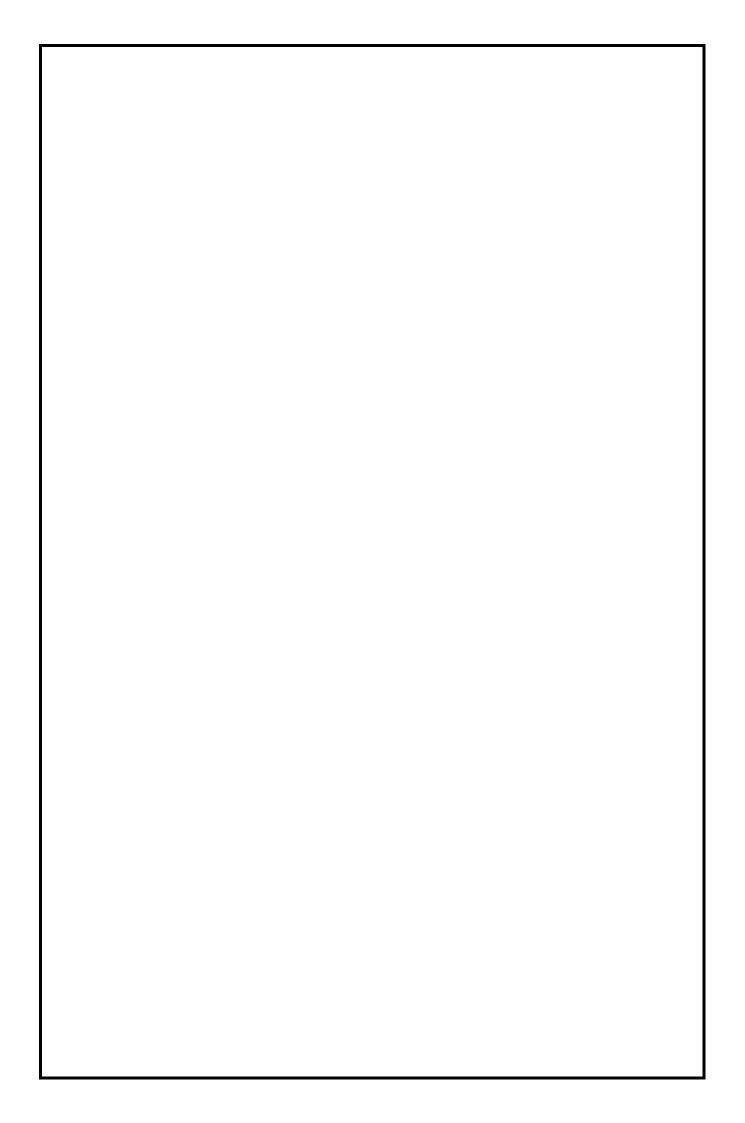


University of the Philippines Open University

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. <u>Republic Act 10650 (Open Distance Learning Law)</u> 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:

Upgrade 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).



University of the Philippines OPEN UNIVERSITY

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Maximum Residency Rule (MRR) Waiver





Office of the Chancellor



University of the Philippines OPEN UNIVERSITY

Budget Office

External Services





1. Budget Proposal Preparation

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

Office or Division:	Budget Office					
Classification:	Highly Technical					
Type of		Government-to-Government (G2G)				
Transaction:						
Who may avail:	UP System					
CHECKLIST OF	CKLIST OF REQUIREMENTS WHERE TO SECURE					
1 digital copy of the	ne 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	 1.1. Issues a sub- Budget Call (including guidelines) to all units. 1.2. Prepares their 	None	1 day 9 days	Chancellor thru Chief Administrative Officer Budget Office Administrative		
Universities (CUs).	respective budget proposals to be submitted to the Budget Office.	None	Judys	Officer Respective Unit		
	1.3. Consolidates the budget proposals of units.	None	8 days	Chief Administrative Officer Budget Office		
	1.4. Approves the budget proposal	None	1 day	<i>Chancellor</i> Office of the Chancellor		
	1.5. Submits the budget proposal to the UP System.	None	1 day	Chief Administrative Officer Budget Office		
	TOTAL	None	20 Days			



University of the Philippines OPEN UNIVERSITY

Budget Office

Internal Services





1. Budget Clearance Issuance

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

Office or Division	Budget Office	Budget Office			
Classification:	Simple				
Type of	Government-to-G	overnme	nt (G2G)		
Transaction:					
Who may avail:	All UPOU units				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE	
1 original copy of le	etter 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	Chief Administrative Officer Budget Office	
Budget Office	1.2. Renders decision on the request	None	1 day	<i>Chancellor</i> Office of the Chancellor	
	TOTAL	None	2 days		



2. Internal Operating Budget (IOB) Preparation

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

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



3. Notice/Advice of Allotment Issuance

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

Office or Division	n: Budget Office				
Classification:	Simple				
Type of	Government-to-	Governme	nt (G2G)		
Transaction:					
Who may avail:	All UPOU units				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1 original copy of	letter request	Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submits request for issuance of Notice/Advis e 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	Chief Administrative Officer Budget Office	
	TOTAL	None	1 day		





Office of the Public Affairs

External Services





1. Alumni Coordination Request

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

Office or Division		Office of Public Affairs			
Classification:		Complex			
Type of		Government-to-0	Citizen (G	2C)	
Transaction:					
Who may avail:		UPOU Alumni ar	nd the res	t of UP communit	у
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	ECURE
none			Not app	licable	
CLIENT STEPS	AC	GENCY ACTION	Y ACTION TO BE		PERSON RESPONSIBLE
1. Submits		1 Acknowledges	None	5 minutes	Administrative
request via	the	e submitted			Officer IV
alumnirelations@	re	quest.			Office of Public
<u>upou.edu.ph</u> OR					Affairs
Calls 049 536	1.:	2. Renders	None	1 day	Director
6001 to 06 local	de	cision on the			Office of Public
710 OR Visits the	re	quest.			Affairs
Office of Public	1.:	3. Informs the	None	5 minutes	Administrative
Affairs	re	questing unit on			Officer IV
	the	e decision of the			Office of Public
	re	quest			Affairs
	ТС	DTAL	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 Divisio	n:	Office of Public Affairs				
Classification:		Simple	e			
Type of Transaction:	ype of Government-to-		Citizen (G2C)			
Who may avail:		Public				
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE	
None			Not appli	cable		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends email to <u>inquiries@upou.</u> <u>edu.ph</u> OR _Call 049 536 6001 to 06 local 710 OR Visit the Office of Public Affairs	inq the	Answers uiry or forwards inquiry to ncerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	res	Sends ponse to the uiry	None	5 minutes	Administrative Officer IV Information Office OR Responsible employee Unit	
	то	TAL	None	10 minutes		



3. Training of ODeL Request

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

Office or		Office of Public	Affairs			
Division:						
Classification: Simple						
Type of	Type of Government-to-0		Government (G2G)			
Transaction:		Government-to-	Citizen (G2C)			
Who may avail:		Higher Education Institutions, TVET Schools, Academic				
		Institutions, NGOs, Public				
CHECKLIST O	FRE	EQUIREMENTS		WHERE TO SEC	CURE	
1 digital or origin	al c	opy of letter	Client			
request				r		
CLIENT	Δ0	SENCY ACTION	FEES TO	PROCESSING	PERSON	
STEPS			BE PAID	TIME	RESPONSIBLE	
1. Sends		1 Acknowledges	None	5 minutes	Administrative	
official letter of	the	e submitted			Officer IV	
request	rea	quest.			Office of Public	
addressed to					Affairs	
the Director of	1.2. Renders		None	1 day	Director	
the Office of		cision on the			Office of Public	
Public Affairs	-	quest.			Affairs	
via email	1.3 Informs the		Based	5 minutes	Administrative	
inquiries@upo	requesting unit on		on DBM		Officer IV	
<u>u.edu.ph</u>	the decision of the		BUDGET		Office of Public	
	rea	quest	CIRCULA		Affairs	
			<u>R</u>			
			<u>No.2007 -</u>			
	-		<u>1</u>			
		DTAL	Based	1 day and 10		
			on DBM	minutes		
			BUDGET			
			<u>AR</u>			
			<u>No.2007</u>			
			<u>-1</u>			



4. Visit Request to UPOU

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

Office or Division:		Office of Public	Affairs			
Classification:		Simple				
Type of		Government-to-Citizen (G2C)				
Transaction:						
Who may avail:		Public				
CHECKLIST OF	RE	QUIREMENTS	WHERE TO SECURE			
1 digital or original copy of letter		py of request	Client			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
toirinquiries@upou.thedu.phOR visitsc		Answers uiry or forwards inquiry to ncerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
the Office of Public Affairs	deo	Renders cision on the juest	None	1 day	<i>Director</i> Office of the Public Affairs	
	De	Confirms/ nies request to it UPOU	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs	
	то	TAL	None	1 day and 10 minutes		



Office of the Public Affairs

Internal Services





1. Documentation of Activities Request

This serves as a guideline for requests to document activities.

Office or Division:	Office of Public A	ffaire					
Classification:	Simple						
		ovoromor	r + (C2C)				
Type of	Government-to-G	overnmer	ii (G2G)				
Transaction:							
Who may avail:		UPOU employees					
	REQUIREMENTS		WHERE TO SE	CURE			
None		Not appl	licable				
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE			
1. Submits request via support@upou- publicaffairs.fresh desk.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	Administrative Officer IV Information Office			
	1.2. Renders decision on the request.	None	1 day	Director Information Office			
	1.3. Informs the requesting unit on the decision of the request	None	5 minutes	Administrative Officer IV 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		Government-to-Government (G2G)				
Transaction:		· · · · · · · · · · · · · · · · · · ·				
Who may avail:			JPOU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
	1 digital copy of the conten		Client			
U	1 digital/photo or original copy of preferred designs (if any)		Client			
CLIENT STEPS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits request via support@upou- publicaffairs.fres	the	Acknowledges submitted uest.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
hdesk.com OR Calls 049 536 6001 to 06 local	deo	. Renders cision on the uest.	None	1 day	<i>Director</i> Office of Public Affairs	
710 OR Visits the Office of Public Affairs	req the	Informs the uesting unit on decision of the uest	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	lay	Renders the -outs and signs	None	5 days	Administrative Officer IV Office of Public Affairs	
	sar and app	Submits nple lay-out d design for proval	None	1 day	Administrative Officer IV 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	Office of Public Affairs				
Classification:	Simple					
Type of		Covernmer	rt(C2C)			
Transaction:	Government-to-v	Government-to-Government (G2G)				
	Designated Infor	Designated Information Officer (DIO) of UPOU units				
Who may avail:						
		DIO	WHERE TO SE	CURE		
1 digital copy of t		DIO				
website publication	n					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits the content to the Office of Public Affairs via	1.1 Reviews the content of the publication	None	2 days	Administrative Officer Office of Public Affairs		
support@upou- publicaffairs.fres hdesk	1.2 Publishes the content in the UPOU website	None	1 day	Administrative Officer 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	Office of Public Affairs				
Classification:						
		Complex				
Type of Transaction:	Government-to-	Government-to-Government (G2G)				
Who may avail:	UPOU employee	35				
	REQUIREMENTS	Oliant	WHERE TO SE	CURE		
	he script, program	Client				
and preferred	audio files (if any)					
		FEES				
CLIENT STEPS	AGENCY ACTION	TOBE	PROCESSING	PERSON		
	AGENCI ACTION	PAID	TIME	RESPONSIBLE		
1. Submit	1.1 Acknowledges	None	5 minutes	Administrative		
request via	the submitted			Officer IV		
support@upou-	request.			Office of Public		
publicaffairs.fres				Affairs		
hdesk.com OR	1.2. Renders	None	1 day	Director		
Calls 049 536	decision on the		-	Office of Public		
6001 to 06 local	request.			Affairs		
710 OR Visits	1.3 Informs the	None	5 minutes	Administrative		
the Office of	requesting unit on			Officer IV		
Public Affairs	the decision of the			Office of Public		
	request			Affairs		
	1.4 Performs	None	7 days	OPA Video		
	request			Editor		
				Office of the		
		None		Public Affairs		
	1.5 Updates the		5 minutes	OPA Video		
	status of the			Editor		
	request			Office of the		
				Public Affairs		
	TOTAL	None	8 days and 15			
			minutes			



Information and Communication Technology Development Office

External Services





1. Email Accounts Creation Request - Student

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

Office or Division: Information and Office			Communic	ation Technology	Development
Classification:		Simple			
Type of		Government-to-	Citizens (G	2C)	
Transaction:					
Who may avail:		All UPOU studer	nts		
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	CURE
1 digital copy of le	etter	request	Student		
1 digital copy For	m 5	(for students)	Student		
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends	1.1	Acknowledges	None	5 minutes	Administrative
request via		receipt of the			Assistant III
email to		request			ICTDO
ictdo@upou.edu	1.2	Creates the	None	5 minutes	Administrative
<u>.ph</u>		email			Assistant III
					ICTDO
		Releases the	None	5 minutes	Administrative
		email to the			Assistant III
		student			ICTDO
	ТО	TAL	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.

	Information and	Communio	cation Technology	/ Development	
Office or Division	n: Office				
Classification:	Simple				
Type of	Government-to-	Citizens (G	62C)		
Transaction:					
Who may avail:	All existing ema	il account l	nolders - Students	6	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy of le	etter request	Student			
• • •	roof of identity (valid	Student			
ID/Form 5)	maata amaalla dalmaaa	Otypications			
1 digital copy alter	rnate email address	Student			
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTION	PAID	TIME	RESPONSIBLE	
1. Sends	1.1 Acknowledges	None	5 minutes	Administrative	
request via	receipt of the			Assistant III	
email to	request			ICTDO	
ictdo@upou.edu	1.2 Resets	None	5 minutes	Administrative	
<u>.ph</u>	OTP/Password			Assistant III	
				ICTDO	
	1.3 Releases the	None	5 minutes	Administrative	
	OTP/Password to			Assistant III	
	the student via the			ICTDO	
	alternative email				
	address				
	TOTAL	None	15 minutes		



3. MyPortal Troubleshooting Request

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

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





Information and Communication Technology Development Office

Internal Services





1. Email Accounts Creation - Employees

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

Office or Divisio	n: Information and Office	Communic	ation Technology	Development
Classification:	Simple			
Type of	Government-to-	Governme	nt (G2G)	
Transaction:				
Who may avail:	All employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1 digital copy of le	etter request	Employee	9	
1 digital copy HR	DO email	HRDO		
confirmation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to	1.1 Acknowledges receipt of the request	None	5 minutes	Administrative Assistant III ICTDO
ictdo@upou.edu .ph	1.2 Creates the email	None	5 minutes	Administrative Assistant III ICTDO
	a. Releases the email to the employee	None	5 minutes	Administrative Assistant III ICTDO
	TOTAL	None	15 minutes	



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

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

Office or Division: Information and Office			Communio	cation Technology	/ Development
Classification:		Simple			
Type of		Government-to-	Governme	nt (G2G)	
Transaction:					
Who may avail:		All existing emai	l account l	nolders – Employe	ees
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	CURE
1 digital copy of le	etter	request	Employee	е	
1 digital copy alte	rnate	e email address	Employee	е	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to	rec	Acknowledges ceipt of the	None	5 minutes	Administrative Assistant III ICTDO
ictdo@upou.edu .ph	do@upou.edu 1.2 Resets		None	5 minutes	Administrative Assistant III ICTDO
	OT the the	B Releases the P/Password to e employee via e alternative nail address	None	5 minutes	Administrative Assistant III ICTDO
	ТС	DTAL	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	on: Inform Office	ation a	nd Commu	nication Technolog	y Development
Classification:	Comp	lex			
Type of	Gover	nment-	to-Governn	nent (G2G)	
Transaction:					
Who may avail:	All em	ployees	6		
	KLIST OF			WHERE TO SE	CURE
1 digital copy of		t	Employee)	
CLIENT STEPS	AGEN	AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE
1. Sends	1.1. Sends		None	5 minutes	Administrative
request via	request rec	eipt			Assistant III
email to	confirmatio	n.			ICTDO
ictdo@upou.ed	1.2. Perform	ns	None	6 days	Administrative
<u>u.ph</u> for	requests.				Assistant III
General					ICTDO
Technical	1.3. Update	es the	None	5 minutes	Administrative
Support	status of th	е			Assistant III
	request.	est. 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 Co Office			Communic	ation Technology	Development
Classification:		Complex			
Type of		Government-to-G	overnmer	nt (G2G)	
Transaction:					
Who may avail:		Office of the Univ	ersity Reg	gistrar	
CHECKLIST O	FRE	QUIREMENTS		WHERE TO SE	ECURE
1 digital copy of le	etter	request	Office of	the University Re	egistrar
1 digital copy of list	st of	student profiles	Office of	the University Re	egistrar
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <u>ictdo@upou.edu</u> . <u>ph</u> for the	rec	l Sends request ceipt nfirmation.	None	5 minutes	Information Systems Researcher III ICTDO
creation of Student Account in MyPortal.		2 Performs quests.	None	6 days	Information Systems Researcher III ICTDO
	sta rec	3. Updates the atus of the quest.	None	5 minutes	Information Systems Researcher III ICTDO
	тс	TAL	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	Simple					
Type of	Government-to-G	overnment	t (G2G)				
Transaction: Who may avail:	Eaculty Office Sta	off Program	n Chair, owner of t	be course site			
CHECKLIST OF F	-	an, i iogran	WHERE TO SE				
1 digital lett		Client					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sends request service via email to ictdo@upou.edu	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO			
.ph.	1.2 Performs requests.	None	1 day	Information Systems Researcher III ICTDO			
	1.3 Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO			
	TOTAL	None	1 day and 10 minutes				



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

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

Office or	Information and Co	Information and Communication Technology Development				
Division:	Office					
Classification:	Complex	Complex				
Type of	Government-to-Gov	vernment (G2	2G)			
Transaction:						
Who may avail:	Faculty Office					
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
1 digital letter reque	est	Client				
1 list of FIC assignr	nents	Client				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E		
1. Sends request via email to <u>ictdo@upou.edu.p</u> <u>h</u> for posting of	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
FIC Assignments to Course Sites in MyPortal.	1.2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO		
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	6 days and 10 minutes			



7. MyPortal Course Site Creation

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

Office or	Information and C	Communica	ation Technology I	Development	
Division:	Office				
Classification:	Complex				
Type of	Government-to-G	overnmen	t (G2G)		
Transaction:					
Who may avail:	Office of the Univ	ersity Reg	istrar		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	ECURE	
1 request letter		Client			
1 list of courses to o	create	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. From any	1.1 Sends	None	5 minutes	Information	
location, ends	request receipt			Systems	
request via email	confirmation.			Researcher III	
for the creation of				ICTDO	
course sites in	1.2. Performs	None	6 days	Information	
MyPortal.	requests.			Systems	
				Researcher III	
				ICTDO	
	1.3. Updates	None	5 minutes	Information	
	the status of the			Systems	
	request.			Researcher III	
				ICTDO	
	TOTAL	None	6 days and 10 minutes		



8. MyPortal Creation of FIC Accounts Request

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

Office or	Information and C	Information and Communication Technology Development Office				
Division:						
Classification:	Complex					
Type of	Government-to-G	overnment	t (G2G)			
Transaction:						
Who may avail:	Faculty Office					
CHECKLIST OF F	REQUIREMENTS		WHERE TO S	ECURE		
1 digital copy of le	tter request	Faculty C	office			
1 digital copy of lis	t of FIC profiles	Faculty C	ffice			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends	1.1 Sends	None	5 minutes	Information		
request via	request receipt			Systems		
email to	confirmation.			Researcher III		
ictdo@upou.edu				ICTDO		
.ph for the	1.2 Performs	None	6 days	Information		
creation of FIC	requests.			Systems		
Accounts in				Researcher III		
MyPortal.				ICTDO		
	1.3. Updates	None	5 minutes	Information		
	the status of the			Systems		
	request.			Researcher III		
				ICTDO		
	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	n: Information and Office	Information and Communication Technology Development Office				
Classification:	Complex					
Type of	Government-to	-Governm	ent (G2G)			
Transaction:						
Who may avail:	All MyPortal us	ers – Fac	ulty			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE		
1 digital copy of le	etter request	Faculty n	nember			
1 digital copy of th	ne case details	Faculty n	nember			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends	1.1 Sends	None	10 minutes	Information		
request via	request receipt			Systems		
email to	confirmation.			Researcher III		
ictdo@upou.edu				ICTDO		
<u>.ph</u>	1.2 Performs	None	6 days	Information		
	requests.			Systems		
				Researcher III		
				ICTDO		
	1.3 Updates the	None	10 minutes	Information		
	status of the			Systems		
	request.			Researcher III		
				ICTDO		
	TOTAL	None	6 days 20 minutes			



10. Systems Development Request

This serves as a guideline for request for systems development.

