



UNIVERSITY OF THE PHILIPPINES BAGUIO

CITIZEN'S CHARTER
2020 (3rd Edition)



I. **Mandate**

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

The University shall:

Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.

Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.

Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.

Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.

Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.

Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.

Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.

Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and



professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

II. Vision

As a constituent university of the University of the Philippines System, U.P. Baguio will sustain its lead position in the delivery of tertiary education in the north. It will continue to nurture and develop innovative programs in the arts and sciences.

It will also continue to develop the niche it has created over the past decades in Cordillera Studies.

III. Mission

Our mission, therefore, as a unit of the U.P. System and as the leading institution of higher learning in Northern Luzon, is to spearhead the offering of the highest standard of education and to contribute to the overall upgrading of the quality of instruction in the region.

We seek to create an impact by informing our program with a regional perspective, at the same time that these are informed by a national and global outlook.

IV. Service Pledge

We, the UP Baguio Community, guided by the values for dignity of work, and accountability commit to the following:

1. Nurture the interest for the quest for knowledge by offering academic programs that are relevant and timely;
2. Actively engage in research endeavors and production of knowledge that is relevant to the region and the nation;
3. Continue strengthening and sustaining collaboration with the community and beyond;
4. Cultivate a client-centered attitude in rendering all services and to consider comments and suggestions as opportunities and channels for improvement;
5. Abide by the provisions of the Code of Conduct for Public Officials and Employees as stipulated in RA 6713 in the discharge of our duties and responsibilities.



V. List of Services

Office of the Chancellor

External Services

27

Daily checking of official email account for various requests

28

Review all incoming documents; await Chancellor's action/s, record to logbook and forward to appropriate office/s

29

Encode, print and distribute letters, notices, memorandum and other communication documents

29

Prepare and issue results of admission/readmission/transfer of student

30

Set-up appointment with the Chancellor by students and visitors/guests

31

Facilitate reservation of various facilities of the University

32

Provide transportation service to students and visitors/guests

37

Facilitate university clearances of students

37

Internal Services

39

Action on Documents for the Chancellor's signature/approval

40

Assist information queries from various colleges/offices and forward requests for actions/s of Chancellor

40



Preparation and issuance of memorandum to Faculty, REPS, Admin Staff

41

Provide transportation service to Faculty, REPS and Admin Staff

42

Review all incoming documents; await Chancellor's action/s, record to logbook and forward to appropriate office/s

43

Encode, print and distribute letters, notices, memorandum and other communication documents

43

Issue travel order numbers of travel of all faculty, REPS, admin staff

44

Facilitate university clearances of Faculty, REPS and admin staff

45

Facilitate reservation of various facilities of the University

46

College of Social Sciences-Office of the Dean

External Services

47

Signs various student forms during the registration-proper that were submitted to the Office of the College Secretary (OCS)

48

Acts upon student requests related to their residency in various CSS Degree Programs

49

Attend to inquiries from clients asking for meeting appointments with the dean/faculty

50

Acts upon requests for reservation of the CSS Audio-Visual Room and CSS classrooms



50

Internal Services

53

Acts upon the endorsements of the CSS Committee on Admission, Readmission, and Student Progress (CSS-CARSP)'s recommendations regarding students' requests and applications related to acceptance or readmissions into the CSS Degree Programs

54

Attend to inquiries from clients asking for meeting appointments with the dean/faculty

55

Acts upon requests for reservation of the CSS Audio-Visual Room and CSS classrooms

55

College of Social Sciences-Office of the College Secretary

External Services

58

Processing of Certifications

59

Issuance of University Clearance

60

Processing of Official Documents

61

Processing of applications for Admission, Re-admission, and Student Progress

64

Processing of Application for Shifting

66

Entertain student concerns including parent's and guardian's inquiries e.g. Conflict in schedule, courses needed offered/not offered, etc.



67

**Office of the Director, Institute of Management, College of Social Sciences
External Services**

69

Signing of Clearance

70

Inquiries re: Programs offered

70

Informing qualified applicants for admission

72

Reservation of IDR classroom and Discussion Rooms

73

Inquiries and Registration for Master of Management Bridging Course

74

Prepares materials needed for the bridging courses

75

Preparation of Certificates of Completion / Participation to be issued to participants and Facilitators for the bridging courses and other seminars conducted by the Institute

76

Preparation of travel documents

77

Signing of undergrad thesis and Strategic Paper (Hardbound copy)

78

Preparation and processing of honorarium - guest lecturers / RA

78

Assisting during advance student registration and regular enrollment schedule (BSME and MM)



79

Comprehensive Examination

82

Internal Services

83

Signing of Clearance

84

Reservation of IDR classroom and Discussion Rooms

84

Processing of Faculty Overload Claims

85

Processing of Lecturers' Salary

87

Preparation of travel documents

88

Preparation and processing of reimbursements of Travel expenses

89

Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment Professorial Chair Award, Faculty Grant, International Publication Award, Stipend of Faculty on Study leave

90

Gathering of documents and preparation of Basic Papers for newly hired/ renewed Faculty/Lecturer

92

Issue of Employee Clearance

93



**College of Arts and Communications-Office of the Dean
External Services**

94

Request for the use of CAC Equipment for student activities, College Programs and University Events

95

Request for the Live-Streaming of Non-UP Baguio Events

96

Internal Services

98

Request for the use of CAC Facility and Laboratories for student activities, College Programs and University Events

99

Request for the Live-Streaming of Non-UP Baguio Events

100

Request for travel order and other pertinent travel documents

102

Payment of salary of lecturers

103

Payment of stipend and FRASDP Allowance of Faculty on Fellowship

104

**College of Arts and Communications-Office of the College Secretary
External Services**

106

Processing of Certifications

107



Issuance and Signing of University Clearance

109

Processing and Issuance of Official Documents

110

Processing of applications for Admission, Re-admission and Student Progress

112

Processing of Application Shifting

114

Answer queries of students, including parent's and guardian's concerns

115

Processing of Talent Determination Test (TDT) applications for the Fine Arts Program

116

Assist during Advanced Freshmen Registration and Regular Enrolment

117

Provide Assistant to Graduate Program Studies / Office

118

College of Science-Office of the Dean

External Services

120

Signing of Clearance

121

Request for Good Moral Character from the Dean

121

Reservation of IB Rooms

122

Request for the use of Laboratory Facilities and Equipment

123



Signing of Thesis (Hardbound copy)

123

Signing of Certificates to be issued to participants in SINSM, CS Lecture Series and other seminars and workshops related to CS

124

Internal Services

125

Preparation and processing of financial documents (DV, ORS/BURS, etc.)

126

College of Science-Office of the College Secretary External Services

128

Issuance of Certification of GWA

129

Issuance of Certification Requests on Non- Issuance of Class Ranking; Units Earned, Remaining Subjects, Year Level Standing

130

Issuance of request for photocopy of Form 5 or TCG

131

Issuance of Certification of Course Descriptions

132

Issuance and processing of Removal Permits/ Completion Permits

133

Issuance and processing of Leave of Absence

134

Issuance and processing of Shifting Forms

136

Issuance and processing of Dropping Slips

137



Issuance and processing of Change Matriculation Forms

138

Issuance of Admission Slips for undergraduate and graduate students

140

Processing of Cross - Registration Forms

141

Distribution of Student's password for FEC

142

Issuance and processing of Application for Graduation and submission of list of graduating students to OUR

143

Human Kinetics Program

External Services

145

Reservation for the use of HKP facilities from offices/agencies/organizations; and forward requests for action/s to Human Kinetics Program Coordinator

146

Processing of Pre-order PE uniform

150

Signing and issuance of clearance

153

Issuance of sporting goods for class/varsity/for recreational

154

Application for hiring of a new position in the HKP

155

Internal Services

156



Reservation for the use of HKP facilities from offices/agencies/organizations; and forward requests for action/s to Human Kinetics Program Coordinator

157

Preparation of Certificate of Service

158

Preparation of Faculty Service Record

159

Preparation of Faculty Teaching Overload Claims every semester

160

Preparation of Faculty Loading for the Semester

161

Preparation of Basic Paper for original/renewal of appointment for Faculty/Lecturer/Coach

161

Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to payment / reimbursement of meals, honoraria, salary and other expenses charged to HKP

162

Office of Public Affairs

External Services

164

Encode, print and distribute letters, notices, memorandum and other communication documents

165

Mail copies of Ti Similla to regular subscribers (UP System, UP units, local government offices, universities in the locality, partner institutions, alumni and other stakeholders) and special subscribers (contributors and other partners)

166

Communicating to the public about other activities and engagements of the University and its constituents through traditional print media, traditional mass media, online media and social media

167



Internal Services

168

Encode, print and distribute letters, notices, memorandum and other communication documents

169

Layout Ti Similla (the official newsletter of the academic staff of UP Baguio)

169

Preparation and processing of financial documents (DVs, OBRs/BURs/PRs, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OPA-hosted activities

169

Photo document UPB events

170

Provide UPB file photos to the colleges, UP System offices and other UPB stakeholders

171

Assistance in the production of the Chancellor's Annual Report: Lay out, design, photography, proofreading, copy-editing

172

Promotion and information dissemination (press releases, etc.) of UPB events in traditional print media, online media and social media

173

Promotion and information dissemination of UPB events on the multimedia devices (TV) in campus

174

Sending (personal hand-carry) of invitations and programs of UPB events to the community

175

Office of Alumni Relations



External Services

176

Alumni engagement/ organize events sponsored by UPB and UPBAA

177

Office of Alumni Relations

Internal Services

178

Alumni engagement/ receive donations by UPB and UPBAA

179

Assist the Office of the Chancellor and other relevant units in receiving alumni visiting the campus

179

Budget Office

External Services

180

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of Cash Advance of Travel expenses

181

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of official travel expenses

182

Process and Pre Audit – Obligation or Utilization Requests for the payment of Representation expenses based from Purchase Order

184

Process and Pre Audit – Disbursement Voucher (DV): Payment of representation expenses based on Purchase Order (PO)

186

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of Representation expenses

187



Process and Pre Audit – Obligation or Utilization Requests for the payment of supplies (i.e. office supplies, ict supplies, other supplies, etc) based on Purchase Order

189

Process and Pre Audit – Disbursement Voucher (DV): Payment of supplies expenses based on Purchase Order (PO)

191

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of supplies expenses

192

Budget Clearance/ Signing of Appointment_Project Contracts of Job Orders

194

Budget Clearance/Signing of Appointments_Contract of Service for Resource Speakers/ Lecturer etc.

196

Preparation of Reports - Financial Monitoring Report (FMR)

197

Preparation of Reports - Financial Accountability Reports (FAR)

197

Internal Services

199

Process and Pre Audit Supplemental Project Procurement Management Plan (SPPMP)

200

Process and Pre Audit Purchase Request (PR)

201

Process and Pre Audit – Obligation or Utilization Request for the payment of procurement of goods based on Purchase Order (PO)

202

Process and Pre Audit - Disbursement Voucher (DV): Payment to Suppliers of Goods



204

Process and Pre Audit – Obligation or Utilization Request for the payment of services based on Appointment or Contract of Service

205

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of Cash Advance of Travel expenses

207

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of official travel expenses

209

Process and Pre Audit – Disbursement Voucher (DV): Payment of representation expenses based on Purchase Order (PO)

211

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of Representation expenses

212

Process and Pre Audit – Obligation or Utilization Requests for the disbursement of reimbursement of supplies expenses

214

Budget Clearance/Signing of Appointments_Basic Papers, NOSA, NOSI

216

Budget Clearance/Signing of Appointments_Contract of Service for Resource Speakers/ Lecturer etc.

217

Request/ for the release of funding

218

Request / Inquiry of Status of Funds

218

National Service Training Program



External Services

220

Validation of NSTP course taken in another institution

221

Communication to CHED

221

Issuance of NSTP Form

222

Borrowing of equipment

222

Returning of borrowed equipment

223

Internal Services

224

Borrowing of Equipment

225

Returning of borrowed equipment

225

Ugnayan ng Pahinungód

External Services

226

Issuance of Certificate of Volunteer Service

227

Signing-up as volunteer and getting volunteer ID

227



Equipment Borrowing

228

Equipment Returning

229

Internal Services

230

Communication to other Offices

231

Legal Office

External Services

232

To handle/assist in Administrative/ Student Disciplinary cases of the University

233

Internal Services

234

To prepare and review Memorandums of Agreement, Memorandum of Understanding and other contracts entered into by UP Baguio

235

To handle/assist in Administrative / Student Disciplinary cases of the University

236

Assistance for Legal Advice

237

Assist in the review and amendment of the rules and regulations of the University in relation to cases filed within the University

237

Conduct of preliminary investigations

238



Pollution Control Office

External Services

239

Address telephone inquiries (from outside Baguio)

240

Address email inquiries (from outside Baguio)

240

Attend to online submission of DENR-EMB reports or online application of DENR permits

242

Internal Services

243

Respond to queries on proper waste disposal and management

244

Address telephone inquiries (from within UP Baguio)

245

Address email inquiries (from within UP Baguio)

245

Coordination of Waste Pick-up from Point Source to Waste Accumulation Sites

246

Office of the Vice Chancellor for Administration

External Services

248

Preparation and Issuance of Contracts for Janitorial Services, Security Services, Canteen Concessionaires



- 249
Preparation of Disbursing Vouchers for Infrastructure Projects
- 250
Approve reservations of transient for Students at UPB Balay
- 251
Preparation of DVs for Security and Janitorial Services
- 252
Preparation and submission of Project documents to COA
- 254
Provide billing for BID documents
- 255
Printing of BID documents for perspective bidders
- 255
Receive and endorse request of Extension of contract duration
- 256
Receiving of billing and preparation of payment for basic utilities
- 257
Preparation and Approval of Certificate of Inspection and Acceptance, Certificate of Completion and Acceptance, and Inspection Report of UP Baguio Construction Monitoring Committee
- 258
Approve or Endorse Student Activities
- 259
Approve students' permit
- 260
Approve request for overtime of Utility personnel
- 261
Approve application forms for the use of facilities
- 261
Approve University Clearance
- 262



Internal Services

264

Issuance of UPB Balay Contract for Occupancy

265

Approve reservations of transients for Admins, REPS and Faculty at UP Balay

266

Preparation and Issuance of Project Contracts for Non-UP Contractuals

267

Preparation of salaries for Engineers, Architects and Draftsmen (Non-UP Contractuals)

268

Approve or Endorse Faculty, REPS and Admin activities

270

Approve Job request forms for maintenance and repairs

270

Approve trip ticket for official vehicles

271

Approve/ Endorse request letters for trainings and seminars on official time and funding support

272

Approve request for overtime of Admins and Jos

273

Approve request letter for change of schedules

274

Approve requests of Admin employees to enroll

275

Approve application forms for the use of facilities

276

Approve of Agency Estimates/ Bill of Quantities for small infra projects

276



Approve University Clearance

277

Approve cost estimates for maintenance contracts

278

Accounting Office

External Services

280

Processing and Pre-audit of Disbursement Vouchers - Payment of Utilities (Electricity, Water, Internet, Telephone Services, Janitorial, Security)

281

Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Mobilization

283

Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: First Billing

285

Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Succeeding Progress Billings and Final Payment

289

Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Retention Fees

291

Review of Contracts and Purchase Orders and Issuance of Certification as to availability of funds

293

Processing and Pre-Audit: Remittance to GSIS and Pag-ibig, Philhealth for mandatories and payroll deductions

294

Processing and Pre-Audit of Disbursement Voucher: Remittance to PhilHealth and Provident Fund for Mandatories and Payroll Deductions

296



Processing and Pre-Audit of Disbursement Voucher: Remittance of Payroll deductions to Non-Government Agencies

298

Processing and Pre-Audit of Disbursement Voucher: Preparation of Monthly Remittance of Taxes Withheld thru Tax Remittance Advice or thru Electronic Filing and Payment System (PS, MOOE and CO/EO)

299

Preparation and Filing of Annual Income Taxes Withheld on Compensation (BIR Form 2316 & 1640CF & 1604E)

301

Preparation and submission of monthly Check and ADA Disbursement Journals to COA

302

Preparation and submission of monthly Cash Receipts Journals to COA

304

Preparation and submission of monthly General Journals to COA

305

Preparation, Analysis and submission of Monthly Basic Financial Statements to COA and UPS

307

Preparation, Analysis and submission of monthly Bank Reconciliation Statements to COA

308

Preparation of Annual Financial Reports and Notes to Financial Statement

309

Preparation of monthly Reconciliation of Statement of Allotment and Obligation (SAOB) for Revolving Fund and General Fund

310

Preparation of Quarterly Financial Accountability Reports

312



Preparation and submission of periodic reports (monthly, quarterly, semi-annual) to Research and Development Projects for submission to funding agencies

313

Preparation and submission of other Demand Reports form DBM, UPS, COA, CHED and other NGOS

314

Preparation of Lapsing of PPE and depreciation schedule, Reconciliation of Office inventory and Issuances with SPMO

315

Internal Services

316

Certification of Net Pay/ Payslip

317

Certification of Net Pay or Salaries and Benefits Received

317

Clearance of Faculty Administrative Staff and REPS and Students

318

Request for payroll adjustment

319

Request for BIR Form 2316 of previous years/ Certification

320

Preparation of BIR Sworn Declaration Annex C

321

Processing: Preparation of PR, RIS and APP/PPMP for the Accounting Office

322

Preparation of Monthly Regular Payroll for Regular and Contractual Employees

322



Processing and Pre-Audit: Preparation of 2nd, 3rd and 4th week Payroll

326

Processing and Pre-Audit of Disbursement Vouchers: Special Payroll for Bonuses and Other Employee Benefits

327

Processing and Pre-Audit of Disbursement Voucher: Payment of salaries of Job Order Personnel, Lecturers, Research Assistant Assistants and other regular contracted services

329

Processing and Pre-Audit of Disbursement Vouchers: Payment of other personnel services including honoraria, professional services and other similar transactions

330

Processing and Pre-audit of Disbursement Vouchers - Payment of salaries of SAGA, RA, mentors stipend, other stipend, refunds, scholarships and Loan

332

Processing and Pre-audit of Disbursement Vouchers - Payment of Research Dissemination Grant, Scholarship Grants, Research Grant, Awards, etc.

