ Project Staff UPOU RPC</i>
	2.2 Checks the resubmission from the proponent	None	10 minutes	<i>A2VC for Research OVCAA/ Project Staff UPOU RPC</i>
	2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPC Chair	None	10 minutes	<i>Project Staff UPOU RPC/ Chair UPOU RPC</i>
	2.4 Sends the endorsements letter to the Office of the Chancellor	None	10 minutes	<i>Administrative Officer OVCAA/ Project Staff UPOU RPC</i>
	2.5 Process and approves the research grants	None	10 minutes	<i>Office of the Chancellor/ Budget Office</i>
	2.6 Prepares Research Grant Contract to be	None	4 hours	<i>Legal Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	notarized by the public attorney			
	2.7 Sends the approved/notarized contract to the proponent and OVCAA Administrative Office	None	10 minutes	Legal Office
	2.8 Prepares DV for payment	None	10 minutes	<i>Administrative Officer</i> OVCAA/ Budget Office/ Accounting Office
	TOTAL	None	9 days, and 5 minutes	



**Office of Student Affairs
External Services**



University of the Philippines
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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 Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application for venue at the http://osasystem.uou.edu.ph	1.1 Consolidates 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	10 minutes	University Extension Associate I Office of Student Affairs
	TOTAL	None	2 days and 10 minutes	



2. Application for Scholarship Grants

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

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	UPOU students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 2x2 photo		Applicant
1 photocopy of Current Income Tax Return of parents; if exempted from filing, attach 1 photocopy of BIR Cert. of Exemption; if parents are unemployed, attach 1 original copy of notarized affidavit of income		Applicant
1 photocopy of UP Form 5		Applicant
1 original copy of True Copy of Grades from previous semester(s)		Office of the University Registrar
1 original copy of Certificate of Good Moral Character		Office of the University Registrar
1 photocopy of Birth Certificate		Applicant
Three (3) original recommendation letter from previous Professor		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents to the Office of Student Affairs	1.1 Receives and screens the application	None	1 hour	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates application	None	2 hours	<i>Scholarship Committee</i>
	1.3 Notifies the students on the results through email or mail	None	10 minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.4 Uploads qualified applicants in the Official OUR Database System	None	1 hour	<i>Administrative Assistant III</i> Office of the University Registrar
	TOTAL	None	4 hours and 10 minutes	



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
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Approved scholars
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 original copy of Refund form	https://osa.upou.edu.ph/scholarship/
1 photocopy of UP Form 5	Applicant
1 photocopy o Proof of Payment	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application for refund to the Office of Student Affairs	1.1 Receives application for refund.	None	5 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates the request for refund	None	2 hours	<i>Administrative Aide VI</i> Office of Student Affairs
	1.3 Prepares the Disbursement Voucher (DV)	None	5 minutes	<i>Administrative Officer</i> Office of Vice Chancellor for Academic Affairs
	TOTAL:	None	2 hours, 10 minutes	



4. Application for Student/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 Student Affairs, Office of the Vice Chancellor for Academic Affairs	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Undergraduate and post graduate students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original copy of Biodata		Office of Student Affairs
1 original copy of True Copy of Grades		Office of the University Registrar/Office of the Faculty/College Secretary
1 photocopy of UP Form 5		Applicant
<i>For graduating students only:</i> 1 original copy of certification from the Secretary to the Faculty that the student is a candidate for graduation		Faculty Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application to the Office of Student Affairs	1.1 Receives and evaluates application	None	30 minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Endorses the application to Head of Unit for evaluation	None	10 minutes	<i>Director</i> Office of Student Affairs
	1.3 Evaluates the applications and submits approved work schedule and signs basic papers	None	2 hours	<i>Unit head</i> Respective Unit
	1.4 Prepares appointment.	None	15 minutes	<i>Administrative Aide/Chief Admin Officer</i> HRDO
	1.5 Distributes copies of appointment papers.	None	10 minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	TOTAL	None	2 hours and 5 minutes	



5. Application for Student Loan

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

Office or Division:	Office of Student Affairs			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Undergraduate and post graduates students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of application for refund		https://osa.upou.edu.ph/student-loan-program/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application	1.1 Receives and evaluates application	None	10 minutes	<i>Administrative Aide VI Office of Student Affairs</i>
	1.2 Evaluates and renders decision on the application	None	2 hours	<i>Student Loan Board</i>
	1.3 Informs the applicant and the Office of the University Registrar on the decision.	None	10 minutes	<i>Administrative Aide VI Office of Student Affairs</i>
	TOTAL	None	2 hours and 20 minutes	



6. Application for Psychosocial Support

This serves as a guide for students for the application for Psychosocial support.

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the form at https://counseling.upou.edu.ph	1.1 Reviews the accomplished form.	None	5 minutes	Senior Psychosocial Counselor I Office of Student Affairs
	1.2 Makes the arrangement with students for consultation.	None	10 minutes	Senior Psychosocial Counselor I Office of Student Affairs
	1.3 Conducts consultation session with student.	None	1 hour	Senior Psychosocial Counselor I Office of Student Affairs
	1.4 Asks the student to sign the Informed Consent Form	none	5 minutes	Senior Psychosocial Counselor I Office of Student Affairs
	1.5 Accomplish the referral form	none	10 minutes	Senior Psychosocial Counselor I Office of Student Affairs
	1.6 Refers the student to the RGC for counseling	none	10 minutes	Senior Psychosocial Counselor I Office of Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Follow-up of student progress	none	10 minutes	<i>Senior Psychosocial Counselor I</i> Office of Student Affairs
	TOTAL	None	1 hour and 50 minutes	



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**Office of Student Affairs
Internal Services**



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

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

Office or Division:	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UPOU offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Survey form to determine demand and supply of SA/GA		OSA		
CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Recommends approval to the Chancellor on the number of slots and budget	None	1 day	<i>Director</i> OSA
	1.3 Chancellor renders decision	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.4 Announces available SA/GA slots via print and electronic means	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
TOTAL		None	7 days	



University of the Philippines
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**Office of the University Registrar
External Services**



University of the Philippines
OPEN UNIVERSITY



1. Application for Undergraduate Admission

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

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	UPCAT Successful Applicants, Qualified Transferees, Applicants with previous degree	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Digital copy of application form for admission		https://our.upou.edu.ph/oas/
<ul style="list-style-type: none"> • If a former UP student: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 record: <ul style="list-style-type: none"> • 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; 		Applicant
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



<p>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.</p>	Applicant
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Apply for admission and upload the admission requirements through the Online Application System https://our.upou.edu.ph/oas/ and Sends all admission requirements on or before the application deadline to: Admissions Section Office of the University Registrar Los Banos, Laguna.</p>	1.1 Receives and records received application documents.	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	20 minutes	<i>University extension Associate I / Administrative Assistant V</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	20 minutes	<i>University extension Associate I</i> Office of the University Registrar
	1.3 Evaluates applications and recommends those who will be taking the admission examination.	None	1 hour	<i>University Extension Associate I</i> Office of the University Registrar Office of the University Registrar <i>Undergraduate Admissions Committee (UAC)</i>
	1.4 Informs and gets the confirmation of attendance of examinee.	None	5 minutes	<i>University Extension Associate I / Administrative Assistant V</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the University Registrar
	1.5 Coordinates with OSA for the details of the exam venue and examiner	None	10 minutes	<i>University Extension Associate I/Administrative Assistant V</i> Office of the University Registrar
	1.6 Prepares and sends test permits of confirmed examinees including instructions for taking the test.	None	10 minutes	<i>University Extension Associate I/Administrative Assistant V</i> Office of the University Registrar
	1.7 Prepares and sends the examination pack to the examiner.	None	30 minutes	<i>University Extension Associate I/Administrative Assistant V</i> Office of the University Registrar
2. Takes the exam				
3. Completes the DE Readiness Module (DERM).	3.1 Sends emails to the applicant the link to the DERM.	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	3.2 Evaluates application for admission (2 nd Round).	None	2 hours	<i>University Extension Associate I</i> Office of the University Registrar Office of the University Registrar <i>Undergraduate Admissions</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Committee (UAC)</i>
	3.3 Sends the results of the evaluation by email to applicant.	None	10 minutes	<i>University Extension Associate I Office of the University Registrar Office of the University Registrar</i>
	TOTAL	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	4 hours, and 55 minutes	



2. Application for Undergraduate Admission (with Admission Exam)

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

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Highschool Graduates, Qualified Transferees, Applicants with previous degree
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 printed copy of signed personal information sheet generated from the Online Application System	https://our.upou.edu.ph/oas/
Original and photocopy of academic credentials: <ul style="list-style-type: none"> ○ For applicants without college units yet: <ul style="list-style-type: none"> ■ If high school or senior high school graduate: Original Form 137 (Grades 7-12) and Form 138 with school's dry seal; ■ If PEPT or ALS A&E Passer: Original copy of the test results and certified true copy of the diploma with citation 'for college admission'; ■ If the applicant holds an international scholastic records: Original copy of scholastic records with citation 'for college admission' duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence; ○ For applicants with college units (transferees): <ul style="list-style-type: none"> ● If a former UP student: Original copy of the Official Transcript of Records (OTR) indicating date cleared by the concerned UP units and a Permit to Transfer; ● If a former college student of another higher education institution: Original copy of the Official Transcript of Records (OTR). The OTR should bear the school's dry seal and imprint, and the Registrar's signature in ink, and must bear acceptable remarks. ● If a former college student of multiple schools: Original copy of the Official Transcript of Records (OTR) from the last school attended. The latest OTR should reflect all credentials from prior school/s. The OTR should bear the school's dry seal and imprint, and the Registrar's signature in ink, and must bear acceptable remarks. ● If the applicant holds an international scholastic records, Original copy of scholastic records with citation 'copy for UP Open University' duly authenticated by the Philippine Foreign Service Post 	Applicant



located in the student applicant's country of origin or legal residence;	
Proof of payment of application fee (non-refundable) amounting to PHP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	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): <ul style="list-style-type: none"> • Scholastic Records duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence; • 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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for admission and upload the admission requirements through the Online Application System https://our.upou.edu.ph/oas/ and sends all admission requirements on or before the application deadline to: Admissions Section Office of the University Registrar Los Banos, Laguna.	1.1 Receives and records the received application documents.	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	20 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	20 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	1.3 Computes the general weighted average of the applicant.	None	40 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>ve Aide VI; University Extension Associate I</i> Office of the University Registrar
	1.4 Generates the list of transfer applicants from other UP units.	None	10 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.5 Prepares and sends the final list of transfer applicants from other UP units to University Extension Associate I (UEA I) and the UEA I finalizes the list.	None	5 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.6 Prepares and sends a letter to the UP Office of Admissions requesting for the UPG of the transfer applicants from other UP units.	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	1.7 Once received, prepares the summary/list of applicants for the evaluation of the Undergraduate Admission	None	10 minutes	<i>Administrative Officer I; Administrative Officer V; Administrative Aide VI;</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Committee (UAC)			
	1.8 Reviews and complies the list to be sent to the UAC.	None	30 minutes	<i>University Extension Associate / Office of the University Registrar</i>
	1.9 Evaluates applications and recommends those who will be taking the admission Examination (UAC Meeting 1 st Round)	None	2 hours	UPOU Undergraduate Admission Committee (UAC)
	1.10 Generates the list of possible UgAT examinees	None	5 minutes	<i>University Extension Associate / Office of the University Registrar</i>
	1.11 Sends emails to UgAT takers regarding the mock exam schedule, actual exam schedule, and their confirmation to take the test	None	5 minutes	<i>University Extension Associate / Office of the University Registrar</i>
	1.12 Generates final list of UgAT takers based on confirmations sent.	None	5 minutes	<i>University Extension Associate / Office of the University Registrar</i>
	1.13 Prepares the Administration of the Mock UgAT	None	2 days	<i>University Extension Associate / Office of the University Registrar</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Requests the creation of course site for the mock UgAT site b. Set up Exam portal c. Updates mock UgAT Manual d. Sends exam details and manuals to examinees e. Sets up Proctor Exam Sends email reminders to examinees to register in Proctor Exam system one day before the exam			
	1.14 Conducts the Mock UgAT	None	8 hours	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
2. Takes exam proper	2.1 Collates and prints the exam responses/exam sheets.	None	20 minutes	<i>University Extension Associate I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Sends the answer sheets (using the required format) to the test markers/checkers.	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
3. Completes the DE Readiness Module (DERM) <i>Note: If admission exam is required, the applicant must take the exam first before completing the DERM.</i>	3.1 Emails applicants about DERM and the link to the DERM.	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	3.2 Checks applicant's DERM completion	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	3.4 Encodes the results of the UgAT on OAS.	None	20 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	3.5 Finalizes list of applications for evaluation of the Undergraduate Admission Committee and	None	30 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	sends it to UEA I for final review.			<i>Extension Associate I</i> Office of the University Registrar
	3.6 Reviews, compiles and sends the final list to the UAC	None	30 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	3.7 Evaluates application for admission (UAC 2 nd round)	None	2 hours	UPOU Undergraduate Committee
	3.8 Sends endorsement letter to OUR	None	10 minutes	Faculty Office
	3.9 Sends online notification to students via OAS about status of application including registration procedures (if admitted to program)	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	TOTAL	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	4 days and 55 minutes	



3. Application for Graduate Admission (with Admission/Qualifying Exam)

This serves as guide to those applying for graduate admission for MPM MIH, and MALLE in UP Open University

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants who hold a Bachelor’s degree and who have satisfied the minimum qualifications of the program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 printed copy of the signed application for admission form generated from the Online Application System	https://our.upou.edu.ph/oas/
Original copy of academic credentials: <ul style="list-style-type: none"> • Original and photocopy of the Official Transcript of Records (OTR). <ul style="list-style-type: none"> ○ If the applicant attended multiple schools or earned multiple degrees, OTR from the last school attended reflecting all credentials from prior school/s or degree/s; bear the school’s dry seal and imprint, the Registrar’s signature in ink, and must bear an acceptable remarks. TORs without remarks are considered valid. ○ If the applicant holds an international scholastic records, original copy duly authenticated by the Philippine Foreign Service Post located in the student applicant’s country of origin or legal residence. 	Applicant
Two (2) letters of recommendation from any of your employer/supervisor, former professor, or former program adviser (UPOU Form 1a https://our.upou.edu.ph/student/pdf/recommendation%20form_UPOU%20Form%201a.pdf)	Applicant
500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at UP Open University.	Applicant
Proof of Payment of Application fee (non-refundable) amounting to PHP 500.00 for applicants based in the Philippines, and USD 100.00 for applicants based abroad. Payment procedure are available in the Online Application System.	Applicant
Two (2) pieces identical 2” x 2” photos and two (2) pieces identical 1” x 1” photos, with name and program applied for printed at the back of the photos;	Applicant
Photocopy of NSO or PSA Birth Certificate;	Applicant