Office or Division:	Information and Communication Technology Development Office					
Classification:	Highly Technical					
Type of	Government-to-Go	vernment ((G2G)			
Transaction:			. ,			
Who may avail:	All employees with	All employees with approval from head of unit				
CHECKLIST OF I	REQUIREMENTS	EQUIREMENTS WHERE TO SECURE				
1 digital copy of lett approval of the unit	•	Employee	9			
1 softcopy of docun	nent with rationale,	Employee	Э			
objectives, specifica	ations, features,					
mock-up, and timel	ine)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request	1.1 Sends	None	5 minutes	Information		
via an online	request receipt			Systems		
ticketing system.	confirmation.			Researcher III		
				ICTDO		
	1.2 Studies	None	2 days	Information		
	documents			Systems		
	provided.			Researcher III		
				ICTDO		
	1.3. Provides	None	4 days	Information		
	recommendation			Systems		
	s and action plan			Researcher III		
	for the request		_	ICTDO		
	1.4. Updates the	None	5 minutes	Information		
	status of the			Systems		
	request.			Researcher III		
	TOTAL	Marra		ICTDO		
	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	n: Information and Office	Information and Communication Technology Development Office			
Classification:	Complex				
Type of	Government-to	-Governm	nent (G2G)		
Transaction:					
Who may avail:	All employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE	
1 digital copy of le	etter request with	Employe	е		
approval of	the head of unit				
1 soft copy of doc	ument containing	Employe	е		
systems requirem	ents				
specifications, uni	t test report, user				
acceptance test re	eport, security test				
report, user's mar	nual,				
administrator's ma	anual				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends	1. Sends request	None	5 minutes	Information	
request service	receipt			Systems	
via an online ticketing	confirmation.			Researcher III ICTDO	
system.	2. Performs	None	6 days	Information	
	requests.		-	Systems	
				Researcher III ICTDO	
	3. Updates the	None	5 minutes	Information	
	status of the			Systems	
	request.			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	Office of Gende	Office of Gender Concerns			
Division:					
Classification:	Highly Technica	al			
Type of	Government-to-	Governme	nt (G2G)		
Transaction:					
Who may avail:	Employees and	affiliate fac	ulty with administ	rative load credits	
CHECK			WHERE TO S	ECURE	
REQUIR		_			
1 original copy of		Proponen	it		
focused research	proposal				
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. 1.2. Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation 	None	10 days 1 day	Internal/External Reviewer, Director Office of Gender Concerns Director Office of Gender Concern	
	1.3 Endorses the proposal to the Data Protection Officer (DPO) for evaluation and recommendatio n.	None	1 day	<i>Director</i> Office of Gender Concern	



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



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 Co	ounsel		
			Highly Technical			
Type of Transacti	on:			rnment (G2G)		
Who may avail:		All units				
CHECKLIST OF	REQUI	REMENTS		WHERE TO S	ECURE	
1 digital copy of pro			Request	<u> </u>		
1 digital copy of dra	aft of co	ontract	Request	ing Unit		
CLIENT STEPS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request for preparation/ review of contract to legal@upou.edu.		repares/ ews the act.	None	2 days	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel	
ph	prepa d drat reque	eturns the ared/reviewe ft to the esting unit view and oval.	None	15 minutes	Administrative Aide VI Office of the Legal Counsel	
	comm sugge any) e	ncorporates nents and estions (if of the esting unit.	None	20 minutes	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel	
	contra prints origin signa	inalizes the act and seven (7) al copies for ture/executi the parties.	None	10 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel	
		ffixes initials contract	None	2 days	<i>Chief Legal</i> <i>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	None	2 days	<i>Administrative</i> <i>Aide VI</i> Office of the Legal Counsel
	signature. 1.7 Facilitates notarization of the Chancellor's signature	None	1 day	Administrative Aide VI Office of the Legal Counsel
	1.8 Forwards the contract for signing of the other party/ies	None	5 days	Administrative Aide VI Office of the Legal Counsel
	1.9. Forwards a copy of the contract to the Board of Regents for information/confir mation	None	2 days	Administrative Aide VI Office of the Legal Counsel
	1.10 Gives copy of the fully executed contract to the requesting unit and other party/ies.	None	1 day	<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.

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 PAID PROCESSING PERSON RESPONSIBLE 1. Submits 1.1 Requests the creation of an Adhoc None 1 days Chief Legal Officer Office of the Legal Committee (C/AIC). College/Administrative None 3 days Chancellor Counsel 1. 2. Facilitates the appointment of an independent prosecutor for the case to act in behalf of the UPOU. None 14 days College/Administ rative Investigating Committee (C/AIC). 4. Drafts the final resolution for the chancellor the chancellor the chancellor the trative appointment of an independent prosecutor for the case to act in behalf of the UPOU. None 14 days College/Administ rative 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 14 days College/Administer	Office or Divis	sion:	Office of the Le	aal Coun	sel	
Type of Transaction:Government-to-Government (G2G)/Government-to-Citizen (G2C)Who may avail:UPOU employees and studentsCLECKLIST OF REQUIREMENTSWHERE TO SECURE1 original copy and 1 photocopy of the letter from the Dean/Official re: Administrative/Student Disciplinary 						
CHECKLIST OF REQUIREMENTSWHERE TO SECURE1 original copy and 1 photocopy of the letter from the Dean/Official re: Administrative/Student Disciplinary CaseDean's Office/UnitCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Submits the letter request to the Office of the Legal Counsel1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).None1 daysChief Legal Officer001 daysChief Legal OfficerOfficer001.2. Facilitates the appointment of an independent prosecutor for the case to act in behalf of the UPOU.None3 daysChancellor Office of the Chancellor1. 3. Facilitates testing on the CaseNone14 daysCollege/Administ trative Investigating Committee (C/AIC)4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.None2 daysChief Legal Officer	Type of Transaction: Government-to-					
1 original copy and 1 photocopy of the letter from the Dean/Official re: Dean's Office/Unit Administrative/Student Disciplinary Case AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Submits the letter request to the Office of the Legal Committee (C/AIC). 1.1 Requests the creation of an Adhoc College/Administrative Investigating None 1 days Chief Legal Office of the College/Administrative Investigating Counsel 1. 2. Facilitates the appointment of an independent prosecutor for the Case to act in behalf of the UPOU. None 3 days Chancellor 1. 3. Facilitates None 14 days College/Administrative Investigating Committee (C/AIC). Counsel . 4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval. None 14 days College/Administ trative Investigating Committee (C/AIC)	Who may avai	il:	UPOU employe	es and st	tudents	
letter from the Dean/Official re: Administrative/Student Disciplinary CaseAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Submits the letter request to the Office of the Legal1.1 Requests the creation of an AdhocNone1 daysChief Legal Officer0College/Administrative Investigating Counsel1.2. Facilitates the independent prosecutor for the case to act in behalf of the UPOU.None3 daysChancellor Office of the Chief Legal Counsel1. 3. Facilitates hearing on the CaseNone14 daysCollege/Administ rative 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.None2 daysChief Legal Office of the Chief Legal Counsel	CHECKLIST	OF REQ	UIREMENTS		WHERE TO SE	ECURE
CLIENT STEPSAGENCY ACTIONTO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Submits the letter request to the Office of the Legal Counsel1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).None1 daysChief Legal OfficerCounsel1. 2. Facilitates the independent prosecutor for the case to act in behalf of the UPOU.None3 daysChancellor1. 3. Facilitates hearing on the CaseNone14 daysCollege/Adminis trative Investigating CounselCollege/Adminis trative4. Drafts the final resolution for the chancellor upon the latter's advice and subject to his/her review and approval.None2 daysChief Legal OfficerCounsel0.00000.00000.00000.00000.00001.10.00000.00000.00000.00001.2Tacilitates the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.None14 daysCollege/Adminis trative lnvestigating Committee Counsel	letter from the Dean/Official re: Administrative/Student Disciplinary			Office/Unit		
the letter request to the Office of the Legal 		AGEN	ICY ACTION	TO BE		
case to act in behalf of the UPOU.None14 daysCollege/Adminis trative1. 3. Facilitates hearing on the CaseNone14 daysCollege/Adminis trativeInvestigating Committee (C/AIC)Committee (C/AIC)4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.None2 dayschief Legal Counsel	the letter request to the Office of the Legal	creation of an Adhoc College/Administrative Investigating Committee (C/AIC). 1. 2. Facilitates the appointment of an				Officer Office of the Chief Legal Counsel Chancellor Office of the
4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.None None 2 daysChief Legal Officer Office of the Chief Legal Chief Legal Counsel		case to the UPC 1. 3. Fac	act in behalf of DU. cilitates	None	14 days	
subject to his/her Counsel		resolutic Chancel	on for the lor upon the	None	2 days	(C/AIC) Chief Legal Officer Office of the
		-		NONE	20 days	Counsel



3. Legal Advice/Advisory Request

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

Office or Division:	Office of the Le	gal Couns	el		
Classification:	Simple	Simple			
Type of	Government-to	Government-to-Government (G2G)			
Transaction:					
Who may avail:	UPOU officials				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE				
1 digital copy of letter opinion	request for	Requestir	ng Party		
CLIENT STEPS	AGENCY ACTION	FEES PROCESSING PERSON TO BE TIME 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. 1.2 Gives	None	10 minutes	Administrative Aide VI Office of the Legal Counsel Chief Legal	
	legal advice/opinio n in writing or by email.	None	, ady	<i>Counsel</i> Office of the Legal Counsel	
	1.3. Forwards the legal advice/opinio n 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	Office of the Legal Counsel						
Division:		C C					
Classification:	Simple						
Type of	Government-to-0	Governmen	t (G2G)				
Transaction:							
Who may avail:	UPOU employee	S					
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE			
1 digital copy of lett opinion	er request for	Requestin	g Party				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sends request thru <u>https://uis.up.edu.</u> <u>ph</u> .	1.1. Approves the request.	None	1 minute	<i>Administrative</i> <i>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</i> <i>Aide VI</i> Office of the Legal Counsel			
	1.3 Reviews and signs the certificate	None	2 minutes	<i>Chief Legal</i> <i>Counsel</i> Office of the Legal Counsel			
	1.4. Releases the certificate to the requesting party.	None	2 minutes	Administrative Aide VI Office of the Legal Counsel			
	TOTAL	NONE	10 minutes				



Office of the Vice Chancellor for Academic Affairs

External Services





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	Office of the Vice C	Chancellor fo	r Academic A	Affairs	5	
Division:						
Classification:	Highly-technical					
Type of	G2C – Governmen	t to Citizen				
Transaction:						
Who may avail:	All non-UPOU emp		ate/Adjunct f	acult	y members,	
	Lecturers, and Stud					
	IST OF REQUIREM	ENTS			TO SECURE	
1 copy of Research			Requesti			
	ch instrument/survey	,	Requesti	ng Pa	arty	
questionnaire						
	learance of the resea	arch proposa	al Requesti	ng Pa	arty	
(if applicable)						
	ators' Curriculum Vit		Requesti			
	lished Data Collection		OVCAA/			
	d by the proponent's	Unit	Publicatio	on Co	ommittee (RPC)	
Head/Adviser						
CLIENT STEPS	AGENCY	FEES TO	PROCESS	NG	PERSON	
	ACTION	BE PAID	TIME		RESPONSIBLE	
1. Submits	1.1.Receives the	None	5 minute	S	Administrative	
application	application				Officer	
and required					OVCAA	
documents						
					Project Staff	
					UPOU RPC	
	1.2.Checks the	None	20 minute	es	Project Staff	
	submitted				UPOU RPC	
	documents					
	1.3 Informs the	None	10 minute	es	Project Staff	
	applicant/				UPOU RPC	

	applicant/ proponent to accomplish data collection request form			UPOU RPC
2. Submits data collection request form and other	2.1 Receives the accomplished data collection request form	None	1 day	Administrative Officer OVCAA



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



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	





Office of the Vice Chancellor for Academic Affairs

Internal Services





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	Office of the Vice C	Chancellor f	for Academic Affa	irs
Division: Classification:	Complex			
	Complex G2G – Governmen	t to Covorr	mont	
Type of Transaction:	G2G – Governmen	it to Govern	Intern	
Who may avail:	LIDOLI Ecoulty Mor	nhore		
	UPOU Faculty Mer	IDEIS	WHERE TO SE	
1 photocopy of Adr		Linivorcity	from which the a	
		currently		pplicant is
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits a letter request to the Chancellor	1.1 Receives the request	None	5 minutes	Administrative Officer Faculty Offices
through channels	1.2 Endorses the request to the Dean	None	1 day	Faculty APC Faculty Offices
	1.3 Endorses the request to the University Academic Personnel Board (APB)	<i>Dean</i> Faculty Offices		
	1.4 Endorses the request to the Chancellor	None	1 day	University APB
	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	Administrative Aide VI 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 ⁻	Transactior]	
Type of	G2G – Governme			
Transaction:				
Who may avail:	All Employees and Lectures	d Affiliate/A	djunct faculty me	embers and
CHECKLIS	T OF REQUIREME	NTS	WHERE	TO SECURE
1 Original copy of L			2 <u>http://hrdo.up</u>	ou.edu.ph
1 Photocopy of Not			Applicant	
1 Original and 1 ph	otocopy of Full pap	er	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	Administrative Officer Faculty Offices/Unit
	1.2 Evaluates and endorses the application	None	1 day	<i>Dean/Head of</i> <i>Unit</i> Faculty Offices/Unit
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 day	Chief Administrative Officer Human Resources Development Office
	1.4 Reviews the documents and issues clearance	None	1 day	Chief Administrative Officer Budget Office
	1.5 Reviews and endorses the application	None	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Renders	None	1 day	Chancellor
	decision on the			Office of the
	request			Chancellor
	1.7 Prepares	None	1 day	Chief
	travel authority			Administrative
	and Contract			Officer
				Human
				Resources
				Development
				Office
	1.8 Facilitates	None	1 day	Administrative
	the signing and			Aide VI
	distribute copies			Human
	to concerned			Resources
	units/individuals			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	Office of the Vice	Chancellor fo	or Academic Aff	airs
Division: Classification:	Highly Technical 1	ransaction		
Type of Transaction:	G2G - Governmer	G2G - Government to Government		
Who may avail:	Regular faculty me	Regular faculty members		
	F REQUIREMENTS		WHERE TO SE	CURE
1 original Applicat Chair/Faculty Gra	ion for Professional nt	Office of th Affairs	e Vice Chance	llor for Academic
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Sends application for Professional	1.1. Receives the application	None	5 minutes	Administrative Officer Faculty Offices
Chair/Faculty Grant to the Office of the Dean	1.2 Evaluates the nomination/ application	None	1 day	Academic Personnel Committee (APC) Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 day	Dean Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 day	CPCFG
	1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.6 Renders decision on the application	None	1 day	Vice President for Academic Affairs/



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



4. Application 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	Office of the Vice Chancellor for Academic Affairs			
Division:				
Classification:	Complex			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Faculty Offices			
	REQUIREMENTS	WHERE TO SECURE		
1 original copy of L	9	OVCAA		
Assistantship Prog	ram Application			
Form	· · /·			
1 photocopy of Adr		Applicant		
1 photocopy of Offi	•	Applicant		
previous semester	opy of Grades up to			
	stgraduate Program	Applicant		
of Study (for those	0 0			
	gistration Form 5 for	Applicant		
those currently enr	-	Apploant		
· · · · · · · · · · · · · · · · · · ·	00 essay in English	Applicant		
on the applicants c				
interest in teaching	•			
creative work				
Two original recom	mendation letters	Applicant		
for applicant based	•			
performance from				
endorsed by the ur				
1 original Proposed		Faculty Offices		
with specific tasks		Applicant		
1 original Proposed program of study (a		Applicant		
applicants who are				
graduates)				
1 original Proposed	d plan for teaching	Faculty Offices		
enhancement and				
1 original Proposed		Faculty Offices		
and creative work	•			
1 original Justificat		Faculty Offices		
_	cant who is already			
in the thesis stage				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes and submits the documents to the Office of the Vice	1.1 Evaluates and endorses the application to the Chancellor	None	1 day	Vice Chancellor for Academic Affairs OVCAA
Chancellor for Academic Affairs	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</i> <i>Assistant II</i> Office of the Chancellor
	1.4 Renders decision on the application	None	1 day	Vice President for Academic Affairs/ President 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.

published in local al	nd international venu	es/academic areas.	
Office or	Office of the Vice C	Chancellor for Academic Affairs	
Division:			
Classification:	Highly-technical		
Type of	G2G – Governmen	t to Government	
Transaction:			
Who may avail:	All Employees and	Affiliate/Adjunct faculty members and	
	Lectures		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
1 Research Grant I	Form	OVCAA/RPC	
1 copy of Research	n Proposal	Applicant	
1 copy of Evaluatio	n Form of two (2)	Applicant	
Technical Reviewe	rs		
1 copy of Endorser	nent letter from the	Applicant	
Dean/Unit head ad	dressed to OVCAA		
1 copy of either En	dorsement letter	Applicant	
from the Chair of F	aculty of RPC		
addressed to IREC	5		
certificate of ethics	clearance from		
other institutions, w	, whichever is		
applicable			
1 copy of Investiga	tors' Curriculum	Applicant	
Vitae			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required	1.1 Receives application	None	5 minutes	Administrative Officer OVCAA
documents	1.2 Checks the completeness of the required documents	None	20 minutes	Project Staff UPOU RPC
	1.3 Evaluates and endorses the application	None	20 minutes	A2VC for Research 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	Project Staff UPOU RPC



and draft letter for the proponent None 10 minutes Project Staff 1.6 Sends None 10 minutes Project Staff feedback letter to the proponent containing the review results and None 10 minutes A2VC for 2. Resubmits required documents 2.1 Receives response letter from the UPOU proponent together with the revision of the paper, if any None 10 minutes A2VC for Research OVCAA/ 2.2 Checks the resubmission from the proponent None 10 minutes A2VC for Research OVCAA/ 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 Project Staff UPOU RPC 2.4 Sends the endorsements letter to the Office of the Chancellor None 10 minutes Administrative Officer 2.4 Sends the endorsements letter to the Office of the Chancellor None 10 minutes Administrative Officer 2.5 Process and approves the research Grants None 10 minutes Office of the Chancellor/ 2.6 Prepares Research Grant Contract to be None 4 hours Legal Office	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.6 Sends feedback letter to the proponent containing the review results and recommendations from the UPOU RPCNone n10 minutesProject Staff UPOU RPC2. Resubmits required documents2.1 Receives response letter from the proponent together with the revision of the paper, if anyNone10 minutesA2VC for Research OVCAN2. Checks the resubmission from the proponent together with the resubmission from the proponentNone10 minutesA2VC for Research OVCAN2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPC10 minutesA2VC for Research OVCAN2.4 Sends the endorsements letter to the Office of the Chancellor to be signed by the UPOU RPC10 minutesAdministrative Officer OVCAN2.5 Process and approves the research grantsNone10 minutesAdministrative Officer OVCAN2.5 Process and approves the research GrantNone10 minutesAdministrative Office of the Chancellor/ Budget Office					
required documentsresponse letter from the proponent together with the revision of the paper, if anyResearch OVCAA/ Project Staff UPOU RPC2.2 Checks the resubmission from the proponentNone10 minutesA2VC for Research OVCAA/ Project Staff UPOU RPC2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPCNone10 minutesA2VC for Research OVCAA/ Project Staff UPOU RPC2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPCNone10 minutesAdministrative Officer OVCAA/ Project Staff UPOU RPC2.4 Sends the endorsements letter to the Office of the ChancellorNone10 minutesAdministrative Officer OVCAA/ Project Staff UPOU RPC2.5 Process and approves the research grantsNone10 minutesAdministrative Office of the Chancellor/ Budget Office2.6 Prepares Research GrantNone4 hoursLegal Office		1.6 Sends feedback letter to the proponent containing the review results and recommendations from the UPOU	None	10 minutes	
resubmission from the proponentResearch OVCAA/ Project Staff UPOU RPC2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPCNone10 minutesProject Staff UPOU RPC/ Chair UPOU RPC2.4 Sends the endorsements letter to the Office of the ChancellorNone10 minutesAdministrative Officer OVCAA/ 	required	response letter from the proponent together with the revision of the paper, if any			Research OVCAA/ Project Staff UPOU RPC
action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPC ChairUPOU RPC Chair UPOU RPC2.4 Sends the endorsements letter to the Office of the Chancellor to the Office endorsements letter to the Office of the ChancellorNone 10 minutes10 minutes Officer OVCAA/ Project Staff UPOU RPC2.5 Process and approves the research grantsNone 		resubmission from the	None	10 minutes	Research OVCAA/ Project Staff
endorsements letter to the Office of the ChancellorOfficer OVCAA/ Project Staff UPOU RPC2.5 Process and approves the 		action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPC	None	10 minutes	UPOU RPC/ Chair
approves the research grantsChancellor/ Budget Office2.6 PreparesNone4 hoursLegal OfficeResearch Grant4 hoursLegal Office		2.4 Sends the endorsements letter to the Office	None	10 minutes	Officer OVCAA/ Project Staff
Research Grant		approves the research grants	None	10 minutes	Chancellor/
		2.6 Prepares Research Grant	None	4 hours	



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

University of the Philippines OPEN UNIVERSITY

Office of Student Affairs External Services





1. Application for Venue of Proctored Midterm/Final Examinations

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

Office or	Office of Student	Office of Student Affairs, Office of the Vice Chancellor for			
Division:	Academic Affairs				
Classification:	Simple	Simple			
Type of		G2C – Government to Citizen			
Transaction:					
Who may avail:	UPOU students				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE	
None		Not applica	able		
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTION	BE PAID	G TIME	RESPONSIBLE	
1. Accomplish	1.1 Consolida	None	1 day	University	
es application for	tes the request			Extension	
venue at the	generated Associate				
http://osasystem.u	through the			Office of	
pou.edu.ph	system.			Student Affairs	
	1.2 Makes the	None	1 day	University	
	exam			Extension	
	arrangements			Associate I	
	with examiners/			Office of	
	proctors and			Student Affairs	
	coordinates with				
	Faculty Offices.	NL	10		
	1.3 Informs	None	10 minutes	University	
	students of			Extension	
	exam details.			Associate I Office of	
	Student Affairs				
	TOTAL	Nono		Student Analis	
		None	2 days and 10 minutes		
			io minutes		