334

Processing and Pre-audit of Disbursement Vouchers - Reimbursement of expenses for payment of goods and services

335

Processing and Pre-audit of Disbursement Vouchers - Replenishment of Petty Cash Fund

338

Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel

340

Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel of Invited Guest/Resource Person

343

Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Local and Foreign Travel

345



Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Time Bound Activities

347

Processing and Pre-audit of Disbursement Vouchers - Grant of Petty Cash Fund

348

Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Travel

350

Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Time-bound activities

352

Cash Office

External Services

354

Issuance of Official Receipts for OUR/Colleges certifications

355

Issuance of Official Receipts for official transcript of records related documents

356

Issuance of Official Receipts for verification fee of student records related documents (Local)

358

Issuance of Official Receipts for verification fee of student records related documents (International)

359

Issuance of Official Receipts for library related matters

360

Issuance of Official Receipts for dormitory related matters

361

Issuance of Official Receipts for canteen lessee related matters

363



Issuance of Official Receipts for other University receivables

364

Issuance of Official Receipts for funds issued through checks

365

Issuance of Official Receipts for funds issued through interbank deposit

366

Issuance of Official Receipts for loans

368

Issuance of Official Receipts for Student Academic Information System (SAIS)
Computerized Registration

369

Processing of ATM application through the Cash Office

370

Walk-in release of check payments (UP Baguio Clients)

372

Walk-in release issuance of check payment for goods and/or services (Other Clients)

375

Delivery of check payment for goods and/or services within Baguio and La Trinidad

377

Deposit of payment for goods and/or services of suppliers/clients outside Baguio and
La Trinidad (but within the Philippines)

378

Deposit of payment for goods and/or services of suppliers/clients outside the
Philippines

381

Issuance of Notice of Deposit

383

Internal Services

385



Processing of ATM application through the Cash Office

386

Walk-in release of check payments (UP Baguio Clients)

388

Issuance of Notice of Deposit

390

Supply and Property Management Office

External Services

392

Submission of Reports/Required Documents

394

Processing and Preparation of Disbursement Vouchers

395

Renewal of Licenses

398

University Clearance

399

Internal Services

400

Provision of Data to End-Users

401

Request for Purchase

401

Request for Emergency Purchase Thru Petty Cash Fund

405



Request for Issuance of Supplies and Materials

407

Inventory of Government Properties

408

Insure Government Properties

409

University Clearance

410

Issuance of Newly Acquired Property, Plant and Equipment (PPE)

411

Property Transfer

412

Disposition of Waste Materials

413

Inventory and Inspection of Unserviceable Property

415

Insure Government Properties

416

Submission of Reports / Required Documents

418

Processing and Preparation of Disbursement Voucher

419

Processing: Preparation of PR, RIS and APP/PPMP

422

Repair of Defective Equipment

423

Provide Assistance to the Bids and Awards Committee

425



Human Resources Development Office External Services

426

Issuance of Certificate of Employment (For Inactive Employees)

427

Issuance of Service Records (For Inactive Employees)

427

Acceptance and verification of applications and supporting documents for the vacant positions

428

Preparation and posting of job vacancies to at least 3 conspicuous places

429

Signing PhilHealth Forms

430

Request for UIS account/ HRIS Account

430

Internal Services

432

Issuance of Certificates of Employment, Non-Pending Case, etc. (For Active Employees)

453

Issuance of Certificate of employment with compensation

433

Issuance of Service Record (For Active Employees)

434

Issuance of University Clearance

435



Issuance of University Clearance during the Community Quarantine Period

436

Preparation of Authority to Travel/Special Detail

437

Processing and Preparation of Research Dissemination Grant (RDG)

438

Processing of Leave of Absence (Vacation Leave, Sick Leave, Special Leaves and (CTO) Compensatory Time Off)

440

Processing of Monetization of Earned Leave Credits

441

Preparation and submission of vacant position for publication to the Civil Service Commission

442

Requests for Updating of GSIS membership records

443

Approval of application for GSIS loans

444

Approval of application for Pag-IBIG Loans

445

Processing of GSIS application for Retirement, Separation and Resignation and Funeral Benefits

446

Processing of Pag-IBIG application for Retirement, Separation and Resignation

447

Processing of appointments (Original, Renewal, Reappointment, Promotion, Additional assignment, Tenure, Reclassification)

448



Processing of Application for Identification Cards

450

Processing of Terminal Leave

451

Processing of Extended Sick leave (faculty) and Service Recognition Pay (Administrative staff and REPS)

452

Facilitate requests for privilege to study

453

Facilitate request for application for study privileges for non-earning dependents

455

Issuance of Statement of Return Service obligation

455

Process request for Thesis/Dissertation Grant

456

Issuance of Project Contracts

458

Facilitate request for financial assistance to present paper in conferences, conventions

459

Preparation and submission of requested data/reports from UP System Offices (OVPA, OVPPF) and other UPB offices and agencies

460

Submission of UP Provident Fund Benefit Claim Application (for retirees, separated employees)

461

Processing of Application Computer Loan and UP Provident Loan

462



Processing of applications for Limited Practice of Profession

464

Processing of Community Chest /Medical Assistance

465

Processing of eHope Benefit Application (direct payment to BGH)

466

Process the following grants (original, renewal, extension): Local Faculty Fellowship; Foreign/ Local Study Leave with or without pay)

467

Processing of Application for Sabbatical leave

468

Assistance in acquiring Tax Identification Number (TIN), Philhealth and Pag-Ibig Membership Numbers

469

Systems and Network Office External and Internal Services

471

WiFi Device Registration for access to Campus WiFi Network and Internet connectivity

472

ICT/IS Helpdesk and General Technical Support for UP Information Systems (virtual or on-site), IT Equipment, Networking Equipment, End-users and/or campus Events

473

ICT/IS Technical Support for Other UPB Offices

474

Checking/Evaluation of University owned Computers and/or IT Equipment

474

Repair of University owned Computers and/or IT Equipment

475

Deployment of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment

476



Management of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment

477

**Campus Maintenance Office
External and Internal Services**

478

Fabrication of tables, cabinets, shelves, posting boards, stands etc. including painting or varnishing

479

Replacement of broken window glass, office tabletop glass and bulletin board sliding glass covers etc. if material/s is/are readily available

479

Replacement of broken window glass, office table top glass and bulletin board sliding glass covers etc.. if material/s is/are readily available

480

Re/painting or re/varnishing (depending on quantity and area measurement), when materials needed are readily available

4881

Re/painting or re/varnishing of depending on quantity and area measurement when materials needed are not available

481

Repair / replacement of Simple leaking roofs, gutters, sewer pipes and water pipe lines

482

Repair / replacement of Complicated leaking roofs, gutters, sewer pipes and water pipelines

483

Replacement of urinal cartridges, repair/replacement of leaking/defective faucets, gate/ball/float/foot valves and water closet fittings.

483



Re/tiling of floors, sinks walls etc...

484

Repair and preventive maintenance of water pumps of the university

374

Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges, offices, and janitorial services

485

Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges

486

Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc... when material/s needed is/are available

487

Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc... when material/s needed is/are not available

487

Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are available

488

Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are not available

489

Set-up and operate sound/lighting system for various events or activities inside or outside the University

489

Prepare/provide assessment, sketches, plans, bill of quantities and submit to requesting client

490

Welding/iron works that are simple

491

Welding/iron works that are complicated and materials needed are not available

491



Cleaning services

492

Hauling services

493

UP Baguio Day Care Center

External Services

494

Child Care and Child Minding

495

Informal Early Childhood Education

496

Others (Parenting fora; Gender Sensitivity Orientation; Parents Collective meeting; Management Assessment; Parent Conference, Management meeting)

496

UP Baguio Security Office

External Services

498

Issuance of Visitors Pass

499

Internal Services

500

Preparation of Incident Report

501

Office of the Vice Chancellor for Academic Affairs

External Services

502

Encode, print and distribute letters, notices, memorandum and other communication documents



503

Internal Services

504

Assist information queries from various offices and forward requests for action/s to OVPAA

505

Assist information queries from various offices and forward requests for action/s to OVCAA

505

Preparation of Ph.D. Incentive Grant Notification & Contract

506

Preparation of RLC / SLC / CWLC Notification

507

Preparation of Professorial Chair and Faculty Grant Notification and Certificate of Award

508

Encode, print and distribute letters, notices, memorandum and other communication documents

509

Provide verification result for International Publication Awards (IPA) application in SCOPUS or Web of Science indexing

510

Approve all incoming DVs/OBRs/BURs/PRs, etc. for signature of the VCAA; double check UIS path approver before releasing DVs and PRs to other offices

511

Office of the University Registrar

External Services

513



Processing of certifications

514

Processing of true copy of grades (TCG)

516

Processing of certified true text of diploma (2nd copy of diploma)

518

Processing of Certificate of Authentication and Verification (CAV) for Department of Foreign Affairs

520

Processing of Honorable dismissal (HD)

523

Processing of Loss School ID and new alumni ID

525

Processing of Transcript of Records (TOR)

527

Processing of Request for verification / authentication of student records (personal or through representative)

529

Processing of Request for verification / authentication of student records (through email)

531

Release of diploma

534

Answers to Queries

536

Submission of data

536

Signing of University Clearance

537



University Library

External and Internal Services

539

Borrower's Registration

540

Registration of UP User to Access and Use Library Resources

541

Registration of Non-UP Users to Access and Use Library Resources

543

Charging Library Materials

546

Discharging Library Materials

548

Paging Reserve/Serials/Cordillera Library Materials

550

Approving Overnight Loan Reservations

552

Computer/lpad Usage

553

Computer/lpad After Usage for UP Users

556

Computer/lpad After Usage for Non-UP Users

557

Power Usage/Charging

560

Power After Usage/Charging for UP Users

561



Power After Usage/Charging for Non-UP Users

564

Computer Printing

567

Computer Scanning

569

Issuance of Referral Letter

573

Library Visit or Tour in the Library

574

Signing of Library Clearance without Accountability

574

Signing of Library Clearance with Accountability

576

Acquisition of Library Materials

578

Cordillera Studies Center

External Services

581

Research Activities – Preparation of Research Proposals

582

Research Activities – Negotiations for external funding

583

Institutional linkages

584

Administers Research Affiliation

585



Publications services

588

Provides Library Services (KTRC and CSC Section)

589

Extension Services

590

Logistic Support

591

Internal Services

592

Research Activities – Preparation of Research Proposals

593

Awards CSC Research Grant

594

Publications services

595

Provides Library Services (KTRC and CSC Section)

597

Logistic Support

598

Museo Kordilyera

External Services

599

Issuance of museum entrance tickets

600

Booking of group tours

600



Conducting group tours

601

Selling of books and merchandise at the Bookshop

602

Billing of books and merchandise ordered by offices

603

Management of media and public relations by means of answering queries and posting announcements online

603

Handling incoming and outgoing correspondence within and outside the organization

604

Provide technical information to researchers

605

Internal Services

607

Certificate of Clearance

608

Learning Resource Center

External Services

610

Tutorial Services for Students

611

Printing and Photocopying Services

612

Scanning

613



Distribution of Self-Help Assistance Materials (e.g. Examination Reviewers, Course Reviewers/Modules)

614

Recruitment of Peer / Faculty Mentors

614

Internal Services

616

Printing and Photocopying Services

617

Scanning

618

Request for the Use of the Venue, Computers, and other Equipment of the LRC for Non-LRC Activities (e.g. Online Faculty Evaluations, Product Orientations for Newly Purchased Software)

619

Recruitment of Peer / Faculty Mentors

619

Committee on Culture and the Arts External and Internal Services

621

Planning and Scheduling Art and Culture based performances / Exhibits within and outside the University

622

Conducting Arts and Culture based lectures and fora

624

Front-line relations for both university and outside based requests and inquiries on UP based cultural and art info and data

625

Initiate publication as well as other promotional material for UPB Culture and Arts

626



**Program for Indigenous Cultures
External Services**

628

Collecting and filing Indigenous Student Registrations and Information (Enrollment)

629

Collecting and filing Indigenous Student Registrations and Information (Enrollment)

629

Providing Indigenous Studies Learning Center services

631

Front-line guest relations for culture-based queries as well as visitants

633

Sponsorship of I.P. Student activities, travel allowance, etc. For attendance in Indigenous symposia and seminars

633

Internal Services

635

Collecting and filing Indigenous Student Registrations and Information (Enrollment)

636

Providing Indigenous Studies Learning Center services

637

Material/ Ritual / ethno cultural Information resource and lectures provider

637

**Kasarian (Gender Studies Program)
External Services**

639

Anti-Sexual Harassment Orientation

640

Gender Sensitivity Orientation

640



Conduct of training-seminar on mainstreaming GAD perspectives in curriculum development and extension

641

Office of Student Affairs

External Services

Issuance of Certifications: Certificate of Good Moral Character, Not Subjected to SDT Certification)

643

Program Creation for Donor-Funded Scholarships.

644

Assistance in Securing Student Clearance & University Clearance

646

Student Support in Participation to UP National and International Forum

648

Assistance during Enrollment

650

Processing of Purchase Request for Student Needs

651

Approval of Student Activity

651

Processing of Insurance Coverage and Insurance

653

Arranges logistics for Student Orientation on Gender Sensitivity, Anti-Sexual Harassment, Anti-Hazing and Green Campus for student organizations intending to be recognized (Morning and Afternoon Session)

654

Request for Certificate of Service (COS) for Student/Graduate Assistants (SA/GA)

656



Advisory on Student Organizations on Proposed Activities and Preparation for Proposed Activities

658

Assessment and Screening of Student Organizations applying for Recognition

659

Processing Application for Tuition Fee Loan at Institute of Management (IM) Tuition Fee Loan

661

Application for Scholarship

663

Application for Cash Loan: Short Term, Safe Cash, UPAASV and Radwill Loans

665

Application to Grants-in-Aid (Socialized Tuition) Appeals without Home Visits

666

Application in the Student Financial Assistance (SFA) Online

668

Processing Request for Refund

669

Processing Stipend

670

Processing of Refund Claims

671

Application for the Use of ODSA Equipment/s

673

Application for the Use of ODSA Conference Room

674

External Services

676



Application for the Use of ODSA Equipment/s

677

Application for the Use of ODSA Conference Room

678

Hiring and Screening of Student and Graduate Assistants (SA/GA) in various UP Baguio offices/units

679

UPB Ladies Residence Hall

External Services

682

Reservation of Residency

683

Accommodation of guests and transients

685

Approval of Late/Overnight/Home Permits

688

Issuance of certification of residency

689

Request for clearance

690

Request for statement of accounts/billing statement

691

Attendance to various requests

692

Internal Services

694



Accommodation of guests and transients

695

Attendance to various requests

697

Office of Counseling and Guidance

External Services

699

Intake Interview with test interpretation and counseling

700

Exit Counseling (students transferring to other school or another UP campus)

701

Follow-up Counseling

702

Self- referred/ Walk –in Cases

703

Referred/Called –in

704

Group Counseling

705

Readmission and Transfer-in Applicants

706

Group Psychological Test for First Year Students

708

CFA Applicants

710

HRDO Request/s (Admin position applicants; agency workers)

711



Case Conferences (Inter-offices, faculty, parents, others)

712

Counselling Services to External Clients

712

Issuance of Certificate of Good Moral Character

713

Extension Services (Invited as resource speaker, facilitator, paper presenter)

714

Health Service Office

External and Internal Services

716

Medical consultation

717

Annual Physical Laboratory Examination

718

Annual Physical Examination (Interpretation of results)

720

Pre-enrollment Physical Examination

722

Pre-participation Physical Examination (for Athletes, field work, fieldtrips, OJT, scholarship, cross registration, transfer)

726

Pre-employment Physical Examination

727

Dental Examination, consultation and treatment

728

Medical Emergency Assistance

729



Handling of patients with special cases (abuse, mental health issues)

730

Graduate Program Office
External and Internal Services

732

Provide assistance to clients and UPB Employees

733

Process Application to the Graduate Program of the University

733

Office of Anti-Sexual Harassment
External and Internal Services

739

Conduct of Anti-Sexual Harassment Orientation among all first year students, employees, contractual non-UP workers (construction workers, canteen concessionaires); accommodate requests for ASHO from subject teachers, SRO, and other entities as provided for in Section 30 (Anti-Sexual Harassment Orientation and Clearance Requirement) of the UP ASH Code.