Photocopy of government-issued IDs;	Applicant
<p>Admission Requirements for MALLE, MASSE, MIH, MLVM, MAS (for GCAS Graduate), MRDM (for DRDM Graduate), and MENRM (for DENRM Graduate) Programs (<i>submission of the general requirements is not required</i>)</p> <ol style="list-style-type: none"> 2. Print copy of the signed application for admission form generated from the Online Application System. 3. True Copy of Grades (TCG) for the Diploma program. 4. 500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at the UP Open University. 5. Proof of Payment of Application fee (non-refundable) amounting to PHP 500.00 for applicants based in the Philippines, and USD 100.00 for applicants based abroad. Payment procedures are available in the Online Application System. 	Applicant
<p>Additional requirements for foreign applicants (non-Filipino):</p> <ul style="list-style-type: none"> • 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Applies for admission and upload the admission requirements through the Online Application System.</p> <p>Sends all hard copies of admission requirements on or before the application deadline to:</p>	1.1 Receives and records the received application documents	None	20 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	30 minutes	<i>Administrative Assistant V;</i> <i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Computes the general weighted average of the applicant	None	40 minutes	<i>Administrative Assistant V;</i> <i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admissions Section Office of the University Registrar Los Banos, Laguna.				Office of the University Registrar
	1.4 Once done with the applications, prepares the summary/list of applicants for the evaluation of Faculty Offices/Program Committee.	None	10 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Sends the list summary/list of applicants who will take the admission/qualifying examination.	None	5 minutes	<i>Administrative Assistant V;</i> <i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Sends emails to possible admission/qualifying examination takers regarding actual exam schedule, and their confirmation to take the test.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.7 Generates final list of admission/qualifying examination takers based on confirmations sent.	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	1.8 Sends the examinees the details of the exam including	None	5 minutes	<i>University Extension Associate I</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the payment for the examination fee.			Office of the University Registrar
3. Sends the proof of examination fee payment	3.1 Verifies proof of payment and prepares for the administration of the admission/qualifying test	PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicants based abroad.	2 hours	<i>University Extension Associate I</i> Office of the University Registrar
4. Takes exam proper	4.1 Collates and prints the exam responses/exam sheets	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
	4.3 Sends the answer sheets (using the required format) to test markers/checkers.	None	10 minutes	<i>University Extension Associate I</i> Office of the University Registrar
5. Completes the DE Readiness Module (DERM) <i>Note: If admission exam is required, the applicant must take the exam first before completing the DERM.</i>	5.1 Emails applicants about DERM and the link to the DERM.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	5.2 Checks applicant's DERM completion	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	5.3 Once the results are available, sends an endorsement letter to OUR-	None	5 minutes	<i>University Extension Associate I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Admission Section. 5.4 Sends online notification to students via OAS about status of application including registration procedures (if admitted to program).	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	TOTAL	PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicants based abroad	4 hours, and 45 minutes	



4. Application for Graduate Admission (without Admission/ Qualifying Exam)

This serves as guide to those applying for graduate admission in UP Open University for all the other graduate programs except MPM, MIH, MALLE

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Applicants who hold a Bachelor’s degree (or Master’s degree for DComm and PhD programs) and who have satisfied the minimum qualifications of the program.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 printed copy of the signed application for admission form generated from the Online Application System	https://our.upou.edu.ph/oas/	
Original copy of academic credentials: <ul style="list-style-type: none"> • Original and photocopy of the Official Transcript of Records (OTR). <ul style="list-style-type: none"> ○ If the applicant attended multiple schools or earned multiple degrees, OTR from the last school attended reflecting all credentials from prior school/s or degree/s; bear the school’s dry seal and imprint, the Registrar’s signature in ink, and must bear an acceptable remarks. TORs without remarks are considered valid. ○ If the applicant holds an international scholastic records, original copy duly authenticated by the Philippine Foreign Service Post located in the student applicant’s country of origin or legal residence. 	Applicant	
Two (2) letters of recommendation from any of your employer/supervisor, former professor, or former program adviser (UPOU Form 1a https://our.upou.edu.ph/student/pdf/recommendation%20form_UPOU%20Form%201a.pdf)	Applicant	
500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at UP Open University.	Applicant	
Proof of Payment of Application fee (non-refundable) amounting to PHP 500.00 for applicants based in the Philippines, and USD 100.00 for applicants based abroad. Payment procedure are available in the Online Application System.	Applicant.	



Two (2) pieces identical 2" x 2" photos and two (2) pieces identical 1" x 1" photos, with name and program applied for printed at the back of the photos;	Applicant
Photocopy of PSA Birth Certificate;	Applicant
Photocopy of one government-issued IDs with photo;	Applicant
<p>Additional Requirements for DCOMM:</p> <ol style="list-style-type: none"> 1. Statement of Intent in the form 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. 	Applicant
<p>Additional Requirements for PhD in Education</p> <ol style="list-style-type: none"> 6. Have a master's degree in the basic mathematics/science or in a sub-field of Education (e.g. Science Education, Mathematics Education, Distance Education, Language and Literacy Education, Social Studies Education); 7. Have a general weighted average of "2.0", "B" or better in the undergraduate level or "1.75" or better in the Master's level; 8. Demonstrate qualities of, and potentials for leadership as shown in their statement of purpose, references, and other pertinent documents; 9. Have a master's degree with at least 15 units that are aligned with the field of specialization being applied for in the PhD in Education program; otherwise, the applicant will be advised to take supplementary 200-level courses related to the field of specialization being applied for; 	Applicant



<p>10. Submit at least two samples of the applicant's completed creative and/or research work at the master's level;</p> <p>11. Submit a research concept paper aligned with the intended topic for the dissertation research;</p> <p>12. Complete the DE Readiness module for non-UPOU graduate; and</p> <p>13. Exhibit mental aptitude, language proficiency, and readiness to the program through an interview.</p>	
<p>Additional requirements for foreign applicants (non-Filipino):</p> <ul style="list-style-type: none"> • 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Applies for admission and upload the admission requirements through the Online Application System.</p> <p>Sends all admission requirements on or before the application deadline to:</p> <p>Admissions Section Office of the University Registrar Los Banos, Laguna</p>	<p>1.1 Receives and records the received application documents.</p>	<p>PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicants based abroad.</p>	<p>20 minutes</p>	<p><i>Administrative Officer I</i> Office of the University Registrar</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Pre-evaluates the submitted documents of the applicant.	None	30 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	2.3 Computes the general weighted average of the applicant	None	40 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	2.4 Once done with the applications, prepares the summary/list of applicants for the evaluation of Faculty Offices/Program Committee.	None	10 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	2.5 Sends the list summary/list of applicants who will take the admission/qualifying examination.	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Extension Associate I</i> Office of the University Registrar
3. Completes the DE Readiness Module (DERM) <i>Note: If admission exam is required, the applicant must take the exam first before completing the DERM.</i>	3.1 Emails applicants about DERM and the link to the DERM.	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	3.2 Checks applicant's DERM completion	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	3.3 Once the results are available, sends an endorsement letter to OUR-Admission Section.	None	5 minutes	Faculty Office/Program Committee
	3.4 Sends online notification to students via OAS about status of application including registration procedures (if	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Officer V;</i> <i>Administrative Aide VI;</i> <i>University</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	admitted to program).			<i>Extension Associate / Office of the University Registrar</i>
	TOTAL	PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicant based abroad	2 hours, and 5 minutes	



5. 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 subject to the approval or evaluation of the Program Chair (PC).

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students who are on Absence without Leave (AWOL)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Original copy of Accomplished application form for readmission	https://registrar.upou.edu.ph/wp-content/uploads/2022/01/Application-for-Readmission-1-1.pdf	
1 Electronic copy of valid proof of payment for application fee	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits documents to the Records Section (records@upou.edu.ph) before the set deadline for the term.	1.1 Acknowledges receipt of the application and proof of payment	PHP225.00	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Stamps and logs in the received application form in the incoming documents, if submitted in hardcopy	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Prepares the student checklist, and residency evaluation.	None	30 minutes	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar
	1.4 Sends the application form to respective Faculty of Study for evaluation	None	1 day	<i>Administrative Officer V</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Processes the application for readmission	None	1 day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.6 Forwards the application for readmission to the concerned PC for appropriate action	None	1 day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.7 Evaluates the application, and recommends action to the Dean	None	7 days	<i>Program Chair</i> Faculty of Study
	1.8 Renders decision on the application (including request for waiver of MRR, if necessary)	None	1 day	<i>Dean</i> Faculty of Study
	1.9 Forwards the evaluated application for readmission to the OUR	None	1 day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.10 Informs the student through email notification of the evaluation result and updates the database	None	20 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	TOTAL	PHP225.00	12 days and 60 minutes	



6. Request for Transcript of Records (TOR) (with Previous Approved Request)

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 from the university. The OUR does not issue partial transcript of records.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are graduating or will transfer to another university or have reached the prescribed maximum residency rule and cleared from the University.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Approved University Clearance	Applicant
1 original Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted)	Applicant
Online request for documents via Google Form	https://registrar.upou.edu.ph/request-documents/
1 photocopy of Proof of Payment for TOR and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student files the request for TOR by filling-out the Student Records Request form https://registrar.upou.edu.ph/request-documents/ 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	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Encodes request to the records database	None	5 minutes	<i>Student Records Evaluator I</i> Office of the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University Registrar
	1.3 Processes the documents	None	7 days	<i>Student Records Evaluator I/Administrative Officer V/ University Registrar</i> Office of the University Registrar
	1.4 Sends the requested documents to the student through mail (or may be picked-up at the OUR)	None	1 day	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.5 Notifies through email the student of the sending of the requested document/s.	None	1 day	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	PhP30.00 per page	9 days and 35 minutes	



7. Request for Transcript of Records (TOR) - First-time Request

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.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students who are graduating or will transfer to another university, or have reached the prescribed maximum residency rule and are cleared from the university.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original copy of Approved University Clearance	Applicant	
1 original Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted)	Applicant	
Online request for documents via Google Form	https://registrar.upou.edu.ph/request-documents/	
1 Electronic copy of Proof of Payment for TOR and mailing fees	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student files the request for TOR by filling-out the Online Request for documents Form https://registrar.upou.edu.ph/request-documents/	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	Php50.00 per page	30 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 OUR pulls out the student jacket of the student	None	30 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3a Checks the completeness	None	5 days	<i>Student Records Evaluator I</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and validity of the submitted documents; and 1.3b drafts and prints the initial copy of Transcript of Records			Office of the University Registrar
	1.4 Forwards the draft TOR and student jacket to the Head of the Records Section for checking.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Head of the Records Section checks the draft TOR and sends back to Records staff for final printing	None	4 hours	<i>Head, Records Section</i> Office of the University Registrar
	1.6 Checks draft TOR for corrections, and prints the final TOR	None	1 hour	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.7 Prepares TOR and its attachments (copy of TOR from previous school) and sends them to Authorized signatory for signature	None	4 hours	<i>Administrative Aide VI</i> Office of the University Registrar
	1.8 Signs TOR and its attachments and sends	None	10 minutes	<i>Administrative Officer V</i> Office of the University



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	back to Records Staff			Registrar
	1.9 Sends TOR and attachments to the University Registrar for signature	None	10 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.10 Signs the TOR and attachments and sends it back to Records staff	None	10 minutes	<i>University Registrar</i> Office of the University Registrar
	1.11 Checks if the TOR has complete signatures, dry seal, and remarks, if necessary.	None	5 minutes	<i>Administrative Officer 1</i> Office of the University Registrar
	1.12 Packs the TOR and mails it by fast courier	None	1 hour	<i>Administrative Officer 1</i> Office of the University Registrar
	1.6 Notifies the student through email of the sending of the requested TOR.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	TOTAL	PhP50.00 per page	6 days and 3 hours and 45 minutes	



8. 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 are available at the <https://registrar.upou.edu.ph/request-documents/>

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Currently enrolled students, alumni and former students who have left the university (on AWOL or honorably dismissed)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online request via Google Form		https://registrar.upou.edu.ph/request-documents/
1 Electronic copy of Proof of Payment for document and mailing fees		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request for documents through <u>Online Request for Documents Form</u> (https://registrar.upou.edu.ph/request-documents/)	1.1. Acknowledges receipt of request and informs the student if the payment is insufficient	PhP50.00 per document	20 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Prepares the certificate	None	2 hours	<i>Administrative Aide VII/ Student Records Evaluator I</i> Office of the University Registrar
	1.3 Forwards the certifications to the Head of	None	5 minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records Section for checking and signing			Office of the University Registrar
	1.4 Checks and signs the certifications and sends back to Records staff	None	2 hours	<i>Administrative Officer V</i> Office of the University Registrar
	1.5 Forwards certifications to the University Registrar for signature	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Checks and signs the certifications and sends back to Records staff	None	1 hour	<i>University Registrar</i> Office of the University Registrar
	1.7 Checks if the certifications have complete signatures, and dry seal.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.8 Packs and mails the certifications by fast courier	None	1 hour	<i>Administrative Officer I</i> Office of the University Registrar
	1.9 Notifies the student through email the sending of the requested document/s.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	TOTAL	PhP50.00 per document	6 hours and 40 minutes	



9. 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 /not cleared yet from the University. Otherwise, the request for change/correction of name can no longer be accommodated.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students who have not graduated/cleared yet from the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Electronic copy of the request form for correction or change of name/information of student	https://registrar.upou.edu.ph/change-information/	
2.a. Change of Last Name/Change of Civil Status – 1 photocopy of marriage certificate; 1 photocopy of Court Order if change is due to annulment, legal separation, divorce 2.b. Correction of First Name – 1 original copy of Affidavit of Change of Name (explaining discrepancy); photocopy of Birth Certificate (with PSA authentication) 2.c. Correction of Student Number – 1 photocopy of UP transcript of records from former school	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends through emails the accomplished form to the Records Section (records@upou.edu.ph) together with the required supporting document/s.	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar
	1.2 Validates the supporting document submitted	None	2 hours	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Encodes the information to the records database.	None	20 minutes	<i>Administrative Assistant III</i> Office of the University Registrar
	1.4 Informs the student by email of the successful change/update of information, and furnishing information to the MyPortal Administrator (<i>for change/correction of name only</i>).	None	5 minutes	<i>Administrative Assistant III</i> Office of the University Registrar
	TOTAL	None	2 hours and 30 minutes	