2. Application for Scholarship Grants

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

Office or		Office of Student Affairs, Office of the Vice Chancellor for				
Division:	Academic Affairs					
Classification:	Complex					
Type of	G2C - Governmer	nt to Citizer	ר			
Transaction:						
Who may avail:	UPOU students					
CHECKL	IST OF REQUIREM	IENTS		WHERI	E TO SECURE	
1 2x2 photo				Applicant		
1 photocopy of Curi	ent Income Tax Ref	turn of pare	ents;	Applicant		
if exempted from fili	ng, attach 1 photoco	opy of BIR	Cert.			
of Exemption; if par	ents are unemploye	d, attach 1				
original copy of nota	arized affidavit of inc	come				
1 photocopy of UP	Form 5			Applicant		
1 original copy of Tr	rue Copy of Grades	from previ	ous	Office of the University		
semester(s)		-		Registrar		
1 original copy of C	ertificate of Good M	oral Chara	cter	Office of the University		
5 17				Registrar	-	
1 photocopy of Birth Certificate				Applicant		
Three (3) original recommendation letter from previous			Applicant			
Professor						
		FEES				
		I FEED				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits application documents to the Office of Student	1.1 Receives and screens the application	None	1 hour	Administrative Aide VI Office of Student Affairs
Affairs	1.2 Evaluates application	None	2 hours	Scholarship Committee
	1.3 Notifies the students on the results through email or mail	None	10 minutes	Administrative Aide VI Office of Student Affairs
	1.4 Uploads qualified applicants in the Official OUR Database System	None	1 hour	Administrative Assistant III 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	Office of Student Affairs, Office of the Vice Chancellor for				
Division:	Academic Affairs				
Classification:	Complex				
Type of	G2C - Governmer	nt to Citizen			
Transaction:					
Who may avail:	Approved scholars				
CHECKLIST OF R			WHERE TO SE		
1 original copy of Re			<u>upou.edu.ph/sch</u>	olarship/	
1 photocopy of UP F		Applicant			
1 photocopy o Proof	of Payment	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Submits	1.1 Receives	None	5 Minutes	Administrative	
application for	application for			Aide VI	
refund to the Office	refund.			Office of	
of Student Affairs				Student Affairs	
	1.2 Evaluates	None	2 hours	Administrative	
	the request for			Aide VI	
	refund			Office of	
	Terunu			Student Affairs	
	1.3 Prepares the	None	5 minutes	Administrative	
	Disbursement	None	5 minutes	Officer	
	Voucher (DV)				
				Office of Vice	
				Chancellor for	
	Academic				
	TOTAL		0 h a 10	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	,	Affairs Offic	e of the Vice Char	acellor for	
Division:	Academic Affairs	Analis, One			
Classification:	Complex				
Type of		G2C - Government to Citizen			
Transaction:					
Who may avail:	Undergraduate ar	nd post grad	uate students		
CHECKLIS		OF REQUIREMENTS WHERE			
1 original copy of			Office of Student	Affairs	
1 original copy of	True Copy of Grade	S	Office of the Univ	-	
			Registrar/Office of		
			Faculty/College S	Secretary	
1 photocopy of U			Applicant		
For graduating st	•		Faculty Office		
	certification from the				
	t the student is a car	ndidate for			
graduation					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Submits the	1.1 Receives and	None	30 minutes	Administrative Aide	
application to	evaluates			VI Official And	
the Office of	application			Office of Student Affairs	
Student Affairs	1.2 Endorses the	None	10 minutes	Director	
		None	10 minutes	Office of Student	
	application to			Affairs	
	Head of Unit for				
	evaluation				
	1.3 Evaluates the	None	2 hours	Unit head	
	applications and			Respective Unit	
	submits approved				
	work schedule				
	and signs basic				
	papers	Nana		Administrative	
	1.4 Prepares	None	15 minutes	Aide/Chief Admin	
	appointment.			Officer	
				HRDO	
	1.5 Distributes	None	10 minutes	Administrative Aide	
	copies of			VI	
	appointment			Office of Student	
	papers.			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 Divisio	n:	Office of Stu	dent Affai	rs		
Classification	ication Simple					
Type of Transac	tion:	G2C – Gove	rnment to	Citizen		
Who may avail:		Undergradua	ate and po	ost graduates studer	nts	
CHECKLIST OF	REQU	REMENTS	WHERE	TO SECURE		
1 original copy of	applica	ation for	https://os	sa.upou.edu.ph/stuc	lent-loan-	
refund			program	<u>/</u>	1	
CLIENT STEPS		GENCY ACTION	FEES TO BE PAIDPROCESSING TIMEPERSON 			
1. Submits the application	1.1 Ro evalua applic		None	10 minutes	Administrative Aide VI Office of Student Affairs	
	rende	valuates and ers decision e application	None	2 hours	Student Loan Board	
	applic Office Unive	trar on the	None	10 minutes	<i>Administrative</i> <i>Aide VI</i> Office of Student Affairs	
	ΤΟΤΑ	\L	None	2 hours and 20 minutes		



6. Application for Psychosocial Support

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

		<u> </u>		
Office or Division:	Office of Student A	mairs, Off	ice of the vice Ch	ancellor for
Classification	Academic Affairs			
Classification:	Simple	+ + = 0:+:	-	
Type of	G2C – Governmen	it to Citize	n	
Transaction:				
Who may avail:	UPOU students			
CHECKLIST OF RI		Not oppli	WHERE TO SE	CURE
None		Not applie		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Accomplishes the form at <u>https://counseling.</u> <u>upou.edu.ph</u> 	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	none	10 minutes	Senior
	student progress			Psychosocial
				Counselor I
				Office of Student
				Affairs
	TOTAL	None	1 hour and 50	
			minutes	





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

University of the Philippines OPEN UNIVERSITY

Office of the University Registrar External Services





1. Application for Undergraduate Admission

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

Oniversity.						
Office or	Office of the University Registrar, Office of the Vice Chancellor for					
Division:	Academic Affairs					
Classification:	Highly Technical					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	UPCAT Successful Applicants, Qualified	Transferees, Applicants				
	with previous degree					
CHECI	KLIST OF REQUIREMENTS	WHERE TO SECURE				
1 Digital copy of ap	plication form for admission	https://our.upou.edu.ph/				
		oas/				
• If a former UP	student:	Applicant				
 1 Original co 	py and 1 photocopy of the Official					
Transcript of	Records (OTR) indicating date cleared					
by the conce	rned UP units;					
-	by and 1 photocopy of Permit to					
Transfer;						
• If a former coll	lege student of another higher					
education inst	•					
 1 Original co 	py and 1 photocopy of the Official					
0	of Records (OTR) bearing the school's dry					
	rint, and the Registrar's signature in ink,					
•	ar an acceptable remarks.					
	lege student of multiple schools:					
 1 Original copy and 1 photocopy of the Official 						
Transcript o	f Records (OTR) from the last school					
	lecting all credentials from prior school/s					
	bear the school's dry seal and imprint,					
the Registra	r's signature in ink, and must bear					
an acceptab	le remarks.					
• If a student ho	lds an international scholastic					
record:						
 1 Original co 	py and 1 photocopy of scholastic					
records with	citation "copy for UP Open University"					
duly authenti	cated by the Philippine Foreign Service					
Post located	located in the student applicant's country of					
origin or lega	origin or legal residence;					
1 digital copy of Pr	oof of payment of non-refundable	Applicant				
application fee						
Two pieces identic	al 2" x 2" photos and two pieces	Applicant				
identical 1" x 1" pho	otos, with name and program applying					
for printed at the ba	ack of the photos;					
1 Photocopy of NS	O or PSA Birth Certificate;	Applicant				
1 Photocopy of one	e government-issued IDs with photo;	Applicant				



Additional requirem Filipino):	Additional requirements for foreign applicants (non-				ant		
• •	a page of the stude	nt's nassnort					
showing date and p	1 0						
equivalent duly aut							
Service Post.							
00111001 001							
	AGENCY	FEES TO	PROCE	SSING	PERSON		
CLIENT STEPS	ACTION	BE PAID	TIN	1E	RESPONSIBLE		
1. Apply for	1.1 Receives	PhP	20 mir	nutes	University		
admission and	and records	350.00 for			extension		
upload the	received	applicants			Associate I/		
admission	application	based in			Administrative		
requirements	documents.	the			Assistant V		
through the		Philippines			Office of the		
Online		or USD			University		
Application		75.00 for			Registrar		
System		applicants					
https://our.upou.e		based					
du.ph/oas/ and		abroad.					
Sends all							
admission							
requirements on	1.2 Pre-	None	20 mir	nutes	University		
or before the	evaluates the				extension		
application	submitted				Associate I		
deadline to:	documents of				Office of the		
	the applicant.				University		
Admissions					Registrar		
Section	1.3 Evaluates	None	1 hc	our	University		
Office of the	applications and				Extension		
University	recommends				Associate I		
Registrar Los	those who will be				Office of the		
Banos, Laguna.	taking the				University		
	admission				Registrar Office		
	examination.				of the University		
					Registrar		
					Undergraduate		
					Admissions		
					Committee		
					(UAC)		
	1.4 Informs and	None	5 min	utes	University		
	gets the				Extension		
	confirmation of				Associate		
	attendance of				I/Administrative		
	examinee.				Assistant V		



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	University Extension Associate I/Administrative Assistant V Office of the University Registrar
	1.6 Prepares and sends test permits of confirmed examinees including instructions for taking the test.	None	10 minutes	University Extension Associate I/Administrative Assistant V Office of the University Registrar
	1.7 Prepares and sends the examination pack to the examiner.	None	30 minutes	University Extension Associate I/Administrative Assistant V 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	University Extension Associate I Office of the University Registrar
	3.2 Evaluates application for admission (2 nd Round).	None	2 hours	University Extension Associate I Office of the University Registrar Office of the University Registrar Undergraduate Admissions



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Committee (UAC)
	3.3 Sends the results of the evaluation by email to applicant.	None	10 minutes	University Extension Associate I Office of the University Registrar Office of the University Registrar
	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		the Vice Chanceller for		
Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Highschool Graduates, Qualified Transfere	es Applicants with		
····· , ·····	previous degree			
CHEC	KLIST OF REQUIREMENTS	WHERE TO SECURE		
1 printed copy of si	gned personal information sheet	https://our.upou.edu.ph/		
generated from the	Online Application System	oas/		
	copy of academic credentials:	Applicant		
• For applicants	s without college units yet:			
If high school	ol or senior high school graduate: Original			
	Grades 7-12) and Form 138 with school's			
dry seal;				
	LS A&E Passer: Original copy of the test			
	certified true copy of the diploma with			
	college admission';			
	ant holds an international scholastic			
	ginal copy of scholastic records with			
	college admission' duly authenticated by			
	e Foreign Service Post located in the licant's country of origin or legal residence;			
	s with college units (transferees):			
	JP student: Original copy of the Official			
	f Records (OTR) indicating date cleared by			
	ed UP units and a Permit to Transfer;			
	ollege student of another higher education			
	Driginal copy of the Official Transcript of			
	TR). The OTR should bear the school's dry			
seal and imprint, and the Registrar's signature in ink,				
and must be	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				



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): 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 RESPONSI BLE
1. Apply for	1.1 Receives	PhP 350.00	20 minutes	
admission and	and records the	for applicants		Administrati
upload the	received	based in the		ve Officer I
admission	application documents.	Philippines or USD 75.00		Office of the
requirements through the	documents.	for applicants		University Registrar
Online		based		Registral
Application		abroad.		
System	1.2 Pre-	None	20 minutes	Administrati
https://our.upou.e	evaluates the			ve Officer I;
du.ph/oas/ and	submitted			Administrati
sends all	documents of			ve Officer V;
admission	the applicant.			Administrati
requirements on				ve Aide VI;
or before the				University
application				Extension
deadline to:				Associate I
Adminaiana				Office of the
Admissions				University
Section			40.1.1	Registrar
Office of the	1.3 Computes	None	40 minutes	Administrati
University Registrar Los	the general			ve Officer I;
Banos, Laguna.	weighted			Administrati
Darius, Layuna.	average of the			ve Officer V;
	applicant.			Administrati



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
				ve Aide VI; University Extension Associate I Office of the University Registrar
	1.4 Generates the list of transfer applicants from other UP units.	None	10 minutes	Administrati ve Officer 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	Administrati ve Officer 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	University Extension Associate 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	Administrati ve Officer I; Administrati ve Officer V; Administrati ve Aide VI; Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
	Committee (UAC)			
	1.8 Reviews and complies the list to be sent to the UAC.	None	30 minutes	University Extension Associate I Office of the University Registrar
	1.9 Evaluates applications and recommends those who will be taking the admission Examination (UAC Meeting 1 st Round)	None	2 hours	UPOU Undergradu ate Admission Committee (UAC)
	1.10 Generates the list of possible UgAT examinees	None	5 minutes	University Extension Associate I Office of the University Registrar
	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	University Extension Associate I Office of the University Registrar
	1.12 Generates final list of UgAT takers based on confirmations sent.	None	5 minutes	University Extension Associate I Office of the University Registrar
	1.13 Prepares the Administration of the Mock UgAT	None	2 days	University Extension Associate I Office of the University Registrar
L	I	<u> </u>	1	rtogiotiui



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
	 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	Administrati ve Officer I; Administrati ve Officer V; Administrati ve Aide VI; University Extension Associate I Office of the University Registrar
2. Takes exam proper	2.1 Collates and prints the exam responses/exam sheets.	None	20 minutes	University Extension Associate I Office of the University Registrar



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



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



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 of the University Devictory Office of	the Miss Ober seller for		
Office or	Office of the University Registrar, Office of the Vice Chancellor for			
Division:	Academic Affairs			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Applicants who hold a Bachelor's degree a	nd who have satisfied the		
	minimum qualifications of the program.			
CHEC	CKLIST OF REQUIREMENTS	WHERE TO SECURE		
	e signed application for admission form	https://our.upou.edu.ph/		
generated from the	Online Application System	<u>oas/</u>		
Original copy of ac	ademic credentials:	Applicant		
Original and pl	notocopy of the Official Transcript of			
Records (OTR).			
 If the applie 	cant attended multiple schools or			
earned mu	tiple degrees, OTR from the last school			
attended ref	lecting all credentials from prior school/s or			
degree/s; be	ear the school's dry seal and imprint, the			
Registrar's	signature in ink, and must bear			
an accepta	ble remarks. TORs without remarks are			
considered	valid.			
• If the applie	cant holds an international scholastic			
records, or				
Philippine Foreign Service Post located in the student				
applicant's country of origin or legal residence.				
	ecommendation from any of your	Applicant		
	or, former professor, or former program			
adviser (UPOU For				
	u.ph/student/pdf/recommendation%20form			
_UPOU%20Form%				
	dicating your purpose for applying to the	Applicant		
	programs and your plans after completion			
of graduate study at UP Open University.				
Proof of Payment of	Applicant			
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.				
Two (2) pieces ider	Applicant			
	Pilociti			
identical 1" x 1" photos, with name and program applied for printed at the back of the photos;				
Photocopy of NSO or PSA Birth Certificate; Applicant				
	108			



Photocopy of gove				Applica	
generated fro 3. True Copy of 4. 500-word ess the distance	aduate), MRDM (fo ENRM Graduate)	or DRDM Gradua Programs <i>(subm uired)</i> tion for admission lication System the Diploma pro purpose for app s and your plans	ate), nission on form n. ogram. lying to	Applica	ant
 5. Proof of Payr amounting to Philippines, a abroad. Payr Application S Additional requirem Scholastic Re Foreign Serv country of ori Photocopy of 		pplicants based is r applicants based re available in th plicants (non-Fil ticated by the Pl the student app nce; student's passpo	in the ed e Online ipino): hilippine licant's	Applica	ant
its equivalent Foreign Serv	t duly authenticated ice Post.	d by the Philippir	ne		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE TIM		PERSON RESPONSIBLE
1. Applies for admission and upload the admission requirements	1.1 Receives and records the received application documents	None	20 mir	nutes	<i>Administrative</i> <i>Officer I</i> Office of the University Registrar
through the Online Application System. Sends all hard	1.2 Pre- evaluates the submitted documents of the applicant.	None	30 mir	nutes	Administrative Assistant V; Administrative Aide VI Office of the University
copies of admission requirements on or before the	1.3 Computes the general	None	40 mir	nutes	Registrar Administrative Assistant V;



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admissions Section Office of the				Office of the University Registrar
University Registrar Los Banos, Laguna.	1.4 Once done with the applications, prepares the summary/list of applicants for the evaluation of Faculty Offices/Program Committee.	None	10 minutes	Administrative Aide VI Office of the University Registrar
	1.5 Sends the list summary/list of applicants who will take the admission/qualif ying examination.	None	5 minutes	Administrative Assistant V; Administrative Aide VI Office of the University Registrar
	1.6 Sends emails to possible admission/qualif ying examination takers regarding actual exam schedule, and their confirmation to take the test.	None	5 minutes	Administrative Aide VI Office of the University Registrar
	1.7 Generates final list of admission/qualif ying examination takers based on confirmations sent.	None	10 minutes	University Extension Associate I Office of the University Registrar
	1.8 Sends the examinees the details of the exam including	None	5 minutes	University Extension Associate 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/qualif ying test	PHP 500.00 for applicant based in the Philippines, and USD 100.00 for applicants based abroad.	2 hours	University Extension Associate I Office of the University Registrar
4. Takes exam proper	4.1 Collates and prints the exam responses/exam sheets	None	10 minutes	University Extension Associate I Office of the University Registrar
	4.3 Sends the answer sheets (using the required format) to test markers/checke rs.	None	10 minutes	University Extension Associate I Office of the University Registrar
5. Completes the DE Readiness Module (DERM) <i>Note: If</i> <i>admission exam</i>	5.1 Emails applicants about DERM and the link to the DERM.	None	5 minutes	<i>Administrative</i> <i>Aide VI</i> Office of the University Registrar
is required, the applicant must take the exam first before completing the	5.2 Checks applicant's DERM completion	None	5 minutes	<i>Administrative</i> <i>Aide VI</i> Office of the University Registrar
DERM.	5.3 Once the results are available, sends an endorsement letter to OUR-	None	5 minutes	University Extension Associate 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	Administrative Aide VI 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	Office of the University Registrar, Office	of the Vice Chancellor for				
Division:	Academic Affairs					
Classification:	Highly Technical					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	Applicants who hold a Bachelor's degree					
	DComm and PhD programs) and who ha	ave satisfied the minimum				
01150	qualifications of the program.					
	KLIST OF REQUIREMENTS	WHERE TO SECURE				
	he signed application for admission	https://our.upou.edu.ph/				
	om the Online Application System	oas/				
0 17	cademic credentials:	Applicant				
	photocopy of the Official Transcript of					
Records (O	blicant attended multiple schools or					
	nultiple degrees, OTR from the last					
	ended reflecting all credentials from					
	ool/s or degree/s; bear the school's dry					
	imprint, the Registrar's signature in ink,					
	bear an acceptable remarks . TORs					
	marks are considered valid.					
	blicant holds an international					
	ic records, original copy duly					
	ated by the Philippine Foreign Service					
Post loca	ted in the student applicant's country of					
origin or l	egal residence.					
	recommendation from any of your	Applicant				
	sor, former professor, or former program					
adviser (UPOU Fo						
	https://our.upou.edu.ph/student/pdf/recommendation%20f					
	orm_UPOU%20Form%201a.pdf)					
	0-word essay indicating your purpose for applying to Applicant					
	distance education programs and your plans after					
completion of graduate study at UP Open University.						
	of Application fee (non-	Applicant.				
	unting to PHP 500.00 for applicants					
	opines, and USD 100.00 for applicants					
	yment procedure are available in the					
Online Application	i System.					



Two (2) pieces identical 2" x 2" photos and two (2) pieces	Applicant
identical 1" x 1" photos, with name and program applied	Applicant
for printed at the back of the photos;	
Photocopy of PSA Birth Certificate;	Applicant
Photocopy of one government-issued IDs with photo;	Applicant
Additional Requirements for DCOMM:	Applicant
1. Statement of Intent in the form of a 2,000-word essay	Applicant
outlining the applicant's research plan of action,	
which includes the proposed research framework,	
problem (in question form) or topics.	
2. Portfolio of written work comprising the applicant's	
written work (e.g., publications and studies	
undertaken wherein the applicant is the sole or senior	
author, media productions, scripts, etc.).	
3. English language proficiency report indicating that	
the applicant, who is not a native speaker of English	
and who did not take previous academic coursework	
in English, has passed a valid English proficiency	
examination (e.g., International English Language	
Testing System – IELTS, or Test of English as	
Foreign Language – TOEFL).	
4. Proficiency in the use of computers and the Internet,	
which may be an actual demonstration of proficiency	
in the use of computer technologies, the Internet, and	
other information and communication tools essential	
for undertaking independent research.	
5. Special Needs Statement that would include but not	
limited to physical and mental conditions that might	
require special attention or support service.	
Additional Requirements for PhD in Education	Applicant
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;	



 Submit at least two samples of the applicant's completed creative and/or research work at the master's level; 	
11. Submit a research concept paper aligned with the intended topic for the dissertation research;	
12. Complete the DE Readiness module for non-	
UPOU graduate; and	
13. Exhibit mental aptitude, language proficiency, and	
readiness to the program through an interview.	
Additional requirements for foreign applicants (non-	Applicant
Filipino):	
 Scholastic Records duly authenticated by the 	
Philippine Foreign Service Post located in the student applicant's country of origin or legal residence;	
Photocopy of data page of the student's passport	
showing date and place of birth, and birth certificate	
or its equivalent duly authenticated by the Philippine	
Foreign Service Post.	

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
 Applies for admission and upload the admission requirements through the Online Application System. 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 500.00 for applicant based in the Philippine s, and USD 100.00 for applicant s based abroad.	20 minutes	Administrative Officer I Office of the University Registrar



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	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University Extension Associate I Office of the University Registrar
	2.3 Computes the general weighted average of the applicant	None	40 minutes	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University Extension Associate 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	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University Extension Associate I Office of the University Registrar
	2.5 Sends the list summary/list of applicants who will take the admission/qualifyi ng examination.	None	5 minutes	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Extension</i> <i>Associate I</i> Office of the University
3. Completes the DE Readiness Module (DERM) <i>Note: If</i> <i>admission exam</i> <i>is required, the</i> <i>applicant must</i> <i>take the exam</i> <i>first before</i> <i>completing the</i>	3.1 Emails applicants about DERM and the link to the DERM.	None	5 minutes	Registrar Administrative Officer I; Administrative Officer V; Administrative Aide VI; University Extension Associate I Office of the University Registrar
DERM.	3.2 Checks applicant's DERM completion	None	5 minutes	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University Extension Associate 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	Administrative Officer I; Administrative Officer V; Administrative Aide VI; University



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	admitted to program).			<i>Extension</i> <i>Associate I</i> Office of the University Registrar
	TOTAL	PHP 500.00 for applicant based in the Philippin es, 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).