740

Attend to reported cases of Sexual Harassment from any member of the UP community based on Section 16 (Procedures on the Determination of Sexual Harassment) and Section 21 (Formal Procedure under the ASH Hearing Committee) of the UP ASH Code.

741

Conduct debriefing and counselling to parties involved in SH cases as provided for in Section 13 (Support Services) of the UP ASH Code.

742

Refer parties for support services in the form of legal counsel, housing assistance, medico-legal services and other form/s of assistance based on Section 13 (Support Services) of the UP ASH Code.

743



Office of the Chancellor
External Services



1. Daily checking of official email account for various requests

Monitoring of forwarded email from various offices/ clients or other business entity.

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business		
Who may avail:		1. Clients 2. Other government agencies (CHED, DOST, etc.) 3. Other businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation / request		Requesting Client/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail regarding the request at the Chancellors Offices' official email Account.	1.1. Accepts and sends an acknowledgment through email;	None	1 day	Senior Administrative Assistant I Chancellor's Office
	1.2. Prints document that needs action/ approval/information of the Chancellor. 1.3. Forward letter request for Chancellor's endorsement. 1.4. Forward document to appropriate office/s through email or printed copies.	None		
2. Receives action/approval from the Chancellor's Office.	2.1. Immediate action is needed and immediate approval.			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	



2. Review all incoming documents, await Chancellor's action/s, record to logbook and forward to appropriate office/s

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	UPB students or other government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request / invitations / vouchers		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation / vouchers	1.1 Accepts letter request and stamps date received. 1.2 Forward request to the Chancellor for signature/ action/ approval. 1.3. Checks if already acted upon.	None	1 Day	<i>Senior Administrative Assistant I</i> Chancellor's Office
2. Get the approved request with action of the Chancellor	2.1 Records the document in the logbook and forward to appropriate office/s.			<i>Senior Administrative Assistant I</i> Chancellor's Office
TOTAL:		None	1Day	

3. Encode, print and distribute letters, notices, memorandum and other communication documents

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. Students 2. Other government agencies (CHED, DOST, etc.) 3. Other businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Letter / notices / memorandum / other communications				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation.	1.1 Accepts and stamps date received. 1.2 Forward to the Chancellor for action/information. 1.3 Photocopy the document and distributed to appropriate office/s / colleges.	None	1 Day	Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	

4. Prepare and issue results of admission/readmission/transfer of student

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB students and students from other universities/colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request; endorsement from OUR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CARSP submits report/evaluation;	1.1 Accepts and forward to the Chancellor for action.	None	5 Days	Senior Administrative Assistant I Chancellor's Office



2. Student gets their notice/approved request.	1.2 Prepares notices to students for action / endorsement of VCAA and Chancellor. 1.3 Informs student on the approval/disapproval of request; 2.1 Staff Issues notice/s.			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	5 Days	

5. Set-up of appointment with the Chancellor by students and visitors/guests

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Students and outsider/clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal request.	1. Relay messages to the Chancellor for appointment.	None	1 Day	Senior Administrative Assistant I Chancellor's Office
2. Await availability and instruction from the Chancellor.	2.1 Call concerned individual to inform availability of the Chancellor.			
TOTAL:		None	1 day	



6. Facilitate reservation of various facilities of the University

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	Students and external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request. (For students – present Activity Form from ODSA)	1.1 Accepts and receive the request.	SARMIENTO HALL – P4,500.00/day P750.00/hour plus beyond 5:00PM	7 Days	<i>Senior Administrative Assistant I</i> Chancellor's Office
2. Await for action	1.2 Checks availability of facilities. 3. Forward to the Chancellor for action/approval. 2.1 Records in the logbook.	P2,250.00/half-day P500.00/hour beyond 5:00 p.m AVR (CSS, CS)- P3,000.00/day plus P750.00/hour beyond 5:00 pm;		<i>Senior Administrative Assistant I</i> Chancellor's Office
	2.2 Informs requesting party to get their file copy. 2.3 OC will distribute other copies to appropriate office/s.	P1,500.00/half day plus P750.00/hour beyond 5:00 pm CONFERENCE ROOMS (IM, Alumni, ODSA)		



<p>3. Pay rental fee at the Cash Office then present OR to OC for recording</p>	<p>3.1 Cash Office Staff receives payment and issues official receipt.</p>	<p>P2,250.00/day plus P750.00/hour beyond 5:00PM</p> <p>P1,125.00/half-day plus P750.00/hour beyond 5:00 pm</p>		<p>Cash Office Staff</p> <p>Cash Office</p>
		<p>MULTIPURPOSE HALLS and LARGE CLASSROOMS (Library, Basement of S-A Bldg., KA Bldg., CAC Bldg, CSC) – P2,250.00/day plus P750.00/hour beyond 5:00 pm</p> <p>P1,500.00/half-day plus P750.00/hour beyond 5:00 pm</p> <p>REGULAR CLASSROOMS – P2,250.00/day plus P450.00/hour beyond 5:00 pm</p> <p>P1,125.00/half-day plus</p> <p>P450.00/hour beyond 5:00 pm</p>		



		<p>CAMPUS GROUNDS (IM PLAZA, OPEN SPACES, GARDENS, ETC.)</p> <p>- P1,500.00/day plus P450.00/hour beyond 5:00 pm</p> <p>P1,125.00/half-day plus</p> <p>P450.00/hour beyond 5:00 pm</p> <p>BASKETBALL COURT (OPEN/COURT A) – P4,200.00/day plus P675.00/hour beyond 5:00 pm</p> <p>P525.00/hour day rate; plus P675.00/hour night rate</p>		
		<p>DANCE STUDIO (without Sound System) – P3,000.00/day plus P600.00/hour beyond 5:00 pm</p> <p>P450.00/hour day rate;</p> <p>P600.00/hour night rate</p>		



		<p>DANCE STUDIO (with Sound System) – P3,000.00/days plus P600.00/hour beyond 5:00 pm P450.00/hour day rate;</p> <p>P600.00/hour night rate</p> <p>COMBATIVE SPORTS ROOM (without Sound System) - P1,700.00/day plus P525.00/hour beyond 5:00 pm</p>		
		<p>P375.00/hour day rate;</p> <p>P525.00/hour night rate</p> <p>COMBATIVE SPORTS ROOM (with Sound System) – P3,000.00/day plus P600.00/hour beyond 5:00 pm P450.00/hour day rate; P600.00/hour night rate</p> <p>TABLE TENNIS AREA – P3,750.00/day</p>		



		(P150.00/hour for 1 table (day rate); P225.00/hour for 1 table (night rate); P225.00/hour for 2 tables (day rate); P300.00/hour for 2 tables (night rate);		
		P300.00/hour for 3 tables (day rate); P375.00/hour for 3 tables (night rate); P375.00/hour for 4-5 tables (day rate); P450.00/hour for 4-5 tables (night rate) P525.00/hour for 6-10 tables (day rate); P600.00/hour for 6-10 tables (night rate)		
TOTAL:		*Please see rate	7 days	

NOTE: Minimum use of facilities is half-day

Inclusive of the sound system and technical support services (when required) during regular office hours and sound system during off-office hours (when required/subject for overtime pay/compensatory time-off)

Exclusive of the use of LCD, overhead projector and other equipment, overtime pay of staff for the sound system and maintenance janitor during off-regular office hours.



Rental fees only for the venue (Basketball Court and Table Tennis) and does not include the use of equipment (balls, rackets, etc.),

Payment of rental fees shall be done directly at the Cashier's Office.

7. Provide transportation service to students and visitors/guests

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Students and visitors/guests		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request 2. Trip ticket		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Accepts letter request and stamps date received;	None	2 Days	Senior Administrative Assistant I
2. Fill-out trip ticket then forward to VCA for signature.	2.1 Forward to the Chancellor for action/approval;			Chancellor's Office
3. Submit to OC for driver's reference/file	3.1 Records approved request and forward to appropriate office/s			
TOTAL:		None	2 days	

8. Facilitate university clearances of students

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UPB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University clearance form		UPB Colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit clearance.	1.1 Accepts and stamps name of the Chancellor; 1.2 Checks if all offices have signed already.	None	7 Days	Senior Administrative Assistant I Chancellor's Office
2. Receive signed clearance.	1.3. Forward to the Chancellor for signature. 2.1 Records in the logbook and release/issue to all concern.			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	7 Days	



Office of the Chancellor

Internal Services



1. Action on Documents for the Chancellor's signature/approval

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty/REPS/Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written letter request and await OC's action.	1.1 Checks various documents / letters if properly endorsed by Deans/Heads of offices or advisers. 1.2 Stamps date received and forward to the Chancellor. 1.3 Checks document if already signed/acted upon	None	1 Day	Senior Administrative Assistant I Chancellor's Office
2. Receive request letter.	2.1 Records document and forward to concerned office(s)			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	

2. Assist information queries from various colleges/offices and forward requests for action/s of Chancellor

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty / REPS / ADMIN STAFF		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Give a verbal request and await OC's action.	1.1 Note the verbal request. 1.2 Inform the Chancellor. 1.3. Inform concern office/s about the OC's action/ comment through email or phone call.	None	3 Days	Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	3 Days	

3. Preparation and issuance of memorandum to Faculty, REPS and Admin staff (OIC of the University, Committee assignments/Additional assignments)

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty, REPS, admin staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request		From the colleges, offices of the university		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deans of colleges/heads of offices submits letter request.	1.1 Receives letter request and stamps date received. 1.2 Forward to the Chancellor for action. 1.3 The OC will issue signed memo.	None	1 Day	Senior Administrative Assistant I Chancellor's Office



2. Receive approved copy of memo.	2.1 Photocopy then record on the logbook and distribute to concerned personnel/offices/colleges 2.2 Copy furnish HRDO for reference in preparation of Basic Papers/appointment			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	

4. Provide transportation service to faculty, REPS, and admin staff

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request 2. Trip ticket		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Accepts letter request and stamps date received;	None	2 Days	Senior Administrative Assistant I Chancellor's Office
2. Fill-out trip ticket then forward to VCA for signature.	2.1 Forward to the Chancellor for action/approval;			
3. Submit to OC for driver's reference/file	3.1 Records approved request and forward to appropriate office/s			
TOTAL:		None	2 days	



5. Review all incoming documents; await Chancellor's action/s, record to logbook and forward to appropriate office/s.

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request / invitations / vouchers		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation / vouchers. 2. Get the approved request with action of the Chancellor	1.1 Accepts letter request and stamps date received	None	1 Day	Senior Administrative Assistant I Chancellor's Office
	1.2 Forward request to the Chancellor for signature/ action/ approval. 1.3 Checks if already acted upon. 2.1 Records the document in the logbook.			Senior Administrative Assistant I Chancellor's Office
	2.2 Forward to appropriate office/s			
TOTAL:		None	1 Day	

6. Encode, print and distribute letters, notices, memorandum and other communication documents.

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB / UPS stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Letter / notices / memorandum / other communications				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation.	1.1 Accepts and stamps date received. 1.2 Forward to the Chancellor for action/information. 1.3 Photocopy the document and distributed to appropriate office/s/colleges.	None	1 Day	Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	

7. Issue travel order numbers of travel of all faculty, REPS and admin staff

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Travel Order form.	1.1 Accepts Travel papers; 1.2 Put travel number 1.3 Records in the logbook	None	1 Day	Senior Administrative Assistant I Chancellor's Office



2. Get approved Travel Order	1.4. Forward to the Chancellor for signature/action. 2.1 Records in the logbook. 2.2 Forward the TO to appropriate college/offices;			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	1 Day	

8. Facilitate university clearances of faculty, REPS and admin staff

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty/admin staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University clearance form		HRDO, CSS, CAC, CS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance.	1.1 Accepts and stamps name of the Chancellor. 1.2 Checks if all offices have signed already. 1.3. Forward to the Chancellor for signature.	None	7 Days	Senior Administrative Assistant I Chancellor's Office
2. Receive signed clearance.	2.1 Records in the logbook and release/issue to all concern.			Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	7 Days	



9. Facilitate reservation of various facilities of the University

Office or Division:		Office of the Chancellor		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty, REPS and admin staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request.	1.1 Accepts and receive the request; 1.2 Checks availability of facilities; 1.3 Forward to the Chancellor for action/approval; 1.4 Records in the logbook; 1.5 Informs requesting party to get their file copy	None	7 Days	<i>Senior Administrative Assistant I</i> Chancellor's Office
2. Receive copy of approved request letter.	2.1 OC will distribute other copies to appropriate office/s.			<i>Senior Administrative Assistant I</i> Chancellor's Office
TOTAL:		None	7 days	



College of Social Sciences
Office of the Dean
External Services



1. Signs various student forms during the registration-proper that were submitted to the Office of the College Secretary (OCS).

To act upon the students' request for clearance from obligations, registration forms, change and additional matriculation, and under load/overload forms that are submitted to the **Office of the College Secretary (OCS)**.

Office or Division:	Office of the Dean, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students / Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request forms, with endorsements by appropriate bodies of academic units. (1 original, 2 carbon copies)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party (Students / Alumni) submit the forms and required attachments (if applicable) with proper endorsements to the CSS Dean's Office Staff.	1.1. Receive the documents	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2. Forward to the Dean's Office	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3. Dean acts upon the requests and application as recommended by appropriate bodies.	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.4. Return the documents to the Students/Alumni	None	3 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:		None	15 minutes	



2. Acts upon student requests related to their residency in various CSS Degree Programs.

To assess and decide upon the applications for Leave of Absence (LOA), and appeals for waiver of Maximum Residence Rule (MRR).

Office or Division:	Office of the Dean, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter, duly accomplished forms, with endorsements by appropriate bodies of academic units. (1 original, 2 carbon copies)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Requesting party (Students / Alumni) submit the forms and required attachments (if applicable) with proper endorsements to the CSS Dean's Office Staff.	1.1. Receive the documents	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2. Forward to the Dean's Office	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3. Dean acts upon the requests and application as recommended by appropriate bodies.	None	15 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.4. Return the documents to the Students/Alumni	None	8 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:		None	30 minutes	



3. Attend to inquiries from clients asking for meeting appointments with the dean/faculty.

To determine a schedule of appointment with the Dean and Faculty of the College.

Office or Division:	Office of the Dean, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2B – Government to Business			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party inquires with the Dean's staff by phone or in person at the CSS Dean's Office	1.1. Receive call / Answers questions by requesting party	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2. Inquires if the faculty/dean is available.	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3. Informs the requesting party about the Dean's/Faculty's availability and the schedule of appointment.	None	1 minute	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:		None	5 minutes	

4. Acts upon requests for reservation of the CSS Audio-Visual Room and CSS classrooms.

To act on requests for use of the CSS-AVR and Classrooms.

Office or Division:	Office of the Dean, College of Social Sciences
Classification:	Simple



Type of Transaction:	G2C – Government to Client			
Who may avail:	CSS Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request signed by Chairperson and Faculty Adviser (1 copy)		NA (Comes from the client)		
Accomplished request form submitted (marked received at CSS) not later than 5 working days before the activity or event (1 copy)		CSS, Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter signed by the chairperson and adviser to the CSS Dean's Office staff	1.1 Receive letter of request	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2 Check for availability of the venue requested and note on the request letter.	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3 Give Official Request Form for Use CSS-AVR and CSS Classrooms to filled up by requesting party	None	1 minute	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
2. Submit accomplished Official Request Form for Use CSS-AVR and CSS Classrooms to CSS Dean's Office Staff	1.1 Receive the accomplished request form and check for completeness of information	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2 Forward the Letter of Request and accomplished Official Request Form to the Dean's Office	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean



	1.3 Dean reviews the merits (Official Request Form) and approves/disapproves request for use of facilities as scheduled	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.4 Staff releases to the requesting party (Students/Faculty) the schedule of the use of facilities if request is approved.	None	3 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:			20 minutes	



**College of Social Sciences
Office of the Dean
Internal Services**



1. Acts upon the endorsements of the CSS Committee on Admission, Readmission, and Student Progress (CSS-CARSP)'s recommendations regarding students' requests and applications related to acceptance or readmissions into the CSS Degree Programs.

To act upon the CSS CARSP's recommendations regarding students' requests and applications related to acceptance or readmissions into the CSS Degree Programs, which are first processed through the Office of the College Secretary (OCS).

Office or Division:	Office of the Dean, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CSS-CARSP on behalf of the Dismissed Students, Transfer Students, and Students Shifting to CSS Degree Program/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Recommendation summarizing the actions of the CARSP on the students' request for Readmission / Readmission/ Transfer, with students' documents attached (1 copy)		NA (Comes from the CSS-CARSP)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. CSS Committee on Admission, Readmission, and Student Progress (CARSP) submits recommendations to the CSS Dean's Office according to the announced schedule for a given term/semester.	1.1. Accepts the recommendation	None	8 hours	<i>Dean</i> College of Social Sciences
	1.2. Acts upon recommendations of the CSS-CARSP	None	8 hours	<i>Dean</i> College of Social Sciences
	1.3. Submit Dean's recommendation to the Office of the Vice Chancellor for Academic Affairs.	None	8 hours	<i>Dean</i> College of Social Sciences
TOTAL:		None	24 hours	

2. Attend to inquiries from clients asking for meeting appointments with the dean/faculty.



To determine a schedule of appointment with the Dean and Faculty of the College.