10. Request for Refund through Check

Students who applied for withdrawal of enrollment and/or cancelation of enrollment can apply for a refund of payment, however, requests under the said cases have deadlines to follow, as specified below:

- Withdrawal on or before the start of classes – 100%
- Withdrawal after the start of classes – 80%
 - Semester schedule – on or before one month after the start of classes
 - Trimestral schedule – on or before three (3) weeks after the start of classes

For the following cases, a request for refund can be done anytime within the current term:

1. Overpayment;
2. Tuition fee exemptions and Reduced fee;
3. Free tuition;
4. Double payment;
5. Dissolution of courses;
6. Recipient of any scholarship grant; or
7. Payment intended for other UP constituent university was sent to UPOU.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	UPOU students and applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Digital copy of Refund Application Form (RAF)	https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf
1 Photocopy Registration form (Form 5)	Applicant
1 Photocopy of Valid Proof of payment	Applicant
Applicable supporting documents as the case maybe (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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the correctly filled application for refund form and complete	1.1. Receives and reviews the documents	None	5 minutes	<i>Student Records Evaluator /</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
supporting documents	1.2 Computes the refundable amount	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Prepares a summary of refund requests	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.4 Endorses the summary to the University Registrar for approval/ signature	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.5 Prepares the DV and enters the information in the financial management system	None	10 minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	TOTAL		40 minutes	



11. Request for Refund through eCredit/ Bank Transfer

Students who applied for withdrawal of enrollment and/or cancelation of enrollment can apply for a refund of payment, however, requests under the said cases have deadlines to follow, as specified below:

- Withdrawal on or before the start of classes – 100%
- Withdrawal after the start of classes – 80%
 - Semester schedule – on or before one month after the start of classes
 - Trimestral schedule – on or before three (3) weeks after the start of classes

For the following cases, a request for refund can be done anytime within the current term:

8. Overpayment;
9. Tuition fee exemptions and Reduced fee;
10. Free tuition;
11. Double payment;
12. Dissolution of courses;
13. Recipient of any scholarship grant; or
14. Payment intended for other UP constituent university was sent to UPOU.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	UPOU students, applicants, non-degree and cross-enrollee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 scanned copy of Refund Application Form (RAF)	https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf
1 photocopy of passbook / ATM / any bank document or proof showing the bank and bank account number where payment proceeds will be deposited/ credited	Applicant
1 photocopy of Valid Proof of payment	Applicant
1 scanned copy of the signed authorization letter if the refund will be credited to a different person	Applicant
Applicable supporting documents as the case maybe (one photocopy): <ul style="list-style-type: none"> • free tuition fee eligibility certificate • copy of form 5 for cross-enrolled student • scholarship certification, approved reduced fee/TFE application form, etc. 	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the correctly filled application for refund form and complete supporting documents via email	1.1 Receives and reviews the documents <i>Note: Incomplete documents will be returned to the student. The request will not be processed unless missing documents are submitted.</i>	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Prints the submitted complete accomplished form and supporting documents	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Computes the refundable amount	None	15 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.4 Encodes the student's pertinent information in the shared drive	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.5 Encodes student's information, whose refund shall be credited to a non-Land bank or Veterans banks, in the Real Time Gross Settlement (RTGS) shared google sheet	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Prepares a summary of refund requests	None	4 hours	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.7 Endorses the summary to the University Registrar for approval/signature	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	FOR FIRST TIME REFUND REQUESTOR ONLY 1.8a Registers the name of the student in the University Information System (UIS) and the Financial Management System (FAIS)	None	5 minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.8b Endorses encoded list in the UIS to the Supply and Property Management Office (SPMO) for approval	None	2 minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.8c SPMO validates and encodes to UIS the names of the students	None	2 minutes	SPMO
	1.9 Prepares the DV and updates the information encoded earlier in the UIS and then FAIS	None	10 minutes	<i>Administrative Assistant II</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>See Processing of Payments for Suppliers/Creditors thru LBP Online Payment System or Bank Crediting System under Accounting and Cash Offices External Service</i>			
	1.20 Inputs in the shared google sheet the status of the refund (date credited)	None	5 minutes	<i>Administrative Aide Cash Office</i>
	1.21 Sends email notification to student and encodes in the shared sheet the date the student was informed of the availability of the refund	None	10 minutes	<i>Student Records Evaluator I Office of the University Registrar</i>
	TOTAL	None	5 hours and 25 minutes <i>For First Time Requester</i> 5 hours and 34 minutes	



12. Request for Refund through Credit Card Reversal

Students who applied for withdrawal of enrollment and/or cancelation of enrollment can apply for a refund or reimbursement of payment, however, requests under the said cases have deadlines to follow, as specified below:

- Withdrawal on or before the start of classes – 100%
- Withdrawal after the start of classes – 80%
 - Semester schedule – on or before one month after the start of classes
 - Trimestral schedule – on or before three (3) weeks after the start of classes

For the following cases, a request for refund/reimbursement of payment can be done anytime within the current term:

1. Overpayment
2. Tuition fee exemptions and Reduced fee
3. Free tuition
4. Double payment
5. Dissolution of courses
6. Recipient of any scholarship grant
7. Payment intended for other UP constituent university was sent to UPOU

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students, applicants, non-degree and cross-enrollee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 scanned copy of Refund Application Form (RAF)		https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf		
1 photocopy of Valid Proof of payment		Applicant		
1 scanned copy of the signed authorization letter if the refund will be credited to a different person		Applicant		
Applicable supporting documents as the case maybe (i.e photocopy of either of the following: free tuition fee eligibility certificate, copy of form 5 for cross-enrolled student, scholarship certification, approved reduced fee/TFE application form, etc.)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the correctly filled application for refund form and	1.1 Receives and reviews the documents	None	10 minutes	<i>Student Records Evaluator I</i> Office of the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
complete supporting documents				University Registrar
	1.2 Computes the refundable amount	None	20 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Encodes the student's pertinent information in the shared sheets	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.4 Prepares a summary of refund requests	None	1 hour	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.5 Endorses the summary to the University Registrar for approval/signature	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.6 Forwards the summary and attachments to Cash Office	None	3 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.7 Requests the credit card reversal and inputs in the shared sheet the status of the refund (date submitted and credited)	None	5 minutes	<i>Chief Administrative Officer</i> Cash Office
	1.8 Sends email notification to student	None	5 minutes	<i>Student Records Evaluator I</i> Office of the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University Registrar
	1.9 Encodes in the shared sheet the date the student was informed of the availability of the refund	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	None	2 hours, and 8 minutes	




13. 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 for Academic Affairs	
Classification:	Simple	
Type of Transaction:	Application for Student ID Card	
Who may avail:	Bonafide UPOU student	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Filled out Google Sheet for Student ID request		https://url.upou.edu.ph/studentid
1 photocopy of Proof of payment for mailing fee		Applicant
1 Colored 2" x 2" Photo (saved in a jpeg not to exceed 500 KB and must not be less than 100KB) taken in front of a plain ORANGE background, applicable to students enrolled under the PTC, PhD, Diploma and Master's programs; while for Undergraduate programs (AA, BAMS and BES), it must be taken in front of a plain RED background; must have been taken within the last six months; must clearly show facial features and taken in full-face view directly facing the camera; Filename: student number of the applicant		Applicant
1 signature - must be handwritten using a black ball-point or felt-tip pen on plain white background (crop out the excess background)		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the request for Student ID (https://url.upou.edu.ph/studentid) and uploads the proof of payment and other requirement	1.1 Receives application and checks details of the request including validity of uploaded photo and signature	PhP 130.00 for ID reissuance PhP150.00 for the local mailing fee	5 minutes	Junior Office Aide Office of the University Registrar
	1.2 Changes the application status in the student ID database (excel file) (i.e.from	None	5 minutes	Junior Office Aide Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	“new application” to “in process” or “pending”, etc.).			
	1.3 Edits and cleans the uploaded photo and signature; Lays out the ID	None	1 hour and 30 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.4 Prints ID cards	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.5 Attaches the term validation sticker and scans the QR code on the ID card for validation	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.6 Updates the application status in the student ID database and summary of ID requests	None	5 minutes	<i>COS – Junior Office Aide</i> Office of the University Registrar
	1.6.1 For those who opted for direct mailing, prepares the mailing label, envelop and list.	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.6.2 Packs the document in the courier’s pack/envelope records the tracking number	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.6.3 Informs the students through email of the availability of the ID	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.4 Forwards the ID cards to courier service and request student to fill out the online document receipt form	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	TOTAL	PhP 130.00 for ID reissuance PhP150.00 for the local mailing fee	2 hours and 25 minutes	



14. Request for ID Validation Sticker – Walk-in

A currently enrolled UPOU student may request 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 Transaction:	Request for ID validation sticker			
Who may avail:	Currently enrolled UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original copy of his/her student ID		Applicant		
1 Photocopy of current Form 5		Applicant		
1 Original copy of authorization letter signed by the student (in case a representative will be the one to pick up the document)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in/Pick up				
1. Presents his/her ID to the Office of the University Registrar	1.1 Checks enrollment status of the student	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.2 Attaches the sticker on the ID card	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.3 Records request in the logbook and request student to affix his/her signature and the date it was picked up	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	TOTAL	None	15 minutes	



15. 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 Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Currently enrolled UPOU students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Filled out form for Validation Sticker request	https://url.upou.edu.ph/studentid
1 photocopy of Proof of payment for ID and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes google sheet request for Validation Sticker (https://url.upou.edu.ph/studentid) and uploads the proof of payment for its mailing 	1.1 Receives and acknowledges receipt of the request	PhP 150.00 for the local mailing fee	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.2 Checks validity of the proof of payment	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.3 Verifies enrollment status of the student	None	5 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.4 Prepares the validation sticker for mailing and records ID sticker to be dispatched including courier tracking number	None	1 hour	<i>Junior Office Aide</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Mails ID validation sticker	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	1.6 Sends email notification to students	None	10 minutes	<i>Junior Office Aide</i> Office of the University Registrar
	TOTAL	PhP 150.00 for the local mailing fee	1 hour and 40 minutes	



16. 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 (<https://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 -Registration Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	UPOU students eligible to enroll	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Registration System in the Student Portal	https://our.upou.edu.ph/student	
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant	

CLIENT STEPS	AGENCY ACTION	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) For those on scholarship such as free tuition and those with 0 payable: Enlists courses online	1.1 Confirms enrollment of the student	PhP1,000/unit, PhP2,000 Miscellaneous fee; None (for scholars)	30 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	PhP1,000/unit, PhP2,000 Miscellaneous fee; None (for scholars)	30 minutes	



17. 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 (<https://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	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	UPOU students eligible to enroll	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Registration System in the Student Portal	https://our.upou.edu.ph/student	
1 photocopy of valid proof of payment	Applicant	
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists courses online and views the actual assessment of fees	1.1 Generates the assessment form	PhP1,000/ unit, PhP2,000 Miscellaneous fee	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	2.1 Verifies the uploaded proof of payment	None	20 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	2.2 Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"		5 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Confirms enrollment of the student thru automatic email notification.	None	10 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellaneous fee	40 minutes	



18. Manual Enrollment/Registration Process

The manual enrollment is done after the prescribed enrollment period has lapsed. Only the following students are allowed to enroll manually:


1. Students who are taking terminal courses, ex. Thesis, Dissertation, SP, etc.;
2. Students who are under the Independent Learning mode of learning, i.e. Diploma in Science Teaching (DST) students
3. Students who were given endorsement for manual enrollment by the Program Chair; and
4. Students who are enrolling for a residency (completing EXTs/4.0, working on Thesis/Dissertation, etc.)

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	UPOU students eligible to enroll, students with approved non-degree and cross-enrollment applications; with endorsement from the Program Chair (PC)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplishes FORM 5	https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Updated-FORM-5.pdf
1 photocopy of valid proof of payment	Applicant
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through application for manual enrollment thru https://url.upou.edu.ph/manualenroll	1.1. Asks for the email endorsement of the program chair (PC)	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>the accomplished FORM 5</p> 				
2. Emails the endorsement of the PC	2.1. Advises fees to be paid	PhP1,000 /unit, PhP2,000 Miscellaneous fee	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and emails it to registration@upou.edu.ph	3.1. Verifies the emailed proof of payment	None	20 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	3.3. Sends email confirmation of the student's enrollment	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	3.4. Emails MyPortal to give the students' access to the course site/s	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellaneous fee	50 minutes	



19. Cross Enrollment and Registration

Cross-enrollment/Cross-registration refers to enrollment in another academic unit outside the home unit. The enrollment of cross-registrants is subject to the approval of the Deans through the Faculty/College Secretaries of the home unit and the accepting faculty/colleges. To enroll at UPOU as cross-enrollee, the student must secure an approved permit to cross-enroll/register form. Application of cross-enrollees must be duly approved prior to the start of the enrollment period.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students from other UP Units or schools outside the UP System	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Filled out online request to cross-enroll at UPOU		https://url.upou.edu.ph/crossreg
Accomplished Permit to Cross Register Form from the mother unit duly approved by the Dean and Registrar of the mother unit.		Applicant
1 Photocopy of valid proof of payment (for those will pay)		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required attachments through https://url.upou.edu.ph/crossreg	1.1 Checks the correctness of the submitted application form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Forwards to the Faculty of Study for approval/ evaluation of the Program Chair and the Dean	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Receives the evaluated cross enrollment application	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Informs the student of the result of the application	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Enlists courses online, views the actual assessment of fees	2.1 Generates the assessment form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	3.1. Verifies the emailed proof of payment	PhP1,000 /unit, PhP2,000 Miscellaneous fee	10 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	3.3. Confirms enrollment of the student; receives email confirmation of his/her enrollment through his/her registered email address	None	30 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellaneous fee	1 hour and 15 minutes	



20. Non-degree Application and Registration

A non-degree student is one who is enrolled in certain courses but does not follow an organized program of study and therefore not a prospective candidate for graduation for any degree in the University. Enrollment of non-degree students must be endorsed by the program chair and approved by the Faculty Dean. To enroll at UPOU as a cross-enrollee, the student must secure an approved permit to cross-enroll/register form.