Flogram Chair (FC	,					
Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs					
Classification:	Highly Technical					
Type of	G2C – Government	to Citizen				
Transaction:	020 00101111011					
Who may avail:	Students who are or	Absence	with	out Leave (AV	VOL)	
	T OF REQUIREMEN			· · · ·	O SECURE	
	of Accomplished appli		htti		ipou.edu.ph/wp-	
form for readn		loadon			2022/01/Applicati	
				-for-Readmiss		
1 Electronic copy	of valid proof of paym	nent for		plicant		
application fee			7.19	phoant		
		FEES T	0	PROCESS	PERSON	
CLIENT STEPS	AGENCY ACTION	BE PAI	D	ING TIME	RESPONSIBLE	
1. Student	1.1 Acknowledges	PHP225.	00	5 minutes	Administrative	
submits	receipt of the				Aide VI	
documents to	application and				Office of the	
the Records	proof of payment				University	
Section					Registrar	
(records@upou	1.2 Stamps and	None		5 minutes	Administrative	
.edu.ph) before	logs in the received				Aide VI	
the set deadline	application form in				Office of the	
for the term.	the incoming				University	
	documents, if				Registrar	
	submitted in					
	hardcopy				0	
	1.3 Prepares the	None		30 minutes	Student	
	student checklist,				Records	
	and residency				Evaluator I/	
	evaluation.				Administrative Officer V	
					Office of the	
					University	
					Registrar	
	1.4 Sends the	None		1 day	Administrative	
	application form to			- Gay	Officer V	
	respective Faculty				Office of the	
	of Study for				University	
	evaluation				Registrar	
		1			rtogiotiui	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
	1.5 Processes the application for readmission	None	1 day	Secretary to the Faculty Office of the Secretary to the Faculty
	1.6 Forwards the application for readmission to the concerned PC for appropriate action	None	1 day	Secretary to the Faculty Office of the Secretary to the Faculty
	1.7 Evaluates the application, and recommends action to the Dean	None	7 days	Program Chair Faculty of Study
	1.8 Renders decision on the application (including request for waiver of MRR, if necessary)	None	1 day	Dean Faculty of Study
	1.9 Forwards the evaluated application for readmission to the OUR	None	1 day	Secretary to the Faculty 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</i> <i>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	Office of the University Registrar, Office of the Vice Chancellor			
Division:	for Academic Aff			
Classification:	Highly Technical			
Type of	G2C – Governm			
Transaction:				
Who may avail:	Students who ar	e graduating	or will transfer to a	another university
	or have reached	the prescribe	ed maximum resid	ency rule and
	cleared from the	University.		
CHECKLIST OF R			WHERE TO SEC	URE
1 original copy of A		Applicant		
University Clearand				
1 original Valid cop		Applicant		
TOR (preferably wi				
for UP Open Unive	rsity" if not			
submitted) Online request for c		a <u>https://registrar.upou.edu.ph/request-</u>		auast
Google Form		documents/		equest-
1 photocopy of Pro	of of Payment	Applicant		
for TOR and mailin		Аррісані		
				DEDOON
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Student files	1.1	PhP30.00	30 minutes	Student Records
1. Student files the request for				
	1.1	PhP30.00		Student Records
the request for TOR by filling-out the Student	1.1 Acknowledges receipt of request	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request	1.1 Acknowledges receipt of request and sends the	PhP30.00		Student Records Evaluator I Office of the
the request for TOR by filling-out the Student Records Request form	1.1 Acknowledges receipt of request and sends the billing	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u>	1.1 Acknowledges receipt of request and sends the billing statement to	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u>	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and	1.1 Acknowledges receipt of request and sends the billing statement to	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		Student Records Evaluator I Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to <u>records@upou.e</u>	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		<i>Student Records</i> <i>Evaluator I</i> Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to	1.1 Acknowledges receipt of request and sends the billing statement to the student	PhP30.00		<i>Student Records</i> <i>Evaluator I</i> Office of the University
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to <u>records@upou.e</u>	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	PhP30.00 per page	30 minutes	Student Records Evaluator I Office of the University Registrar
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to <u>records@upou.e</u>	 1.1 Acknowledges receipt of request and sends the billing statement to the student through email 1.2 Encodes 	PhP30.00 per page	30 minutes	Student Records Evaluator I Office of the University Registrar Student Records
the request for TOR by filling-out the Student Records Request form <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u> and emails the accomplished form directly to <u>records@upou.e</u>	 1.1 Acknowledges receipt of request and sends the billing statement to the student through email 1.2 Encodes request to the 	PhP30.00 per page	30 minutes	Student Records Evaluator I Office of the University Registrar Student Records Evaluator I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University
				Registrar
	1.3 Processes	None	7 days	Student Records
	the documents			Evaluator
				I/Administrative
				Officer V/
				University
				<i>Registrar</i> Office of the
				University
	1.4 Sends the	None	1 day	Registrar Student Records
	requested			Evaluator I
	documents to			Office of the
	the student			University
	through mail			Registrar
	(or may be			
	picked-up at the OUR)			
	1.5 Notifies	None	1 day	Student Records
	through email			Evaluator I
	the student of			Office of the
	the sending of			University
	the requested			Registrar
	document/s.			
	TOTAL	PhP30.00	9 days and 35	
		per page	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, Of for Academic Affairs	fice of the Vice Chancellor	
Classification:	Highly Technical		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	Students who are graduating or will		
	or have reached the prescribed max	imum residency rule and are	
	cleared from the university.		
CHECKL	IST OF REQUIREMENTS	WHERE TO SECURE	
1 original copy of A	pproved University Clearance	Applicant	
1 original Valid cop	y of previous TOR (preferably with	Applicant	
remark "Copy for U	P Open University" if not submitted)		
Online request for o	documents via Google Form <u>https://registrar.upou.edu.p</u>		
	, and the second s	/request-documents/	
1 Electronic copy of mailing fees	Proof of Payment for TOR and	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 <u>https://registrar.up</u> <u>ou.edu.ph/request</u> <u>-documents/</u>	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	PhP50.00 per page	30 minutes	Administrative Aide VI Office of the University Registrar
	1.2 OUR pulls out the student jacket of the student	None	30 minutes	<i>Administrative</i> <i>Aide VI</i> Office of the University Registrar
	1.3a Checks the completeness	None	5 days	Student Records Evaluator I



the dc an 1.: pr cc Tr Ri 1.4 th ar	nd validity of e submitted ocuments; nd 3b drafts and ints the initial opy of ranscript of ecords 4 Forwards e draft TOR nd student	None		Office of the University Registrar
Tr <u>Ri</u> 1.4 th ar	ecords Forwards a Forwards a draft TOR	None	E ut t	
th ar	e draft TOR	Inone		A due in is the time
He Ri Se	cket to the ead of the ecords ection for necking.		5 minutes	Administrative Aide VI Office of the University Registrar
Re Se the an ba Re	5 Head of the ecords ection checks e draft TOR nd sends nck to ecords staff r final printing	None	4 hours	Head, Records Section Office of the University Registrar
dra co an	6 Checks aft TOR for prrections, ad prints the al TOR	None	1 hour	<i>Student</i> <i>Records</i> <i>Evaluator I</i> Office of the University Registrar
TC att (cc frc sc sc Au sig	7 Prepares OR and its tachments opy of TOR om previous hool) and ends them to uthorized gnatory for gnature	None	4 hours	<i>Administrative</i> <i>Aide VI</i> Office of the University Registrar
1. an att	8 Signs TOR ad its tachments ad sends	None	10 minutes	Administrative Officer V 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</i> <i>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</i> <i>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</i> <i>Officer 1</i> Office of the University Registrar
	1.12 Packs the TOR and mails it by fast courier	None	1 hour	<i>Administrative</i> <i>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</i> <i>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	Office of the University Registrar, Office of the Vice Chancellor			
Division:	for Academic Aff	fairs		
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:			, alumni and former	
			AWOL or honorably	
CHECKLIST	OF REQUIREME	NTS	WHERE TO) SECURE
Online request via	Google Form		https://registrar.upc	u.edu.ph/request-
			documents/	
1 Electronic copy o document and mail		nt for	Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE
1. Files the request for documents through <u>Online</u> <u>Request for</u> <u>Documents</u> <u>Form</u> (https://registrar	1.1. Acknowledges receipt of request and informs the student if the payment is insufficient	PhP50.00 per documen		Administrative Aide VI Office of the University Registrar
<u>upou.edu.ph/re</u> <u>quest-</u> <u>documents/</u>)	1.2 Prepares the certificate	None	2 hours	Administrati ve Aide VI/ Student Records Evaluator I Office of the University Registrar
	1.3 Forwards the certifications to the Head of	None	5 minutes	Administrative Aide VI

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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	Administrative Officer V Office of the University Registrar
	1.5 Forwards certifications to the University Registrar for signature	None	5 minutes	Administrative Aide VI Office of the University Registrar
	1.6 Checks and signs the certifications and sends back to Records staff	None	1 hour	<i>University</i> <i>Registrar</i> Office of the University Registrar
	1.7 Checks if the certifications have complete signatures, and dry seal.	None	5 minutes	<i>Administrative</i> <i>Aide VI</i> Office of the University Registrar
	1.8 Packs and mails the certifications by fast courier	None	1 hour	<i>Administrative</i> <i>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	Administrative Aide VI Office of the University Registrar
	TOTAL	PhP50.00 per document	6 hours and 40 minutes	



Administrative Officer V Office of the University Registrar

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	Office of the University Registrar, Office of the Vice Chancellor for				
Division:	Academic Affairs				
Classification:	Simple	Simple			
Type of	G2C – Governmen	t to Citizen			
Transaction:					
Who may avail:			ted/cleare		
	KLIST OF REQUIR			WHE	RE TO SECURE
	of the request form the		n or		registrar.upou.edu
change of name/i	nformation of studen	nt		.ph/cha	inge-information/
0	ast Name/Change of			Applica	ant
	arriage certificate; 1				
	is due to annulmen	t, legal sepa	ration,		
divorce					
2.b. Correction of					
• • • •	Affidavit of Change	· ·			
1 27.1	hotocopy of Birth Ce	ertificate (with	h PSA		
authentication)					
	Student Number – 1		of UP		
transcript of recor	ds from former scho	01			
CLIENT STEPS	AGENCY	FEES TO	PROCE	SSING	PERSON
	ACTION	BE PAID	TIN		RESPONSIBLE
1. Sends	1.1	None	5 min	utes	Student
through emails	Acknowledges				Records
the	receipt of the				Evaluator I/
accomplished	request				Administrative
form to the					Officer V
Records Section					Office of the
(records@upou.					University
edu.ph) together					Registrar
with the	1.2 Validates the	None	2 ho	urs	Student
required	supporting				Records
supporting	document				Evaluator I/

document/s.

submitted



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Encodes the information to the records database.	None	20 minutes	Administrative Assistant III 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 (for change/ correction of name only).	None	5 minutes	Administrative Assistant III Office of the University Registrar
	TOTAL	None	2 hours and 30 minutes	



0. 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	Office of the University Registrar, Office	ce of the Vice Chancellor		
Division:	for Academic Affairs			
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	UPOU students and applicants			
CHECK	LIST OF REQUIREMENTS	WHERE TO SECURE		
1 Digital copy of Re	efund Application Form (RAF)	https://registrar.upou.edu.		
		ph/wp-		
		content/uploads/2022/05/R		
		evised_REFUND-		
		APPLICATION-FORM.pdf		
1 Photocopy Regis	tration form (Form 5)	Applicant		
1 Photocopy of Val	id Proof of payment	Applicant		
Applicable support	ing documents as the case maybe (i.e	Applicant		
1 photocopy of eith				
scholarship certification, change of matriculation form,				
approved reduced	fee/TFE application form, etc.)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the	1.1. Receives	None	5 minutes	Student
correctly filled	and reviews the			Records
application for	documents			Evaluator I
refund form and				Office of the
complete				University
				Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
supporting	1.2Computes	None	10 minutes	Student
documents	the			Records
	refundable			Evaluator I
	amount			Office of the
				University
				Registrar
	1.3 Prepares a	None	5 minutes	Student
	summary of			Records
	refund			Evaluator I
	requests			Office of the
				University
				Registrar
	1.4 Endorses	None	10 minutes	Student
	the summary to			Records
	the University			Evaluator I
	Registrar for			Office of the
	approval/			University
	signature			Registrar
	1.5.Prepares	None	10 minutes	Administrative
	the DV and			Assistant II
	enters the			Office of the
	information in			University
	the financial			Registrar
	management			
	system			
	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%
 - o 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	Office of the University Registra	r, Office of the Vice Chancellor for			
Division:	Academic Affairs				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:					
	UPOU students, applicants, non				
	ST OF REQUIREMENTS	WHERE TO SECURE			
1 scanned copy o	f Refund Application Form	https://registrar.upou.edu.ph/wp-			
(RAF)		content/uploads/2022/05/Revise			
		d_REFUND-APPLICATION-			
		FORM.pdf			
1 photocopy of pa	assbook / ATM / any bank	Applicant			
	f showing the bank and bank				
	where payment proceeds will be				
deposited/ credite					
1 photocopy of Va	alid Proof of payment	Applicant			
1 scanned copy of the signed authorization letter		Applicant			
if the refund will b	e credited to a different person				
Applicable supporting documents as the case maybe (one photocopy):		Applicant			
free tuition	fee eligibility certificate				
 copy of for 	m 5 for cross-enrolled student				
 scholarship 	o certification, approved				
reduced fe	e/TFE application form, etc.				



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</i> <i>documents will be</i> <i>returned to the</i> <i>student. The</i> <i>request will not</i> <i>be processed</i> <i>unless missing</i> <i>documents are</i> <i>submitted.</i>	None	10 minutes	Student Records Evaluator I Office of the University Registrar
	1.2 Prints the submitted complete accomplished form and supporting documents	None	5 minutes	Student Records Evaluator I Office of the University Registrar
	1.3 Computes the refundable amount	None	15 minutes	Student Records Evaluator I Office of the University Registrar
	1.4 Encodes the student's pertinent information in the shared drive	None	10 minutes	Student Records Evaluator 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	Student Records Evaluator 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</i> <i>Records</i> <i>Evaluator I</i> Office of the University Registrar
	1.7 Endorses the summary to the University Registrar for approval/ signature	None	10 minutes	Student Records Evaluator 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	Administrative Assistant II 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	Administrative Assistant II 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	Administrative Assistant II Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
	Online Payment Sy	See Processing of Payments for Suppliers/Creditors thru LBP Online Payment System or Bank Crediting System under Accounting and Cash Offices External Service					
	1.20 Inputs in the shared google sheet the status of the refund (date credited)	None	5 minutes	<i>Administrative Aide</i> Cash Office			
	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	Student Records Evaluator I Office of the University Registrar			
	TOTAL	None	5 hours and 25 minutes For First Time Requester 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
 - \circ 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	Office or Office of the University Degistrer Office of the Vice Chanceller for					
	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs					
Division:						
Classification:	Simple					
Type of	G2C – Governmen	t to Citizen				
Transaction:						
Who may avail:	UPOU students, ap	oplicants, no	n-degree and cro	ss-enrollee		
CHECKLIS	ST OF REQUIREME	ENTS	WHERE 1	TO SECURE		
1 scanned copy o	f Refund Application	Form	https://registrar	.upou.edu.ph/wp-		
(RAF)			content/upload	s/2022/05/Revise		
				PPLICATION-		
			FORM.pdf			
1 photocopy of Va	alid Proof of payment Applicant					
1 scanned copy o	f the signed authoriz	ation letter	Applicant	Applicant		
	e credited to a differ					
Applicable suppor	ting documents as t	he case	Applicant			
maybe (i.e photo	copy of either of the	following:				
free tuition fee elig	gibility certificate, co	py of form 5				
	student, scholarship					
certification, appro	oved reduced fee/TF	E				
application form, e						
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1.Submits the	1.1 Receives and	None	10 minutes	Student		
correctly filled	reviews the			Records		
application for	documents			Evaluator I		
refund form and				Office of the		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
complete				University
supporting				Registrar
documents	1.2 Computes the	None	20 minutes	Student
	refundable			Records
	amount			Evaluator I
				Office of the
				University
				Registrar
	1.3 Encodes the	None	10 minutes	Student
	student's			Records
	pertinent			Evaluator I
	information in the			Office of the
	shared sheets			University
				Registrar
	1.4 Prepares a	None	1 hour	Student
	summary of			Records
	refund requests			Evaluator I
				Office of the
				University
				Registrar
	1.5 Endorses the	None	10 minutes	Student
	summary to the			Records
	University			Evaluator I
	Registrar for			Office of the
	approval/			University
	signature			Registrar
	1.6 Forwards the	None	3 minutes	Student
	summary and			Records
	attachments to			Evaluator I
	Cash Office			Office of the
				University
				Registrar
	1.7 Requests the	None	5 minutes	Chief
	credit card			Administrative
	reversal and			Officer
	inputs in the			Cash Office
	shared sheet the			
	status of the			
	refund (date			
	submitted and			
	credited)	N I a can c	F we have the s	0(1)-1-1-1
	1.8 Sends email	None	5 minutes	Student
	notification to			Records
	student			Evaluator I
				Office of the



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University
				Registrar
	1.9 Encodes in	None	5 minutes	Student
	the shared sheet			Records
	the date the			Evaluator I
	student was			Office of the
	informed of the			University
	availability of the			Registrar
	refund			
	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.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	"new application" to "in process" or "pending", etc,).			
<u>in state</u>	1.3 Edits and cleans the uploaded photo and signature; Lays out the ID	None	1 hour and 30 minutes	<i>Junior Office</i> <i>Aide</i> Office of the University Registrar
	1.4 Prints ID cards	None	10 minutes	<i>Junior Office</i> <i>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</i> <i>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	COS – Junior Office Aide 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</i> <i>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</i> <i>Aide</i> Office of the University Registrar
		140		



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</i> <i>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	Office of the University Registrar, Office of the Vice Chancellor				
Division:	for Academic Affa	, ,			
Classification:	Simple				
Type of	Request for ID validation sticker				
Transaction:					
Who may avail:	Currently enrolled	UPOU stud	ents		
CHECKLIST OF F	IST OF REQUIREMENTS WHERE TO SECURE				
1 Original copy of h	1 Original copy of his/her student ID				
1 Photocopy of current Form 5		Applicant Applicant			
1 Original copy of a	1 Original copy of authorization letter				
signed by the student (in case a					
•	representative will be the one to pick				
up the document)	·				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
Walk-in/Pick up					
1. Presents	1.1 Checks	None	5 minutes	Junior Office	
his/her ID to the	enrollment			Aide	
Office of the	status of the			Office of the	
University	student			University	
Registrar	1.2 Attaches the	None	5 minutes	Registrar Junior Office	
	sticker on the ID	None	5 minutes	Aide	
	card			Office of the	
	caru			University	
				Registrar	
	1.3 Records	None	5 minutes	Junior Office	
	request in the			Aide	
	logbook and			Office of the	
	request student			University	
	to affix his/her			Registrar	
	signature and				
	the date it was				
	picked up				
	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	Office of the University Registrar, Office of the Vice Chancellor					
Division:	for Academic Af	fairs				
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	Currently enrolle		dents			
CHECKLIST	OF REQUIREME	INTS	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	1.1 Receives and	PhP 150.00 for	5 minutes	Junior Office Aide		
request for Validation Sticker (<u>https://url.upou.edu.</u>	acknowledges receipt of the request	the local mailing fee		Office of the University Registrar		
ph/studentid) and uploads the proof of payment for its mailing	1.2 Checks validity of the proof of payment	None	10 minutes	Junior Office Aide Office of the University Registrar		
	1.3 Verifies enrollment status of the student	None	5 minutes	<i>Junior Office</i> <i>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</i> <i>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</i> <i>Aide</i> Office of the University Registrar
	1.6 Sends email notification to students	None	10 minutes	<i>Junior Office</i> <i>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 (<u>https://our.upou.edu.ph/student</u>). 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 Re	egis	strar -Registrat	ion Section
Classification:	Simple				
Type of	G2C – Gove	ernment to Cit	izeı	n	
Transaction:					
Who may avail:		ents eligible to	en en		
CHECKLIST O	F REQUIRE	MENTS		WHERE	TO SECURE
Online Registration Sys				https://our.upd	ou.edu.ph/student
Applicable supporting of				Applicant	
cross-enrollment applic application, etc.)	ation, approv	ed non-degre	e		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	P	ROCESSING 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 Miscellane ous fee; None (for scholars)		30 minutes	Student Records Evaluator I Office of the University Registrar
Enlists courses online TOTAL PhP1,000/ unit, PhP2,000 Miscellan eous 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 (<u>https://our.upou.edu.ph/student</u>). 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	Office of the University Registra	r, Office of the Vice Chancellor			
Division:	for Academic Affairs				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	UPOU students eligible to enroll				
CHECKLIS	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Online Registration	System in the Student Portal	https://our.upou.edu.ph/student			
1 photocopy of vali	d proof of payment	Applicant			
Applicable support	ing documents (i.e approved	Applicant			
cross-enrollment application, approved non-degree					
application, etc.)					