Office or Division:	Office of the Dean, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Requesting party inquires with the Dean’s staff by phone or in person at the CSS Dean’s Office	1.1. Receive call / Answers questions by requesting party	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2. Inquires if the faculty/dean is available.	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3. Informs the requesting party about the Dean’s/Faculty’s availability and the schedule of appointment.	None	1 minute	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:		None	5 minutes	

3. Acts upon requests for reservation of the CSS Audio-Visual Room and CSS classrooms.

To act on requests for use of the CSS-AVR and Classrooms.

Office or Division:	Office of the Dean, College of Social Sciences
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:	CSS Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request signed by Chairperson and Faculty Adviser (1 copy)		NA (Comes from the client)		
Accomplished request form submitted (marked received at CSS) not later than 5 working days before the activity or event (1 copy)		CSS, Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit request letter signed by the chairperson and adviser to the CSS Dean's Office staff	1.1 Receive letter of request	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2 Check for availability of the venue requested and note on the request letter.	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3 Give Official Request Form for Use CSS-AVR and CSS Classrooms to filled up by requesting party	None	1 minute	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
4. Submit accomplished Official Request Form for Use CSS-AVR and CSS Classrooms to CSS Dean's Office Staff	1.1 Receive the accomplished request form and check for completeness of information	None	5 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.2 Forward the Letter of Request and accomplished Official Request Form to the Dean's Office	None	2 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
	1.3 Dean reviews the merits (Official	None	5 minutes	<i>Administrative Aide IV /</i>



	Request Form) and approves/disapproves request for use of facilities as scheduled			<i>Administrative Officer III</i> CSS, Office of the Dean
	1.4 Staff releases to the requesting party (Students/Faculty) the schedule of the use of facilities if request is approved.	None	3 minutes	<i>Administrative Aide IV / Administrative Officer III</i> CSS, Office of the Dean
TOTAL:			20 minutes	



**College of Social Sciences
Office of the Secretary
External Services**



1. Processing of Certifications

Issuance of certifications (GWA, Units Earned, Remaining Subjects and Year Level Standing) requested by students applying for further studies, scholarships, employment, transferring to other UP units/schools and other legal purposes.

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		OCS counter		
2. Official Receipt of payment		UPB Cash Office		
3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip from the CSS-OCS and fill it out	1.1 Give instructions to client	None	5 minutes	<i>College Secretary / SRE</i> College of Social Sciences
2. Pay required fees at UPB Cash Office	2.1 Accept payment of request	PHP20.00 per copy of certification requested	10 minutes	<i>Administrative Staff</i> Cash Office
3. Return to OCS and submit duly accomplished	3.1 Receive request form and check completeness	None	10 minutes	<i>College Secretary / SRE</i> College of Social Sciences



form and required attachments as specified on the request slip	of information and attachments			
4. Wait for processing	4.1 Retrieve student jacket, check record of student & compute grades (if necessary)	None	5 hours	<i>SRE</i> College of Social Sciences
	4.2. Encode and print certification		1 hour	<i>SRE</i> College of Social Sciences
	4.3 College Secretary signs the certification	None	1 hour	<i>SRE</i> College of Social Sciences
5. Claim certification	5.1 Release certification to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	35 minutes (but time may vary depending on the availability of faculty adviser and retrieval of archived records)	<i>College Secretary / SRE</i> College of Social Sciences
TOTAL:		PHP20.00/ copy of certification	8 hours or 1 day	

2. Issuance of University Clearance

Checking deficiencies of student and signing of University Clearance

Office or Division:	Office of the College Secretary
Classification:	Simple



Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB ID		c/o client		
2. University clearance form		OCS counter		
3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out University clearance form and present valid ID	1.1 Check for accountability/ies as specified in the student jacket	None	3 minutes and 10 seconds	SRE College of Social Sciences
	1.2 Stamp and initial the clearance	None		SRE College of Social Sciences
	1.3 Instruct client to proceed to other offices	None		SRE College of Social Sciences
TOTAL:		None	3 minutes and 10 seconds	

3. Processing of Official Documents

Issuance of official documents (Transfer Permits, Application for Cross Registration, Application for Extension of Graduate Maximum Residence Rule, Application for Leave of Absence, Completion/Removal Permit, UP Form 26, Application for Graduation) requested by students



Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip and Official Forms		OCS counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out request slip/official forms	1.1 Give instructions to client on how to accomplish the request slip/official forms	None	5 minutes	<i>College Secretary / SRE</i> College of Social Sciences
2. Pay required fees at UPB Cash Office	2.1 Accept payment of request	PHP20.00 per copy (Transfer Permit) PHP150.00 per application (LOA) PHP20.00 per removal exam per subject PHP10.00 per unit (Drooping) PHP300.00 (Application for Graduation)	10 minutes	<i>Administrative Staff</i> Cash Office



		PHP300.00 (Alumni membership fee)		
3. Secure required signatures in the forms	3.1 Receive request/forms and check completeness of signatures and attachments	None	10 minutes	<i>College Secretary / SRE</i> College of Social Sciences
4. Wait for processing	4.1 Start processing request:	None	10 minutes	<i>SRE</i> College of Social Sciences
	4.2 Retrieve student jacket, check record of student & compute (if necessary)	None	6 hours	<i>SRE</i> College of Social Sciences
	4.3 OCS and Dean to sign request/form	None	1 hour	<i>SRE</i> College of Social Sciences
5. Claim request	5.1 Release official form to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	35 minutes (May be released the next working day after submission of request OR it may be released within the day of filing request)	<i>College Secretary / SRE</i> College of Social Sciences
TOTAL:		Rate per document type	8 hours , 10 minutes	



4. Processing of applications for Admission, Re-admission, and Student Progress

Acceptance, collation, evaluation of Admission/Re-admission Documents [Application letter, UP Form 3.1, PSA, Aptitude Test Result, Updated True Copy of Grade(plus Grading System if transferee, CSS action template)]

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students and transfer applicant from other Universities/Colleges 2. UPB Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal from student		c/o client		
2. Updated TCG (plus Grading System if transferee)		OUR/Current School of transfer applicant		
3. UP Form 3.1 for transferee		OUR/OCS		
4. Guidance and Counselling Office testing and interview (for undergraduate students)		OCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of appeal for re-admission or transfer addressed to the CARSP	1.1 Receive letter and give instructions to the client	None	10 minutes	<i>College Secretary / SRE</i> College of Social Sciences
2. Pay required fees at the UPB Cash Office	2.1 Receive payment	PHP20.00/ page (TCG) PHP100.00 (Request to transfer)	15 minutes	<i>Administrative Staff</i> Cash Office



3. Secure and check all attachments for the application for admission/ re-admission	3.1 Receive request form and check completeness of information and attachments	None	35 minutes	<i>College Secretary / SRE</i> College of Social Sciences
4. Wait for Processing	4.1 Start processing request:	None	1 hour	<i>College Secretary / SRE</i> College of Social Sciences
	4.2 Request for Part 1 from the OCG and Check TCG and compute for GWA, total no. of units, total no. of semesters	None	4 days	<i>College Secretary / SRE</i> College of Social Sciences
	4.3 Encode form for routing to the departments	None	3 days	<i>College Secretary / SRE</i> College of Social Sciences
	4.4 Encode recommendations from Adviser and Department Chair	None	3 days	<i>College Secretary / SRE</i> College of Social Sciences
	4.5 Request for Part 2 from OCG	None	3 days	<i>College Secretary / SRE</i> College of Social Sciences
	4.6 CARSP meeting	None	1 day	<i>College Secretary / SRE</i> College of Social Sciences



	4.7 Encode summary of recommendations up to the CARSP meeting 4.8 Submit summary of recommendations to the Dean	None None	3 days, 6 hours 1 day	<i>College Secretary / SRE</i> College of Social Sciences <i>College Secretary / SRE</i> College of Social Sciences
5. Claim result of appeal	5.1 Release result to the applicant	None	1 day	<i>Administrative Staff</i> Office of the Chancellor
TOTAL:		PHP20.00/ page (TCG) PHP100.00 (Request to transfer)	20 days	

5. Processing of Application for Shifting

Posting of notice for shifting; collecting application for shifting, releasing of results of shifting; encoding of results

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CU Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shifting Form		OCS counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement for the schedule of accepting and	1. Posting of notice for the schedule of acceptance	None	10 minutes	<i>SRE</i> College of Social Sciences



processing of shifting	and release of shifting forms			
2. Secure and accomplish Shifting Form	2. Give instructions to client	None	10 minutes	<i>College Secretary / SRE</i> College of Social Sciences
3. Submit Shifting form to OCS	3. Receive and check Shifting form and check all signatures and attachments	None	5 minutes	<i>College Secretary / SRE</i> College of Social Sciences
4. Wait for processing	4.1 Start processing request	None	3 days	<i>College Secretary</i> College of Social Sciences
	4.2 Submit request to the respective Department Chairs	None	5 days	<i>College Secretary</i> College of Social Sciences
	4.3 Collect and collate processed forms from Department Chairs	None	7 days	<i>College Secretary</i> College of Social Sciences
5. Claim result of request	5.1 Release student copy of the processed request	None	5 mins	<i>College Secretary / SRE</i> College of Social Sciences
TOTAL:		None	15 days and 30 minutes	

6. Entertain student concerns including parent's and guardian's inquiries e.g. Conflicts in schedule, courses needed offered/not offered, etc.

Office Division:	or	Office of the College Secretary
Classification:		Simple
Type of Transaction:		G2C – Government to Client



Who may avail:	1. CSS Graduate and Undergraduate Students 2. Parents 3. Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rules and documents pertinent to inquiries		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the office landline, send an email to the official account of the OCS or personally visit the Office of the College Secretary for concerns/queries	1.1 Answer promptly in accordance to the rules and documents pertinent to concerns/queries of the client	None	1 hour per issue	<i>College Secretary / SRE</i> College of Social Sciences
	1.2 Consult pertinent office/personnel if warranted	None	1 day	<i>College Secretary / SRE</i> College of Social Sciences
	1.3 Decision making on the issue	None	1 day	<i>College Secretary / SRE</i> College of Social Sciences
2. Follow up for the action on issue	2.1 Transmit decision on/ resolution of issue	None	30 minutes	<i>College Secretary</i> College of Social Sciences
TOTAL:		None	2 days, 1 hour and 30 minutes per issue	



College of Social Sciences
Institute of Management, Office of the Director
External Services



1. Signing of Clearance

A requirement for the issuance of OTR, TCG, Honorable Dismissal, LOA etc.

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G- Government to Government			
Who may avail:	1. UPB Students 2. UPB Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form – (1) one original copy		Institute of Management Office Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets form from the IM staff	1.1 Give the clearance form to the client	None	5 seconds	Admin Asst II, IM Office
2. Client fill out the form	2.1 Receive the document and check for completeness and sign beside the “College of Social Sciences”		15 seconds	Admin Asst II, IM Office
3. Client processes the clearance form by having it signed in various offices	3.1 Returns filled out clearance form and instructs the client to have it signed by various offices.		30 minutes	Admin Asst II, IM Office
TOTAL:		None	30 minutes and 20 seconds	

2. Inquiries re : Programs offered



Addressing queries and application of those who intends to enroll in the Master of Management Program

Office or Division:	Office of the Director, Institute of Management, GPO, Cash Office			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G- Government to Government			
Who may avail:	1. Walk-in clients			
	2. UPB Students			
	3. Other government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Admission Form - (1) one set, 4 pages; preferably originally signed but soft copy is acceptable		GPO or download from UP Baguio Website or from IM staff.		
2. Official receipt (original copy)		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For MM applicants:				
1. Client fills out Application for Admission Form	1.1 Gives the Application for Admission Form (if the client was not able to download the form)		30 minutes	<i>Admin Asst II</i> IM Office or <i>Junior Office Aide</i> GPO
1.a Client submits Application for Admission Form (if client was able to download and fill out the form)	1.2 Checks the completeness of the form. 1.3 Gives back the Application Form and instruct client to pay Application Fee at the Cash Office		(1.a) 10 minutes	



2. Client gets form and pays at the Cash Office	2.1 Cash Office Staff receives payment and issue Official Receipt.	Application Fee P250.00	3 minutes	<i>Admin Officer I,</i> Cash Office
3. Client gives back the Application form together with the Official Receipt.	3.1 Receives form and indicate O.R Number in the form		15 seconds	<i>Admin Asst II</i> IM Office or <i>Junior Office Aide</i> GPO
4. Client takes note of the admission and interview schedule.	4.1 Informs applicant with details on admission and interview dates		35 seconds	<i>Admin Asst II</i> IM Office or <i>Junior Office Aide</i> GPO
TOTAL:		P250.00	33 minutes and 50 seconds (1.a) 13 minutes and 50 seconds	

3. Informing qualified applicants for admission

Inform those who passed the qualifying examination conducted by the Guidance Office and interview by the IM faculty/IM Director

Office or Division:	Office of the Director, Institute of Management, GPO
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	MM applicants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Aptitude Exam Result (original copy from the Guidance Office)	Guidance Office (forwarded to IM)
2. Essay (rating given by IM faculty/ies)	IM Director
	IM Director



3. Interview (One-on-one interview conducted by IM faculty/ies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant receives a text message from IM Admin staff	1.1 Informs applicant/s about admission / non-admission through group text message (initial) after computing total Admission test rating	None	5 minutes	Admin Asst II, IM Office
2. Waits for official email from GPO	2.1 Informs / gives a list to the Graduate Program Office staff who are accepted in the Master of Management program.		1 minute	Admin Asst II, IM Office
3. Returns to GPO to secure/receive admission letter	3.1. GPO informs accepted applicants through email.		3 minutes	Junior Office Aide, GPO
TOTAL		None	9 minutes	

4. Reservation of IDR classroom and Discussion Rooms

Students (BSME and MM) from UPB use these rooms for thesis, research and advising

Office or Division:	Office of the Director, Institute of Management
Classification:	Simple
Type of Transaction:	1. G2C – Government to Client
Who may avail:	UPB Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reservation Form (students) (1) one originally signed reservation form	IM Office Staff
2. Letter of request (Faculty)	
3. Activity date or reservation date must be at least three (3) days before the activity or event.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the use of classrooms/discussion rooms	1.1 Checks the availability of the room	None	30 seconds	Admin Asst II, IM Office or Director, IM
2. Fills out reservation form	2.1 Gives reservation form		30 seconds	Admin Asst II, IM Office or Director, IM
3. Wait for approval/disapproval	3.1 Affixes initial in reservation form and submits to the Director for approval.		30 seconds	Admin Asst II, IM Office or Director, IM
3. Client takes note of the approval and date /time of usage.	4.1 Informs client approval of reservation.		30 seconds	
TOTAL:		None	120 seconds	

5. Inquiries and Registration for Master of Management Bridging Course

Bridging course/s are offered as a refresher/crash course

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	1. Walk in clients from UP and other organizations 2. Incoming MM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form (1 copy)		IM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out registration form	1.1 Issues registration form	None	20 seconds	Admin Asst II, IM Office
2. Returns filled out registration form	2.1 Receive the registration form and check for completeness		1 minute	Admin Asst II, IM Office



3. Pays Bridging course registration fee	3.1 Issues Bridging Fee receipt	Bridging Fee:	1 minute	Admin Asst II, IM Office
		P 4,000.00 for 42 hours bridging course		
		P 2,000.00 for 16 hours bridging course		
4. Receives handout/s and proceeds to designation room.	4.1 IM Admin staff gives bridging course handout/s and instructs client regarding room assignment.		1 minute	Admin Asst II, IM office
TOTAL:		P 4,000.00 (42 hours bridging course) or P 2,000.00 (16 hours bridging course)	3 minutes and 20 seconds	

6. Prepares materials needed for the bridging courses

For use of participants as hand-outs and reference material during the course

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	1. Walk-in clients from UP or other organizations 2. Incoming MM students required to take bridging courses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copies from facilitators		Facilitators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Attends scheduled sessions	1.1 Photocopies needed materials	None	20 minutes per set	Admin Asst II, IM Office
TOTAL:		None	20 minutes per set	

7. Preparation of Certificates of Completion / Participation to be issued to participants and Facilitators for the bridging courses and other seminars conducted by the Institute.