- Non-Degree students do not belong in any program of UPOU.
- Non-Degree students are only allowed to enroll a total of 9.0 units (3 courses) in UPOU. Enrollment beyond 9.0 units is not allowed.
- Application of non-degree students must be duly approved prior to the start of the enrollment period.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students from other UP Units or schools outside the UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Non-degree application	https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Application-for-Non-Degree-Student_5-2022_-1.pdf
1 Photocopy of valid proof of payment	Applicant
Applicable supporting documents (i.e, approved non degree application, two (2) 2" x 2" colored photo, Photocopy of Transcript of Records, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through email (registration@upou.edu.ph) the accomplished non-degree application including the applicable supporting documents.	1.1 Checks the correctness of the submitted application form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Forwards to the Faculty of Study for approval/ evaluation of the Program	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chair and the Dean			
	1.3 Receives the evaluated non degree application	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.4 Informs the student of the result of the application	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Enlists courses online, views the actual assessment of fees	2.1 Generates the assessment form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	3.1. Verifies the emailed proof of payment	PhP1,000 /unit, PhP2,000 Miscellaneo us fee	10 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i> Office of the University Registrar
	3.3. Confirms enrollment of the student; receives email confirmation of his/her	None	30 minutes	<i>Student Records Evaluator I/ Junior Office Aide</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	enrollment through his/her registered email address			Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellaneous fee	1 hour and 15 minutes	



21. Application for Change of Matriculation

Change of matriculation is the addition and/or cancellation of a class and/or change of courses enrolled after a student has officially registered for the current term.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Currently enrolled students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Change of Matriculation Form	https://registrar.upou.edu.ph/wp-content/uploads/2022/01/Change-matriculation-2018.pdf	
1 Photocopy of valid proof of payment	Applicant	
Applicable supporting documents (i.e, endorsement letter from the Program Chair if the request is made beyond the registration period)	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through email (registration@upou.edu.ph) the accomplished change of matriculation form	1.1 Checks the correctness of the submitted application form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Pays the fees through any of the payment channels	2.1 Verifies the proof of payment	Php 10.00/ subject	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	2.2 Facilitates addition and/or cancellation of course/s	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	2.3 Informs the student of the changes in his/her records	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Informs MyPortal of the approved request for change of matriculation (if the request was made beyond the registration period)	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	Php 10.00/ subject	35 minutes	



22. Request for Withdrawal of Enrollment

A student who wishes to withdraw his/her registration/enrollment shall be allowed in accordance with the following schedule:

- Semester schedule – on or before one month after the start of classes
- Trimester schedule – on or before three (3) weeks after the start of classes

Moreover, a student who has paid his/her matriculation fee shall also be entitled to a refund, except entrance and registration fees.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Currently enrolled students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Change of Matriculation Form	https://registrar.upou.edu.ph/wp-content/uploads/2022/01/Change-matriculation-2018.pdf	
1 Photocopy of letter request for withdrawal of enrollment addressed to the University Registrar	Applicant	
Applicable supporting documents (i.e, endorsement letter from the Program Chair if the request is made beyond the registration period)	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through email (registration@upou.edu.ph) the accomplished change of matriculation form (with endorsement from the Program Chair when the submission is beyond the deadline)	1.1 Checks the correctness of the submitted application form	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Pays the fees through any of the payment channels	2.1 Verifies the proof of payment	Php 10.00/ subject	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Facilitates cancellation of enrollment	None	10 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	2.3 Informs the student of the changes in his/her records	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	2.4 Emails MyPortal of the approved request for enrollment cancellation (if the request was made beyond the registration period)	None	5 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	Php 10.00/subject	35 minutes	



23. Certificate of Transfer Credentials (CTC) Processing to Receive Valid Transcript of Records (TOR)

This serves as guide for withdrawal of official documents submitted to the Admission Section.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Admitted students who have submitted the CTC to receive valid TOR.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Transfer Credentials or Certificate of Honorable Dismissal from the previous school attended	Applicant
Payment of PHP 190.00 for the delivery fee of the documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the CTC to OUR-Admission Section.	1.1 Once the list of newly enrolled students is received, endorses the CTC to the Records Officer (Administrative Officer I) for processing.	None	10 minutes	<i>Administrative Officer I;</i> <i>Administrative Office V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> <i>Office of the University Registrar</i>
	1.2 Sends an email to the student for the processing of the CTC.	None	10 minutes	<i>Administrative Officer I</i> <i>Office of the University Registrar</i>
2. Pays the delivery fee and sends the recipient's delivery details	2.1 Once a reply is received and the payment is done, processes the CTC.	PhP 190.00	1 hour	<i>Administrative Officer I</i> <i>Office of the University Registrar</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to the Records Officer	2.2 Once the CTC is signed, prepares the CTC for dispatch	None	10 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	2.3 Notifies the applicant that the CTC/HD is out for dispatch including the reference number.	None	5 minutes	<i>Administrative Officer I</i> Office of the University Registrar
3. Once the CTC is received by the recipient, the student's previous school processes the valid TOR and sends it back to UPOU-OUR.	3.1 Once the TOR is received, records and endorses the valid TOR to the person-in-charge.	None	5 minutes	<i>Administrative Officer I</i> Office of the University Registrar
	3.2 Updates student's records/status and acknowledges receipt of valid TOR via the Online Application System (AIMS 3.0)	None	10 minutes	<i>Administrative Officer I;</i> <i>Administrative Office V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	3.3 Endorses the valid TOR to the Records Section for filing.	None	5 minutes	<i>Administrative Officer I;</i> <i>Administrative Office V;</i> <i>Administrative Aide VI;</i> <i>University Extension Associate I</i> Office of the University Registrar
	TOTAL	PhP 190.00	1 hour and 55 minutes	



24. Withdrawal of Admission Documents

This serves as guide for withdrawal of official documents submitted to the Admission Section.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly-technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Denied/Disapproved applicants who wants to withdraw the official documents submitted to the Admission Section
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Payment of PHP 190.00 for the delivery fee of the documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends an email to the OUR-Admission Section (admissions@uou.edu.ph) regarding the intent to withdraw official documents	1.1 Acknowledges the request for the processing of the withdrawal of documents and provides instruction for payment of mailing fee	None	10 minutes	<i>Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I Office of the University Registrar</i>
2. Pays for the delivery fee and sends the recipient's delivery details to admissions@uou.edu.ph	2.2 Once a reply is received and the payment is done, processes the withdrawal of documents and makes sure to leave 1 copy of each withdrawn document.	PhP 190.00	1 day	<i>Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I Office of the University Registrar</i>
	2.3 Once the documents are ready, prepares the documents for dispatch	None	10 minutes	<i>Administrative Officer I; Administrative Office V; Administrative</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Aide VI; University Extension Associate I Office of the University Registrar</i>
	2.4 Notifies the applicant that the documents were out for dispatch including the reference number	None	5 minutes	<i>Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I Office of the University Registrar</i>
	TOTAL	PhP 190.00	1 day and 25 minutes	



25. Application for University Clearance for Graduating Students

The university clearance for graduating students comes in three copies (Registrar's, Faculty Office, and Student's copy) and is routed to the following offices: Office of the Student Affairs, University Library, Faculty Office, and the Office of the University Registrar.

VALIDITY OF APPROVED UNIVERSITY CLEARANCE: The approved university clearance is valid only per program. Students need not file again if in case they want a RECOPY of the OTR or other documents that require an approved university clearance.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Graduating students.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Electronic copy of duly accomplished university clearance form	https://registrar.upou.edu.ph/application-for-university-clearance/	
1 Electronic copy of proof of payment for graduation fee	Applicant	
1 Copy of Approved Faculty Clearance	Faculty of Study	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits via email the duly accomplished university clearance form, and proof of payment for graduation to records_documentsupport@upou.edu.ph	1.1 Acknowledges receipt of the application	PhP 300	5 minutes	<i>Student Record Evaluator I</i> Office of the University Registrar
	1.2 Downloads and prints application form and other documents	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Logs the received application for university clearance in the Document Tracking System (DTS)	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Sends the application form to the	None	5 minutes	<i>Administrative Officer V</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office of Student Affairs (OSA) for processing			Office of the University Registrar
	1.5 Processes and signs the clearance form	None	1 hour	<i>Director, Office of Student Affairs</i>
	1.6 Forwards the signed clearance form to the University Library	None	5 minutes	<i>Administrative Aide VI Office of Student Affairs</i>
	1.7 Processes and signs the clearance then sends to the concerned Faculty of Study for processing	None	1 hour	<i>Computer File Librarian I University Library</i>
	1.8 Processes the application for clearance, and recommends action to the Dean	None	1 hour	<i>Administrative Assistant II Faculty Office</i>
	1.9 Sends the approved university clearance with attached approved Faculty Clearance form to the OUR	None	5 minutes	<i>Administrative Assistant II Faculty Office</i>
	1.10 Records the received clearance form in the DTS	None	5 minutes	<i>Administrative Aide VI Office of the University Registrar</i>
	1.11 Pulls out the student's	None	20 minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents and checks the submitted TOR. If TOR is not valid, the OUR informs the student via email to submit a valid original TOR to UPOU. <i>(The processing of university clearance will be put on hold until a valid TOR is submitted.)</i>			Office of the University Registrar
	1.12a Forwards the clearance form to the Head, Records Section; and 1.12b. University Registrar for final approval.	None	1 hour	Administrative Aide VI Office of the University Registrar
	1.13 Informs the student of the approval of his/her university clearance.	None	5 minutes	Administrative Aide VI Office of the University Registrar
	TOTAL	PhP 300.00	5 hours	



26. Application for University Clearance for PTC Students and Students withdrawing from their programs

The university clearance comes in three copies (Registrar's, Faculty Office, and Student's copy) and is routed to the following offices: Office of the Student Affairs, University Library, Faculty Office, and the Office of the University Registrar.

VALIDITY OF APPROVED UNIVERSITY CLEARANCE: The approved university clearance is valid only per program. Students need not file again if in case they want a RECOPY of the OTR or other documents that require an approved university clearance.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students withdrawing from the program, students who will transfer to another university, students applying for honorable dismissal, students who will discontinue with their degree programs, and students who have reached the prescribed maximum residency rule.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Electronic copy of duly accomplished university clearance form	https://registrar.upou.edu.ph/application-for-university-clearance/
1 Approved Faculty Clearance for students withdrawing from their program	Faculty of Study
1 Letter request for honorable dismissal	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits via email the duly accomplished university clearance form and other required documents to records_documentsupport@upou.edu.ph	1.1 Acknowledges receipt of the application	None	5 minutes	<i>Student Record Evaluator I</i> Office of the University Registrar
	1.2 Downloads and prints application form and other documents	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Logs the received application for university clearance in the	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Document Tracking System (DTS)			
	1.4 Sends the application form to the Office of Student Affairs (OSA) for processing	None	5 minutes	<i>Administrative Officer V</i> Office of the University Registrar
	1.5 Processes and signs the clearance form	None	1 hour	<i>Director,</i> Office of Student Affairs
	1.6 Forwards the signed clearance form to the University Library	None	5 minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.7 Signs the clearance then sends to the concerned Faculty of Study for processing	None	1 hour	<i>Computer File Librarian I</i> University Library
	1.8 Processes the application for clearance, and recommends action to the Dean	None	1 hour	<i>Administrative Assistant II</i> Faculty Office
	1.9 Sends the approved university clearance with attached approved Faculty Clearance form to the OUR	None	5 minutes	<i>Administrative Assistant II</i> Faculty Office
	1.10 Records the received clearance form in the DTS	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.11 Pulls out the student's folder/jacket and checks the submitted TOR. If		20 minutes	<i>Administrative Aide VI</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOR is not valid, the OUR informs the student via email to submit a valid original TOR to UPOU. (<i>The processing of university clearance will be put on hold until a valid TOR is submitted; PTC students are not required to submit a valid TOR</i>)			
	1.12a Forwards the clearance form to the Head, Records Section; and 1.12b. University Registrar for final approval.	None	1 hour	1.12a Forwards the clearance form to the Head, Records Section; and 1.12b. University Registrar for final approval.
	1.13 Informs the student of the approval of his/her university clearance.	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	TOTAL	None	5 hours	



University of the Philippines
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University Library

External Services



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1. 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 well as the research of UPOU faculty members and staff.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests account via walk in and online/phone call to the University Library	1.1 Verifies the enrollment/status of the requester	None	5 minutes	<i>Head Librarian</i> University Library
	1.2 Provides the account to users	None	5 minutes	<i>Head Librarian</i> University Library
	TOTAL	None	10 minutes	



2. Availment of Library Services

This serves as guide in the availment of Library services

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All faculty, students, and staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
UPOU iLib account	Applicant
Proof of Payment	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the Web OPAC (Online Public Access Catalog)/ Electronic Resources and sends an email requesting materials and specifies a delivery option (print or pdf format)	1.1 Checks the status of the requestor if he/she is currently enrolled or employed	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	1.2 Evaluates requests and send via email the amount to be paid based on delivery option	Php165 -Php191 (delivery charge)	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	1.3 Emails the Borrower's Information Sheet to the requestor.	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
2. Accomplishes the Borrower's Information Sheet , pays corresponding fees and sends copy of the proof of payment	2.1 Encodes the information in the UPOU iLib system .	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.2 Checks-out the book in the iLib system	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.3 Dispatches the requested item	None	10 minutes	<i>Computer File Librarian II/ Head Librarian</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University 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	10 minutes	<i>Computer File Librarian II/ Head Librarian</i> University Library
	TOTAL	Php165 -Php191 (delivery charge)	1 hour and 10 minutes	



3. Availment of University Library Services via Inter-Library Loan (ILL)

This service is a guide in the availment of Library services via Inter-Library Loan.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	UP Students, UP Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Letter or Endorsement Letter		Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends a request letter or endorsement letter via email.	1.1 Receives request and verifies identity of borrower.	None	5 minutes	<i>University Library Staff</i>	
	1.2 Checks availability and status of the book.	None	15 minutes		
	1.3 Approves request	None	30 minutes		
2. Fills out the book card.	2.1 Scans barcode of the book.	None	5 minutes		
	2.2 Stamps with the due date and signs the due date slip and book card.	None	10 minutes		
	2.3 Checks-out the book in the OPAC and issues the borrowed book.	None	7 minutes		
	TOTAL	None	1 hour and 12 minutes		