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists courses	1.1 Generates	PhP1,000/	5 minutes	Student
online and views	the	unit,		Records
the actual	assessment	PhP2,000		Evaluator I
assessment of	form	Miscellane		Office of the
fees		ous fee		University
				Registrar
2.Pays the fees	2.1 Verifies the	None	20 minutes	Student
through any of	uploaded proof			Records
the payment	of payment of			Evaluator I/
channels and	payment			Junior Office
uploads the proof				Aide
of payment in				Office of the
AIMS/ORS				University
				Registrar
	2.2 Changes		5 minutes	Student
	the enrollment			Records
	status of the			Evaluator I/
	student from			Junior Office
	"PAYMENT			Aide
	VERIFICATIO			Office of the
	N" to			University
	"ENROLLED"			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	Student Records Evaluator I/ Junior Office Aide Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellan eous fee	40 minutes	



18. Manual Enrollment/Registration Process

thru

https://url.up ou.edu.ph/m anualenroll

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	Office of the Univ	Office of the University Registrar, Office of the Vice Chancellor for			
Division:	Academic Affairs	Academic Affairs			
Classification :	Simple				
Type of	G2C – Governme	G2C – Government to Citizen			
Transaction:					
Who may avai	I: UPOU students e	ligible	e to enro	ll, students with a	pproved non-
-	degree and cross	-enro	llment a	pplications; with e	ndorsement from
	the Program Chai	the Program Chair (PC)			
CHECKLIST	OF REQUIREMENT	OF REQUIREMENTS WHERE TO SECURE			
Accomplishes I	FORM 5		https://	registrar.upou.edu	u.ph/wp-
			conten	t/uploads/2022/05	5/Updated-
	FORM-5.pdf				
1 photocopy of	valid proof of paymer	nt	Applica	ant	
Applicable sup	porting documents (i.e	е	Applica	ant	
approved cross	s-enrollment application	on,			
approved non-o	degree application, et	c.)			
CLIENT		FE	ES TO	PROCESSING	PERSON
STEPS	AGENCY ACTION		PAID	TIME	RESPONSIBLE
1. Submits	1.1. Asks for the	N	one	5 minutes	Student
through	email endorsement				Records
J. J	f the program Evaluator I				
application	chair (PC)				Office of the
for manual					University
enrollment					Registrar
1		1			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the accomplished FORM 5				
2. Emails the endorsement of the PC	2.1. Advises fees to be paid	PhP1,000 /unit, PhP2,000 Miscellan eous fee	5 minutes	<i>Student</i> <i>Records</i> <i>Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and emails it to	3.1. Verifies the emailed proof of payment	None	20 minutes	Student Records Evaluator I Office of the University Registrar
registration@ upou.edu.ph	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 minutes	Student Records Evaluator I Office of the University Registrar
	3.3. Sends email confirmation of the student's enrollm ent	None	5 minutes	Student Records Evaluator I Office of the University Registrar
	3.4. Emails MyPortal to give the students' access to the course site/s	None	5 minutes	Student Records Evaluator I Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellan eous 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		rar, Office of the Vice Chancellor for		
Division:	Academic Affairs			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Students from other UP Units or schools outside the UP System			
CHECKLIS	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
Filled out online request to cross-enroll at UPOU		https://url.upou.edu.ph/crossreg		
from the mother un Dean and Registr	rmit to Cross Register Form nit duly approved by the ar of the mother unit.	Applicant		
1 Photocopy of va those will pay)	alid proof of payment (for	Applicant		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1.1 Checks the	None	5 minutes	Student
application and	correctness of			Records
required	the submitted			Evaluator I
attachments	application			Office of the
through	form			University
https://url.upou.				Registrar
edu.ph/crossreg	1.2 Forwards to	None	5 minutes	Student
	the Faculty of			Records
	Study for			Evaluator I
	approval/			Office of the
	evaluation of the			University
	Program Chair			Registrar
	and the Dean			
	1.3 Receives	None	5 minutes	Student
	the evaluated			Records
	cross enrollment			Evaluator I
	application			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</i> <i>Records</i> <i>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	Student Records Evaluator I Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in	3.1. Verifies the emailed proof of payment	PhP1,000 /unit, PhP2,000 Miscellane ous fee	10 minutes	Student Records Evaluator I/ Junior Office Aide Office of the University Registrar
AIMS/ORS	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATIO N" to "ENROLLED"	None	10 minutes	Student Records Evaluator I/ Junior Office Aide 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	Student Records Evaluator I/ Junior Office Aide Office of the University Registrar
	TOTAL	PhP1,000/ unit, PhP2,000 Miscellan eous 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	Office of the University Registrar, Office of the Vice Chancellor for			
Division:	Academic Affairs			
Classification:	Simple			
Type of	G2C – Governm	ent to Citizen		
Transaction:				
Who may avail:	Students from of	ther UP Units o	or schools outside	the UP System
CHECKL	IST OF		WHERE TO SEC	URE
REQUIRE	EMENTS	MENTS		
Accomplished No	n-degree	https://registrar.upou.edu.ph/wp-		
application		content/uploads/2022/05/Application-for-Non-		
		Degree-Student_5-20221.pdf		
1 Photocopy of va	alid proof of	Applicant		
payment	-			
Applicable support	rting documents	Applicant		
(i.e, approved nor	n degree			
application, two (2	2) 2" x 2"			
colored photo, Photocopy				
of Transcript of Records, etc.)				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
4 Culturalita		Name	E mains stars	0(1)

CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Submits	1.1 Checks the	None	5 minutes	Student
through email	correctness of			Records
(registration@u	the submitted			Evaluator I
pou.edu.ph) the	application			Office of the
accomplished	form			University
non-degree				Registrar
application	1.2 Forwards	None	5 minutes	Student
including the	to the Faculty			Records
applicable	of Study for			Evaluator I
supporting	approval/			Office of the
documents.	evaluation of			University
	the Program			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</i> <i>Records</i> <i>Evaluator I</i> Office of the University Registrar
	1.4 Informs the student of the result of the application	None	5 minutes	Student Records Evaluator 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	Student Records Evaluator I Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in	3.1. Verifies the emailed proof of payment	PhP1,000 /unit, PhP2,000 Miscellaneo us fee	10 minutes	Student Records Evaluator I/ Junior Office Aide Office of the University Registrar
AIMS/ORS	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATI ON" to "ENROLLED"	None	10 minutes	Student Records Evaluator I/ Junior Office Aide Office of the University Registrar
	3.3. Confirms enrollment of the student; receives email confirmation of his/her	None	30 minutes	Student Records Evaluator I/ Junior Office Aide



CLIENT STEPS	AGENCY ACTION	FEES 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 Miscellane ous 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	Office of the University Registrar, Office of the Vice Chancellor					
Division:	for Academic Affairs					
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	o may avail: Currently enrolled students					
	T OF REQUIREME			TO SECURE		
Accomplished Cha	nge of Matriculatio	n Form		<u>.upou.edu.ph/wp-</u>		
				<u>s/2022/01/Chang</u>		
			e-matriculation	<u>-2018.pdf</u>		
1 Photocopy of val			Applicant			
Applicable support			Applicant			
endorsement letter	0					
request is made be	eyond the registration	on period)				
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Submits	1.1 Checks the	None	5 minutes	Student		
through email	correctness of			Records		
(registration@up	the submitted			Evaluator I		
ou.edu.ph) the	application			Office of the		
accomplished	form			University		
change of				Registrar		
matriculation form						
2. Pays the fees	2.1 Verifies the	Php	10 minutes	Student		
through any of	proof of	10.00/		Records		
the payment	payment	subject		Evaluator I		
channels				Office of the		
				University		
				Registrar		
	2.2 Facilitates	None	10 minutes	Student		
	addition and/or			Records		
	cancellation of			Evaluator I		
	course/s			Office of the		
				University		
				Registrar		
	2.3 Informs the	None	5 minutes	Student		
	student of the			Records		
	changes in			Evaluator I		
	his/her			Office of the		
	records			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	Student Records Evaluator 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		Office of the University Registrar, Office of the Vice Chancellor			
Division:	for Academic Af	fairs			
Classification:	Simple				
Type of	G2C – Governm	ent to Citize	n		
Transaction:					
Who may avail:	Currently enrolle				
	OF REQUIREME			O SECURE	
Accomplished Chai	nge of Matriculation	n Form		<u>upou.edu.ph/wp-</u> /2022/01/Change)18.pdf	
1 Photocopy of lette enrollment address	•		Applicant		
Applicable supporti endorsement letter request is made be	from the Program	Chair if the	Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits through email (registration@up <u>ou.edu.ph</u>) 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	Student Records Evaluator 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	Student Records Evaluator 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	Student Records Evaluator I Office of the University Registrar
	2.3 Informs the student of the changes in his/her records	None	5 minutes	Student Records Evaluator 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	Student Records Evaluator 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	Office of the University Registrar, Office of the Vice Chancellor for				
Division:	Academic Affairs				
Classification:	Highly-technical				
Type of	G2C – Government	t to Citizen			
Transaction:					
Who may avail:	Admitted students v	who have su	bmitte	d the CTC	to receive valid
	TOR.				
CHECK	LIST OF REQUIRE	MENTS		WHERI	E TO SECURE
Certificate of Trar	sfer Credentials or C	Certificate of		Applicant	
Honorable Dismis	sal from the previou	s school			
attended	-				
Payment of PHP	ayment of PHP 190.00 for the delivery fee of the Applicant				
documents					
	AGENCY	FEES TO	PRO	CESSING	PERSON

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	Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I Office of the University Registrar
	1.2 Sends an email to the student for the processing of the CTC.	None	10 minutes	<i>Administrative</i> <i>Officer I</i> Office of the University Registrar
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	Administrative Officer I Office of the University Registrar



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</i> <i>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	Administrative Officer I Office of the University Registrar
3. Once the CTC is received by the recipient, the student's previous school processes the	3.1 Once the TOR is received, records and endorses the valid TOR to the person-in-charge.	None	5 minutes	<i>Administrative</i> <i>Officer I</i> Office of the University Registrar
valid TOR and sends it back to UPOU-OUR.	3.2 Updates student's records/status and acknowledges receipt of valid TOR via the Online Application System (AIMS 3.0)	None	10 minutes	Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I Office of the University Registrar
	3.3 Endorses the valid TOR to the Records Section for filing.	None	5 minutes	Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate 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	Office of the University Registrar, Office of the Vice Chancellor for			
Division:	Academic Affairs			
Classification:	Highly-technical	-		
Type of	G2C – Government	t to Citizen		
Transaction:				
Who may avail:	Denied/Disapprove			hdraw the official
CHECKL	documents submitte			TO SECURE
	190.00 for the delive			
documents		•		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Sends an	1.1	None	10 minutes	Administrative
email to the	Acknowledges			Officer I;
OUR-Admission	the request for			Administrative
Section	the processing of			Office V;
(admissions@u	the withdrawal of			Administrative
pou.edu.ph)	documents and			Aide VI;
regarding the	provides			University
intent to	instruction for			Extension
withdraw official	payment of			Associate I
documents	mailing fee			Office of the
				University
				Registrar
2. Pays for the	2.2 Once a reply	PhP	1 day	Administrative
delivery fee and	is received and	190.00		Officer I;
sends the	the payment is			Administrative
recipient's	done, processes			Office V;
delivery details	the withdrawal of			Administrative
to	documents and			Aide VI;
admissions@up	makes sure to			University
ou.edu.ph	leave 1 copy of each withdrawn			Extension Associate I
	document.			Office of the
				University
				Registrar
	2.3 Once the	None	10 minutes	Administrative
	documents are			Officer I;
	ready, prepares			Administrative
	the documents for			Office V;
	dispatch			Administrative
	·	161		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Notifies the applicant that the documents were out for dispatch including the reference number	None	5 minutes	Aide VI; University Extension Associate I Office of the University Registrar Administrative Officer I; Administrative Office V; Administrative Aide VI; University Extension Associate I
	TOTAL	PhP	1 day and 25	Office of the University Registrar
		190.00	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	Office of the Univ	versitv Registra	ar. Office of the Vi	ice Chancellor for	
Division:		Academic Affairs			
Classification:	Highly Technical	Highly Technical			
Type of	G2C – Governm	G2C – Government to Citizen			
Transaction:					
Who may avail:	Who may avail: Graduating students.				
CHECKLI	ST OF REQUIRE	MENTS	WHERE	TO SECURE	
	y of duly accompli	shed		.upou.edu.ph/app	
university clearan				versity-clearance/	
1 Electronic copy fee	of proof of payment	t for graduation	Applicant		
1 Copy of Approv	ed Faculty Clearand	ce	Faculty of Stud	у	
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Submits via	1.1	PhP 300	5 minutes	Student Record	
email the duly	Acknowledges			Evaluator I	
accomplished	receipt of the			Office of the	
university	application			University	
clearance form,				Registrar	
and proof of	1.2 Downloads	None	5 minutes	Administrative	
payment for	and prints			Aide VI	
graduation to	application			Office of the	
records_docum	form and other			University	
entsupport@up	documents			Registrar	
ou.edu.ph	1.3 Logs the	None	5 minutes	Administrative	
	received			Aide VI	
	application for			Office of the	
	university			University	
	clearance in			Registrar	
	the Document				
	Tracking				
	System (DTS) 1.4 Sends the	None	5 minutes	Administrative	
	application	INDITE	5 minutes	Officer V	
	form to the			Unicer v	



Office of Student Affairs (OSA) for processingOffice of the University Registrar1.5 Processes and signs the clearance formNone1 hourDirector, Office of Student Affairs1.6 Forwards the signed clearance form University LibraryNone5 minutesAdministrative Aide VI1.7 Processes and signs the clearance then sends to the concernedNone1 hourComputer File Librarian I University Library1.7 Processes and signs the clearance then sends to the concernedNone1 hourComputer File Librarian I University Library1.8 Processes the application recommends action to the DeanNone1 hourAdministrative Assistant II Faculty Office1.9 Sends the approved Faculty Clearance with attached approved FacultySome5 minutesAdministrative Assistant II Faculty Office1.10 Records the received clearance form tin the DTSNone5 minutesAdministrative Administrative Administrative Administrative Adde VI1.11 Pulls out the student'sNone20 minutesAdministrative Administrative Adde VI1.11 Pulls out the student'sNone20 minutesAdministr	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and signs the clearance formOffice of Student Affairs1.6 Forwards the signedNone5 minutesAdministrative Adide VI Office of Student Alfairs1.6 Forwards the signedNone5 minutesAdministrative Alide VI Office of Student AlfairsLibrary1.7 Processes and signs the clearance then 		Student Affairs (OSA) for			University
the signed clearance form to the University LibraryAide VI Office of Student Affairs1.7 Processes and signs the clearance then sends to the concerned Faculty of Study for processingNone to the University Library1 hourComputer File Librarian I University Library1.8 Processes the application for clearance, and recommends action to the DeanNone the application for clearance, and recommends action to the Dean1 hourAdministrative Assistant II Faculty Office1.9 Sends the approved Faculty Clearance with attached approvedNone to the Dean5 minutesAdministrative Assistant II Faculty Office1.10 Records the received clearance form in the DTSNone5 minutesAdministrative Assistant II Faculty Office1.11 Pulls outNone20 minutesAdministrative Administrative Administrative Assistant II Faculty Office of the University Clearance form to the OUR1.11 Pulls outNone20 minutes1.11 Pulls outNone20 minutesAdministrative Administrative		and signs the			Office of Student Affairs
and signs the clearance then sends to the concerned 		the signed clearance form to the University	None	5 minutes	<i>Aide VI</i> Office of Student
the application for clearance, and recommends action to the DeanAssistant II Faculty Office1.9 Sends the approved university clearance with attached approved FacultyNone5 minutesAdministrative 		and signs the clearance then sends to the concerned Faculty of Study for	None	1 hour	<i>Librarian I</i> University
approved university clearance with attached approved Faculty Clearance form to the OURAssistant II Faculty Office1.10 Records the received clearance form in the DTSNone5 minutes1.11 Pulls outNone20 minutesAdministrative Administrative Registrar		the application for clearance, and recommends action to the	None		Assistant II
the received clearance form in the DTSAide VI Office of the University Registrar1.11 Pulls outNone20 minutesAdministrative		approved university clearance with attached approved Faculty Clearance form to the	None	5 minutes	Assistant II
1.11 Pulls out None 20 minutes Administrative		the received clearance form	None	5 minutes	<i>Aide VI</i> Office of the University
		1.11 Pulls out the student's	None	20 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents			Office of the
	and checks the			University
	submitted			Registrar
	TOR. If TOR is			
	not valid, the			
	OUR informs			
	the student via			
	email to submit			
	a valid original			
	TOR to UPOU.			
	(The			
	processing of			
	university clearance will			
	be put on hold until a valid			
	TOR is			
	submitted.)			
	1.12a	None	1 hour	Administrative
	Forwards the	, tonio		Aide VI
	clearance form			Office of the
	to the Head,			University
	Records			Registrar
	Section; and			5
	1.12b.			
	University			
	Registrar for			
	final approval.			
	1.13 Informs	None	5 minutes	Administrative
	the student of			Aide VI
	the approval of			Office of the
	his/her			University
	university			Registrar
	clearance.			
	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	Office of the University Registrar, Office of the Vice Chancellor for				ice Chancellor for	
Division:	Academic Affairs					
Classification:	Highly Technical					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	Students withdrawin					
	to another university					
	students who will dis			• •	•	
	students who have r	eached the	e pre	escribed maxii	mum residency	
CHECKI	rule. IST OF REQUIREME	MTC			TO SECURE	
	y of duly accomplished		,		rar.upou.edu.ph/a	
clearance form		u university	/	pplication-fo		
				clearance/		
1 Approved Facu	Ity Clearance for studen	ts withdrawi	na	Faculty of St	udv	
from their program	· · · · · · · · · · · · · · · · · · ·					
	or honorable dismissal			Applicant		
		FEES				
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PR	CCESSING TIME	PERSON RESPONSIBLE	
1. Submits via	1.1 Acknowledges	None		5 minutes	Student Record	
email the duly	receipt of the				Evaluator I	
accomplished	application				Office of the	
university					University	
clearance form					Registrar	
and other	1.2 Downloads	None		5 minutes	Administrative	
required documents to	and prints				Aide VI Office of the	
records_docum	application form and other				University	
entsupport@up	documents				Registrar	
ou.edu.ph	1.3 Logs the	None 5 minutes Administrati				
	received				Aide VI	
	application for				Office of the	
	university				University	
	clearance in the				Registrar	



- - - 1	Document Tracking System (DTS) 1.4 Sends the application form to the Office of Student Affairs	None	5 minutes	
1	application form to the Office of	None	5 minutes	
	(OSA) for processing		5 minutes	Administrative Officer V Office of the University Registrar
	1.5 Processes and signs the clearance form	None	1 hour	<i>Director,</i> Office of Student Affairs
1	1.6 Forwards the signed clearance form to the University Library	None	5 minutes	Administrative Aide VI Office of Student Affairs
	1.7 Signs the clearance then sends to the concerned Faculty of Study for processing	None	1 hour	Computer File Librarian 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</i> <i>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	Administrative Aide VI 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</i> 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)			
	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. TOTAL	None	5 minutes 5 hours	Administrative Aide VI Office of the University Registrar

University of the Philippines OPEN UNIVERSITY

University Library External Services





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



2. Availment of Library Services

This serves as guide in the availment of Library services

Office or	University Library, Office of the Vice Chancellor for Academic			
Division:	Affairs			
Classification:	Simple			
Type of	G2C – Governmen			
Transaction:	G2G – Governmen		nment	
Who may avail:	All faculty, students	s, and staff		
	REQUIREMENTS		WHERE TO SE	CURE
UPOU iLib account	t	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	1.1 Checks the status of the requestor if he/she is currently enrolled or employed	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
requesting materials and specifies a delivery option (print or pdf format)	1.2 Evaluates requests and send via email the amount to be paid based on delivery option	Php165 -Php191 (delivery charge)	10 minutes	Computer File Librarian II/ Head Librarian University Library
ionnat)	1.3 Emails the Borrower's Information Sheet to the requestor.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
2.Accomplishes the Borrower's Information Sheet, pays corresponding	2.1 Encodes the information in the UPOU iLib system.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
fees and sends copy of the proof of payment	2.2 Checks-out the book in the iLib system	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
	2.3 Dispatches the requested item	None	10 minutes	Computer File Librarian II/ Head Librarian



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	Computer File Librarian II/ Head Librarian 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	G2C – Governmen	G2C – Government to Citizen			
Transaction:	G2G – Government to Government				
Who may avail:	UP Students, UP E	mployees			
	REQUIREMENTS		WHERE TO SEC	CURE	
Request Letter or Letter	Endorsement	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		
	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	University Library Staff	
	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	University Library, Office of the Vice Chancellor for Academic			
Division:	Affairs			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G – Government to Government			
Who may avail:	All faculty, students	s, and staff		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
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	1.1 Acknowleges receipt of the request through email	None	5 minutes	Head Librarian University Library
libraries. The request should contain name of Head Librarian, school and address.	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	<i>Head Librarian</i> 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	University Library, O	University Library, Office of the Vice Chancellor for Academic			
Division:	Affairs				
Classification:	Simple				
Type of	G2C – Government	G2C – Government to Citizen			
Transaction:	G2G – Government to Government				
Who may avail:	UP Students, UP En	nployees			
CHECKLIST OF	REQUIREMENTS	REQUIREMENTS WHERE TO SECURE			
For Students – of	fficial proof of Student/Office of the University Registrar			rsity Registrar	
enrollment (valid					
For UP Employee	ees – valid ID or copy Employee/Human Resources Development			es Development	
of appointment		Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Requests for	1.1 Verifies the	None	5 minutes		
remote access	enrollment/status				
via email.	of the client.	University			
	1.2 Communicates	None 2 minutes Library Staff			
	the account				
	activation.				
	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 walkin.

Office or	University Library, Office of the Vice Chancellor for Academic			
Division:	Affairs			
Classification:	Simple			
Type of	G2C – Governmen			
Transaction:	G2G – Governmen		nent	
Who may avail:	UP Students, UP Employees			
	REQUIREMENTS		WHERE TO SEC	
For Students – of		Student/Of	fice of the Univers	sity Registrar
enrollment (valid	1			
For UP Employee			Human Resource	s Development
copy of appointme	ent documents	Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the	1.1 Checks	None	2 minutes	
request via	OPAC and			
email/phone call	subscribed			
or walk-in.	databases for the			
	availability of			
	requested			
	material.			
	1.2 Verifies the	None	5 minutes	
	enrollment/status			
	of the client.			
		Nama	45	
	1.3 Searches the	None	15 minutes	
	article/book in the			University
	e-resources			Library Staff
	(databases and OPAC)			,
	1.4 If the full text	None	15 minutes	
	of the article/book	NONE	13 111110165	
	chapter is			
	available in the			
	database/printed			
	library collections,			
	downloads the full			
	text of the			
	article/scan the			
	article/book			
	chapter.			
L		1	I	<u> </u>



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	G2C – Government to Citizen					
Transaction:	G2G – Government to Government					
Who may avail:	UP Students, UP Employees					
	REQUIREMENTS					
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/manuscri pt via email.	1.1 Verifies the enrollment/status of the client.	None	10 minutes			
	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	University Library Staff		
	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.