Certificates are issued to participants from within and outside of UP Baguio

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	1. Bridging course participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completion of the required number of hours of training/seminar - 42 hours or 16 hours bridging course		IM Admin staff/ IM Director		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the attendance sheet on a daily basis.	1.1 IM admin staff prepares attendance sheets.	None	1 minute	Admin Asst II, IM Office
2. Completes required number of hours for the bridging course	2.1 Checks required number of hours attended.		5 minutes	Admin Asst II, IM Office
	2.2 Prepares Certificate of Completion / Participation for signing of facilitator and Director		3 minutes per participant	Admin Asst II, IM Office or Facilitator or Director, IM
3.Receives certificate of the bridging course.	3.1 Issues Certificate of Attendance /Participation to attendees		30 sec per participant	Admin Asst II, IM Office
TOTAL:		None	9 minutes 30 seconds	



8. Preparation of travel documents

Duly endorsed by the Director and approved by the Dean and Chancellor specially for Official Travels

Office or Division:	Office of the Director, Institute of Management, College DAPC and CAPC, Chancellor's Office, HRDO			
Classification:	C			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government			
Who may avail:	1. UPB Faculty / Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Faculty requesting		
2. Invitation letter		Inviting agency		
3. Program of activities		Inviting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the IM Director	1.1 IM Director endorses travel request.	None	3 days	Director, IM
	1.2 Forwards request for DAPC and CAPC action			Admin Asst II, IM Office, College DAPC and CAPC
	1.3 CSS staff returns approved letter.			Admin Aide, College of Social Sciences
	1.4 Prepares Travel Order for Chancellors' signature.			Admin Asst II, IM Office Chancellor, Chancellor's Office
	* For international travels, approved letter request will be forwarded to HRDO for Travel Authority			Admin Asst 5, HRDO
2. Receives approved Travel order / Travel Authority	2.1 IM admin staff gives approved Travel order / Travel Authority to			



	requesting faculty/student			
TOTAL:		None	3 days	

9. Signing of undergrad thesis and Strategic Paper (Hardbound copy)

Requirement for completion of the subject/course

Office or Division:	Office of the Director, Institute of Management, College of Social Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hardbound copy of undergrad thesis/Strategic paper - three (3) hard copies; 1 for the Student, 1 for the College of Social Sciences / IM and 1 for the Library.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits hardcopy.	1.1 Faculty adviser signs hardbound copy for signing.	None	7 days	Faculty adviser
2. Waits for advice when to pick up signed copy	2.1 Forwards signed copies to the Department Chair for signing			Admin Asst II, IM Office
	2.2 Forwards the same to the IM Director for signing			Admin Asst II, IM Office
3. Receives signed thesis	3.1 Returns signed student copy of thesis			Admin Asst II, IM Office
TOTAL:		None	7 Days	

10. Preparation and processing of payment of honorarium – guest lecturers / RA

Office or Division:	Office of the Director, Institute of Management, College Dean, Budget Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government



Who may avail:	RA/ guest speakers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Payment of Honoraria – guest lecturer / RA</u>		IM Office Staff		
1) Appointment – one (1) original or one (1) certified true copy				
2) Certificate of Service rendered / accomplishment report – one (1) original copy		Guest lecturer / RA		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives Certificate of Service Rendered / Accomplishment Report	1.1 Prepares attachment to reimbursement (DV, ObR, appointment, cert of service rendered/accomplishment report)	None	2 days	Admin Asst II, IM Office
	1.2 Encodes detail in UIS and approves the same			Admin Asst II, IM Office
	1.3. Forwards the document to the IM Director and College Dean for signature and UIS approval			Admin Asst II, IM Office, Director, IM
2. Guest lecturer / RA/ waits for check from Cash Office	2.1 Signed document forwarded to the Budget Office.			Admin Asst, Budget Office
TOTAL:		None	2 days	

11. Assisting during advance student registration and regular enrollment schedule

Advance registration for BSME freshmen and regular enrollment for MM

Office Division:	or	Office of the Director, Institute of Management, Cash Office
Classification:	Complex	
Type of Transaction:	G2C G2G	
Who may avail:	Undergraduate and Graduate Students (incoming and continuing)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Clearance form duly signed by the Dean – one (1) copy		Office of the College Secretary / IM Office Staff			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
BSME Advance enrollment					
1. Submits admission slip	1.1 Requires admission slip	None	5 seconds	Admin Asst II, IM Office	
2. Waits for confirmation of SAIS data	2.1 Checks admission slip and enters detail in the SAIS		2 minutes	Admin Asst II, IM Office	
BSME Regular enrollment					
1. Submits admission slip and clearance form	1.1 Staff requires admission slip and duly signed clearance and gives SAIS appointment		15 seconds	Admin Asst II, IM Office	
2. Consults with program adviser	2.1 Adviser checks SAIS for pre-enlisted subjects		10 minutes	Director or Program Adviser, IM Office	
3. Gets pre enlistment form and proceeds to class encoding	3.1 Adviser signs pre enlistment form; Office staff tags the student ADVISED in the SAIS		2 minutes	Director or Program Adviser, IM Office Admin Asst II, IM Office	
4. Presents form 5 and proceeds to claim class card	4.1 Program adviser signs Form 5 of student after		30 seconds	Director or Program Adviser, IM Office	



	enrollment procedure			
Master of Management				
1. Presents clearance form	1.1 Issues IM Directory Form	None	5 seconds	Admin Asst II, IM Office
2. Fills out Directory form	2.1 Checks correctness and issues Admission Slip		2 minutes	Admin Asst II, IM Office
3. Consult with Program Adviser	3.1 Gives SAIS appointment		15 seconds	Admin Asst II, IM Office
4. Presents Directory Form	4.1 Staff tags ADVISED in the SAIS and enlist student subjects		3 minutes	Admin Asst II, IM Office
5. Proceeds to designated room for Form 5 printing and Cash Office for payment of fees	5.1 Instructs student to proceed to Form 5 printing and payment of fees	P 1,500.00 per unit (excluding Miscellaneous and other school fees)	5 minutes	Admin Asst II, IM Office Admin Officer 1, Cash Office
6. Presents Form 5 and Official Receipt	6.1 Checks Form 5 for Adviser signing; filling up of needed details.	None	1 minute	Admin Asst II, IM Office
7. Claims classcard	7.1 Staff Issues classcard/s		10 seconds	Admin Asst II, IM Office
TOTAL:		P 1500.00 per unit (MM) excluding Miscellaneous and other school fees	(BSME Advance enrollment) 2 minutes 5 seconds (BSME Regular Enrollment)	



		14 minutes 50 seconds	
		(MM Regular enrollment)	

12. Comprehensive examination

Requirement for graduation to the Program

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C G2G			
Who may avail:	MM Students who have completed course requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to take Comprehensive Examination – one (1) copy		IM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up application form	1. Gives Application Form	None	5 seconds	Admin Asst II, IM Office
2. Submits forms and pays comprehensive exam fee	2. Checks correctness and collects comprehensive examination fee	Comprehensive Examination Fee P 500.00	1 minute	Admin Asst II, IM Office
3. Claims case	3. Gives out cases on specified date (2 dates with 2 different cases)	None	1 minute	Admin Asst II, IM Office



4. Waits for result	4. Prints answer sheets and distributes to checkers for deliberation.		10 minutes per set	Admin Asst II, IM Office
5. Receives result	5. Staff informs exam takers to claim letter /result (personally, if possible)		1 minute	Admin Asst II, IM Office
TOTAL:		P 500.00	13 minutes 3 seconds	

**College of Social Sciences
Institute of Management, Office of the Director
Internal Services**



1. Signing of Clearance

A requirement for the issuance of OTR, TCG, Honorable Dismissal, LOA etc.

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G- Government to Government			
Who may avail:	1. Faculty and Lecturers / Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form – (1) one original copy		Institute of Management Office Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets form from the IM staff	1.1 Give the clearance form to the client	None	5 seconds	Admin Asst II, IM Office
2. Client fill out the form	2.1 Receive the document and check for completeness and sign beside the “College of Social Sciences”		15 seconds	Admin Asst II, IM Office



3. Client processes the clearance form by having it signed in various offices	3.1 Returns filled out clearance form and instructs the client to have it signed by various offices.		30 minutes	Admin Asst II, IM Office
TOTAL:		None	30 minutes and 20 seconds	

2. Reservation of IDR classroom and Discussion Rooms

Students (BSME and MM) from UPB use these rooms for thesis, research and advising.

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	1. G2G- Government to Government			
Who may avail:	UPB Faculty/Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Form (students) (1) one originally signed reservation form		IM Office Staff		
2. Letter of request (Faculty)				
3. Activity date or reservation date must be at least three (3) days before the activity or event.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the use of classrooms/discussion rooms	1.1 Checks the availability of the room	None	30 seconds	Admin Asst II, IM Office or Director, IM
2. Fills out reservation form	2.1 Gives reservation form		30 seconds	Admin Asst II, IM Office or Director, IM
3. Wait for approval/disapproval	3.1 Affixes initial in reservation form and submits to the Director for approval.		30 seconds	Admin Asst II, IM Office or Director, IM



3. Client takes note of the approval and date /time of usage.	4.1 Informs client approval of reservation.		30 seconds	
TOTAL:		None	120 seconds	

3. Processing of Faculty Overload Claims

Overload claims are payment for rendered services of the faculty beyond the regular teaching load

Office or Division:	Office of the Director, Institute of Management			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. UPB Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Faculty Service Record (FSR's) – (3) three original copies		Office of the College Secretary / Download form from the UP Baguio website		
2. Obligation Request – (3) three original copies		IM Office staff		
3. UP form 67-B – (4) four original copies		IM Office staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty receives email and accomplishes Faculty Service Record.	1.1 Office of the College Secretary sends email on the accomplishment of the Faculty Service Record (FSR) and sets deadline for date of submission	None	7 days	Admin Asst, Office of the College Secretary
2. Faculty submits accomplished FSR to the admin staff.	2.1 IM Admin staff collates accomplished FSR's and forwards to the IM Director for signing			Admin Asst II, IM Office and Director, IM



	2.1 Signed FSR's are forwarded to the College Dean for signing.			Admin Asst. II, IM Office
	2.3 One (1) copy is returned to the Institute by the Office of the College Secretary			Admin Asst, Office of the College Secretary
	2.4 IM staff accomplishes UP Form 67-B in four (4) copies and forwards the same to various signatories (FSR attached		3 days	Director, IM College Secretary, College of Social Sciences Dean, College of Social Sciences Budget Officer, Budget Office Office of the University Registrar VCAA Chancellor
	2.5 IM admin staff processes Obligation Request (with attached FSR and Form 67-B); inputs detail in the UIS and approves; forwards to same to the IM Director for signature and UIS approval		30 min	Admin Asst II, IM Office
	2.6 IM Admin staff forward the document to the			Admin Asst II, IM Office



	College Dean for signature and UIS approval.		1 day	
	2.7. CSS admin staff forwards signed document to the Budget Office			Admin Aide, Dean's Office
TOTAL:		None	11 days 30 min	

4. Processing of Lecturers' Salary

Salaries of lecturer's are computed on an hourly basis and processed monthly

Office or Division:	Office of the Director, Institute of Management			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. UPB Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record - (two) 2 original copies – 1 for attachment and 1 for file		IM Admin staff		
2. Duly accomplished and signed Faculty Service – one (1) photocopy stamped with “certified true copy”		201 file		
3. Notice of Appointment – One (1) photocopy stamped with “certified true copy”		201 File		
4. Assumption of Duty – one (1) photocopy stamped with “certified true copy”		201 File		
5. Disbursement Voucher- four (4) original copies		IM Admin Staff		
6. Obligation Request – three (3) original copies		IM admin staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out DTR completely	1.1 IM admin staff gives DTR to be accomplished	None		Admin Asst II, IM Office
2. Submits the DTR	2.1 Admin staff checks completeness			Admin Asst II, IM Office



	of documents and processes the DV, Obligation Request, inputs detail in the UIS and approves.		2 days	
	2.2 Forwards complete documents to the Director and College Dean for signature and UIS approval			Director, IM and College Dean
3. Waits for check or notice of deposit	3.1 CSS admin staff forwards the document to the Budget Office			Admin Aide, CSS and Budget Office
TOTAL:		None	2 days	

5. Preparation of travel documents

Duly endorsed by the Director and approved by the Dean and Chancellor specially for Official Travels

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government			
Who may avail:	1. UPB Faculty / Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Faculty requesting		
2. Invitation letter		Inviting agency		
3. Program of activities		Inviting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the IM Director	1.1 IM Director endorses travel request.			Director, IM
	1.2 Forwards request for DAPC and CAPC action			Admin Asst II, IM Office, College DAPC and CAPC



	1.3 CSS staff returns approved letter.	None	3 days	Admin Aide, College of Social Sciences
	1.4 Prepares Travel Order for Chancellors' signature.			Admin Asst II, IM Office Chancellor, Chancellor's Office
	* For international travels, approved letter request will be forwarded to HRDO for Travel Authority			Admin Asst 5, HRDO
2. Receives approved Travel order / Travel Authority	2.1 IM admin staff gives approved Travel order / Travel Authority to requesting faculty/student			Admin Asst II, IM Office
TOTAL:		None	3 days	

6. Preparation and processing of reimbursements of Travel Expenses

Office or Division:	Office of the Director, Institute of Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Reimbursement of Travel Expenses:</u>		Faculty or 201 file or IM Office Staff		
1) Travel order – one (1) copy		Faculty		
2) Actual Itinerary of Travel – one (1) copy		Faculty		
3) Official Receipts – original copy		Faculty		
4) Certificate of Travel Completed – one (1) copy		Faculty		
5) Certificate of Attendance or Participation – one (1) copy		Faculty		
5) Travel Report – one (1) copy		Faculty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives bus tickets, Official	1.1 Prepares attachment to			



Receipt (for Registration Fee), certificate of attendance /participation	reimbursement (DV, ObR, bus tickets, official receipts, certificate of attendance/participation, Travel order, actual itinerary of travel)	None	2 days	Admin Asst II, IM Office
	1.2 Encodes detail in UIS and approves the same			Admin Asst II, IM Office
	1.3 Forwards the document to the IM Director and College Dean for signature and UIS approval.			Admin Asst II, IM Office, Director, IM
2. Faculty waits for check/ notice of deposit from Cash Office	2.1 Signed document forwarded to the Budget Office			Admin Asst, Budget Office
TOTAL:		None	2 days	

7. Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment Professorial Chair Award, Faculty Grant, International Publication Award, Stipend of Faculty on Study leave

Office or Division:	Office of the Director, Institute of Management, College Dean, Budget Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Payment of Professorial Chair & Faculty Grant Award:</u>	
1) Approval of the Award – one (1) copy	IM Director / College Dean / Faculty
2) Statement of No conflict – one (1) copy	IM Director / College Dean / Faculty
<u>Payment of IPA:</u>	
1) FCM – one (1) copy	Accounting Office or Director, IM
2) Transfer of Funds – one (1) copy	Accounting Office or Director, IM
<u>Stipend of Faculty on Study leave:</u>	Faculty



1) Form 5 - one(1) copy				
2) Progress Report – one (1) copy		Faculty		
3) FCM – one (1) copy		Accounting Office		
4) Transfer of Funds – one (1) copy		Accounting Office		
5) Approval of Renewal – one (1) copy		201 file		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents in accordance to claim	1. Requires documents to be attached and checks completeness for the preparation of DV and BUR/ObR	None	2 Days	Admin Asst II, IM Office
	2. Encodes detail in UIS and approves the same			Admin Asst II, IM Office
	3. Forwards document to the IM Director and College Dean for signature and UIS approval			IM Admin Asst II Director, IM
2. Faculty waits for check / notice of deposit	4. Signed document forwarded to the Budget Office			Admin Asst, Budget Office
TOTAL:		None	2 Days	

8. Gathering of documents and preparation of Basic Papers for newly hired/renewed Faculty/Lecturer

Attachment/s for the issuance and approval of Appointment

Office or Division:	Office of the Dean, College of Science
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Newly hired/renewed faculty/lecturers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



*Renewal				
Personal Data Sheet – one (1) copy		HRDO or 201 file		
Assumption of Duty – one (1) copy		HRDO or 201 file		
Approval of Appointment – one (1) copy		IM Director or Dean		
*New Faculty/Lecturer				
Personal Data Sheet - three (3) copies		HRDO		
NBI Clearance – one (1) copy		NBI		
Medical Certificate – one (1) copy		UP Clinic		
Assumption of Duty – one (1) copy		HRDO		
Birth Certificate – one (1) copy		PSA / NSO		
Notice of Approval – one (1) copy		IM Director or Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets list of requirements needed for renewal / appointment	1.1 Gives list of requirements to be submitted	None	1 day	Admin Asst II, IM Office
2. Submits required documents	2.1 Collects and checks correctness of documents submitted		1 day	Admin Asst II, IM Office
	2.2 Prepares Basic Paper (attaching pertinent documents including approvals)		1 day	Admin Asst II, IM Office
	2.3 Forwards documents for further action (Dean, DAPC, CAPC, APFC, VCAA, Budget Office, Chancellor, HRDO)		1 week	Admin Asst II, IM Office
3. Receives copy of Notice of Appointment	3.1 HRDO processes Notice of Appointment and gives a			



	copy to the Institute.			
TOTAL:		None		

9. Issuance of Employee clearance

Office or Division:	Office of the Director, Institute of Management, College of Social Sciences			
Classification:	Comple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty / Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form – one (1) copy		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out clearance form	1. Gives clearance form	None	5 seconds	Admin Asst II, IM Office
2. Submits form	2. Checks correctness and forwards to other signatories		7 days	Admin Asst II, IM Office
3. Waits for certificate of clearance / clearance	3. Forwards signed clearance to the HRDO for processing of certificate of clearance/clearance		4 days	Admin Asst II, IM Office Admin Officer, HRDO
3. Receives certificate of clearance	4. Gives certificate of clearance to concerned faculty (or file in their 201)		10 seconds	Admin Asst II, IM Office
TOTAL:		None	11 days 15 seconds	



College of Arts and Communications

Office of the Dean

External Services

1. REQUEST FOR THE USE OF CAC EQUIPMENT FOR STUDENT ACTIVITIES, COLLEGE PROGRAMS AND UNIVERSITY EVENTS

Providing needed equipment and setting up of other equipment as requested by concerned individual/organization.