4. Request for Referral

This serves as guide for the request for referral to other Libraries

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All faculty, students, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter		Student		
CLIENT STEPS	AGENCY ACTION	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 Acknowledges receipt of the request through email	None	5 minutes	Head Librarian University Library
	1.2. Checks the status of the requestor if currently an employee or student	None	15 minutes	Head Librarian University Library
	1.3 Prepares the Referral Letter	None	15 minutes	Head Librarian University Library
	1.4 Sends the requested Referral Letter	None	5 minutes	Head Librarian University Library
	TOTAL	None	40 minutes	



6. Request for Remote Access Account to Electronic Resource Subscription

This service provides bonafide UPOU students on accessing e-resources of the University.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students – official proof of enrollment (valid ID or Form-5)		Student/Office of the University Registrar		
For UP Employees – valid ID or copy of appointment		Employee/Human Resources Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for remote access via email.	1.1 Verifies the enrollment/status of the client.	None	5 minutes	University Library Staff
	1.2 Communicates the account activation.	None	2 minutes	
TOTAL		None	7 minutes	



7. Request for Reference/Information and Research Support Services - via Virtual Reference Service or Walk-in

This service identifies library resources' research queries via email, phone call, or walk-in.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	UP Students, UP Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Students – official proof of enrollment (valid ID or Form-5)	Student/Office of the University Registrar
For UP Employees – valid ID or copy of appointment documents	Employee/Human Resources Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the request via email/phone call or walk-in.	1.1 Checks OPAC and subscribed databases for the availability of requested material.	None	2 minutes	<i>University Library Staff</i>
	1.2 Verifies the enrollment/status of the client.	None	5 minutes	
	1.3 Searches the article/book in the e-resources (databases and OPAC)	None	15 minutes	
	1.4 If the full text of the article/book chapter is available in the database/printed library collections, downloads the full text of the article/scan the article/book chapter.	None	15 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 If the full text of the article/book chapter is not available in the database/printed library collections, requests via Inter-Library-Loan (ILL) to other local or international libraries.	None	3 days	
	1.6 Communicates answer to queries.	None	3 minutes	
	TOTAL	None	3 days and 40 minutes	



8. Request for Turnitin Similarity Index Report

This service is a guide in requesting for an anti-plagiarism account to ensure quality of submitted requirements for the student.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft Copy of Research Paper / Manuscript in Word or PDF format.		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits soft copy of research paper/manuscript via email.	1.1 Verifies the enrollment/status of the client.	None	10 minutes	<i>University Library Staff</i>
	1.2 Uploads and runs the document in the Turnitin anti plagiarism software.	None	10 minutes	
	1.3 Performs system evaluation of the manuscript.	None	4 hours	
	1.4 Downloads the Similarity Index report.	None	10 minutes	
	1.5 Sends the Similarity Index report to the client via email.	None	30 minutes	
	TOTAL	None	5 hours	



9. Request for Delivery of Library Materials through Courier

This service is a guide in requesting for library materials to be delivered through the courier.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	UP Students, UP Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Borrowing of Library Materials Form		Borrowing of Library Materials			
For Students – official proof of enrollment (valid ID or Form-5)		Requesting Party/Office of the University Registrar			
For UP Employees – valid ID or copy of appointment documents		Requesting Party/Human Resources Development Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplishes the form on borrowing library materials	1.1 Verifies the enrollment/status of the client	None	5 minutes	<i>University Library Staff</i>	
	1.2 Checks OPAC for the availability of requested material.	None	2 minutes		
	1.3 Searches the book on the bookshelves.	None	15 minutes		
	1.4 Informs the borrower on the availability of the book and sends the courier fee assessment.	None	10 minutes		
2. Pays the courier fee and scans the proof of payment.	2.1 Prints the proof of payment and pack the book.	Php165 - Php191 (delivery charge)	10 minutes		
	2.2 Forwards to dispatch staff for delivery.	None	5 minutes		
	TOTAL	Php165 - Php191 (delivery charge)	47 minutes		



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**Center for Open and Digital Teaching and Learning –
Educational Media Production Unit**

Internal Services



1. Instructional Design Request

This serves as a guideline in requesting instructional design.


Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	5 days	<i>Information Systems Researcher II/ Deputy Director</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	TOTAL	None	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:	CODTL-EMP (Educational Media Production Unit)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Request Form	https://networks.upou.edu.ph/mcservices/	
1 photocopy of approved Multimedia production proposal (by the Program Chair and Dean).	Requesting unit	
1 original copy of signed consent form of talent/s.	Requesting unit	
1 original copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.	Requesting unit	
1 photocopy of the approval to do the shoot in a venue outside of UP.	Requesting unit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 minutes	<i>Deputy Director</i> CODTL-EMP
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues,	None	1 day	<i>Deputy Director/ Information Systems Researcher II</i> CODTL-EMP



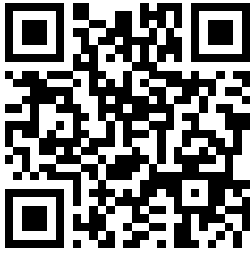
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	expectations, and other aspects required in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator II</i> CODTL-EMP
	1.4 Proceeds the shoot or production.	None	10 days	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II</i> CODTL-EMP
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	<i>Information Systems Researcher II</i> CODTL-EMP
	2.2. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	du.ph/EMPEval			
	TOTAL	None	13 days and 15 minutes	




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:	CODTL-EMP (Educational Media Production Unit)	
Classification:	Complex	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Request Form		https://networks.upou.edu.ph/mcservices/
1 photocopy of approved Multimedia production proposal (by the Program Chair and Dean)		Requesting unit
1 original copy of consent form signed by talent/s.		Requesting unit
1 original copy of permission to use video/sound/ photograph materials for uploading on to the Internet.		Requesting unit
1 photocopy of approved permit to use the venue for shoot (if shoot will be done outside of UPOU).		Requesting unit
1 original copy of permit/approval to upload the produced materials to the UPOU Networks.		Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 minutes	<i>Deputy Director</i> CODTL-EMP
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues,	None	1 day	<i>Deputy Director/ Information Systems Researcher II</i> CODTL-EMP




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	expectations, and other aspects required in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator I/ Administrative Assistant VI CODTL-EMP</i>
	1.4 Proceeds the shoot or production.	None	3 days	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	<i>Information Systems Researcher II CODTL-EMP</i>
	2.2. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval 	None	5 minutes	<i>Administrative Assistant II CODTL-EMP</i>
	TOTAL	None	6 days and 15 minutes	




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:	CODTL-EMP (Educational Media Production Unit)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Request Form		https://networks.upou.edu.ph/mcservices/
1 photocopy of the approved Multimedia production proposal (by the Program Chair and Dean).		Requesting unit
1 original copy of signed consent form of talent/s.		Requesting unit
1 original copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.		Requesting unit
1 photocopy of the approval to do the shoot in a venue outside of UP.		Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 minutes	<i>Deputy Director</i> CODTL-EMP
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other aspects required	None	1 day	<i>Deputy Director/ Information Systems Researcher II</i> CODTL-EMP





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator II/Administrative Assistant II</i> CODTL-EMP
	1.4 Proceeds the shoot or production.	None	7 days	<i>Information Systems Researcher II, Audio-Video Equipment Operator II/Administrative Assistant VI/Administrative Assistant II</i> CODTL-EMP
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	<i>Information Systems Researcher II</i> CODTL-EMP
	2.2. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	TOTAL	None	10 days and 15 minutes	



5. Scriptwriting or Assistance/ Coaching during Script Development Request

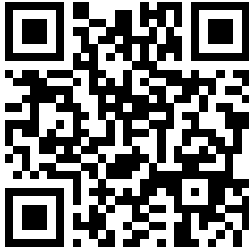

This serves as a guideline for requesting scriptwriting or assistance/coaching during script development.

Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UP Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	7 days	<i>Information Systems Researcher II/ Deputy Director</i> CODTL-EMP
	1.3. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	TOTAL	None	7 days and 10 minutes	



6. Sound Editing Request

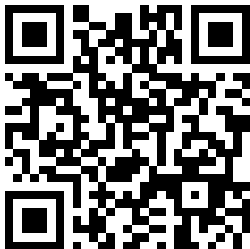

This serves as a guideline for requesting for sound and video editing.

Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
1 digital copy of sound and video to be edited		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Administrative Assistant VI</i> CODTL-EMP
	1.2 Provides the requested service.	None	2 days	<i>Administrative Assistant VI</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval 	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
	TOTAL	None	2 days and 10 minutes	



7. Sound Recording Request

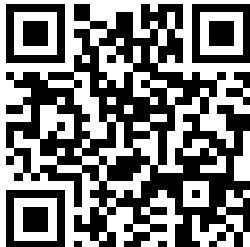

This serves as a guideline in requesting for sound recording.

Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/</p> 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2. Provides the requested service.	None	14 days	<i>Administrative Assistant VI</i> CODTL-EMP
	1.3. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	TOTAL	None	14 days and 10 minutes	



8. Storyboard Development/Preparation Request

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

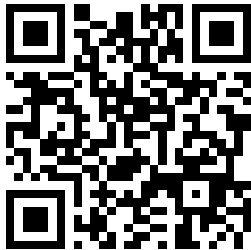
Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	7 days	<i>Information Systems Researcher II/Deputy Director</i> CODTL-EMP
	1.3. Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEvaluation 	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
	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:	CODTL-EMP (Educational Media Production Unit)	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Government (G2G)	
Who may avail:	UPOU Faculty-in-Charge	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Request Form		https://networks.upou.edu.ph/mcservices/
1 original copy of letter request to develop OER.		Dean's Office
1 photocopy of OER Proposal/Concept Note		Dean's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 1. Fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/	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	<i>Deputy-Director</i> CODTL-EMP
	1.2. Conducts the pre-production meeting and actual production.	None	3 hours	<i>Deputy Director/Information Systems Researcher II</i> CODTL-EMP
	1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress.	None	15 minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.4 Facilitates the evaluation of the OER materials produced.	None	4 hours	<i>Deputy Director/Information Systems Researcher II</i> CODTL-EMP





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Reviews the OER	2.1 Revises/re-edits the OER materials.	None	7 days	<i>Information Systems Researcher II/ Administrative Aide IV</i> CODTL-EMP
	1.2. Publishes the final OER materials to the UPOU Networks, shares the links to the DO and other OER repositories.	None	1 day	<i>Information Systems Researcher II</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	15 minutes	<i>Administrative Assistant II</i> CODTL-EMP
				
	TOTAL	None	9 days, 2 hours and 30 minutes	



10. Video Editing Request



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

Office or Division:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
1 digital copy of the video to be edited		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Administrative Assistant VI/ Information Systems Researcher II CODTL-EMP</i>
	1.2 Provides the requested service.	None	14 days	<i>Administrative Assistant VI/Information Systems Researcher II CODTL-EMP</i>
	1.3 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval	None	5 minutes	<i>Administrative Assistant II CODTL-EMP</i>
				
	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:	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Administrative Aide VI</i> CODTL-EMP
	1.2. Provides the requested service.	None	14 days	<i>Administrative Assistant VI/Administrative Aide VI/Administrative Assistant I</i> CODTL-EMP
	1.4 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval 	None	5 minutes	<i>Administrative Assistant II</i> CODTL-EMP
	TOTAL	None	14 days and 10 minutes	



12. Web Streaming Request

This serves as a guideline for requesting for web streaming.


Office or Division:	CODTL-EMP (Educational Media Production Unit)	
Classification:	Complex	
Type of Transaction:	Government-to-Government(G2G)	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Request Form		https://networks.upou.edu.ph/mcservices/
1 softcopy of each multimedia material to be used during the web streaming.		Requesting party
1 digital copy of email approval from ICTDO for internet connection assistance/services.		ICTDO
1 original copy of consent form of talent/s/speaker/s.		Requesting party
1 original copy of video release form for featured speaker/s, performer/s or talent/s		Requesting party.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least three weeks before the event, fills out the CODTL-EMP Online Request Form via https://networks.upou.edu.ph/mcservices/ 	1.1 Coordinates with the requesting party regarding the details of the service.	None	10 minutes	<i>Administrative Aide VI</i> CODTL-EMP
	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	<i>Deputy Director/Administrative Assistant I/Administrative Assistant VI</i> CODTL-EMP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Conducts ocular visit of venue location/walk-through at least two weeks before the event	None	1 day	<i>Administrative Assistant II CODTL-EMP</i>
	1.4 Checks the quality and licenses of the materials used.	None	1 day	<i>Deputy Director/ Information Systems Researcher II CODTL-EMP</i>
	1.5 Sets-up, conducts technical testing	None	7 hours	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
	1.6 Does web streaming	None	4 hours	<i>Deputy Director, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
	1.7 Edits the video	None	1 day, 4 hours	<i>Administrative Assistant VI/Administrative Aide VI/Administrative Assistant I</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CODTL-EMP
	1.8 Requests to fill-out Evaluation form via https://url.upou.edu.ph/EMPEval 	None	5 minutes	Administrative Assistant II CODTL-EMP
	TOTAL	None	5 days, 7 hours, and 15 minutes	



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Office of the Vice Chancellor for Finance and Administration





Human Resources Development Office

External Services





1. Application for Employment – Administrative

Submission of application to any vacant administrative position.

Office or Division:	Human Resources Development Office (HRDO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All qualified citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 original/digital copy of application letter addressed to the Chief AO, HRDO 	Applicant	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 1 photocopy/digital copy of Performance rating in the last rating period (if applicable); 	Applicant	
<ul style="list-style-type: none"> 1 photocopy/digital copy of certificate of eligibility/rating/license 	Applicant	
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 	Applicant	
<ul style="list-style-type: none"> 1 original copy/digital copy of Signed Data Privacy Notice for Applicant 	HRDO or can be downloaded at http://hrdo.upou.edu.ph	

CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Aide</i> HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	<i>Administrative Aide</i> HRDO
	1.3. Provides scores to the applicant's qualification based on approved	None	1 day	<i>Chief AO</i> HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	criteria and prepares endorsement to the Unit Head			
	1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	<i>Administrative Aide/Chief AO</i> HRDO
	1.5. Conducts the examination and interviews	None	1 day	<i>Administrative Aide/Chief AO</i> HRDO
	1.6. Interviews and evaluates applicants	None	1 day	<i>Chair and Members</i> 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	<i>Chair</i> 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	<i>Secretary</i> 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	<i>Chair and Members</i> University Human Resource Merit Promotion and



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Selection Board (UHRMPSB)
	1.9. Renders decision	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.10. Notifies all applicant on the decision of the Chancellor	None	1 day	<i>Chief AO</i> HRDO
	TOTAL:	None	10 days and 5 minutes	



2. Application for Employment – REPS

Submission of application to any vacant REPS position.