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

University of the Philippines OPEN UNIVERSITY

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	า:	CODTL-EMP (Ed	ucational	Media Production	n Unit)
Classification: Complex					
Type of Government-to-G			overnme	nt (G2G)	
Transaction:				, , , , , , , , , , , , , , , , , , ,	
Who may avail:		All Employees			
CHECKLIST OF	F RE			WHERE TO SI	
Online Request Fo	orm			etworks.upou.edu	<u>ı.ph/mcservices/</u>
CLIENT STEPS	A	GENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via https://networks.	wit pa de	I Coordinates th the requesting rty regarding the tails of the rvice.	None	5 minutes	Information Systems Researcher II CODTL-EMP
upou.edu.ph/mc services/		2 Provides the quested service.	None	5 days	Information Systems Researcher II/ Deputy Director CODTL-EMP
	out via <u>htt</u>	Requests to fill- Evaluation form <u>os://url.upou.edu.</u> <u>/EMPEval</u>	None	5 minutes	Administrative Assistant II CODTL-EMP
	тс	DTAL	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 Technic	al		
Type of	Government-to	o-Government (G2G)		
Transaction:				
Who may avail:	All Employees			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
Online Request Form		https://networks.upou.edu.ph/mcservices/		
1 photocopy of approv	ed Multimedia	Requesting unit		
production proposal (k	•			
Program Chair and De	ean).			
1 original copy of sign	ed consent	Requesting unit		
form of talent/s.				
1 original copy of the		Requesting unit		
learning material auth				
video/sound/ photograph materials				
to the UPOU Networks website.				
1 photocopy of the ap		Requesting unit		
the shoot in a venue of	outside of UP.			

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	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 minutes	Deputy Director CODTL-EMP
via https://network s.upou.edu.ph/ mcservices/	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues,	None	1 day	Deputy Director/ Information Systems Researcher II 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	Audio-Video Equipment Operator II CODTL-EMP
	1.4 Proceeds the shoot or production.	None	10 days	Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP
2. Approves the final copy of the multimedia	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	Information Systems Researcher II CODTL-EMP
material prior to uploading to the UPOU Networks site and signs consent form.	2.2. Requests to fill-out Evaluation form via <u>https://url.upou.e</u>	None	5 minutes	Administrative Assistant II CODTL-EMP
	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 (Education	nal Media P	roducti	on Unit)	
Classification:	Complex					
Type of	Government-to	o-Governr	ment (G2G)			
Transaction:						
Who may avail:	All Employees			_		
		EMENTS			ERE TO SECURE	
Online Request For	m				://networks.upou.ed mcservices/	
1 photocopy of app (by the Program Ch	•	oroductior	n proposal	Requ	esting unit	
1 original copy of co	onsent form signed	d by talent	/s.	Requ	esting unit	
1 original copy of po	ermission to use vi	deo/soun	d/	Requ	esting unit	
photograph materia						
1 photocopy of app			ue for	Requ	lesting unit	
shoot (if shoot will b				_		
1 original copy of po materials to the UP	ermit/approval to upload the produced Requesting unit OU Networks.				iesting 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.u	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 minu	tes	Deputy Director CODTL-EMP	
pou.edu.ph/mcser vices/	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues,	None	1 day	,	Deputy Director/ Information Systems Researcher II 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	None	1 day	Audio-Video
	ocular visit to the location shoot			Equipment Operator I/ Administrative Assistant VI CODTL-EMP
	1.4 Proceeds the shoot or production.	None	3 days	Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP
2. Approves the final copy of the multimedia material prior to uploading to the	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	Information Systems Researcher II CODTL-EMP
UPOU Networks site and signs consent form.	2.2. Requests to fill-out Evaluation form via <u>https://url.upou.</u> <u>edu.ph/EMPEv</u> <u>al</u>	None	5 minutes	Administrative Assistant II CODTL-EMP
	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 (E	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technica	Highly Technical			
Type of	Government-to-	Governme	ent (G2G)		
Transaction:					
Who may avail:	All Employees				
CHECK	LIST OF REQUIRE	MENTS		WHE	RE TO SECURE
Online Request For	m				/networks.upou.ed
				<u>u.ph/n</u>	ncservices/
1 photocopy of the a proposal (by the Pro			on	Reque	esting unit
1 original copy of si				Reque	esting unit
1 original copy of th					esting unit
author to upload vic				- 1	5
UPOU Networks we					
1 photocopy of the		hoot in a v	/enue	Reque	esting unit
outside of UP.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
1.At least two	1.1 Assigns	None	10 min	utes	Deputy Director
weeks before	CODTL-EMP				CODTL-EMP
the target	staff member to				
production	lead the				
schedule, fills	requested				
out the CODTL-	multimedia				
EMP Online	material				
Request Form	production.				
via	1.2 Conducts	None	1 da	av	Deputy Director/
https://networks	pre-production			5	Information
.upou.edu.ph/m	meeting with the				Systems
cservices/	requesting unit				
តោង សាតា	to discuss the				Researcher II
	production			CODTL-EMP	
120252	script,				
5492TA	production				
	requirements,				
	copyright issues,				
	expectations,				
	and other				
	aspects required				
	• •		•		·



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	Audio-Video Equipment Operator II/Administrative Assistant II CODTL-EMP
	1.4 Proceeds the shoot or production.	None	7 days	Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP
2. Approves the final copy of the multimedia material prior to uploading to the	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 day	Information Systems Researcher II CODTL-EMP
UPOU Networks site and signs consent form.	2.2. Requests to fill-out Evaluation form via <u>https://url.upou.e</u> <u>du.ph/EMPEval</u>	None	5 minutes	Administrative Assistant II CODTL-EMP
		Neza	10 dava and	
	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	CODTL-EMP (Educational Media Production Unit)				
Division:					
Classification:	Highly Technical	Highly Technical			
Type of		Government-to-Government (G2G)			
Transaction:					
Who may avail:	UP Community				
	REQUIREMENTS		WHERE TO SE	ECURE	
Online Req	uest Form	https://ne	tworks.upou.edu.	oh/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/mc	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Information Systems Researcher II CODTL-EMP	
services/.	1.2 Provides the requested service.	None	7 days	Information Systems Researcher II/ Deputy Director CODTL-EMP	
	1.3. Requests to fill-out Evaluation form via <u>https://url.upou.e</u> <u>du.ph/EMPEval</u>	None	5 minutes	Administrative Assistant II 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	Simple				
Type of	Government-to-Government (G2G)					
Transaction:						
Who may avail:	All Employees					
CHECKLIST OF RE						
Online Request Forr	n	https://ne	etworks.upou.edu.	ph/mcservices/		
1 digital copy of sour be edited	nd and video to	Requesti	ng 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.up ou.edu.ph/mcservi ces/	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Administrative Assistant VI CODTL-EMP		
	1.2 Provides the requested service.	None	2 days	Administrative Assistant VI CODTL-EMP		
	1.3 Request s to fill-out Evaluation form via <u>https://url.upou</u> .edu.ph/EMPE val	None	5 minutes	Administrative Assistant II 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	Government-to	Government-to-Government (G2G)			
Transaction:					
	Who may avail: All Employees				
CHECKLIST OF RE			WHERE TO SE		
Online Request Form	1		tworks.upou.edu.p	<u>ph/mcservices/</u>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1	None	5 minutes	Information	
	Coordinates			Systems	
	with the			Researcher II	
	requesting			CODTL-EMP	
•	party regarding the details of				
	the service.				
	1.2. Provides	None	14 days	Administrative	
	the requested			Assistant VI	
	service.			CODTL-EMP	
1 1 10 5 7 ↓					
	1.3. Request	None	5 minutes	Administrative	
	s to fill-out Evaluation form			Assistant II CODTL-EMP	
	via			CODIL-EIVIP	
	https://url.upou.				
	edu.ph/EMPEv				
	al				
	의해값에면				
	THE SEC.				
	8. C 1. AR				
					
	_				
	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 (E	CODTL-EMP (Educational Media Production Unit)			
Classification:	· · ·	Highly Technical			
Type of	Government-to-	Government-to-Government (G2G)			
Transaction:					
Who may avail:	All Employees				
CHECKLIST OF R					
Online Request For	rm		etworks.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.u pou.edu.ph/mcse	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Information Systems Researcher II CODTL-EMP	
rvices/	1.2 Provides the requested service.	None	7 days	Information Systems Researcher II/Deputy Director CODTL-EMP	
	1.3. Requests to fill-out Evaluation form via <u>https://url.upou.</u> edu.ph/EMPEva I	None	5 minutes	Administrative Assistant II 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 (Ed	CODTL-EMP (Educational Media Production Unit)		
Classification:	Highly Technical			,
Type of	Government-to-G	Government-to-Government (G2G)		
Transaction:				
Who may avail:	UPOU Faculty-in-	Charge		
CHECKLIST	OF REQUIREMEN	ITS	WHERE T	O SECURE
Online Request For	rm			.upou.edu.ph/mcs
			ervices/	
	tter request to deve		Dean's Office	
1 photocopy of OEI	R 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.u pou.edu.ph/mcse rvices/	 1.1 Convenes with the FIC and a multimedia specialist to prepare the production plan (i.e., script, storyboard, description, tags, etc.). 1.2.Conducts the pre-production meeting and actual 	None	3 hours 3 hours	Deputy-Director CODTL-EMP Deputy Director/Informa tion Systems Researcher II
	production. 1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress. 1.4 Facilitates the evaluation of the OER materials produced.	None	15 minutes 4 hours	CODTL-EMP Information Systems Researcher II CODTL-EMP Director/Informa tion Systems Researcher II 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	Information Systems Researcher II/ Administrative Aide IV 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	Information Systems Researcher II CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <u>https://url.</u> <u>upou.edu.</u> <u>ph/EMPEv</u> <u>al</u>	None	15 minutes	Administrative Assistant II 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:	CODTI -FMP (F	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Technica			,	
Type of	Government-to-		nt (G2G)		
Transaction:					
Who may avail:	All Employees				
CHECKLIST OF F			WHERE TO SE		
Online Request For			tworks.upou.edu.j	oh/mcservices/	
1 digital copy of the edited	e video to be	Employee	9		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the CODTL-EMP Online Request Form via https://networks.u pou.edu.ph/mcse	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Administrative Assistant VI/ Information Systems Researcher II CODTL-EMP	
rvices/	1.2 Provides the requested service.	None	14 days	Administrative Assistant VI/Information Systems Researcher II CODTL-EMP	
	1.3 Requests to fill-out Evaluation form via <u>https://url.upou.e</u> <u>du.ph/EMPEval</u>	None	5 minutes	Administrative Assistant II CODTL-EMP	
	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	CODTL-EMP (Educational Media Production Unit)			
Classification:	Highly Techn			,	
Type of	Government-	to-Governi	ment (G2G)		
Transaction:					
Who may avail:	All Employees	5			
CHECKL			WHERE TO S	ECURE	
REQUIRE					
Online Request Fo	rm		tworks.upou.edu.r	on/mcservices/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the CODTL-EMP Online Request Form via <u>https://networks.</u> <u>upou.edu.ph/mcs</u> <u>ervices/</u>	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Administrative Aide VI CODTL-EMP	
	1.2. Provides the requested service.	None	14 days	Administrative Assistant VI/Administrative Aide VI/Administrative Assistant I CODTL-EMP	
	1.4 Request s to fill-out Evaluation form via <u>https://url.upou.</u> <u>edu.ph/EMPEv</u> <u>al</u>	None	5 minutes	Administrative Assistant II 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 Pr	roduction Unit)		
Classification:	Complex			
Type of	Government-to-Government(G2G)			
Transaction:				
Who may avail:	All Employees			
CHECKL	IST OF REQUIREMENTS	WHERE TO SECURE		
Online Request For	m	https://networks.upou.edu.		
		ph/mcservices/		
1 softcopy of each r	multimedia material to be used	Requesting party		
during the web stream	<u>v</u>			
1 digital copy of em	ail approval from ICTDO for internet	ICTDO		
connection assistar	nce/services.			
1 original copy of consent form of talent/s/speaker/s.		Requesting party		
1 original copy of vi	deo release form for featured	Requesting party.		
speaker/s, performe	speaker/s, performer/s or talent/s			
	ГЕГО			

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	1.1 Coordinates with the requesting party regarding the details of the service.	None	10 minutes	Administrative Aide VI CODTL-EMP
https://networks.u pou.edu.ph/mcser vices/	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	Deputy Director/Administ rative Assistant I/Administrative Assistant VI CODTL-EMP



1.3. Conducts ocular visit of venue location/walk- though at least two weeks before the event None 1 day Administrative Assistant II CODTL-EMP 1.4 Checks the quality and licenses of the materials used. None 1 day Deputy Director/ Information Systems Researcher II CODTL-EMP 1.5 Sets-up, conducts technical testing None 7 hours Information Systems Researcher II, Audio-Video Equipment Operator 1.6 Does web streaming None 4 hours Deputy Director, Information Systems Researcher II, Audio-Video Equipment Operator 1.6 Does web streaming None 4 hours Deputy Director, Information Systems Researcher II, Audio-Video Equipment Operator 1.6 Does web streaming None 1 day, 4 hours Deputy Director, Information Systems Researcher II, Audio-Video Equipment Operator 1.7 Edits the video None 1 day, 4 hours Administrative Assistant V/ Administrative Assistant V/ Administrative Assistant V/ Administrative Assistant V/	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
quality and licenses of the materials used.Information Systems Researcher II CODTL-EMP1.5 Sets-up, conducts technical testingNone7 hoursInformation Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant II CODTL-EMP1.6 Does web streamingNone4 hoursDeputy Director, Information Systems Researcher II, Administrative Assistant II CODTL-EMP1.6 Does web streamingNone4 hoursDeputy Director, Information Systems Researcher II, Audio-Video Equipment Operator1.7 Edits the videoNone1 day, 4 hoursAdministrative Assistant II CODTL-EMP1.7 Edits the videoNone1 day, 4 hoursAdministrative Assistant VI/Administrative Assistant VI/Administrative Assistant		ocular visit of venue location/walk- though at least two weeks	None	1 day	Assistant II
conducts technical testingSystems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP1.6 Does web streamingNone4 hoursDeputy Director, Information Systems Researcher II, Audio-Video Equipment Operator Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant II CODTL-EMP1.7 Edits the videoNone1 day, 4 hoursAdministrative Assistant VI/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP1.7 Edits the videoNone1 day, 4 hoursAdministrative Assistant VI/Administrative Assistant VI/Administrative Assistant		quality and licenses of the	None	1 day	Information Systems Researcher II
streaming streaming Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP 1.7 Edits the video None 1 day, 4 hours Administrative Assistant VI/Administrative Assistant VI/Administrative Assistant VI/Administrative Assistant		conducts technical testing			Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP
video Assistant VI/Administrative Aide VI/Administrative			None	4 hours	Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II
			None	1 day, 4 hours	Administrative Assistant VI/Administrative Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CODTL-EMP
	1.8 Requests to fill-out Evaluatio n form via <u>https://url. upou.edu.</u> <u>ph/EMPE</u> <u>val</u>	None	5 minutes	Administrative Assistant II CODTL-EMP
	TOTAL	None	5 days, 7 hours, and 15 minutes	





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	G2C – Governme	ent to Citiz	en		
Transaction:					
Who may avail:	All qualified citize				
	T OF REQUIREM				E TO SECURE
 1 original/digital conductive addressed to the 0 	ppy of application le Chief AO, HRDO	etter		Applicant	
Personal Data She sheet (attachment	ppy of fully accomp eet (PDS) and work to CS Form 212) v ture (CS Form No.	k experier with recen	ıt		
 1 photocopy/digita the last rating peri 	I copy of Performa od (if applicable);	nce rating	g in	Applicant	
	I copy of certificate	e of		Applicant	
	I copy of Transcrip	t of Reco	rds.	Applicant	
	ital copy of Signed			HRDO or download http://hrdo	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		CESSING 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 min	utes	Administrative Aide 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	None	1 day	,	Chief AO 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	Administrative Aide/Chief AO HRDO
	1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
	1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)
	1.7. Prepares endorsement to University Human Resource Merit Promotion and Selection Board (UHRMPSB)	None	1 day	<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	Secretary University Human Resource Merit Promotion and Selection Board (UHRMPSB)
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University Human Resource Merit Promotion and



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	Chief AO 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	G2C – Government to Citizen			
Transaction:				
Who may avail:	All qualified citizen			
CHECKLIS	T OF REQUIREMENTS	WHERE TO SECURE		
• 1 original/digital co to the Chief AO, H	ppy of application letter addressed IRDO	Applicant		
Data Sheet (PDS) (attachment to CS sized picture (CS	opy of fully accomplished Personal and work experience sheet Form 212) with recent passport- Form No. 212, Revised 2017)	HRDO or can be downloaded at www.csc.gov.ph or at http://hrdo.upou.edu.ph		
 1 photocopy/digita last rating period (I copy of Performance rating in the if applicable);	Applicant		
	 1 photocopy/digital copy of certificate of eligibility/rating/license, if any 			
 1 photocopy/digita 	Applicant			
1 original/digital co for Applicant	opy of Signed Data Privacy Notice	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	Administrative Aide HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	Administrative Aide HRDO
	1.3. Provides scores to the applicant's qualification based on approved criteria and	None	1 day	Chief AO 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	Administrative Aide/Chief AO HRDO
	1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
	1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit REPS Personnel and Fellowship Committee (uRPFC)
	1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 day	<i>Chair</i> Unit REPS Personnel and Fellowship Committee (uRPFC)
	1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 day	Secretary University REPS Personnel and Fellowship Committee (URPFC)
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University REPS Personnel and Fellowship Committee (URPFC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.10. Renders	None	1 day	Chancellor
	decision			OC
	1.11. Notifies all	None	1 day	Chief AO
	applicant on the			HRDO
	decision of the			
	Chancellor			
	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 Technica	l		
Type of	G2C – Governm	ent to Citi	izen	
Transaction:				
Who may avail:	All qualified citiz	en		
CHECKLIST OF RE			WHERE TO S	ECURE
 1 original/digital co application letter a Dean of the Facult 	ddress to the ty of Study	Applicant		
 1 original/digital copy of curriculum vitae with recent passport-sized picture and at least three character references 		Applicant		
1 photocopy/digita Transcript of Reco	ords.	Applican		
 1 photocopy/digita sample publication 	าร	Applican		
 1 original/digital co Data Privacy Notic 		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	Administrative Aide HRDO
	1.2. Evaluates application	None	2 days	Unit Academic Personnel Committee (uAPB) Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 day	Chair Unit Academic Personnel Committee Faculty of Study
	1.4 Prepares agenda and	None	1 day	Secretary



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	Chair and Members University Academic Personnel Committee (UAPB)
	1.5. Renders decision	None	1 day	Chancellor OC
	1.6. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
	TOTAL:	None	7 days and 5 minutes	



4. Certificate of Employment Request

Certificate of Employment request for former employees of the University.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of	G2C – Governmen	t to Citize	n	
Transaction:				
Who may avail:	All former employe	es of UPO	JU	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	ECURE
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via	1.1. Approves the request	None	5 minutes	Chief AO HRDO
email to hrdo@upou.ed u.ph	1.2. Generates and signs the Certificate of Employment	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	



5. Certificate Request of Performance Rating

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

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of	G2C – Governme	nt to Citiz	en	
Transaction:				
Who may avail:	All former employ	ees of UF	POU	
CHECKLIST OF RE			WHERE TO SE	ECURE
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to	1.1 Approves the request	None	5 minutes	Chief AO HRDO
hrdo@upou.edu. ph	1.2 Generates and signs the Certificate	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	Simple			
Type of	G2C – Governm	ent to Citiz	zen		
Transaction:					
Who may avail:	All current and for	ormer emp	oloyees		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	ECURE	
None					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits request via email to	1.1. Approves the request	None	5 minutes	Chief AO HRDO	
hrdo@upou.edu.p h	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	Human Resources Development Office (HRDO)				
Division:					
Classification:	Complex		1		
Type of	G2G – Governmen	t to Goveri	nment		
Transaction:					
Who may avail:	All Deans				
	REQUIREMENTS	Deeresti	WHERE TO SE	CURE	
 1 original copy members from requested 		Respectiv	e Onit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAIDPROCESSING PROCESSING TIMEPERSONS			
1. Submits letter request to the	1.1 Issues HR clearance	None	1 day	Chief AO HRDO	
Chancellor through channels	1.2 Recommends approval	None	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs	
	1.3Consolidates 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	G2G – Government	to Governm	ent		
Transaction:					
Who may avail:	All Administrative Of	ficers			
CHECKLIST OF	REQUIREMENTS		WHERE TO SI	ECURE	
 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 1 original copy of curriculum vitae 		Respective Unit Prospective Lecturer			
(for new lecture) CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG 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	<i>Chancellor</i> Office of the Chancellor	
	1.6 Releases the original copy of appointment to the unit	None	1 day	<i>Administrative Aide</i> 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	G2G – Government	to Governm	ent		
Transaction:					
	All Employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE		
 1 original copy of training form 	of request to attend		an be downloa upou.edu.ph	ided at	
 1 photocopy of i 	invitation letter	Employee			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG 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	Chancello	



4. Authority to Fill/Hire Request – Administrative Position

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

Office or Division:	Human Resource	s Develor	oment Offic	e (HRI	DO)
Classification:	Complex			- (- /
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All UPOU Adminis		fficers		
	IST OF REQUIREN				RE TO SECURE
 1 digital copy of or personnel chart 	ganizational, functi	ional and		Resp	ective Unit
	gns and degree of uties and responsit ution			Resp	ective Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES TIME		PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.p	1.5 Evaluates the request and recommends approval	None	1 da <u>y</u>	y	<i>Unit Head</i> Respective Unit
h), under the Authority to fill (regular position)/ hire (contractual position) tab, fills in	1.6 Evaluates the request and recommends approval	None	1 da <u>y</u>	y	Chief AO HRDO
the required information, attaches the required documents and submits the	1.7 Evaluates the request and recommends approval	None	1 da <u>y</u>	ý	Chief AO Budget Office
request	1.8 Evaluates the request and recommends approval	None	1 da <u>y</u>	y	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration
	1.9 Evaluates the request and recommends approval	None	1 da <u>y</u>	y	<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	Vice President for Administration Office of the Vice Chancellor for Administration
	1.11 Renders decision on	None	1 day	President Office of the
	the request			President
	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	G2G – Government to Government				
Transaction:	····				
Who may avail:	All UPOU Adminis		fficers		
	ST OF REQUIREM				RE TO SECURE
 1 digital copy of orget personnel chart 	raight objy of organizational, functional and				
 1 digital copy of sigmechanism and dupercentage distribution 	ities and responsib	•		Respe	ctive Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE TIN		PERSON RESPONSIBLE
1. Logs in to his/her University Information System (UIS) account	1.1 Evaluates the request and recommends approval	None	1 day		<i>Unit Head</i> Respective Unit
(<u>https://uis.up.ed</u> <u>u.ph</u>), under the Authority to fill (regular position)/hire	1.2 Evaluates the request and recommends approval	None	1 d	ay	Chief AO HRDO
(contractual position) tab, fills in the required information, attaches the	1.3 Evaluates the request and recommends approval	None	1 day		Chief AO Budget Office
required documents and submits the request	1.4 Evaluates the request and recommends approval	None	1 d		
	1.5 Evaluates the request and recommends approval	None	1 d	ay	Chancellor 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	Vice President for Academic Affairs Office of the Vice President for Academic Affairs
	1.7 Renders decision on	None	1 day	President Office of the
	the request TOTAL:	None	7 days	President



6. Certificate of Employment Request

Certificate of Employment request for current employees of the University.