Office or Division:	College of Arts and Communication
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	CAC students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Equipment reservation form (1 original)		CAC Technician's Office		
Approved Letter Request (1 original)		CAC Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of equipment at the CAC Technician's Office (Reservation must be at least 3 working days prior to use)	1.1 Check in the logbook/calendar if the requested equipment is available on the date of use	None	5 minutes	<i>Administrative Aide III</i> CAC Technician's Office
2. Submit letter request to the Dean's office	2.1 Receive submitted letter request and forward letter to the dean		2 minutes	<i>Administrative Aide III</i> CAC Technician's Office
	2.2 The dean acts/signs the letter request		1 minute	
	2.3 Give the signed letter request to concerned individual		2 minutes	
3. Accomplish Equipment reservation form at the Technician's Office (Specify all needed equipment, date and time of use)	3. Receive the equipment reservation form and forward the same to the Department chair and the dean for approval		15 minutes	<i>Administrative Aide III</i> CAC Technician's Office
TOTAL:		None	25 minutes	

2. REQUEST FOR THE LIVE-STREAMING OF NON-UP BAGUIO EVENTS

Setting-up the venue with visual equipment and audio equipment i.e. video camera, tripod, spotlights, audio console, microphones and speakers. (EXTERNAL)

Office or Division:	College of Arts and Communication
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Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Other government agencies (CHED, DOST, etc.) Other businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request (1 original)		CAC Dean's Office		
Equipment reservation form (1 original)		CAC Technician's Office		
Facility Reservation Form (1 original)		CAC Technician's Office		
Application for Reservation of UPB Facility form		Chancellor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of venue and equipment at the CAC Technician's Office (Reservation must be at least 5 working days prior to use)	1.1 Check in the logbook/calendar if the requested venue and equipment are available on the date of use	Overtime pay of technician on Weekends, 8:00am-5:00pm Php1,000.00	5 minutes	<i>Administrative Aide III</i> CAC Technician's Office
2. Submit letter request to the Dean's office	2.1 Receive submitted letter request and forward letter to the dean		2 minutes	<i>Administrative Aide III</i> CAC Technician's Office
	2.2 The dean acts/signs the letter request		1 minute	
	2.3 Give the signed letter request to concerned individual		2 minutes	



<p>3. <u>For UP activity:</u> Accomplish Facility reservation form and equipment reservation form at the Technician's Office (Specify all the needed equipment and the date and time of use of the venue and equipment)</p>	<p>3.1 Receive the facility reservation form and the equipment reservation form, then forward the forms to the department chair and the dean for approval</p>		<p>15 minutes</p>	<p><i>Administrative Aide III</i></p> <p>CAC Technician's Office</p>
<p>4. <u>For Non-UP activity:</u> Accomplish Application for reservation of UPB facility form at the Chancellor's Office</p>	<p>4.1 Wait for the approval of the chancellor on the reservation of venue</p>		<p>1 hour</p>	
<p>TOTAL:</p>		<p>Php1,000.00</p>	<p>1 hour and 25 minutes</p>	



College of Arts and Communications

Office of the Dean

Internal Services

1. REQUEST FOR THE USE OF CAC EQUIPMENT FOR STUDENT ACTIVITIES, COLLEGE PROGRAMS AND UNIVERSITY EVENTS

Providing needed equipment and setting up of other equipment as requested by concerned individual/organization.

Office or Division:	College of Arts and Communication	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	CAC Faculty	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Equipment reservation form (1 original)	(1 original)	CAC Technician's Office



Approved Letter Request (1 original)		CAC Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of equipment at the CAC Technician's Office (Reservation must be at least 3 working days prior to use)	1.1 Check in the logbook/calendar if the requested equipment is available on the date of use	None	5 minutes	<i>Administrative Aide III</i> CAC Technician's Office
2. Submit letter request to the Dean's office	2.1 Receive submitted letter request and forward letter to the dean		2 minutes	<i>Administrative Aide III</i> CAC Technician's Office
	2.2 The dean acts/signs the letter request		1 minute	
	2.3 Give the signed letter request to concerned individual		2 minutes	
3. Accomplish Equipment reservation form at the Technician's Office (Specify all needed equipment, date and time of use)	3.1 Receive the equipment reservation form and forward the same to the Department chair and the dean for approval		15 minutes	<i>Administrative Aide III</i> CAC Technician's Office
TOTAL:		None	25 minutes	

2. REQUEST FOR THE LIVE-STREAMING OF NON-UP BAGUIO EVENTS

Setting-up the venue with visual equipment and audio equipment i.e. video camera, tripod, spotlights, audio console, microphones and speakers.

Office or Division:	College of Arts and Communication
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Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB / UPS stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request (1 original)		CAC Dean's Office		
Equipment reservation form (1 original)		CAC Technician's Office		
Facility Reservation Form (1 original)		CAC Technician's Office		
Application for Reservation of UPB Facility form		Chancellor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of venue and equipment at the CAC Technician's Office (Reservation must be at least 5 working days prior to use)	1.1 Check in the logbook/calendar if the requested venue and equipment are available on the date of use	Overtime pay of technician on Weekends, 8:00am-5:00pm Php1,000.00	5 minutes	<i>Administrative Aide III</i> CAC Technician's Office
2. Submit letter request to the Dean's office	2.1 Receive submitted letter request and forward letter to the dean		2 minutes	<i>Administrative Aide III</i> CAC Technician's Office
	2.2 The dean acts/signs the letter request		1 minute	
	2.3 Give the signed letter request to concerned individual		2 minutes	



<p>3. <u>For UP activity:</u> Accomplish Facility reservation form and equipment reservation form at the Technician's Office (Specify all the needed equipment and the date and time of use of the venue and equipment)</p>	<p>3.1 Receive the facility reservation form and the equipment reservation form, then forward the forms to the department chair and the dean for approval</p>		<p>15 minutes</p>	<p><i>Administrative Aide III</i> CAC Technician's Office</p>
<p>4. <u>For Non-UP activity:</u> Accomplish Application for reservation of UPB facility form at the Chancellor's Office</p>	<p>4.1 Wait for the approval of the chancellor on the reservation of venue</p>		<p>1 hour</p>	
TOTAL:		Php1,000.00	1 hour and 25 minutes	

3. REQUEST FOR TRAVEL ORDER AND OTHER PERTINENT TRAVEL DOCUMENTS

Preparation of travel documents requested by CAC faculty for official travels.

Office or Division:	College of Arts and Communication, Office of the Chancellor
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	CAC Faculty
CHECKLIST OF REQUIREMENTS	
Approved Letter Request to travel (1 original)	CAC Dean's Office
Invitation from organizer (1 original)	Organizer
Itinerary of travel (1 Original)	Concerned individual



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the staff of the CAC Dean's Office	1.1 Receive the pertinent documents and check for completeness	None	1 minute	Administrative Assistant II, CAC Dean's Office
	1.2 Prepare the Travel Order for the faculty concerned		3 minutes	
	1.3 The dean initials the document		1 minute	
	1.4 Record in the logbook and forward to the Chancellor's office for signature		5 minutes	
2. Receive the travel order form	2.1 Give the signed travel order to concerned individual		2 minutes	
	2.2 <i>If the travel is with funding</i> , the dean's staff will prepare Obligation Request and Disbursement Voucher		3 minutes	
	2.3 The dean to sign in the pertinent documents 2.4 Scan documents to pdf, use the UIS, record to logbook and forward to appropriate office/s for processing		1 minute 15 minutes	
3. Wait for the release of check	3.1 Give the check to concerned faculty		7 days	
TOTAL:		None	7 Days and 31 minutes	



4. PAYMENT OF SALARY OF LECTURERS

Processing of CAC lecturer salaries every end of the month or every after 15 days

Office or Division:		College of Arts and Communication		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		CAC Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (1 original)		CAC Dean's Staff Office		
Notice of Appointment (1 photocopy)		HRDO		
Faculty Service Record (1 photocopy)		CAC College Secretary's Office		
Certificate of Assumption of Duty (1 photocopy)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the staff of the CAC Dean's office	1.1 Receive the pertinent documents and check for completeness	None	1 minute	Administrative Assistant II, CAC Dean's Office
	1.2 Verify the correctness of entries in the DTR; and compute for the number of hours rendered by the lecturer		5 minutes	
	1.3 Prepare the Obligation Request and Disbursement Voucher		3 minutes	
	1.4 Department chair to sign in the pertinent documents		1 minute	
	1.5 Scan documents to pdf, use the UIS, record to logbook and forward to appropriate office/s for processing		15 minutes	



2. Wait for the release of check	2.1 Wait for the release of check then give to the faculty the Notice of Deposit as proof of payment		3 days	
TOTAL:		None	3 days and 25 minutes	

5. PAYMENT OF STIPEND AND FRASDP ALLOWANCE OF FACULTY ON FELLOWSHIP

Processing of transportation and book allowance/s, and monthly stipend of faculty on study leave under FRASDP of Local Faculty Fellowship.

Office or Division:	College of Arts and Communication			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	CAC Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Appointment of study leave (1 photocopy)		HRDO		
Faculty Fellowship Contract (1 photocopy)		HRDO		
Funding Check Memo (1 photocopy)		OVPAA		
Report of grades (1 photocopy)		School where the faculty is enrolled		
Progress Report (1 original)		CAC Dean's Staff Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the staff of the CAC Dean's Office	1.1 Receive the pertinent documents and check for completeness	None	1 minute	Administrative Assistant II, CAC Dean's Office
	1.2 Prepare the Obligation Request and Disbursement Voucher		3 minutes	
	1.4 The dean to sign in the pertinent documents		1 minute	



	1.5 Scan documents to pdf, use the UIS, record to logbook and forward to appropriate office/s for processing		15 minutes	
2. Wait for the release of check	2.1 Wait for the release of check then give to the faculty the Notice of Deposit as proof of payment		7 days	
TOTAL:		None	7 Days and 20 minutes	



College of Arts and Communications

Office of the Secretary

External Services

1. Processing of Certifications

Issuance of certifications (GWA, Units Earned, Remaining Number of Units/MRR and Year Level Standing) requested by students applying for further studies, scholarships, employment, transferring to other UP units/schools and other legal purposes.

Office or Division:	Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		OCS counter		
2. Official Receipt of payment		UPB Cash Office		
3. Valid ID of the requester or authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request slip from the CAC-OCS and fill it out	1.1 Give instructions to client	None	5 minutes	<i>College Secretary & SRE</i> College of Arts and Communication
2. Pay required fees at UPB Cash Office	2.1 Accept payment of request	P20.00 per copy of certification requested	10 minutes	<i>Staff</i> Cash Office
3. Return to OCS and submit duly accomplished form and required attachments as specified on the request slip	3.1 Receive request form and check completeness of information and attachments	None	10 minutes	<i>College Secretary & SRE</i> College of Arts and Communication
4. Wait for processing	4.1 Start processing request:	None	35 minutes to 8 hours (NOTE: the processing time varies depending on the retrieval of archived	<i>SRE</i> College of Arts and Communication



	4.2 Retrieve student jacket, check record of student & compute grades (if necessary) 4.3 Encode and print certification 4.4 College Secretary signs the certification		records/availability of faculty adviser of the student requesting for the certification)	
5. Claim certification	5.1 Release certification to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	Following working day after submission of request OR it may be released within the date of filing request	<i>College Secretary & SRE</i> College of Arts and Communication
TOTAL:		P20.00/copy of certification	1 hour to 8 hours	

2. Issuance and Signing of University Clearance

Checking accountability/deficiencies of student and signing of University Clearance.

Office or Division:	Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. Alumni
CHECKLIST OF REQUIREMENTS	
1. UPB ID	c/o client
2. University clearance form	OCS counter



3. Valid ID of the requester or authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Acceptable Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID		c/o client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out University clearance form and present valid ID	1.1 Check for accountability or deficiency/ies as specified in the student jacket 1.2 Stamp and initial the clearance 1.3 Instruct client to proceed to other offices	None	3-5 minutes	SRE College of Arts and Communication
TOTAL:		None	3-5 minutes	

3. Processing and Issuance of Official Documents

(Transfer Permits, Application for Cross Registration, Application for Extension of Graduate Maximum Residence Rule, Application for Leave of Absence, Completion/Removal Permit, UP Form 26, Application for Graduation) requested by students.

Office or Division:	Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request slip and Official Forms		OCS counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out request slip/official forms	1.1 Give instructions to client on how to accomplish the request slip/official forms	None	5 minutes	<i>College Secretary & SRE</i> College of Arts and Communication
2. Pay required fees at UPB Cash Office	2.1 Accept payment of request	P20.00 per copy (Transfer Permit) P150.00 per application (LOA) P20.00 per removal exam per subject P10.00 per unit (Dropping) P300.00 (Application for Graduation)	10 minutes	<i>Staff</i> Cash Office
		P300.00 (Alumni membership fee)		
3. Secure required signatures in the forms	3.1 Receive request/forms and check completeness of signatures and attachments	None	5 minutes	<i>College Secretary & SRE</i> College of Arts and Communication



4. Wait for processing	<p>4.1 Start processing request:</p> <p>4.2 Retrieve student jacket, check record of student & compute (if necessary)</p> <p>4.3 Adviser, Dept. Chair, OCS, and Dean to sign the request/form</p>	None	40 minutes to 8 hours	SRE College of Arts and Communication
5. Claim request	5. Release official form to client upon presentation of UP ID or authorization letter and valid ID of authorized person	None	Following working day after submission of OR of payment or it maybe released within the date of filing request	<i>College Secretary & SRE</i> College of Arts and Communication
TOTAL:			1 hour to 8 hours	

4. Processing of applications for Admission, Re-admission, and Student Progress

Acceptance, Printing (if submitted online) collation, evaluation of Admission/Re-admission Documents [Application letter, UP Form 3.1, PSA Birth Certificate, Aptitude Test Result, Updated True Copy of Grade (plus Grading System if transferee, CAC summary of action template)]

Office or Division:	Office of the College Secretary
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	<p>1. UPB Undergraduate Students and transfer applicant from other Universities/Colleges</p> <p>2. UPB Graduate Students</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal from student		c/o client		
2. Updated TCG (plus Grading System if transferee)		OUR/Current School of transfer applicant		
3. UP Form 3.1 for transferee		OUR/OCS		
4. Guidance and Counselling Office testing and interview (for undergraduate students)		OCG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of appeal for re-admission or transfer addressed to the CARSP	1.1 Receive letter and give instructions to the client	None	15 minutes	College Secretary & SRE College of Arts and Communication
2. Pay required fees at the UPB Cash Office	2.1 Receive OR of payment	P20.00/page (TCG) P100.00 (Request to transfer)	15 minutes	Staff Cash Office
3. Secure and check all attachments for the application for admission/ re-admission & Transfer	3.1 Receive request form and check completeness of information and attachments	None	30 minutes	College Secretary & SRE College of Arts and Communication
4. Wait for Processing	4.1 Start processing request: 4.2 Request for Part 1 from the OCG and Check TCG and compute for GWA, total no. of units, total no. of semesters	None	15 days	College Secretary & SRE College of Arts and Communication



	4.3 Encode form for routing to the concern departments 4.4 Encode recommendations from Adviser and Department Chair 4.5 Request for Part 2 from OCG 4.6 CARSP meeting 4.7 Encode summary of recommendations up to the CARSP meeting 4.8 Submit summary of recommendations to the Dean & VCCA			
5. Claim result of appeal	5.1 Release result to the applicant	None		Staff Office of the Chancellor
TOTAL:			15 days and 1 hour	

5. Processing of Application for Shifting

Posting of notice for shifting; collecting application for shifting, releasing of results of shifting; encoding of results.

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	CU Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shifting Form		OCS counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Wait for the Depts. announcement for the schedule of accepting and processing of shifting	1.1 Posting of notice for the schedule of acceptance and release of shifting forms, schedule of exam (if necessary)	None	10 minutes	SRE College of Arts and Communication
2. Secure and accomplish Shifting Form	2.1 Give instructions to client	None	10 minutes	College Secretary & SRE College of Arts and Communication
3. Submit Shifting form to OCS	3.1 Receive and check Shifting form and check all signatures and attachments	None	5 minutes	College Secretary & SRE College of Arts and Communication
4. Wait for processing	4.1 Start processing request 4.2 Submit request to the respective Department Chairs	None	15 days	College Secretary & SRE College of Arts and Communication
	4.3 Collect, collate & record processed forms from Department Chairs			
5. Claim result of request	5.1 Release student copy of the processed request	None	5 mins	College Secretary & SRE College of Arts and Communication
TOTAL:		None	15 days and 30 minutes	



6. Answers queries of students, including parent's and guardian's concerns
 e.g. Conflicts in schedule, courses offered/not offered, courses for substitution, validation, etc.