Office or Division:	Human Resources Development Office (HRDO)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All qualified citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 original/digital copy of application letter addressed to the Chief AO, HRDO 	Applicant	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 1 photocopy/digital copy of Performance rating in the last rating period (if applicable); 	Applicant	
<ul style="list-style-type: none"> 1 photocopy/digital copy of certificate of eligibility/rating/license, if any 	Applicant	
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 	Applicant	
<ul style="list-style-type: none"> 1 original/digital copy of Signed Data Privacy Notice for Applicant 	HRDO or can be downloaded at http://hrdo.upou.edu.ph	

CLIENT STEPS	AGENCY ACTION	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	<i>Administrative Aide</i> HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	<i>Administrative Aide</i> HRDO
	1.3. Provides scores to the applicant's qualification based on approved criteria and	None	1 day	<i>Chief AO</i> HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prepares endorsement to the Unit Head			
	1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.5. Conducts the examination and interviews	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.6. Interviews and evaluates applicants	None	1 day	<i>Chair and Members Unit REPS Personnel and Fellowship Committee (uRPFC)</i>
	1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 day	<i>Chair Unit REPS Personnel and Fellowship Committee (uRPFC)</i>
	1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 day	<i>Secretary University REPS Personnel and Fellowship Committee (URPFC)</i>
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	<i>Chair and Members University REPS Personnel and Fellowship Committee (URPFC)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10. Renders decision	None	1 day	<i>Chancellor</i> OC
	1.11. Notifies all applicant on the decision of the Chancellor	None	1 day	<i>Chief AO</i> HRDO
	TOTAL:	None	10 days and 5 minutes	



3. Application for Employment – Faculty

Submission of application 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 citizen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 1 original/digital copy of application letter address to the Dean of the Faculty of Study 	Applicant
<ul style="list-style-type: none"> 1 original/digital copy of curriculum vitae with recent passport-sized picture and at least three character references 	Applicant
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 	Applicant
<ul style="list-style-type: none"> 1 photocopy/digital copy of sample publications 	Applicant
<ul style="list-style-type: none"> 1 original/digital copy of Signed Data Privacy Notice for Applicants 	HRDO or can be downloaded at http://hrdo.upou.edu.ph

CLIENT STEPS	AGENCY ACTION	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 forwards all documents to the Faculty Office concern	None	5 minutes	<i>Administrative Aide</i> HRDO
	1.2. Evaluates application	None	2 days	<i>Unit Academic Personnel Committee (uAPB)</i> Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 day	<i>Chair</i> <i>Unit Academic Personnel Committee</i> Faculty of Study
	1.4 Prepares agenda and	None	1 day	<i>Secretary</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents for the University Academic Personnel Board (UAPB) Meeting			University Academic Personnel Board
	1.4. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	<i>Chair and Members University Academic Personnel Committee (UAPB)</i>
	1.5. Renders decision	None	1 day	<i>Chancellor OC</i>
	1.6. Notifies all applicant on the decision of the Chancellor	None	1 day	<i>Chief AO HRDO</i>
	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 Transaction:	G2C – Government to Citizen			
Who may avail:	All former employees of UPOU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1. Approves the request	None	5 minutes	Chief AO HRDO
	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 from 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 SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1 Approves the request	None	5 minutes	Chief AO HRDO
	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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1. Approves the request	None	5 minutes	Chief AO HRDO
	1.2. Generates, signs and releases the Service Record	none	5 minutes	Chief AO, HRDO
TOTAL:		None	10 minutes	





Human Resources Development Office

Internal Services





1. Appointment of Affiliate Faculty Members

Request to appoint affiliate faculty members from other constituent universities.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Deans			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of list of faculty members from CUs to be requested 		Respective Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to the Chancellor through channels	1.1 Issues HR clearance	None	1 day	Chief AO HRDO
	1.2 Recommends approval	None	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 Consolidates 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 attachments 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:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of basic paper for faculty (green) for those who is less than 65 years old; (white) for those who is 65 years old and above 		Respective Unit		
<ul style="list-style-type: none"> 1 original copy of curriculum vitae (for new lecturer) 		Prospective Lecturer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely fill-out basic paper and attachment (if any) to HRDO	1.1 Checks the details of the basic paper and issues HR clearance	None	1 day	Chief AO HRDO
	1.2 Issues Budget clearance	None	1 day	Chief AO Budget Office
	1.3 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.4 Prepares appointment	None	1 day	Administrative Aide/Chief AO HRDO
	1.5 Renders decision and signs the appointment	None	1 day	Chancellor Office of the Chancellor
	1.6 Releases the original copy of appointment to the unit	None	1 day	Administrative Aide HRDO
	TOTAL:	None	6 days	



3. Request for Attendance to Training

Request to attend training for employees.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of request to attend training form 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 photocopy of invitation letter 		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Finance and Administration
	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 Resources Development Office (HRDO)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All UPOU Administrative Officers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 digital copy of organizational, functional and personnel chart 		Respective Unit
<ul style="list-style-type: none"> 1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution 		Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.ph), under the Authority to fill (regular position)/ hire (contractual position) tab, fills in the required information, attaches the required documents and submits the request	1.5 Evaluates the request and recommends approval	None	1 day	<i>Unit Head</i> Respective Unit
	1.6 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> HRDO
	1.7 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> Budget Office
	1.8 Evaluates the request and recommends approval	None	1 day	<i>Vice Chancellor for Finance and Administration</i> Office of the Vice Chancellor for Finance and Administration
	1.9 Evaluates the request and recommends approval	None	1 day	<i>Chancellor</i> Office of the Chancellor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10 Evaluate s the request and recommends approval	None	1 day	<i>Vice President for Administration Office of the Vice Chancellor for Administration</i>
	1.11 Renders decision on the request	None	1 day	<i>President Office of the President</i>
	TOTAL:	None	7 days	



5. Authority to Fill/Hire Request – REPS Position

Request for authority to fill 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 REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 digital copy of organizational, functional and personnel chart 		Respective Unit
<ul style="list-style-type: none"> 1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution 		Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.ph), under the Authority to fill (regular position)/hire (contractual position) tab, fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 day	<i>Unit Head</i> Respective Unit
	1.2 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> HRDO
	1.3 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> Budget Office
	1.4 Evaluates the request and recommends approval	None	1 day	
	1.5 Evaluates the request and recommends approval	None	1 day	<i>Chancellor</i> Office of the Chancellor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Evaluates the request and recommends approval	None	1 day	<i>Vice President for Academic Affairs</i> Office of the Vice President for Academic Affairs
	1.7 Renders decision on the request	None	1 day	<i>President</i> Office of the President
	TOTAL:	None	7 days	



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



7. Contract of Services - Authority to Hire

Request for authority to hire contract of services staff

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 REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 original copy of letter request 		Respective Unit
<ul style="list-style-type: none"> 1 original copy of organizational, functional and personnel chart 		Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.ph), under the Authority to hire (contract of service) tab, fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 day	<i>Unit Head</i> Respective Unit
	1.2 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> HRDO
	1.3 Evaluates the request and recommends approval	None	1 day	<i>Chief AO</i> Budget Office
	1.4 Evaluates the request and recommends approval	None	1 day	<i>Vice Chancellor for Finance and Administration</i> Office of the Vice Chancellor for Finance Administration (for Admin)/ <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs (for REPS)
	1.5 Evaluates the request and	None	1 day	<i>Chancellor</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	recommends approval			Office of the Chancellor
	1.6 Evaluates the request and recommends approval	None	1 day	<i>Vice President for Administration</i> Office of the Vice President for Administration
	1.7 Renders decision on the request	None	1 day	<i>President</i> Office of the President
	TOTAL:	None	7 days	



8. GSIS Loan Application

Application for GSIS loan facility via GWAP kiosk

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies loan to any GWAP kiosk/ GSIS Touch and informs HRDO of the loan application	1.1 Prints the pending loan/s at http://cert.gsis.gov.ph	None	2 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.2 Issues certification that employee can avail of the loan/s applied for	None	5 minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.3 Renders decision on the loan application based on the certification from Accounting Office	None	5 minutes	Chief AO HRDO
	1.4 Prints approved/dis approved and forwards the printed copy to Accounting Office	None	2 minutes	<i>Administrative Aide/Chief AO</i> HRDO
TOTAL:		None	14 minutes	



9. Issuance of CS Appointment – Administrative Staff

Issuance of CS appointment to administrative staff

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Administrative Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 1 original copy of Basic Paper (blue) 	HRDO or can be downloaded at http://hrdo.upou.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration</i>
	1.4 Approves and signs basic paper and appointment	None	1 day	<i>Chancellor Office of the Chancellor</i>
	1.5 Facilitates the signing of acknowledgement portion of the appointment	None	1 day	<i>Administrative Aide HRDO</i>
	1.6 Prepares and submits digital and hard copy of Appointment Transmittal Action Form (ATAF) including hard copies of appointment and required	None	1 day	<i>Chief AO HRDO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to the Civil Service Commission			
	1.7 Prepares announcement 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

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of Basic Paper (green) 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS)</i> Office of the Vice Chancellor for Academic Affairs
	1.4 Approves and signs basic paper and appointment	None	1 day	<i>Chancellor</i> Office of the Chancellor
TOTAL:		None	4 days	



11. Issuance of Other Appointment

Issuance of other appointment to faculty, REPS and administrative staff

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Administrative Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 1 original copy of letter request	Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the Chancellor to HRDO	1.1 Reviews the letter request and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews letter request and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS)</i> Office of the Vice Chancellor for Academic Affairs/ <i>Vice Chancellor for Finance and Administration (for Admin staff)</i> Office of the Vice Chancellor for Finance and Administration
	1.4 Renders decision	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.5 Prepares and reviews appointment	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Signs the appointment	None	1 day	<i>Unit Head</i> Respective Unit
	1.7 Photocopies appointment and releases the photocopy of appointment to HRDO	None	1 day	<i>Administrative Officer</i> Respective Unit
	TOTAL:	None	7 days	



12. Leave of Absence Application

Application of employees for leave of absence.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy and 1 photocopy of application for leave 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 original copy of Medical Certificate (for more than five days of sick leave for REPS and Admin staff; more than two days of sick leave for faculty members) 		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely filled-in application for leave to the Unit Head	1.1 Renders action to the application and if approved, submits the application to HRDO, otherwise return to the applicant	None	5 minutes	<i>Immediate Supervisor/ Administrative Officer</i> Respective Unit
	1.2 Certifies the number of leave credits	None	5 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.3 Renders action to the application	None	5 minutes	<i>Chancellor (for VCs and Deans)</i> Office of the Chancellor/ <i>Vice Chancellor for Finance and Administration</i> for other employees Office of the Vice Chancellor for Finance and Administration
TOTAL:		None	15 minutes	



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 – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of privilege to study at reduced fee application 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application) 		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly endorsed 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 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 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	



14. Service Record Request

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

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.ph) and files request for service record	a. Approves the request	None	5 minutes	Chief AO HRDO
	b. Generates, signs and releases the Service Record	none	5 minutes	Chief AO, HRDO
TOTAL:		None	10 minutes	



15. Study Privilege of Non-Earning Dependent's Application

Application for study privilege of non-earning dependent of employee to any constituent university

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of study privilege of non-earning dependent application 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application) 		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application to HRDO	1.1 Evaluates the request and certifies the employment details of the employee	None	10 minutes	Chief AO HRDO
TOTAL:		None	10 minutes	



16. Study Leave (Full-time) Application

Application for study leave (full-time) of employees

Office or Division:	Human Resources Development Office (HRDO)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> 1 original copy of letter request duly endorsed by the Unit Head and Unit APC/RPFC/HRMPSB 		Employee
<ul style="list-style-type: none"> 1 photocopy of admission notice (for initial application) 		Employee
<ul style="list-style-type: none"> 4 original copies study leave contract 		HRDO or can be downloaded at http://hrdo.upou.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the Chancellor to HRDO	1.1 Evaluates the request and prepares referendum for action of the UAPB (for Faculty) / URFPC (for REPS) /UHRMPSB (for admin)	None	1 day	Chief AO HRDO
	1.2 Renders action on the request	None	1 day	Chair and Members of the UAPB (for Faculty) /URFPC (for REPS) /HRMPSB (for admin)
	1.3 Prepares endorsement letter to the Chancellor for signature of the Chair of the	None	1 day	Chief AO HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	UAPB/URPFC/ UHRMPSB			
	1.4 Renders decision	None	1 day	<i>Chancellor Office of the Chancellor</i>
2. Submits study leave contract and the required attachments	2.1 Evaluates and signs the contract	None	1 day	<i>Chief AO HRDO</i>
	2.2 Signs the contract as witness	None	1 day	<i>Vice Chancellor for Academic Affairs (for Faculty and REPS)/Vice Chancellor for Finance and Administration (for Administrative Staff)</i>
	2.3 Signs the contract	None	1 day	<i>Chancellor Office of the Chancellor</i>
	2.4 Releases the contract for notarization of the employee	None	1 day	<i>Administrative Aide HRDO</i>
	TOTAL:	None	8 days	



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



Sworn statement of assets and liabilities submission to HRDO and to the Office of the Ombudsman

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		
Three signed and printed copies (back-to-back printing) of generated SALN		Employee		
CLIENT STEPS	AGENCY ACTION	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, submits in the UIS, prints and signs the SALN (spouse will also sign)	1.1 Reviews and signs SALN	None	5 minutes	Chief AO HRDO
	1.2 Consolidates and prepares the summary of filers, required attachments for submission to Office of the Ombudsman	None	1 day	Chief AO HRDO
	1.3 Submits to the Office of the Ombudsman	None	1 day	Administrative Aide, 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 Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 4 original copies of clearance form 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance application to HRDO thru https://url.upou.edu.ph/empclearance 	1.1 Request the offices concern to issue clearance to the employee thru https://url.upou.edu.ph/officeclearance 	None	5 minutes	Chief AO HRDO
	1.2 Prints the clearance sheet for approval of the Vice Chancellor for Finance and Administration	None	5 minutes	Chief AO HRDO
	1.3 Issues certificate of clearance	None	5 minutes	Chief AO HRDO
TOTAL:		None	15 minutes	



Accounting Office

External Services





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 Transaction:	G2C – Government to Government G2B – Government to Business			
Who may avail:	All Project Grantors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
TOTAL		None	17 days, 1 hour, 15 minutes	