Office or Divisions		- Develor				
Office or Division:	Human Resources Development Office (HRDO)					
Classification:		Simple				
Type of	G2C – Governme	nt to Gov	ernment			
Transaction:						
Who may avail:	All former employ	ees of UF	POU			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	ECURE		
None		Not app	licable			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID FEES PROCESSING TIME RESPONSI				
1. Logs in to his/her	1.1. Approves the request	None	5 minutes	Chief AO HRDO		
University Information System (UIS) account (<u>https://uis.up.ed</u> <u>u.ph</u>) and submits request for service record	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	Human Resources	Developme	nt Offic	e (HRDO)		
Division:	-					
Classification:	Complex					
Type of	G2G – Governmen	it to Governr	nent			
Transaction:						
Who may avail:	All UPOU Administ		rs			
	LIST OF REQUIRE	MENIS			E TO SECURE	
<u> </u>	/ of letter request			Respectiv		
.	/ of organizational, f	unctional and	d	Respectiv	e Unit	
personnel cha		•				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		CESSING FIME	PERSON RESPONSIBLE	
1. Logs in to his/her University Information	1.1 Evaluates the request and recommends approval	None		day	<i>Unit Head</i> Respective Unit	
System (UIS) account (<u>https://uis.u</u>	1.2 Evaluates the request and recommends approval	None	1	day	Chief AO HRDO	
<u>p.edu.ph</u>), under the Authority to hire	1.3Evaluates the request and recommends approval	None		day	Chief AO Budget Office	
(contract of service) tab, fills in the required information, attaches the required documents and submits the request	1.4 Evaluates the request and recommends approval	None		l day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance Administration (for Admin)/ Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs (for REPS)	
	1.5 Evaluates the request and	None	1	day	Chancellor	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	recommends			Office of the
	approval			Chancellor
	1.6 Evaluates the	None	1 day	Vice President
	request and			for
	recommends			Administration
	approval			Office of the
				Vice President
				for
				Administration
	1.7 Renders	None	1 day	President
	decision on			Office of the
	the request			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 R			WHERE TO SE	ECURE	
None		Not app	licable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Applies loan to any GWAP kiosk/ GSIS Touch and informs HRDO 	1.1 Prints the pending loan/s at http://cert.gsi s.gov.ph	None	2 minutes	Administrative Aide/Chief AO HRDO	
of the loan application	1.2 Issues certification that employee can avail of the loan/s applied for	None	5 minutes	Administrative Aide/Chief Accountant Accounting Office	
	1.3 Renders decision on the loan application 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	Administrative Aide/Chief AO HRDO	
	TOTAL:	None	14 minutes		



9. Issuance of CS Appointment – Administrative Staff

Issuance of CS appointment to administrative staff

Office or	Human Resources Development Office (HRDO)				
Division:					
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:		ers			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE		
 1 original copy 	of Basic Paper (blue)		or can be downloa do.upou.edu.ph	ded at	
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	Administrative Aide/Chief AO HRDO	
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office	
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration	
	1.4 Approves and signs basic paper and appointment	None	1 day	Chancellor Office of the Chancellor	
	1.5 Facilitates the signing of acknowledgement portion of the appointment	None	1 day	Administrative Aide HRDO	
	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	Chief AO HRDO	



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	Human Resources Development Office (HRDO)				
Division:					
Classification:	Complex				
Type of	G2G – Government to	o Governr	nent		
Transaction:					
Who may avail:	All Administrative Offi	cers			
	F REQUIREMENTS		WHERE TO SE		
 1 original copy (green) 	of Basic Paper		or can be downloa do.upou.edu.ph	ded at	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits basic paper to	1.1 Reviews basic paper and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO	
HRDO	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office	
	1.3Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) 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 Resource	<u>s Develop</u>	oment Office (HRI	00)	
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All Administrative	Officers			
CHECKLIST OF RE		_	WHERE TO SE	ECURE	
 1 original copy of I 	etter request	Respect	ive 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	Administrative Aide/Chief AO HRDO	
	1.2Reviews letter request and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office	
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancello 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	<i>Chancellor</i> Office of the Chancellor	
	1.5 Prepares and reviews appointment	None	1 day	Administrative Aide/Chief AO HRDO	



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



12. Leave of Absence Application

Application of employees for leave of absence.

Office or	Human Resources Development Office (HRDO)				
Division:	Circula				
Classification:	Simple	0			
Type of	G2G – Government to	Governr	nent		
Transaction:					
Who may avail:	F REQUIREMENTS				
			WHERE TO SE or can be downloa		
• • •	and 1 photocopy of			ueu ai	
application for		Employe	do.upou.edu.ph		
1 original copy Contificate (for	more than five days	спрюуе			
	or REPS and Admin				
	in two days of sick				
leave for faculty members)					
	FFFS				
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 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	Immediate Supervisor/ Administrative Officer Respective Unit	
	1.2Certifies the number of leave credits	None	5 minutes	Administrative Aide/Chief AO HRDO	
	1.3Renders action to the application	None	5 minutes	Chancellor (for VCs and Deans) Office of the Chancellor/Vice Chancellor for Finance and Administration for other employees Office of the Vice Chancellor for Finance and Administration	
	TOTAL:	None	15 minutes		



13. Privilege to Study at Reduced Fee Application

Application for study privilege of employees to any constituent university

Image: state stat			<u> </u>		ISIty
Classification: Simple Type of Transaction: G2G – Government to Government Who may avail: All Employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 original copy of privilege to study at reduced fee application original copy of true copy of grades (for succeeding application) HRDO or can be downloaded at http://hrdo.upou.edu.ph CLIENT STEPS AGENCY endorsed application to HRDO AGENCY ACTION FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBLE 1. Submits duly endorsed application to HRDO 1.1 Evaluates the number of units that can be enrolled None 1 day Vice Chancellor for Academic Affairs (REPS and Faculty).Office of the Vice Chancellor for <i>Finance and</i> Administration (for Administration (for Finance and Administration (for Finance and Administration 1.3 Renders decision None 1 day Chancellor Office of the Vice Chancellor					
Type of Transaction: G2G – Government to Government Who may avail: All Employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1 original copy of privilege to study at reduced fee application HRDO or can be downloaded at http://hrdo.upou.edu.ph 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 Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Aftairs.Vice Chancellor for Finance and Administration for Academic 1.3 Renders decision None 1 day Chancellor of finance and Administration		Olarada			
Transaction: Who may avail: All Employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE • 1 original copy of privilege to study at reduced fee application HRDO or can be downloaded at http://hrdo.upou.edu.ph • 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 Academic Affairs.Vice Chancellor for Finance and Administration 1.3 Renders decision None 1 day Chancellor Finance and Administration					
Who may avail: All Employees CHECKLIST OF REQUIREMENTS WHERE TO SECURE • 1 original copy of privilege to study at reduced fee application HRDO or can be downloaded at http://hrdo.upou.edu.ph • 1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application) FEES TO ACTION PROCESSING BE PAID PERSON RESPONSIBLE 1. Submits duly endorsed application to HRDO 1.1 Evaluates 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 Administration (for Administration (for Administration 1.3 Renders decision None 1 day Chancellor for Finance and Administration		G2G – Governmen	it to Governr	nent	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE • 1 original copy of privilege to study at reduced fee application HRDO or can be downloaded at http://hrdo.upou.edu.ph • 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 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 Finance and Administrative Staff) None 1 day Vice Chancellor for Finance and Administrative Staff) 1.3 Renders decision None 1 day Chancellor for Academic Affairstrative Staff)					
 1 original copy of privilege to study at reduced fee application 1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application) CLIENT STEPS A GENCY ACTION 1.1 Evaluates the request and certifies the number of units that can be enrolled 1.2 Recommends approval None 1 day Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administrative Staft) Office of the Vice Chancellor for Finance and Administrative 1.3 Renders decision None 1 day Chief AO HRDO Agencer Chief AO HRDO Agencer A					
study at reduced fee application http://hrdo.upou.edu.ph • 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 ocertifies 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 Academic Affairs/Vice Chancellor for Finance and Administrative Staff) 1.3 Renders decision None 1 day Chancellor for Finance and Administration					
(for initial application) or 1 original copy of true copy of grades (for succeeding application)AGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Submits duly endorsed application to HRDO1.1 Evaluates the request and certifies the number of units that can be enrolledNone1 dayChief AO HRDO1.2.Recommends approval1.2.Recommends approvalNone1 dayVice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration1.3.Renders decisionNone1 dayChief Of the Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Finance and Administration	• • •		http://hrdo.		d at
CLIENT STEPSACTIONBE PAIDTIMERESPONSIBLE1. Submits duly endorsed application to HRDO1.1 Evaluates the request and certifies the number of units that can be enrolledNone1 dayChief AO HRDO1.2 Recommends approvalNone1 dayVice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration1.3 Renders decisionNone1 dayChief AO HRDO1.3 Renders decisionNone1 dayChief AO HRDO1.3 Renders decisionNone1 dayChancellor Chancellor	(for initial appl original copy o grades (for su	ication) or 1 of true copy of			
endorsed application to HRDOrequest and certifies the number of units that can be enrolledHRDO1.2 Recommends approvalNone1 dayVice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Affairs/Vice Chancellor for Administration (for Administration (for Administration for Finance and Administration1.3 Renders decisionNone1 day	CLIENT STEPS				
approval Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Administrative Staff) 1.3 Renders decision None 1 day Chancellor Finance and Administration	endorsed application	request and certifies the number of units that can	None	1 day	
decision Office of the Chancellor			None	1 day	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
			None	1 day	Office of the
		TOTAL:	None	3days	



14. Service Record Request

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

Office or Division:	Human Resourc	Human Resources Development Office			
Classification:		Simple			
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All current and for	ormer emp	oloyees		
CHECKLIST OF RE	QUIREMENTS	•	WHERE TO SE	ECURE	
None		Not appli	cable		
CLIENT STEPS	AGENCY ACTION	FEES PROCESSING PERSON TO BE TIME RESPONSIE			
1. Logs in to his/her University	a. Approves the request	None	5 minutes	Chief AO HRDO	
Information System (UIS) account (<u>https://uis.up.edu</u> . <u>ph</u>) and files request for service record	b. Generates, signs and releases the Service Record	none	5 minutes	Chief AO, HRDO	
	TOTAL:	None	10 minutes		



15. Study Privilege of Non-Earning 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	G2G – Government	to Goverr	nment	
Transaction:				
Who may avail:	All Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE
• • • •	of study privilege of pendent application		r can be downloa do.upou.edu.ph	ded at
(for initial applic	admission notice ation) or 1 original by of grades (for blication)	Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIB		
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	G2G – Government	to Goverr	nment			
Transaction:						
Who may avail:	All Employees					
CHECKL	IST OF REQUIREME	NTS		WHER	E TO SECURE	
	of letter request duly e Ind Unit APC/RPFC/H		by	Employee	9	
 1 photocopy of application) 	admission notice (for	initial		Employee	9	
4 original copies	s study leave contract	:		HRDO or download http://hrdo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING		PERSON RESPONSIBLE	
 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		l day	Chief AO HRDO	
	1.2 Renders action on the request	None		I 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		l day	Chief ÁO 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</i> Office of the Chancellor
2. Submits study leave contract and the	2.1 Evaluates and signs the contract	None	1 day	Chief AO HRDO
required attachments	2.2 Signs the contract as witness	None	1 day	Vice Chancellor for Academic Affairs (for Faculty and REPS)/Vice Chancellor for Finance and Administration (for Administrative Staff)
	2.3Signs the contract	None	1 day	<i>Chancellor</i> Office of the Chancellor
	2.4 Releases the contract for notarization of the employee	None	1 day	Administrative Aide HRDO
	TOTAL:	None	8 days	



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

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

Office or Division:	Human Resources Development Office				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All current employ	/ees			
CHECKLIST OF RE			WHERE TO S	ECURE	
Three signed and prin to-back printing) of ge		Employe	96		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID G TIME RESPONSIBL			
1. Logs in to his/her	1.1 Reviews and signs SALN	None	5 minutes	Chief AO HRDO	
University Information System (UIS) account (<u>https://uis.up.ed</u> <u>u.ph</u>), updates the SALN details, submits in the UIS, prints and signs the SALN (spouse	1.2 Consolidates and prepares the summary of filers, required attachments for submission to Office of the Ombudsman	None	1 day	Chief AO HRDO	
will also sign)	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		nt to Cov	ornmont		
Transaction:	G2G – Government to Government				
Who may avail:	All Employees				
CHECKLIST OF RE			WHERE TO SE	CURE	
4 original copie			r can be downloa		
form			do.upou.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits clearance application to HRDO thru <u>https://url.upou.edu.</u> 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 1.3 Issues	None	5 minutes 5 minutes	Chief AO HRDO Chief AO	
	1.3 issues certificate of clearance	inone		HRDO	
	TOTAL:	None	15 minutes		

University of the Philippines OPEN UNIVERSITY

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	Accounting Office				
Division:	U U				
Classification:	Highly Technical				
Type of	G2C – Government to Government				
Transaction:	G2B – Government to Business				
Who may avail:	All Project Grantors				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
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	G2C – Government to Citizen				
Transaction:	G2B – Government	to Busine	SS		
Who may avail:	All suppliers				
CHECKL	ST OF REQUIREME	NTS		WHERE	TO SECURE
1 original copy of B Delivery Receipt	illing Statement/Sale	s Invoice a	and	Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID			PERSON RESPONSIBLE
 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, 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			Administrative Aide/Assistant Respective Unit Administrative Aide/Assistant Respective Unit
	1.3 Verifies/ Checks and signs Box A	None	5	minutes	Administrative Officer/Unit Head Respective Unit



1.4 Verifies and Issues Budget None 5 minutes Administrative Addic/Neif AO, Budget Office 1.5 Pre-audits the document None 30 minutes Administrative Administrative Aide 1.4.Records the transaction to books of accounts None 5 minutes Administrative Aide 1.4.Records the transaction to books of accounts None 5 minutes Administrative Aide 1.5.Reviews, signs and certifies the availability of funds None 5 minutes Chief Accountant Accounting 1.6 Approves the payment None 5 minutes Vice Chancellor for Finance and Administration/ OVCFA 1.7 Prepares the ecredit payment advice, bank files and corresponding reports None 5 minutes Administrative Aide/Cash Office 1.8a.Reviews and files and corresponding reports None 5 minutes Chief AO, Cash Office 1.8e.Reviews and files and corresponding reports None 5 minutes Chief AO, Cash Office 1.9 Signs and bank advice (VCFA) and None 2 minutes Vice Chancellor for Finance and Administration,	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
document Aide 1.4.Records the transaction to books of accounts None 5 minutes Administrative Aide 1.5.Reviews, signs and certifies the availability of funds None 5 minutes Accounting Office 1.6 Approves the payment None 5 minutes Vice Chancellor for Finance and Administrative Accounting 1.6 Approves the payment None 5 minutes Vice Chancellor for Finance and Administration/ OVCFA 1.7 Prepares the ecredit payment None 5 minutes Vice Chancellor for Chancellor OC 1.7 Prepares the ecredit payment None 5 minutes Administrative Aide/Cash 1.8a.Reviews and signs ecredit advice, bank files and corresponding reports None 5 minutes Chief AO, Cash Office 1.8a.Reviews and signs ecredit advice, bank file to LBP None 5 minutes Chief AO, Cash Office 1.9 Signs and buploads bank file to LBP None 2 minutes Vice Chancellor for Finance and		Issues Budget	None	5 minutes	Aide/Chief AO,
transaction to books of accountsAide Accounting Office1.5.Reviews, signs and certifies the availability of fundsNone5 minutesChief Accountant Accounting Office1.6 Approves the paymentNone5 minutesVice Chancellor for Finance and Administration/ OVCFA1.7 Prepares the ecredit paymentNone5 minutesVice Chancellor for Chancellor OC1.7 Prepares the ecredit paymentNone5 minutesAdministrative Aide/ Cash Office1.8.Reviews and signs ecredit advice, bank files and corresponding reportsNone5 minutesChief AO, Cash Office1.8a.Reviews and signs ecredit advice, bank files and corresponding reportsNone5 minutesChief AO, Cash Office1.8a.Reviews and signs ecredit advice, bank file to LBP WeAccess SystemNone2 minutesVice Chancellor for Finance and1.9 Signs and bank adviceNone2 minutesVice Chancellor for Finance and			None	30 minutes	<i>Aide</i> Accounting
signs and certifies the availability of fundsNone5 minutesAccountant Accounting Office1.6 Approves the paymentNone5 minutesVice Chancellor for Finance and Administration/ OVCFA1.6 Approves the paymentNone5 minutesVice Chancellor for Finance and Administration/ OVCFA1.7 Prepares the ecredit advice, bank files and corresponding reportsNone5 minutesAdministrative Aide/ Cash Office1.8a.Reviews and signs ecredit advice, bank files and corresponding reportsNone5 minutesChief AO, Cash Office1.8a.Reviews and signs ecredit advice, bank file and corresponding reportsNone5 minutesChief AO, Cash Office1.8a.Reviews and signs ecredit advice, bank file to LBP WeAccess SystemNone2 minutesVice Chancellor for Finance and1.9 Signs and bank adviceNone2 minutesVice Chancellor for Finance and		transaction to books of	None	5 minutes	<i>Aide</i> Accounting
paymentfor Finance and Administration/ OVCFA Chancellor OC1.7 Prepares the ecredit payment advice, bank files and corresponding reportsNone5 minutesAdministrative Aide/Cash Office1.8a.Reviews and signs ecredit advice, bank files and 		signs and certifies the availability of	None	5 minutes	Accountant Accounting
ecredit payment advice, bank files and 			None	5 minutes	for Finance and Administration/ OVCFA Chancellor OC
1.8a.Reviews and signs ecredit advice, bank files and corresponding reportsNone5 minutesChief AO, Cash Officeb. Uploads bank file to LBP WeAccess Systemb. Uploads bank file to LBP WeAccess System1.9 Signs and 		ecredit payment advice, bank files and corresponding	None	5 minutes	Aide/ Cash
bank advice for Finance and		 1.8a.Reviews and signs ecredit advice, bank files and corresponding reports b. Uploads bank file to LBP WeAccess 	None	5 minutes	
approvesOVCFA/(VCFA/ChancellorChancellor		1.9 Signs and bank advice (VCFA) and approves	None	2 minutes	Administration, OVCFA/