Office or Division:		Office of the College Secretary		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		1. CAC Graduate and Undergraduate Students 2. Parents 3. Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rules and documents pertinent to inquiries		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the office landline, send an email to the official account of the OCS or personally visit the Office of the College Secretary for concerns/queries.	1.1 Answer promptly in accordance to the rules and documents pertinent to concerns/queries of the client	None	1-2 days per issue	College Secretary & SRE College of Arts and Communication
	1.2 Consult pertinent head of office or personnel if warranted 1.3 Decision making on the issue			
2. Follow up for the action on the issue	2.1 Transmit decision on/resolution of the issue	None	30 minutes	College Secretary & SRE College of Arts and Communication
TOTAL:		None	1-2 days and 30 minutes per issue	



7. Processing of Talent Determination Test (TDT) applications for the Fine Arts Program

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Client		
Who may avail:		1. Senior High School Graduate Students, Transfer applicant from other Colleges and Universities 2. 2 nd Degree Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Rules and documents pertinent to inquiries		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the office landline, send an email to the official account of the OCS or personally visit the Office of the College Secretary for concerns/queries	1.1 Answer promptly in accordance to the rules and documents pertinent to concerns/queries of the client	None		College Secretary & SRE College of Arts and Communication
	1.2 Posting of TDT guidelines (requirements & deadlines) 1.3 Receive, collate & evaluate applications		Upon receipt on or before the deadline set by the TDT FA Faculty Committee (2 months)	
2. Wait for further advisory from the TDT FA Committee through their email	2.1 Transmit decision of evaluations to qualified/non qualified applicants online		15 minutes	College Secretary & SRE College of Arts and Communication



3. Wait for TDT schedule	2. Transmit results of TDT successful examinees to the Office of the Registrar and inform applicants of the result		15 minutes	College Secretary & SRE College of Arts and Communication
TOTAL:		None	2 months and 30 minutes per information dissemination	

8. Assist during Advanced Freshmen Registration and Regular Enrolment

Issuance of Admission slips to freshmen students during Advanced Registration and Upperclassmen during regular enrolment

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Undergraduate Students 2. UPB Graduate Students 3. UPB Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB ID		c/o client		
2. University clearance form (Regular students)		OCS counter		
3. For UPB Freshmen students - entrance credentials, ID pictures, original Senior High School Card, PSA Birth Certificate, etc.		c/o client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure college clearance & TCG - Regular students	1.1 Admit students in good standing, & advise DQ students to proceed to OUR.	None	3-5 minutes	College Secretary & SRE College of Arts and Communication
2. Prepare all pertinent documents for submission - New students	2.1 Admit new students and instruct to proceed to next enrolment steps/ venues.			



TOTAL:	None	3-5 minutes	
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9. Provide Assistance to Graduate Program Studies/Office

Issuance, acceptance and processing of Maximum Residency (MRR) Application forms of MALL Graduate students.

Office or Division:		Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client		
Who may avail:		UPB CAC Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MRR application form 2. Letter of Request		OCS Staff c/o Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1.1 Issue MRR application form	None	5 - 10 days	SRE College of Arts and Communication
2. Accomplished MRR application form	2.1 Receive accomplished MRR form and evaluate records for the College Secretary's approval 2.2 Submit to Graduate Program Head for validation of records & recommendation 2.3 Forward to College Dean for final recommendation/s			
TOTAL:		None	5 - 10 days	



**College of Science
Office of the Dean**



External Services

1. Signing of Clearance

A requirement for the issuance of OTR, TCG, Honourable Dismissal etc.

Office or Division:	Office of the Dean, College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Students 2. UPB Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance Form			1. Biology Instruments Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Order of Signing: A. Biology Students 1a. Both Laboratories (Instruments & Glassware) 1b. HKP 1c. Dean's Office B. Other Students 1b. Laboratory (If Applicable) 2b. HKP	1. Receive the Clearance form once the signatures are complete and to be signed by the Dean or Authorized person.	None	10 seconds	Administrative Assistant II / Administrative Aide III & College Dean College of Science
TOTAL:		None	10 seconds	

2. Request for Good Moral Character from the Dean

This is requested by Students who are applying for admission to the College of Medicine, for scholarship purposes and for transfer to another University.

Office or Division:	Office of the Dean, College of Science			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. UPB Students 2. UPB Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Good Moral Character Certificate Form. 2. Official receipt		1. Dean's Office 2. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request of GMC form.	1.1 Received the request for GMC form with Official Receipt Number.	Php20.00	1 Day	Administrative Assistant II / Administrative Aide III & College Dean College of Science
2. Pay at the Cash Office	2.1 To issue Official Receipt.			Staff Cash Office



TOTAL:	Php20.00	1 Day	
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3. Reservation of IB Rooms

Requested by student organizations in the University to conduct meetings and general assemblies.

Office or Division:		Office of the Dean, College of Science		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UPB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Form 2. Reservation Form *Activity date or reservation date must be one (1) week before the Activity or event.		1. ODSA Office 2. Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Activity Form from ODSA	1.1. Check the availability of the room. 1.2. If available, the Authorized person will have to initial the Activity form.	None	2 Days	Administrative Assistant II / Administrative Aide III & College of Science
2. Fill out Reservation form from the Dean's Office.	2.1 Submit to the Dean's Office the reservations form duly signed by the Adviser for the Dean's approval.			College Dean College of Science
TOTAL:		None	2 Days	

4. Request for the use of Laboratory Facilities and Equipment

Students from UPB and from outside the University use these facilities for the conduct of their thesis and research.

Office or Division:	Office of the Dean, College of Science
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Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	1. UPB Students 2. UPB MS Students 3. Students from other schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form or Letter of request addressed to the Dean.		1. Biology Instruments Room/ Chemistry Laboratory/ Computer Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Dean for Endorsement * Await for the Person In-charge's approval.	1.1. Person in charged will schedule the best time to use the Laboratory.	None	7 Days	Administrative Assistant II / Administrative Aide III; Lab Technician & College Dean College of Science
TOTAL:		None	7 Days	

5. Signing of Thesis (Hardbound copy)

Requirement for completion of graduating students.

Office or Division:	Office of the Dean, College of Science			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hardbound copy of Thesis.		Submitted by the Students		
2. Must at least have 3 copies; 1 for the Student, 1 for the College of Science and 1 for the Library.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Dean's Office the hardbound copy of thesis with the Adviser's Signature.	1.1 To be signed by the Dean.	None	3 Days	Administrative Assistant II / Administrative Aide III & College Dean College of Science



TOTAL:	None	3 Days	
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6. Signing of Certificates to be issued to participants in SINSM, CS Lecture Series and other seminars and workshops related to CS.

Certificates are issued to Participants from outside UP Baguio who attended the SINSM, CS lecture Series and other seminars and workshops.

Office or Division:		Office of the Dean, College of Science		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client G2G – Government to Government		
Who may avail:		1. UPB Students 2. Teachers from Public and Private Schools 3. UPB Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must complete the number of hours of training/seminar.		1. Organizers of SINSM, CS lecture Series and other seminars and workshops related to College of Science.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete Attendance	1.1 The Organizer and the Dean will sign the certificates.	None	2 days	Organizer / College Dean College of Science
TOTAL:		None	2 Days	



College of Science Office of the Dean Internal Services

1. Preparation and processing of financial documents (DV, ORS/BURS, etc.)

Related to the payment Professorial Chair Award, Faculty Grant, International Publication Award, Stipend of Faculty on Study leave, Salaries of Teaching Assistants, Lecturers and Student Assistants.

Office or Division:	Office of the Dean, College of Science
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB College of Science Faculty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p><u>Payment of Professorial Chair & Faculty Grant Award:</u> 1) Approval of the Award, 2)Statement of No conflict</p> <p><u>Payment of IPA:</u> 1) FCM, 2)Transfer of Funds</p> <p><u>Stipend of Faculty on Study leave:</u>1)Form 5, 2)Progress Report,3)FCM, 4)Transfer of Funds, 5)Approval of Renewal</p> <p><u>Salaries of TAs, Lecturers and SAs:</u> 1) DTR or COS, 2)Contract, 3)FCM, 4)Transfer of Funds</p>		Dean's Office, College of Science		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the requirements to the Administrative Assistant II of the College of Science. Ex.(</p> <p><u>Payment of Professorial Chair & Faculty Grant Award:</u> 1) Approval of the Award, 2)Statement of No conflict</p> <p><u>Payment of IPA:</u> 1) FCM, 2)Transfer of Funds</p> <p><u>Stipend of Faculty on Study leave:</u>1)Form 5, 2)Progress Report,3)FCM, 4)Transfer of Funds, 5)Approval of Renewal</p> <p><u>Salaries of TAs, Lecturers and SAs:</u> 1) DTR or COS, 2)Contract, 3)FCM, 4)Transfer of Funds)</p>	1.1 Dean's office Staff will prepare the vouchers	None	3 Days	Administrative Assistant II of the College of Science
	1.2 Immediate Superior will sign			Department Chairs of the College Science
	1.3 Dean's Office Staff will scan and attach to UIS, record to logbook and forward to appropriate office/s to start the process.			Dean College of Science
TOTAL:		None	3 Days	





College of Science Office of the Secretary External Services

1. Issuance of Certification of GWA

For medical school application; master's application; employment purposes; scholarship purposes.

Office or Division:	College of Science - Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students/ Alumni
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip at the College of Science – Office of the College Secretary and indicate how many copies of Certification.	1. Give request slip to the student.	Certification Fee – Php20.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Attach photocopy of True Copy of Grades or photocopy of OTR.	2.1. Accept and receive the required documents and check for completeness ; 2.2 Compute GWA.		1 day	
3. Pay certification fee at the cashier's office.	3. Check the Official Receipt.		5 minutes	
4. Accepts request slip and the Official Receipt.	4. Prepare the GWA Certification.		10 minutes	
5. The student returns to CS-OCS and signs in the logbook before release of GWA Certification request.	5. Give the logbook to the student.		2 minutes	
6. The student claims the GWA Certification and Official Receipt.	6. Issue GWA Certification of student.		1 minute	
TOTAL:		Certification Fee – Php20.00	1 day 20 minutes	

2. Issuance of Certification Requests on Non-Issuance of Class Ranking, Units Earned, Remaining Subjects, Year Level Standing



For medical school application; master's application; employment purposes; scholarship purposes.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students/ alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip at the College of Science – Office of the College Secretary and indicate how many copies of Certification.	1. Give request slip to the student.	Certification Fee – Php20.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
3. Pay certification fee at the Cashier's office.	3. Check the Official Receipt.		5 minutes	
4. Accepts request slip and the Official Receipt.	4. Prepare the Certification.		30 minutes	
5. The student returns to CS-OCS and signs in the logbook before release of Certification request.	5. Give the logbook to the student.		2 minutes	
6. The student claims the Certification and Official Receipt.	6. Issue Certification of student.		1 minute	
TOTAL:		Certification Fee – Php20.00	40 minutes	

3. Issuance of request for photocopy of Form 5 or TCG

For student's requesting a 2nd copy for the reason of lost Form 5 or TCG.



Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students/ alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip at the College of Science – Office of the College Secretary. Indicate the Semester of the Form 5 or True copy of grades to be photocopied.	1. Give request slip to the student.	Fee on photocopy of documents - Php20.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Pay certification fee at the Cashier's office.	2. Check the Official Receipt.		5 minutes	
4. Accepts request slip and the Official Receipt.	4.1 Photocopy CS-OCS copy of the Form 5 or True Copy of Grades 4.2 Certify and stamp certified true copy.		15 minutes	
5. The student claims the Certified true copy of Form 5 or True copy of grades and Official Receipt.	5. Issue Certified true copy of Form 5 or True copy of Grade to student.		3 minute	
TOTAL:		Fee on photocopy of	25 minutes	



	documents - Php20.00		
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4. Issuance of Certification of Course Descriptions

Request of students who are transferees.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students/ alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip at the College of Science – Office of the College Secretary.	1. Give request slip to the student.	Certification Fee – Php20.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Pay certification fee at the Cashier's office.	2. Check the Official Receipt.		5 minutes	
4. Accepts request slip, Form 5 and the Official Receipt.	4.1 Prepare the Certification of Course Description.		30 minutes	
5. The student returns to CS-OCS and signs in the logbook before release of Certification request.	5. Give the logbook to the student.		2 minutes	
5. The student claims the Certification of Course Description and Official Receipt at the College of Science – Office	5. Issue Certification of Course Description to student.		3 minutes	



of the College Secretary.				
6. Sign in the logbook in the College of Science – Office of the College Secretary.	6. Give the logbook to the student.		2 minutes	
TOTAL:		Certification Fee – Php20.00	45 minutes	

5. Issuance and processing of Removal Permits/ Completion Permits

For removal or completion of grades of students who incurred a grade of 4.0 or Inc.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Removal/Completion Permit Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook in the College of Science – Office of the College Secretary.	1. Give the logbook to the student.	Certification Fee – Php20.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
1. Fill up removal/completion permit form at the College of Science – Office of the College Secretary and indicate how many copies of Certification.	1. Give removal/completion permit form to the student.		5 minutes	
2. Attach photocopy of True Copy of Grades or	2.1. Accept and receive the removal/completion form and check		5 minutes	



photocopy of OTR.	completeness and process the permit. 2.2 Indicate validity of the subject for removal or completion.			
3. Pay removal/completion fee at the cashier's office.	3. Check the Official Receipt.		5 minutes	
4. The student will have the removal/completion form signed by the instructor.	4. Check in the permit the signature over printed name of the Instructor.		5 minutes	
4. Submit to CS-OCS removal/completion permit form and the Official Receipt.	4. Accept the processed removal/completion form for signature of the College Secretary.		1 day	
5. The student returns to CS-OCS to claim the processed removal/completion form.	5. Issue processed permit to the student to be given to his/her instructor before taking the exam.		3 minutes	
TOTAL:		Certification Fee – Php20.00	1 day 25 minutes	

6. Issuance and processing of Leave of Absence

Office or Division:	College of Science - Office of the College Secretary	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Leave of Absence Form		College of Science - Office of the College Secretary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Leave of Absence Form and have it signed by his/her parents;	1. Accepts the Leave of Absence form and check completeness .	Certification Fee – Php150.00	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. If enrolled, have all his/her instructors sign the LOA Form and indicate class standing;	2.1 Process the Leave of Absence Form. 2.2 Check the number of previous LOA. 2.3 If enrolled, check if all the instructors have signed and have indicated the class standing of the student.		5 minutes	
3.1 Attach University Clearance. 3.2 Have the Adviser sign the Leave of Absence form;	3 Accept and receive the required documents and check for completeness ;		5 minutes	
3. Pay removal/completion fee at the cashier's office.	3. Check the Official Receipt.		5 minutes	
4. Accepts Leave of Absence Form, University Clearance and the Official Receipt	4. 4. Process the Leave of Absence form and have it signed by the College Secretary and the College Dean.		1 day	



5. The student returns to CS-OCS to claim the processed removal/completion form.	5. Issue processed permit to the student to be given to his/her instructor before taking the exam.		3 minutes	
5. The student returns to College of Science-Office of the College Secretary and signs in the logbook before release student's copy of Leave of Absence Form and Official Receipt.	6. Give the logbook to the student.		5 minutes	
TOTAL:		Certification Fee – Php150.00	1 hour 25 minutes	

7. Issuance and processing of Shifting Forms

For students who want to shift to from other Colleges to CS or from another CS program.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shifting Form		College of Science - Office of the College Secretary		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Shifting Form;	1. Accepts the shifting form and check completeness.		5 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Have the adviser of old	2.1 The OCS will photocopy 2		20minutes	



program and adviser of the new program sign and endorsed the Shifting form.	copies of the Shifting form as student's copy and Adviser's copy. The original copy will be for filing at OCS. 2.2 The OCS will change the program of the student at the SAIS.			
TOTAL:		None	25 minutes	

8. Issuance and processing of Dropping Slips

For students who want to drop subjects enrolled due to excessive absences of failing grades.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dropping Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Dropping Slip Form;	1. Accepts the dropping slip form and check completeness.	Dropping fee – P10.00 per unit	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Have the instructor sign the dropping slip form and indicate the student's class standing;	2. Process the dropping slip form and have it signed by the College Secretary and the Dean.		20 minutes	
3. Pay the dropping fee at the cashier's office.	3. Check the Official Receipt.		5 minutes	
4. Have the adviser sign the	4. Accepts the processed		3 minutes	



dropping slip form.	dropping slip form and forward to the Office of the Registrar for Registrar's signature.			
5. Sign in the logbook in the College of Science – Office of the College Secretary.	5. Give the logbook to the student.		5 minutes	
TOTAL:		Dropping fee – P10.00 per unit	35 minutes	

9. Issuance and processing of Change Matriculation Forms

For students who want to change or add subjects due to conflict in schedules or with available slots.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Change Matriculation Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up change matriculation Form at the College of Science – Office of the College Secretary and Attach Form 5.	1. Accepts the change matriculation form and Form 5;	None	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Have the instructor sign or initial the class authorized and class cancelled portion in the change matriculation form.	2.1 Check the completeness of change matriculation form. 2.2 The change matriculation form should have the initial		30 minutes	



	<p>of the instructor for cancelled, change matriculation and add matriculation.</p> <p>2.3 For add matriculation, the instructor should have the printed name and signature under the authorized class portion of the change matriculation form.</p>			
3. Pay the change matriculation fee at the cashier's office.	3. Check the Official Receipt.		2 minutes	
4. Attach processed change matriculation form and Official Receipt.	<p>4.1 Encode change matriculation/ add matriculation subjects online thru SAIS.</p> <p>4.2 Update Tuition Calculation Fee.</p> <p>4.3 Have the change matriculation form signed by the College Secretary and the Dean.</p>		30 minutes	
5. The student returns to College of Science-Office of the College Secretary and signs in the logbook before release student's	6. Give the logbook to the student.		2 minutes	



copy of Change Matriculation Form.				
TOTAL:		None	1 hour 6 minutes	

10. Issuance of Admission Slips for undergraduate and graduate students.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Slip Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student will present his/her student ID, student clearance and True Copy of Grades during admission.	1.1 Check the grades of student. 1. 2 Check student clearance with the initial of Dean’s staff 1.3 Check if the student is in the list of delinquent students. 1.4 Refer the student to the Registrar’s Office for admission if he/she is in the list of delinquent students. 1.5. The College of Science - Office of the College Secretary process admission slip	None	5 minutes	Administrative Assistant II College of Science - Office of the College Secretary



	of student in good standing.			
2. Accept Admission Slip, student clearance and Form 5A Form and proceed to the next step of enrolment process.	2. Issue Admission Slip, student clearance and Form 5A Form to student.		5 minutes	
TOTAL:		None	10 minutes	

11. Processing of Cross-Registration Forms

For students who want to cross-register to other UP Campus during Midyear Term.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cross – Registration Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up cross – registration form.	1. Give cross – registration form to the student.	None	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. The student to proceed to adviser and have the subjects to be enrolled signed by the adviser.	2. Accept and receive the required documents and check for completeness.		5 minutes	
3. Attach University Clearance.	3.1 Process cross-registration form. 3.2 Indicate in the cross-registration form the grades of		30 minutes	



	subjects to be enrolled with pre-requisites. 3.3 Have the cross-registration form signed by the College Secretary and the College Dean. 3.4 Forward cross-registration form and University Clearance to the Office of University Registrar for signature.			
TOTAL:		None	37 minutes	

12. Distribution of Student's password for FEC

The student passwords are issued to student's for Faculty Evaluation before pre-enlistment.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Password		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student ID or Form 5 at the College of Science – Office of the College Secretary.	1. Check student ID or Form 5 before issuance of student password.	None	2 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Claim student password.	2. Issue student		3 minutes	



	password to student.			
TOTAL:		None	5 minutes	

13. Issuance and processing of Application for Graduation

For students who are candidates for graduation.