Accounting and Cash Office

External Services





1. Processing of Payments for Suppliers/Creditors thru LBP Online Payment System

Processing of payments to suppliers of the University using online payment system of Land Bank of the Philippines (Auto Crediting, Fund Transfer)

Office or Division:	Accounting Office and Cash Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	All suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original copy of Billing Statement/Sales Invoice and Delivery Receipt		Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits billing statement/ sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	1.1 Receives billing statement/ sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.2 Prepares DV (3 copies), ORS/ BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.3 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Verifies and Issues Budget Clearance	None	5 minutes	<i>Administrative Aide/Chief AO, Budget Office</i>
	1.5 Pre-audits the document	None	30 minutes	<i>Administrative Aide Accounting Office</i>
	1.4. Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide Accounting Office</i>
	1.5. Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant Accounting Office</i>
	1.6 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA Chancellor OC</i>
	1.7 Prepares the ecredit payment advice, bank files and corresponding reports	None	5 minutes	<i>Administrative Aide/ Cash Office</i>
	1.8a. Reviews and signs ecredit advice, bank files and corresponding reports b. Uploads bank file to LBP WeAccess System	None	5 minutes	<i>Chief AO, Cash Office</i>
	1.9 Signs and bank advice (VCFA) and approves (VCFA/Chancellor	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/ Chancellor</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
) the uploaded transaction in the LBP WeAccess System			OC
2. Issues official receipt (OR) and signs warrant registry	2.1 Releases check and Certificate of Withholding Taxes	None	2 minutes	<i>Administrative Aide</i> Cash Office
TOTAL:		None	1 hour and 24 minutes	



2. Processing of Payments to Suppliers/Creditors thru Bank Crediting System

Processing of payments to suppliers of the University using bank crediting system

Office or Division:	Accounting Office and Cash Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	All suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original copy of Billing Statement/Sales Invoice and Delivery Receipt		Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits billing statement/ sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	3.9 Receives billing statement/ sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	3.10 Prepares DV (3 copies), ORS/ BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	3.11 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	3.12 Verifies and Issues	None	5 minutes	<i>Administrative Aide/Chief AO,</i> Budget Office



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Budget Clearance			
	3.13 Pre-audits the document	None	30 minutes	<i>Administrative Aide</i> Accounting Office
	1.4. Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide</i> Accounting Office
	1.5. Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.6 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA</i> <i>Chancellor</i> OC
	1.7 Prepares the ecredit payment advice, bank files and corresponding reports	None	5 minutes	<i>Administrative Aide/ Cash</i> Office
	1.8a. Reviews and signs ecredit advice, bank files and corresponding reports	None	5 minutes	<i>Chief AO,</i> Cash Office
	1.9 Signs and bank advice	None	5 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/</i> <i>Chancellor</i> OC
	1.10 Photocopies the signed document and transmits bank	None	5 minutes	<i>Administrative Aide/ Cash</i> Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advice (hard and digital file) to the bank			
4. Issues official receipt (OR) and signs warrant registry	2.1 Releases check and Certificate of Withholding Taxes	None	2 minutes	<i>Administrative Aide</i> Cash Office
TOTAL:		None	1 hour and 32 minutes	



3. Processing of Payments for Suppliers/Creditors thru Check Issuance

Processing of payments to suppliers of the University thru Check Issuance

Office or Division:	Accounting Office and Cash Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Billing Statement/ Sales Invoice and Delivery Receipt	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits billing statement/ sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	1.1 Receives billing statement/ sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.2 Prepares DV (3 copies), ORS/ BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.3 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	1.4 Verifies and Issues Budget Clearance	None	5 minutes	<i>Administrative Aide/Chief AO,</i> Budget Office
	1.5 Pre-audits the document	None	30 minutes	<i>Administrative Aide</i> Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide</i> Accounting Office
	1.5. Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.6 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/</i> OVCFA <i>Chancellor</i> OC
	1.7 Prepares the check and corresponding reports	None	10 minutes	<i>Administrative Aide/</i> Cash Office
	1.8 Reviews and signs check and corresponding reports	None	10 minutes	<i>Chief AO,</i> Cash Office and <i>Vice Chancellor for Finance and Administration/</i> OVCFA <i>Chancellor</i> OC
	1.9 Uploads the Advice of Check Issued and Cancelled in LBP WeAccess System	None	2 minutes	<i>Chief AO/</i> Cash Office
	1.9 Approves the Advice of Check Issued and Cancelled in LBP WeAccess System	None	2 minutes	<i>Vice Chancellor for Finance and Administration/</i> OVCFA
2. Issues official receipt (OR) and signs warrant registry	2.1 Releases check and Certificate of Withholding Taxes	None	5 minutes	<i>Administrative Aide</i> Cash Office
TOTAL:		None	1 hour and 39 minutes	



HRD, Accounting and Cash Offices

Internal Services



University of the Philippines
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1. Processing of Payroll using LBP WeAccess System

Processing the payroll of employees of the University using the LBP WeAccess System.

Office or Division:	HRDO, Accounting Office and Cash Office	
Classification :	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	All Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original copy of daily time record/certificate of service		Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit daily time record/certificate of service to HRDO	1.1 Consolidates the DTR/COS submission	None	10 minutes	<i>Administrative Aide</i> HRDO
	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.3 Prepares payroll	None	1 day	<i>Administrative Aide</i> Accounting Office
	1.4 Verifies and signs payroll	None	1 hour	<i>Chief Accountant</i> Accounting Office/ <i>Vice Chancellor for Finance and Administration</i> OVCFA
	1.5 Prepares and signs weekly advice	None	20 minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.5 Prepares payroll advice	None	2 minutes	<i>Administrative Aide/ Cash</i> Office
	1.6. Reviews and signs bank	None	2 minutes	<i>Chief AO,</i> Cash Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advice and uploads bank file to LBP WeAccess System			
	1.7 Signs bank advice (VCFA) and approves (VCFA/Chancellor) the uploaded transaction in the LBP WeAccess System	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/Chancellor OC</i>
TOTAL:		None	1 day, 1 hour, 46 minutes	



2. Processing of Payroll using Bank's Online Facility

Processing the payroll of the employees of the University using Bank's Online Facility.

Office or Division:	HRDO, Accounting Office and Cash Office
Classification :	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of daily time record/certificate of service	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit daily time record/certificate of service to HRDO	1.1 Consolidates the DTR/COS submission	None	10 minutes	<i>Administrative Aide</i> HRDO
	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.3 Prepares payroll	None	1 day	<i>Administrative Aide</i> Accounting Office
	1.4 Verifies and signs payroll	None	1 hour	<i>Chief Accountant</i> Accounting Office/ <i>Vice Chancellor for Finance and Administration</i> OVCFA
	1.5 Prepares and signs weekly advice	None	20 minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.5 Prepares the payroll advice	None	2 minutes	<i>Administrative Aide/ Cash</i> Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.Reviews and signs bank advice	None	2 minutes	<i>Chief AO, Cash Office</i>
	1.7 Signs the bank advice (VCFA/ Chancellor)	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/ Chancellor OC</i>
	1.7 Photocopies (3 copies) bank advice and sends to bank for crediting	None	10 minutes	<i>Administrative Aide/ Cash Office</i>
	TOTAL:	None	1 day, 1 hour, 56 minutes	




Cash Office
External Services





1. Request for Issuance of eOfficial Receipt for Credit Card and Online Payments

Issuance of eOfficial Receipt for payments made through Credit Card and online payments

Office or Division:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Form 5		Student		
Copy of Proof of Payment		Student/Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Validates the submitted request and attachments	None	5 minutes	Administrative Aide VI Cash Office
	1.2 Issues eOR	None	1 minute	Administrative Aide VI Cash Office
	1.3 Scans and sends copy of eOR to the requesting party.	None	2 minutes	Administrative Aide VI Cash Office
	1.4 Releases the copy of eOR to OUR (for students) and to other concerned unit	None	2 minutes	Administrative Aide VI Cash Office
TOTAL:		None	10 minutes	





Campus Development and Maintenance Office


External Services





1. Facilities Rental

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

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of eReservation Form		https://url.upou.edu.ph/venueexternal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form https://url.upou.edu.ph/venueexternal 	1.1 Reviews the request and checks availability of the facility	None	5 minutes	<i>Administrative Assistant II</i> CDMO
	1.2 Provides guidelines to the user and confirms the reservation	None	5 minutes	<i>Administrative Assistant II</i> CDMO
	1.3 Provides billing statement	*See rates below	10 minutes	<i>Administrative Assistant II</i> CDMO
	1.4 Receives payment and issues official receipt	None	5 minutes	<i>Administrative Aide VI</i> Cash Office
TOTAL:		*See rates below	25 minutes	




RENTAL RATES

FACILITIES/ SPACE	RATES	MAX PAX
CCDL Auditorium (package rate)	4,400.00	150
CCDL Auditorium	3,250.00	150
Sandbox	2,240.00	30 theater style, if not, 25
Audio Visual Room	2,240.00	80
Oblation Hall	2,240.00	70 theater style, if not, 50
RATES FOR SUCCEEDING HOURS		
CCDL Auditorium (package rate)	1,510.00	
CCDL Auditorium	1,137.00	
Sandbox	912.5	
Audio Visual Room	912.5	
Oblation Hall	912.5	
1st 3 hours P500 per assisting personnel, additional P50/hour/personnel for succeeding hours.		



2. Academic Residences (AR) Rental

Submission of request to occupy the Academic Residences (AR)

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of Reservation/Rental Form		https://url.upou.edu.ph/artransient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form 	1.a Reviews the request and checks availability of the room/s	None	5 minutes	<i>Administrative Assistant II</i> CDMO
	1.b. Provides guidelines to the user and confirms the reservation	None	5 minutes	<i>Administrative Assistant II</i> CDMO
	1.c. Provides billing statement	PhP 1,100/day (UP) 1,400/day (Non-UP)	10 minutes	<i>Administrative Assistant II</i> CDMO
	1.d Receives payment and issues official receipt	None	5 minutes	<i>Administrative Aide VI</i> Cash Office
TOTAL:		PhP 1,100/day (UP) 1,400/day (Non-UP)	25 minutes	



University of the Philippines
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Campus Development and Maintenance Office


Internal Services





1. Reservation of Venue

Submission of request by employees for reservation of UPOU facilities such as Audio-Visual Room (AVR), Centennial Center for Digital Learning (CCDL) Auditorium, Oblation Hall (OH), Sandbox and Academic Residences (AR)

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital copy of Reservation/Rental Form		https://url.upou.edu.ph/venueinternal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form 	1.1 Reviews the request and checks availability of the facility	None	5 minutes	<i>Administrative Assistant II</i> CDMO
	1.2 Confirms the reservation	None	5 minutes	<i>Administrative Assistant II</i> CDMO
TOTAL:		None	10 minutes	





Bids and Awards Committee

External Services





1. Procurement through Alternative Methods of Procurement

This serves as a guide for UPOU offices/units on procurement through alternative methods.

Office or Division:	Bids and Awards Committee (BAC)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	UPOU Offices/Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully accomplished BAC Recommendation Form	UPOU Offices/Units	
Approved Purchase Request	UPOU Offices/Units	
Request for Quotation (RFQ) Form above P50K for Posting in PhilGEPS	BAC Secretariat Office	
Request for Quotation (RFQ) below P50K	UPOU Offices/Units BAC Secretariat Office	
Approved Letter Request	UPOU Offices/Units	
Technical Specifications/Scope of Work	UPOU Offices/Units	
SPMO Request for Equipment/Furniture Form as required	UPOU Offices/Units	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users submits BAC recommendation form and other supporting documents	1.1 Receives request and verifies the completeness of supporting documents. Checks if item is included in the approved APP. If not, prepare a Supplemental to APP	None	5 minutes	BAC Secretariat Support Staff
	1.3 Prepare Request for Quotation (RFQ). - with ABC above 50K, posts in PhilGEPS for 7 days and send RFQ thru email to prospective suppliers	None	10 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- With ABC below 50K, send RFQ thru email to prospective suppliers.			
	1.3 Prepares Abstract of Quotations	None	5 minutes	BAC Secretariat Support Staff
	1.4 Recommends approval of alternative methods of procurement	None	5 minutes	BAC
	1.5 Approves BAC recommendation	None	2 minutes	Chancellor
	1.6 Prepares Technical Evaluation Report Form for evaluation of the Technical Resource Person	None	3 minutes	BAC Secretariat Support Staff
	1.7 Confirms the evaluation report of Technical Resource Person	None	5 minutes	BAC
	1.8 Forwards the signed Technical Evaluation Report and approved BAC Recommendation Form to the End-user for BURS/ORS preparation	None	5 minutes	BAC Secretariat Support Staff
	1.9 Prepares BAC Resolution, Notice of Award (NOA) and	None	5 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notice to Proceed (NTP)			
	1.10 Approves BAC Resolution	None	5 minutes	BAC and Chancellor
	1.11 Initials for NOA and NTP	None	2 minutes	BAC Chair/Vice Chair
	1.12 Approves NOA and NTP	None	2 minutes	Chancellor
2. End-users submit approved BURS/ORS	2.1 Prepares Purchase Order (PO) or forwards copy of approved BAC recommendation with approved BURS/ORS for contract preparation by the Office of the Legal Counsel, if applicable	None	5 minutes	BAC Secretariat Support Staff
	2.3 Reviews/checks/ approves PO	None	5 minutes	SPMO Chief
	2.4 Forward signed PO to Accounting Office for funds availability and signature by Chief Accountant	None	3 minutes	BAC Secretariat Support Staff
	2.5 Receives and scan the PO and supporting documents	None	5 minutes	BAC Secretariat Support Staff
	2.6 Posts BAC Resolution, NOA, NTP and PO/ Contract at PhilGEPS and UPOU Websites	None	5 minutes	BAC Secretariat Support Staff
	2.7 Submits copy of PO/Contract to COA.	None	5 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 minutes	BAC Secretariat Support Staff and SPMO
TOTAL:		None	1 hour and 33 minutes	



2. Procurement through Public Bidding

This serves as a guide for UPOU offices/units on procurement through public bidding.