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
) the uploaded			OC
	transaction in the LBP WeAccess			
	System			
2. Issues	2.1 Releases	None	2 minutes	Administrative
official receipt	check and			Aide
(OR) and signs	Certificate of			Cash Office
warrant registry	Withholding Taxes			
	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	Accounting Office and Cash Office					
Division: Classification:	Cimento					
	Simple G2C – Government to Citizen					
Type of Transaction:						
Who may avail:	G2B – Government to Business					
	I: All suppliers CKLIST OF REQUIREMENTS WHERE TO SECURE					
	Billing Statement/Sale		and	Supplier	L TO SECORE	
Delivery Receipt	shing Statement/Sale		anu	Suppliel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE	
3. Submits billing statement/ sales invoice, and delivery receipts to concerned	3.9 Receives billing statement/ sale invoice, and delivery receipts,	None		ninutes	Administrative Aide/Assistant Respective Unit	
unit/office for preparation of Disbursement Voucher (DV).	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		Administrative Aide/Assistant Respective Unit	
	3.11 Verifies/ Checks and signs Box A	None	5 n	ninutes	Administrative Officer/Unit Head Respective Uni	
	3.12 Verifies and Issues	None	5 n	ninutes	Administrative Aide/Chief AO, Budget Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Budget Clearance			
	3.13 Pre-audits the document	None	30 minutes	Administrative Aide Accounting Office
	1.4.Records the transaction to books of accounts	None	5 minutes	Administrative Aide Accounting Office
	1.5.Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief</i> <i>Accountant</i> Accounting Office
	1.6 Approves the payment	None	5 minutes	Vice Chancellor for Finance and Administration/ OVCFA Chancellor OC
	1.7 Prepares the ecredit payment advice, bank files and corresponding reports	None	5 minutes	<i>Administrative Aide/</i> Cash 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	Vice Chancellor for Finance and Administration, OVCFA/ Chancellor OC
	1.10 Photocopies the signed document and transmits bank	None	5 minutes	<i>Administrative</i> <i>Aide/</i> Cash 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</i> <i>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		Accounting Office and Cash Office				
Division:						
Classification:	Simple					
Type of	G2C – Governmen					
Transaction:	G2B – Governmen	t to Busines	S			
Who may avail:						
					RE TO SECURE	
1 original copy o Delivery Receipt	f Billing Statement/ S	ales Invoice	and	Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		ESSING ME	PERSON RESPONSIBLE	
1. Submits	1.1 Receives billing	None	5 m	inutes	Administrative	
billing	statement/ sale				Aide/Assistant	
statement/	invoice, and				Respective Unit	
sales	delivery					
invoice,	receipts,					
and	1.2 Prepares DV (3	None	10 m	ninutes	Administrative	
delivery	copies), ORS/				Aide/Assistant	
receipts to	BURS and				Respective Unit	
concerned	other					
unit/office	attachment/s					
for	using the					
preparation	University					
of Diaburgar	Information					
Disbursem ent	System (UIS) and Finance					
Voucher	and Finance					
(DV).	Administrative					
(0).	Information					
	System (FAIS)					
	including					
	scanning of all					
	documents					
	1.3 Verifies/	None	5 m	inutes	Administrative	
	Checks and				Officer/Unit Head	
	signs Box A				Respective Unit	
	1.4Verifies and	None	5 m	inutes	Administrative	
	Issues Budget				Aide/Chief AO,	
	Clearance				Budget Office	
	1.5Pre-audits the	None	30 m	ninutes	Administrative	
	document				Aide	
					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	Administrative Aide Accounting Office
	1.5.Reviews, signs and certifies the availability of funds	None	5 minutes	Chief Accountant Accounting Office
	1.6 Approves the payment	None	5 minutes	Vice Chancellor for Finance and Administration/ OVCFA Chancellor OC
	1.7 Prepares the check and corresponding reports	None	10 minutes	Administrative Aide/Cash Office
	1.8 Reviews and signs check and corresponding reports	None	10 minutes	Chief AO, Cash Office and Vice Chancellor for Finance and Administration/ OVCFA Chancellor 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	Vice Chancellor for Finance and Administration/ 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





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					
	KLIST OF REQUIRE	LIST OF REQUIREMENTS WHERE TO SECURE				
1 original copy o	of daily time record/ce	rtificate of se	ervice Employee	•		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
 Submit daily time record/ 	1.1 Consolidates the DTR/COS submission	None	10 minutes	Administrative Aide HRDO		
certificate of service to HRDO	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 minutes	Administrative Aide/Chief AO HRDO		
	1.3Prepares payroll	None	1 day	Administrative Aide Accounting Office		
	1.4Verifies and signs payroll	None	1 hour	Chief Accountant Accounting Office/Vice Chancellor for Finance and Administration OVCFA		
	1.5 Prepares and signs weekly advice	None	20 minutes	Administrative Aide/Chief Accountant Accounting Office		
	1.5 Prepares payroll advice	None	2 minutes	Administrative Aide/Cash 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	None	2 minutes	Vice Chancellor
	advice (VCFA) and approves (VCFA/Chancel lor) the uploaded transaction in the LBP WeAccess System			for Finance and Administration, OVCFA/ Chancellor OC
	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	HRDO, Accounting	HRDO, Accounting Office and Cash Office			
Division: Classification	Simple				
:					
Type of Transaction:	Government to Gove	ernment (G2	G)		
Who may avail:	All Employees				
		MENTS		WHER	E TO SECURE
	f daily time record/ce		ervice	Employe	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		ESSING ME	PERSON RESPONSIBLE
1.Submit daily time record/ certificate of	1.1 Consolidates the DTR/COS submission	None	10 m	ninutes	Administrative Aide HRDO
service to HRDO	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 m	ninutes	Administrative Aide/Chief AO HRDO
	1.3Prepares payroll	None	1	day	<i>Administrative</i> <i>Aide</i> Accounting Office
	1.4Verifies and signs payroll	None	11	nour	Chief Accountant Accounting Office/Vice Chancellor for Finance and Administration OVCFA
	1.5 Prepares and signs weekly advice	None	20 m	ninutes	Administrative Aide/Chief Accountant Accounting Office
	1.5 Prepares the payroll advice	None	2 mi	inutes	<i>Administrative</i> <i>Aide/</i> Cash 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,</i> Cash Office
	1.7 Signs the bank advice (VCFA/ Chancellor)	None	2 minutes	Vice Chancellor for Finance and Administration, OVCFA/ Chancellor OC
	1.7 Photocopies (3 copies) bank advice and sends to bank for crediting	None	10 minutes	<i>Administrative</i> <i>Aide/</i> Cash Office
	TOTAL:	None	1 day, 1 hour, 56 minutes	

University of the Philippines OPEN UNIVERSITY

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	Cash Office					
Division:						
Classification:	Simple					
Type of	G2C – Governmer	nt to Citizen				
Transaction:						
Who may avail:	All Citizen					
CHECKLIST OF	REQUIREMENTS	REQUIREMENTS WHERE TO SECURE				
Copy of Form 5		Student				
Copy of Proof of I		Student/Su	oplier			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request for issuance of eOfficial Receipt (eOR) thru	1.1 Validates the submitted request and attachments	None	5 minutes	Administrative Aide VI Cash Office		
<u>https://url.up</u> <u>ou.edu.ph/e</u> <u>OR</u>	1.2 Issues eOR	None	1 minute	Administrative Aide VI Cash Office		
	1.3 Scams 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	<i>Administrative Aide VI</i> 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	G2C – Governme	ent to Citizen		
Transaction:				
Who may avail:	All citizens			
CHECK	LIST OF WHERE TO SECURE			
REQUIR	EMENTS			
Digital copy of eR			ou.edu.ph/venue	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form <u>https://url.upou.</u> <u>edu.ph/venueex</u> <u>ternal</u>	 1.1 Reviews the request and checks availability of the facilty 1.2 Provides guidelines 	None	5 minutes 5 minutes	Administrative Assistant II CDMO Administrative Assistant II
	to the user and confirms the reservation 1.3 Provides billing	*See rates	10 minutes	CDMO Administrative Assistant II
	statement	below	E suite data	CDMO
	1.4 Receives payment and issues official receipt	None	5 minutes	Administrative Aide VI Cash Office
TOTAL:		*See rates below	25 minutes	



RENTAL RATES

FACILITIES/ SPACE	RATES	ΜΑΧ ΡΑΧ
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 for succeeding hours.	P50/hour/personnel	



2. Academic Residences (AR) Rental

Submission of request to occupy the Academic Residences (AR)

Office or	Campus Development and Maintenance Office (CDMO)				
Division: Classification:	Simple	Simple			
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:					
	REQUIREMENTS		WHERE TO SEC		
Digital copy of Re Form	servation/Rental	<u>https://url.u</u>	ipou.edu.ph/artrar	<u>nsient</u>	
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	Administrative Assistant II CDMO	
	1.b. Provides guidelines to the user and confirms the reservation	None	5 minutes	Administrative Assistant II CDMO	
	1.c. Provides billing statement	PhP 1,100/day (UP) 1,400/day (Non-UP)	10 minutes	Administrative Assistant II 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		





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: Classification: Type of	Campus Development and Maintenance Office (CDMO) Simple Government to Government (G2G)			
Transaction: Who may avail:	All UPOU employe	es		
	REQUIREMENTS		WHERE TO SE	CURE
Digital copy of Re Form				ueinternal
CLIENT STEPS	AGENCY ACTION			
1. Fills out the e-reservation form	1.1 Reviews the request and checks availability of the facility	None	5 minutes	Administrative Assistant II CDMO
	1.2 Confirms the reservation	None	5 minutes	Administrative Assistant II 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	G2G – Government to Government			
Transaction:				
Who may avail:	UPOU Offices/Units			
CHECK	LIST OF REQUIREMENTS	WHERE TO SECURE		
Fully accomplishe	Fully accomplished BAC Recommendation Form UPOU Offices/Units			
Approved Purcha	se Request	UPOU Offices/Units		
Request for Quota	otation (RFQ) Form above P50K for BAC Secretariat Office			
Posting in PhilGE	PS			
Request for Quota	ation (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 required	or Equipment/Furniture Form as	UPOU Offices/Units		

1. End-users	ACTION	BE PAID	TIME	RESPONSIBLE
submits BAC recommendatio n 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 Recommendatio n 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	FEES 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	Bids and Awards Committee (BAC)			
Division: Classification:	Highly Technical			
Type of	G2G – Government to Government			
Transaction:			nem	
	UPOU Offices/Unit	ts		
	IST OF REQUIREMENTS WHERE TO SECURE			
	ed BAC Recommend		UPOU Offices/	
Approved Purcha	se Request		UPOU Offices/	Units
Approved Letter F	Request		UPOU Offices/	Units
Technical Specific	cations/Scope of		UPOU Offices/	Units
Work/Designs/Pla	ans/Bill of Quantities	;		
(BOQ)/Terms of F	Reference			
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. End-users	1.1 Receives	None	5 minutes	BAC Secretariat
submit complete	request and			Support Staff
BAC request	verifies the			
	completeness of			
	documents			
	attached.			
	Checks if item is			
	included in the			
	approved APP. If			
	not, prepare a			
	Supplemental to APP			
	1.2 Prepares	None	45 minutes	BAC Secretariat
	bidding	Nono		Support Staff
	documents			
2. Attends Pre-	2.1 Holds Pre-	None	1 hour	Bids and
Procurement	Procurement			Awards
Conference	Conference			Committee
				(BAC)
	2.2 Posts	None	10 minutes	BAC Secretariat
	Invitation to Bid			Support Staff
	(ITB)/Request for			
	Expression of			
	Interest (REI) in PhilGEPS and			
	send ITB/REI			
	thru email to all			
	tinu cinali lu ali			



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



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. Submits the copy of the signed 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 7. End-users submit approved BAC request to the end-user for BURS/ORS None 5 minutes BAC Secretariat Support Staff 7. End-users of BURS/ORS 7.1 Receives the end-user for BURS/ORS None 5 minutes BAC Secretariat Support Staff 9 repares of BURS/ORS 7.1 Receives the end-user for BURS/ORS None 5 minutes BAC Secretariat Support Staff 9 repares of BURS/ORS 7.1 Receives the end-user for equest to the end-user for equest to the end-user for BURS/ORS Support Staff 9 repares Purchase Order (PO) OR <	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
sends Notice of Bidding Results to the Lowest Calculated Bid (LCB) for submission of post qualification requirementsSupport Staff6. Submits the copy of the signed post qualification report6.1 Receives the signed report and prepares post qualification report, BAC Resolution, NOA & NTPNone 5 minutesBAC Secretariat Support Staff6. Submits the copy of the signed post qualification report6.1 Receives the signed report and prepares post qualification report, BAC Resolution, NOA & NTPNone 5 minutesBids and Awards Committee (BAC)/ Chancellor dawards Committee (BAC)/ Chancellor and NTP6.3 Forwards the approved BAC request to the end-user for BURS/ORSNone 5 minutesBAC Secretariat Support Staff7. End-users submit approved copy of BURS/ORS7.1 Receives the documents and prepares proved BAC recommendation with approved BURS/ORS for contract preparation to the Office of the Legal Counsel, ifNone the document, if		notice			Chair
copy of the signed post qualification reportsigned report and prepares post qualification report, BAC Resolution, NOA & NTPSupport Staff6.2 Approves the Post Qualification report, BAC Resolution, NOA and NTPNone5 minutesBids and Awards Committee (BAC)/ Chancellor7. End-users submit approved Copy of BURS/ORS7.1 Receives the documents and 		sends Notice of Bidding Results to the Lowest Calculated Bid (LCB) for submission of post qualification	None	2 minutes	
Post Awards Qualification report, BAC report, BAC (BAC)/ Resolution, NOA and NTP 6.3 Forwards the None approved BAC request to the end-user for BURS/ORS preparation 5 minutes 7. End-users 7.1 Receives the documents and prepares prepares Purchase Order (PO) OR Forwards copy of approved BAC recommendation with approved BURS/ORS Purchase Order (PO) OR Forwards copy of BURS/ORS Purchase Order (PO) OR Forwards copy of BURS/ORS for contract preparation to with approved BURS/ORS for contract preparation to the Office of the Legal Counsel, if	copy of the signed post qualification	signed report and prepares post qualification report, BAC Resolution, NOA	None	5 minutes	
approved BAC request to the end-user for BURS/ORS preparationSupport Staff7. End-users submit approved copy of BURS/ORS7.1 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, ifNone5 minutesBAC Secretariat Support Staff		Post Qualification report, BAC Resolution, NOA		5 minutes	Awards Committee (BAC)/
submit approved copy of BURS/ORS 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		approved BAC request to the end-user for BURS/ORS	None	5 minutes	
	submit approved copy	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	None	5 minutes	



CLIENT STEPS	AGENCY ACTION	FEES 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 (E	BAC)	
Classification:	Simple			
Type of	G2G – Governme	ent to Governr	ment	
Transaction:	G2B – Governme			
Who may avail:	All prospective su	ppliers		
	LIST OF		WHERE TO SEC	URE
REQUIR	EMENTS			
Bidding Documen	ts	BAC Secretariat Office		
CLIENT	AGENCY	FEES TO	PROCESSING	PERSON
STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. End-user	1.1 Discusses	None	15 minutes	Bids and
submits BAC	the Technical			Awards
Recommendatio	and Financial			Committee
n form for a	requirements			(BAC)
Negotiated	1.2 Posts the	None	4 minutes	BAC Secretariat
Procurement –	project at			Support Staff
Two Failed	PhilGEPS and			
Bidding	UPOU websites			
	1.3 Sends the	None	3 minutes	BAC Secretariat
	invitation to all			Support Staff
	prospective			
	bidders via			
	email			
	1.4 Receives	None	3 minutes	BAC Secretariat
	bid proposals			Support Staff
	and stamped			
	with date and			
	time			
2. Attends	2.1 Holds	None	1 hour	Bids and
opening of bids	Opening of			Awards
	Technical and			Committee
	Financial			(BAC)
	Proposal			
	submitted by			
	prospective bidders thru			
	zoom or hybrid			
	set-up 2.2 Forwards	None	5 minutes	BAC Secretariat
	the submitted	INUTE	5 111110165	Support Staff
	bid proposals of			Support Stall
	niu proposais ol			



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	



University of the Philippines OPEN UNIVERSITY

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	Government to Citi	zen (G2C	:)	
Transaction:		•	·	
Who may avail:	Undergraduate and	d graduate	e students	
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE
1 digital copy of Ap Graduation	plication Form for			o <u>h/wp-</u> APPLICATION FOR <u>G</u>
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	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Deliberates the application and if merited, endorses to the Faculty Council.	None	1 day	Faculty Executive Committee Faculty of Studies
	1.3 Deliberates the application and if merited, endorses to the University Execom.	None	1 day	Faculty Council Faculty of Studies
	1.4 Deliberates the application and if merited,	None	1 day	University Executive Committee



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	University Council
	1.6 Approves/ Disapproves recommendation for graduation.	None	1 day	UP Board of Regents
	1.7 Sends notification to the student on the decision of his/her application for graduation.	None	3 days	<i>Administrative Officer</i> Office of the University Registrar
ТОТ	TAL:	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.

Division:	Faculty Office			
Classification:	Complex			
Type of	Government to Citiz	zen (G2C	;)	
Transaction:		,	,	
Who may avail:	Enrolled students			
CHECKLIST OF R	REQUIREMENTS		WHERE TO SE	ECURE
1 original copy of Re Exam Form	moval/ Completion	https://o	ur.upou.edu.ph/st	<u>udent</u>
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 <u>https://our.upou.ed</u> <u>u.ph/student</u> and submits the requirements required for completion to the Faculty Secretary.	 1.1 Checks the eligibility and requirements of the student for completion 1.2 Forwards the requirements to the Faculty in Charge (FIC) 	None	3 days 1 day	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies University Research Associate/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.3 Checks the requirements and issues completion grade online.	None	1 day	Faculty in Charge Faculty of Studies
тот		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	Faculty Office			
Division:				
Classification:	Simple			
Type of	Government to Citi	zen (G2C)		
Transaction:			- t l t	
Who may avail:	Undergraduate and	graduate		
	REQUIREMENTS		WHERE TO SE	
1 original copy of the Register Form	he permit to Cross		gistrar.upou.edu.ph	
Register Form		-	ploads/2019/10/Pe	<u>rmit-to-Cross-</u>
		Register.p		
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 1.2 Receives and evaluates the application 	None	10 minutes 1 day	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies Program Chair Faculty of Studies
	1.3 Renders decision on the request	None	1 day	Dean Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	Student Records Evaluator I/ Office of the University Registrar
	1.5 Informs the student on the decision of the request.	None	10 minutes	Student Records Evaluator/ Administrative Aide Office of the University Registrar
TO	AL:	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 RE	EQUIREMENTS		WHERE TO SE	ECURE
1 original copy of Dro	pping Form	https://o	ur.upou.edu.ph/st	udent
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 <u>https://our.upou.edu</u> <u>.ph/student</u>	1.1 Checks all requirements are complete, inputs the information in the database under the <i>Application for</i> <i>DRP</i> folder, generates excel file <i>DRP</i> <i>Summary</i> and updates the status of the application in STROL as <i>In-</i> <i>process.</i>	PhP10 /unit	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Evaluates and renders decision on the application via STROL and updates the database. 1.3 Creates	None	10 minutes	Secretary to the Faculty Faculty of Studies University
	summary of		,	Researcher/



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).			University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.4 Informs the student and FIC on the decision.	None	10 minutes	Secretary to the Faculty Faculty of Studies
ΤΟΤΑ	L:	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	Faculty Office			
Division:	Tacuty Office			
	Simple			
Classification:	Simple			
Type of	Government to Ci	tizen (G2C)		
Transaction:	– – – – – – – – – – – – – – – – – – –			
Who may avail:	Enrolled students	•	viously on Absend	ce Without
	Official Leave (AV	VOL) status		
CHECKLIST OF F			WHERE TO SEC	
1 original copy of L			upou.edu.ph/stud	ent/
1 photocopy of Pro	of of Payment	Student		
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Applies for	1.1 Checks all	PhP 150	1 day	University
LOA via student	requirements			Researcher/
portal	are completed.			University
https://our.upou.e	-			Research
du.ph/student				Associate/
				University
				Extension
				Associate/
				Research
				Assistant/
				Project Staff
				Faculty of
				Studies
	1.2 Inputs the	None	10 minutes	University
	information to			Researcher/
	the database			University
	under the			Research
	Application for			Associate/
	LOA folder and			University
	excel file LOA			Extension
	Summary and			Associate/
	updates the			Research
	status in STROL			Assistant/
	as In-process.			Project Staff
				Faculty of
				Studies



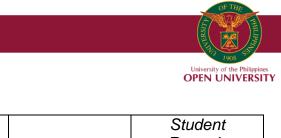
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Evaluates and renders decision on the application via STROL and updates the database.	None	1 day	Secretary to the Faculty Faculty of Studies
	1.4 Creates summary of approved LOA applications and forwards to the Secretary 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	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.5 Informs the student and FIC of the final decision on the request.	None	10 minutes	<i>Secretary to the Faculty</i> Faculty of Studies
тот	AL:	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	Faculty Office			
Division:	Llighty to chaical			
Classification: Type of	Highly technical			
Transaction:	Government to Citizen (G2C)			
Who may avail:	Undergraduate and	d araduate	e students	
CHECKLIST OF R	EQUIREMENTS	9.000	WHERE TO SE	ECURE
1 original request let MRR	ter for waiver of	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	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Receives, evaluates and recommends the application	None	15 days	Program Chair Faculty of Studies
	1.3 Renders final action.	None	1 day	<i>Dean</i> Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	Student Records Evaluator I/ Office of the University Registrar
	1.5 Informs the student on the	None	5 minutes	University Researcher/





VI. Feedback and Complaints

FEED	BACK AND COMPLAINTS MECHANISM
How to send feedback	Answer the client feedback form and check the suggestion
N	or complement box and drop it at the designated dropbox
200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200 - 200	in the lobby OR send an email to feedback@upou.edu.ph
<u> </u>	OR accomplish our Online Feedback Form –
	https://url.upou.edu.ph/feedback
How feedbacks are	Everyday, the Chief AO of the Human Resources
processed	Development Office (HRDO) opens the dropbox and
	compiles and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant
	offices and they are required to answer within three (3)
	days upon receipt of the feedback. The answer of the
	office is then relayed to the citizen. For inquiries and follow- ups, clients may contact 049-536-6001 loc 299 or send an
	email to feedback@upou.edu.ph
How to file a complaint	Answer the client feedback form and check the complaint
താകത	box and drop it at the designated dropbox in the lobby OR
	send an email to feedback@upou.edu.ph OR accomplish
	our <u>Online Feedback Form</u> –
	https://url.upou.edu.ph/feedback
How complaints are	Everyday, the Chief AO of the Human Resources
processed	Development Office (HRDO) opens the dropbox and
	compiles, records and evaluates all complaints submitted.
	Upon evaluation, the complaint shall be forwarded to the
	relevant office for evaluation and investigation. A report
	shall be submitted to the Chancellor for appropriate action.
Contact Information of	CCB : 0908-881-6565 (SMS)
Contact Center ng	
Bayan (CCB),	
Presidential	PCC: 8888
Complaints Center	
(PCC), Legal and	
Public Assistance	
Office,	
Anti-Red Tape	ARTA : <u>complaints@arta.gov.ph</u>
Authority (ARTA)	1-ARTA (2782)





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 <u>ictdo@upou.edu.ph</u>
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 <u>info@upou.edu.ph</u>
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



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Faculty of Education (FEd)	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