Office or Division:	Bids and Awards Committee (BAC)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	UPOU Offices/Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully accomplished BAC Recommendation Form	UPOU Offices/Units	
Approved Purchase Request	UPOU Offices/Units	
Approved Letter Request	UPOU Offices/Units	
Technical Specifications/Scope of Work/Designs/Plans/Bill of Quantities (BOQ)/Terms of Reference	UPOU Offices/Units	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users submit complete BAC request	1.1 Receives request and verifies the completeness of documents attached. Checks if item is included in the approved APP. If not, prepare a Supplemental to APP	None	5 minutes	BAC Secretariat Support Staff
	1.2 Prepares bidding documents	None	45 minutes	BAC Secretariat Support Staff
2. Attends Pre-Procurement Conference	2.1 Holds Pre-Procurement Conference	None	1 hour	Bids and Awards Committee (BAC)
	2.2 Posts Invitation to Bid (ITB)/Request for Expression of Interest (REI) in PhilGEPS and send ITB/REI thru email to all	None	10 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prospective bidders			
3. Attends pre-bid conference	3.1 Holds Pre-bid Conference	None	1 hour	Bids and Awards Committee (BAC)
	3.2 Prepares Supplemental Bid Bulletin, if any	None	20 minutes	BAC Secretariat Support Staff
	3.3 Issue/release signed Supplemental Bid Bulletin to bidders	None	5 minutes	BAC Secretariat Support Staff
	3.4 Prepares Abstract of Bids	None	3 minutes	BAC Secretariat Support Staff
4. Attends opening of bids	4.1 Holds Opening of Technical and Financial Proposal submitted by prospective bidders	None	1 hour	Bids and Awards Committee (BAC)
	4.2 Forwards the copy of the bidders submitted bidding documents to the TWG for evaluation	None	5 minutes	BAC Secretariat Support Staff
	4.3 TWG conducts Bid Evaluation	None	7 days	TWG/End-user
	4.4 Receives the signed Bid Evaluation report	None	3 minutes	BAC Secretariat Support Staff
	4.5 Bid evaluation report is presented at the BAC meeting for approval	None	3 minutes	BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.6 Sign the notice	None	2 minutes	BAC Chair/Vice Chair
	4.7 Prepares and sends Notice of Bidding Results to the Lowest Calculated Bid (LCB) for submission of post qualification requirements	None	2 minutes	BAC Secretariat Support Staff
6. Submits the copy of the signed post qualification report	6.1 Receives the signed report and prepares post qualification report, BAC Resolution, NOA & NTP	None	5 minutes	BAC Secretariat Support Staff
	6.2 Approves the Post Qualification report, BAC Resolution, NOA and NTP	None	5 minutes	Bids and Awards Committee (BAC)/ Chancellor
	6.3 Forwards the approved BAC request to the end-user for BURS/ORS preparation	None	5 minutes	BAC Secretariat Support Staff
7. End-users submit approved copy of BURS/ORS	7.1 Receives the documents and prepares Purchase Order (PO) OR Forwards copy of approved BAC recommendation with approved BURS/ORS for contract preparation to the Office of the Legal Counsel, if necessary	None	5 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Receives copy of approved contract/PO and issue the NTP and NOA to the winning bidder	None	3 minutes	BAC Secretariat Support Staff
	7.3 Submits copy of PO/Contract to COA.	None	5 minutes	BAC Secretariat Support Staff
	7.4 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 minutes	BAC Secretariat Support Staff and SPMO
TOTAL:		None	7 days, 5 hours, and 16 minutes	



3. Procurement through Negotiated Procurement – Two Failed Bidding

This serves as a guide for prospective suppliers on procurement through negotiated procurement after two failed biddings.

Office or Division:	Bids and Awards Committee (BAC)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	All prospective suppliers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Bidding Documents	BAC Secretariat Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submits BAC Recommendation form for a Negotiated Procurement – Two Failed Bidding	1.1 Discusses the Technical and Financial requirements	None	15 minutes	Bids and Awards Committee (BAC)
	1.2 Posts the project at PhilGEPS and UPOU websites	None	4 minutes	BAC Secretariat Support Staff
	1.3 Sends the invitation to all prospective bidders via email	None	3 minutes	BAC Secretariat Support Staff
	1.4 Receives bid proposals and stamped with date and time	None	3 minutes	BAC Secretariat Support Staff
2. Attends opening of bids	2.1 Holds Opening of Technical and Financial Proposal submitted by prospective bidders thru zoom or hybrid set-up	None	1 hour	Bids and Awards Committee (BAC)
	2.2 Forwards the submitted bid proposals of	None	5 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the eligible bidders to TWG/Technical Resource Person for bid evaluation			
3. Submits bid evaluation report	3.1 Receives the bid evaluation report for approval by the BAC	None	3 minutes	BAC Secretariat Support Staff
	3.2 Approves the bid evaluation report	None	3 minutes	Bids and Awards Committee (BAC)
	3.3 Issues the Notice of Bidding Results to the bidder with the Lowest Calculated Bid/Highest Rated Bid	None	3 minutes	BAC Secretariat Support Staff
	3.4 Receives the signed notice and required documents for post-qualification for validation and confirmation.	None	5 minutes	BAC Secretariat Support Staff
4. Submits post qualification report	4.1 Receives the post qualification report for approval by the BAC	None	3 minutes	BAC Secretariat Support Staff
	4.2 Approves the post qualification report	None	3 minutes	Bids and Awards Committee (BAC)
	4.3 Prepares BAC Resolution,	None	5 minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	NOA and NTP for signature			
	4.4 Approves of the BAC Resolution, NOA and NTP	None	5 minutes	Bids and Awards Committee (BAC), Chancellor
	4.5 Issues NOA to the winning bidder	None	3 minutes	BAC Secretariat Support Staff
	4.6 Receives the signed NOA and verify the submitted performance security.	None	5 minutes	BAC Secretariat Support Staff
	4.7 Issuance of PO/contract and Notice to Proceed to the bidder	None	3 minutes	BAC Secretariat Support Staff
	4.8 Submits copy of PO/Contract to COA.	None	5 minutes	BAC Secretariat Support Staff
	4.9 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 minutes	BAC Secretariat Support Staff and SPMO
TOTAL:		None	2 hours and 21 minutes	





Faculty Office

External Services





1. Application for Graduation

Students 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 Transaction:	Government to Citizen (G2C)
Who may avail:	Undergraduate and graduate students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 digital copy of Application Form for Graduation	https://registrar.upou.edu.ph/wp-content/uploads/2019/10/APPLICATION_FOR_GRADUATION.pdf

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill ups the application form and sends it to the Faculty Secretary via email attachment or hard copy.	1.1 Inputs the information in the database and conducts initial checking of records to identify lacking courses and grades.	None	2 days	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Deliberates the application and if merited, endorses to the Faculty Council.	None	1 day	<i>Faculty Executive Committee Faculty of Studies</i>
	1.3 Deliberates the application and if merited, endorses to the University Execom.	None	1 day	<i>Faculty Council Faculty of Studies</i>
	1.4 Deliberates the application and if merited,	None	1 day	<i>University Executive Committee</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorses to the University Council.			
	1.5 Deliberates the application and if merited, endorses to the BOR.	None	1 day	<i>University Council</i>
	1.6 Approves/ Disapproves recommendation for graduation.	None	1 day	<i>UP Board of Regents</i>
	1.7 Sends notification to the student on the decision of his/her application for graduation.	None	3 days	<i>Administrative Officer Office of the University Registrar</i>
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 Transaction:	Government to Citizen (G2C)			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Removal/ Completion Exam Form		https://our.upou.edu.ph/student		
CLIENT STEPS	AGENCY ACTION	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	None	3 days	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Forwards the requirements to the Faculty in Charge (FIC)	None	1 day	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.3 Checks the requirements and issues completion grade online.	None	1 day	<i>Faculty in Charge Faculty of Studies</i>
TOTAL:		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			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Undergraduate and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of the permit to Cross Register Form		https://registrar.upou.edu.ph/wp-content/uploads/2019/10/Permit-to-Cross-Register.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the permit to cross register form to the Faculty Secretary.	1.1 Receives the form and forwards it to the Program Chair	None	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff</i> Faculty of Studies
	1.2 Receives and evaluates the application	None	1 day	<i>Program Chair</i> Faculty of Studies
	1.3 Renders decision on the request	None	1 day	<i>Dean</i> Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	<i>Student Records Evaluator I/ Office of the University Registrar</i>
	1.5 Informs the student on the decision of the request.	None	10 minutes	<i>Student Records Evaluator/ Administrative Aide</i> 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 one month after classes start (semestral) or less than one 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 REQUIREMENTS	
WHERE TO SECURE	
1 original copy of Dropping Form	https://our.upou.edu.ph/student
1 photocopy of proof of payment	Student

CLIENT STEPS	AGENCY ACTION	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 <i>Application for DRP</i> folder, generates excel file <i>DRP Summary</i> and updates the status of the application in STROL as <i>In-process</i> .	PhP10 /unit	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Evaluates and renders decision on the application via STROL and updates the database.	None	10 minutes	<i>Secretary to the Faculty Faculty of Studies</i>
	1.3 Creates summary of	None	1 day	<i>University Researcher/</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approved DRP applications and forwards to the Secretary to the Faculty at least one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC).			<i>University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.4 Informs the student and FIC on the decision.	None	10 minutes	<i>Secretary to the Faculty Faculty of Studies</i>
TOTAL:		PhP10 /unit	1 day and 30 minutes	



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
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Enrolled students and not previously on Absence Without Official Leave (AWOL) status
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of LOA form	https://our.upou.edu.ph/student/
1 photocopy of Proof of Payment	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for LOA via student portal https://our.upou.edu.ph/student	1.1 Checks all requirements are completed.	PhP 150	1 day	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Inputs the information to the database under the <i>Application for LOA</i> folder and excel file <i>LOA Summary</i> and updates the status in STROL as <i>In-process</i> .	None	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Evaluates and renders decision on the application via STROL and updates the database.	None	1 day	<i>Secretary to the Faculty Faculty of Studies</i>
	1.4 Creates summary of approved LOA applications and forwards to the Secretary to the Faculty at least one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC).	None	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.5 Informs the student and FIC of the final decision on the request.	None	10 minutes	<i>Secretary to the Faculty Faculty of Studies</i>
TOTAL:		PhP 150	2 days and 20 minutes	



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.

Office or Division:	Faculty Office
Classification:	Highly technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Undergraduate and graduate students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 original request letter for waiver of MRR	Student



CLIENT STEPS	AGENCY ACTION	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	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Receives, evaluates and recommends the application	None	15 days	<i>Program Chair Faculty of Studies</i>
	1.3 Renders final action.	None	1 day	<i>Dean Faculty of Studies</i>
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	<i>Student Records Evaluator I/ Office of the University Registrar</i>
	1.5 Informs the student on the	None	5 minutes	<i>University Researcher/</i>



	decision of the request.			<i>Student Records Evaluator/ Administrative Office of the University Registrar</i>
TOTAL:		None	16 days and 25 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback</p> 	<p>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 – https://url.upou.edu.ph/feedback</p>
<p>How feedbacks are processed</p>	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles and records all feedback submitted.</p> <p>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 may contact 049-536-6001 loc 299 or send an email to feedback@upou.edu.ph</p>
<p>How to file a complaint</p> 	<p>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 – https://url.upou.edu.ph/feedback</p>
<p>How complaints are processed</p>	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles, records and evaluates all complaints submitted.</p> <p>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.</p>
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, Anti-Red Tape Authority (ARTA)</p>	<p>CCB : 0908-881-6565 (SMS)</p> <p>PCC : 8888</p> <p>ARTA : complaints@arta.gov.ph 1-ARTA (2782)</p>





VII. List of Offices

Office	Address	Contact Information
Office of the Chancellor (OC)	3 rd Floor, Administration Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6015 049 536 6001 to 06 local 702,800 oc@upou.edu.ph
Budget Office (BO)	3 rd Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 703 budget@upou.edu.ph
Information and Communication Technology Development Office (ICTDO)	3 rd Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5994 049 536 6001 to 06 local 452 ictdo@upou.edu.ph
Office of Public Affairs (OPA)	IMDPO Bldg., Admin Bldg., UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 5992 049 536 6001 to 06 local 710 info@upou.edu.ph
Office of the Legal Counsel (OLC)	3 rd Floor, Administration Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 450 legal@upou.edu.ph
Office of Gender Concerns (OGC)	IMDPO, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 451 gender@upou.edu.ph
Quality Assurance Office (QAO)	1 st Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6015 049 536 6001 to 06 local 702,800 qao@upou.edu.ph
Ugnayan ng Pahinunghod/ Oblation Corps Office (Pahinungod)	IMDPO, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 483 pahinungod@upou.edu.ph
Office of the Vice Chancellor for	3 rd Floor, UPOU Headquarters, National Highway,	049 536 6014 049 536 6001 to 06 local 301 ovcaa@upou.edu.ph



Office	Address	Contact Information
Academic Affairs (OVCAA)	Maahas, Los Baños, Laguna	
Office of the University Registrar (OUR)	1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 0106 0998 555 3228 049 536 6001 to 06 local 101 registrar@upou.edu.ph
University Library (UL)	1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5998 049 536 6001 to 06 local 721 library@upou.edu.ph
Office of Student Affairs (OSA)	IMDPO, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 5484 049 536 6001 to 06 local 340 osa@upou.edu.ph
Center for Open and Digital Teaching and Learning (CODTL) - Educational Media Production (EMP)	IMDPO, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 453 codtl@upou.edu.ph emp@upou.edu.ph
Office of the Vice Chancellor for Finance and Administration (OVCFA)	2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6013 049 536 6001 to 06 local 151 ovcfa@upou.edu.ph
Accounting Office (AO)	2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 202,480 accounting@upou.edu.ph
Cash Office (CO)	2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 250 cash@upou.edu.ph
Human Resources Development Office (HRDO)	2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 220,777 hrdo@upou.edu.ph
Supply and Property Management Office (SPMO)	1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5996 049 536 6001 to 06 local 210 spmou@upou.edu.ph



Office	Address	Contact Information
Campus Development and Maintenance Office (CDMO)	Centennial Center for Digital Learning Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5995 049 536 6001 to 06 local 483 cdmo@upou.edu.ph
Faculty of Education (FEEd)	Teaching and Learning Hub Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6009 049 536 6001 to 06 local 831,830 fed@upou.edu.ph
Faculty of Information and Communication Studies (FICS)	Teaching and Learning Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6008; 536 5070; 536 5993 049 536 6001 to 06 local 334 fics@upou.edu.ph
Faculty of Management and Development Studies (FMDS)	Teaching and Learning Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6010 049 536 6001 to 06 local 821 fmds@upou.edu.ph