Office or Division:	College of Science - Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation Form 2. Data Privacy Consent Form 3. Alumni Information Card Form		College of Science - Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Application for Graduation Form, Data Privacy Consent Form and Alumni Information Card Form.	1. Give Application for Graduation form, Data Privacy Consent form and Alumni Information Card form to the student.	Graduation Fee – Php300.00 Alumni Fee – Php 300.00 Penalty Fine for late filing – Php100.00	5 minutes	Administrative Assistant II College of Science - Office of the College Secretary
2. Submit Application for graduation Form.	2. Accept and process application for graduation form and attachments; check for completeness.		5 minutes	
3. Pay graduation fee and alumni fee at the cashier's office.	3. Check the Official Receipt.		5 minutes	



5. The student returns to College of Science - Office of the College Secretary and signs in the logbook/notepad before release of Official Receipts.	5. Give the logbook/notepad to the student.		5 minutes	
TOTAL:		Graduation Fee – Php300.00 Alumni Fee – Php300.00 Penalty Fine for late filing – Php100.00	20 minutes	



Human Kinetics Program

External Services



- 1. Reservation for the use of HKP facilities from offices/agencies/organizations; and forward requests for action/s to Human Kinetics Program Coordinator**
 Implementation of reservation is important to avoid conflict of schedule and facilities, especially for PE classes and Varsity training.

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2C – Government to Government			
Who may avail:	Non-UP Personnel/Outsider/Government employee/officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2 original copies)		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter address to Program Coordinator	1.1 Accept and receive the request letter	None	5 Minutes	<i>Administrative Aide VI</i> Human Kinetics Program
2. When approved, client must pay the necessary rental fees at the Cashier's Office *Make sure to secure official receipt that will be issued upon payment	2.1 Forward request to Program Coordinator for approval	Facilities and Rental Fees: 1. Open Court / Court A - PHP4,200 / day	1 Day	<i>Administrative Aide VI</i> Human Kinetics Program
	2.2 Once approved inform the client to pay necessary rental fees	- PHP 675/hour <u>beyond 5:00pm</u>		<i>Program Coordinator</i> Human Kinetics Program



		<p>- PHP 525/hour (day rate)</p>		
		<p>- PHP 675/hour (night rate)</p> <p>2. DANCE STUDIO (without Sound System)</p> <p>PHP 3,000/day PHP 600.00 / 22:22 hour</p> <p><u>beyond 5:00pm</u></p> <p>- PHP 450/hour (day rate)</p> <p>- PHP 600/hour (night rate)</p> <p>3. DANCE STUDIO (with Sound System)</p> <p>- PHP 3,000/day</p> <p>- PHP 600.00/hour <u>beyond 5:00pm</u></p> <p>- PHP 450/hour (day rate)</p> <p>- PHP 600/hour (night rate)</p>		



		<p>4. COMBATIVE SPORTS ROOM (without Sound System)</p> <ul style="list-style-type: none">- PHP 1,700/day- PHP 525/hour <u>beyond 5:00pm</u>- PHP 375/hour day (day rate)- PHP 525/hour (night rate) <p>5. COMBATIVE SPORTS ROOM (with Sound System)</p> <ul style="list-style-type: none">- PHP 3,000/day- PHP 600/hour <u>beyond 5:00pm</u>- PHP 450/hour day (day rate)- PHP 600/hour (night rate) <p>6. TABLE TENNIS AREA</p>		
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		<ul style="list-style-type: none">- PHP 3,750/day (P150.00/hour for 1 table (day rate)- PHP 225/hour for 1 table (night rate)- PHP 225/hour for 2 tables (day rate)- PHP 300/hour for 2 tables (night rate)- PHP 300/hour for 3 tables (day rate)- PHP 375/hour for 3 tables (night rate)- PHP 375/hour for 4-5 tables (day rate) - PHP 450/hour for 4-5 tables (night rate) - PHP 525/hour for 6-10 tables (day rate) - PHP 600/hour for 6-10 tables (night rate)		
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3. Once paid, client will present the official receipt to HKP	3.1 Issue reservation form (3 copies – HKP copy, Client’s copy, Security Office copy)	None	5 Minutes	<i>Administrative Aide VI</i> Human Kinetics Program
4. Client should fill out reservation form (3 copies)	4.1 Affix signature and approve reservation form 4.2 Release approved reservation form to client 4.3 Distribute Security Office copy	None	5 Minutes	<i>Administrative Aide VI</i> Human Kinetics Program
TOTAL:		(depends on what facilities to be used)	1 Day, 15 Minutes	

2. Processing of Pre-order PE uniform

Issuance of uniform is a requirement for all students enrolled in PE subjects; Optional for Alumni.

Office or Division:	Human Kinetics Program			
Classification:	Highly Technical			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	UPB students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID or Form 5		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit UP ID/Form 5 during enrolment	1. Collect and asses UP ID/Form 5	None	5 Minutes	<i>Administrative Aide VI</i> Human Kinetics Program



2. Choose sizes from XS – 3XL (Shirt & Shorts)	2. List order	None	10 minutes	<i>Administrative Aide VI</i> Human Kinetics Program
3. Pay necessary fees	3.1 Collect payment 3.2 Issue official receipt once paid 3.3 Release official receipt 3.4 Inform client to wait for notification of orders	SHIRT: XS - P230 S - P230 M - P240 L - P250 XL - P260 2XL - P270 3XL - P280 SHORTS : XS - P285 S - P285 M - P295 L - P305 XL - P315 2XL - P325 3XL - P335	5 Minutes	<i>Administrative Aide VI</i> Human Kinetics Program
4. Await for notification	4. Finalize order at the end of the enrolment (usually 3-5 days) 4.1 Contact supplier and forward the final list 4.2 Pay necessary fees at the bank 4.3 Send deposit receipt to the supplier, once received	None	7 Days	<i>Administrative Aide VI</i> Human Kinetics Program



	<p>supplier will ship order</p> <p>4.4 Order will be shipped via Victory Bus</p> <p>4.5 Supplier will send the Bus Reference Number</p>			
	<p>5.1 Process locator slip for approval</p> <p>5.2 Submit to HRDO</p> <p>5.3 Staff will pick up orders at Victory Terminal</p> <p>5.4 Inspection of orders</p> <p>5.5 Staff will deliver Shirts at the Printing Press</p>	None	3 Hours	<p><i>Administrative Aide VI / Administrative Aide III</i></p> <p>Human Kinetics Program</p>
	<p>6.1 For Shorts, another supplier will be contacted & paid once tailored</p> <p>6.2 Shorts supplier will deliver orders at the Printing Press</p>	None	7 days	<p><i>Administrative Aide VI</i></p> <p>Human Kinetics Program</p>
	<p>7.1 Once printed, Staff will claim orders</p>	None	1 Hour	<p><i>Administrative Aide III</i></p> <p>Human Kinetics Program</p>



TOTAL:	(depends on what sizes to be used)	14 Days, 4 Hours, 20 Minutes	
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3. Signing and issuance of clearance

Clearance is necessary to check for any accountability acquired by the concern requester

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	UPB students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance form & UP ID		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form & UP ID *Attach authorization letter if the concern student can't process his/her clearance	1.1 Receive clearance & UP ID; and (authorization letter – if needed)	None	1 Minute	<i>Administrative Aide VI</i> Human Kinetics Program
2. Log in the record book	2.1 Verify list of accountabilities *If with accountability, require to settle	None	1 Minute	<i>Administrative Aide VI</i> Human Kinetics Program
3. Retrieve duly signed clearance	3.1 Affix signature and release clearance	None	1 Minute	<i>Administrative Aide VI</i> Human Kinetics Program
TOTAL:		None	3 Minutes	



4. Issuance of sporting goods for class/varsity/for recreational

Sporting goods are usually needed during PE classes, Varsity training and for recreational use

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	UPB students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID 2. HKP Borrower's Slip		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in borrower's form and surrender UP ID	1. Receive clearance & UP ID; and (authorization letter – if needed)	None	3 Minute	<i>Administrative Aide 6</i> Human Kinetics Program
2. Return borrowed equipment after use * A fine of PHP 50 will be charged for unreturned / damaged item/s	2. Issue needed sporting goods	PHP 50	5 Minutes	<i>Administrative Aide 3</i> Human Kinetics Program <i>Administrative Aide 3</i> Cash Office
		None	5 Minutes	<i>Administrative Aide 3</i>



	3. Retrieve borrowed sporting goods			Human Kinetics Program
TOTAL		PHP 50	13 Minutes	

5. Application for hiring of a new position in the HKP

Direct assistance to accommodate applicants and process application

Office or Division:	Human Kinetics Program			
Classification:	Complex			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. UPB stakeholders 2. Outsider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume & letter of intent with supporting documents		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit resume and letter of intent with supporting documents to the HKP or through email	1. Receive and assess/screen submitted documents	None	15 Minutes	<i>Administrative Aide 6</i> Human Kinetics Program
2. Await for a call of interview	2. Coordinator will schedule a Faculty Meeting; HKP Faculty will act on all requests	None	1 Day	<i>Program Coordinator</i> Human Kinetics Program
	3. Once endorsed, Program Coordinator will prepare recommendation to the CAPC.		5 Days	<i>Program Coordinator</i> Human Kinetics Program
TOTAL:		None	6 Days, 15 Minutes	



Human Kinetics Program

Internal Services



1. Reservation for the use of HKP facilities from student/organizations/class; and forward requests for action/s to Human Kinetics Program Coordinator

Implementation of reservation is important to avoid conflict of schedule and facilities, especially for PE classes and Varsity training.

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. UPB students 2. UPB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with Activity Form (UP employees are not required to submit request letter)		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request address to Program Coordinator with Activity form issued by ODSA	1. Accept and receive request letter	None	1 Minute	<i>Administrative Aide 6</i> Human Kinetics Program
2. Client fill-out reservation form	2. Forward request to Program Coordinator for approval 2.1 Once approved inform the client to fill-out reservation form (3 copies – HKP copy, Client's	None	1 Minute	<i>Administrative Aide 6</i> Human Kinetics Program



	copy, Security Office copy)			
3. Log in & out in the record book		None	1 Minutes	
*For UP employees, just log in at the HKP Office				
TOTAL:		None	3 Minutes	

2. Preparation of Certificate of Service

Every faculty member in residence is required to accomplish and submit a Certificate of Service every end of the month to certify full rendered service

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. HKP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UIS account		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty should fill-in service to UIS and submit to Program Coordinator / College Dean on / before the 7 th of the month	1. Approved by Program Coordinator / College Dean	None	1 Day	<i>Program Coordinator</i> Human Kinetics Program
2. Once approved, Faculty should print and submit to Administrative staff	2. Record to log book then forward to HRDO	None	5 Minute	<i>Administrative Aide 6</i> Human Kinetics Program
	3. Route or submit certificate	None	5 Minutes	<i>Administrative Aide 6</i>



	of service to HRDO			Human
TOTAL:		None	1 Day, 10 Minutes	

3. Preparation of Faculty Service Record

Faculty are required to prepare and submit their Faculty Service Record; it is a list of faculty teaching load for the semester

Office or Division:	Human Kinetics Program			
Classification:	Complex			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. HKP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Class cards 2. Faculty Loading 3. SAIS account		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HKP Faculty must collect their class cards during the 1 st day or week of class *Must see to it that class cards are properly fill in & class list are correct via SAIS *Encode and sign FSR form 67 *Print & submit FSR to Administrative staff before deadline	1. Receive and check FSR form 67 1.2 Label class cards for easy	None	5 Days	<i>Administrative Aide 6</i> Human Kinetics Program



	2. Forward to the Office of the College Secretary, College of Science (OCS-CS)	None	10 Minutes	<i>Administrative Aide 6</i>
				Human Kinetics Program
TOTAL:		None	5 Days, 10 Minutes	

4. Preparation of Faculty Teaching Overload Claims every semester

Overload claims are payment for rendered services of the faculty beyond the regular teaching load

Office or Division:	Human Kinetics Program			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. HKP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty Service Record		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of Faculty Service Record	1. Compute teaching overload	None	5 Hours	<i>Administrative Aide 6</i> Human Kinetics Program
	2. Prepare Form 67A, 67B & ORS 2.1 Attach approved FSR 2.2 Record to log book then forward to the Office of the College Secretary, College of Science (OCS-CS)	None	1 Day	<i>Administrative Aide 6</i> Human Kinetics Program



TOTAL:	None	1 Day, 5 Hours
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5. Preparation of Faculty Loading for the semester

Faculty loading is a requirement for faculty every semester and should be submitted to the College of Science - Office of the Secretary.

Office or Division:	Human Kinetics Program			
Classification:	Complex			
Type of Transaction:	1. G2C – Government to Client			
Who may avail:	1. HKP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty Loading		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HKP Faculty must prepare and submit their faculty loading before deadline	1. Receive and check faculty loading for any conflict in schedule	None	2 Days	<i>Administrative Aide 6</i> Human Kinetics Program
	2. Prepare for a room matrix 2.1 Encode and sign; and 4. Submit to the Office of the College Secretary, College of Science (OCS-CS)	None	5 Days	<i>Administrative Aide 6</i> Human Kinetics Program
TOTAL:		None	7 Days	

6. Preparation of Basic paper for original/renewal of appointment for Faculty/Lecturer/Coach

Contract of Service needs to submit necessary requirement for their renewal



Office or Division:	Human Kinetics Program			
Classification:	Highly Technical			
Type of Transaction:	1. UPB Faculty/Lecturer/Coach			
Who may avail:	1. HKP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet, Transcript of Record, SALN, Certificates, Oath of Office, Assumption of Duty, Clearance		HKP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the HKP office	1. Receive and assess submitted documents	None	5 Days	<i>Administrative Aide 6</i> Human Kinetics Program
Await for a call from the HKP	2. Attach Basic Paper Form with justification / recommendation 3. Forward to Program Coordinator for signature	None	5 Days	<i>Administrative Aide 6</i> Human Kinetics Program
	4. Once sign, it will be forwarded to other CAPC, APFC, HRDO & Budget 5. Sign and approve by VCAA & Chancellor	None	10 Days	<i>Chancellor</i>
TOTAL:		None	20 Days	

7. Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment / reimbursement of meals, honoraria, salary and other expenses charged to HKP

Office or Division:	Human Kinetics Program
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Reimbursement of meals:</u> 1) Attendance sheet, 2) Notice of meeting, 3) PR, and 4) Certificate of emergency purchase		1. Finance Department 2. Human Kinetics Program		
<u>Payment of Honoraria:</u> 1) One shot appointment, and 2) Certificate of Service rendered				
<u>Payment of Salary (Lecturer):</u> 1) Appointment, 2) Oath of office, 3) Assumption of duty, 4)DTR, 5)FSR, 6)Clearance				
<u>Payment of Salary (Coach):</u> 1) Appointment, 2) Oath of office, 3) Assumption of duty, 4)Attendance sheet, 5) Training Schedule, 6)Clearance				
<u>Payment of Allowance (Varsity)</u> 1) Attendance sheet, 2) Training & game schedule, 3) UP ID, 4)Form 5				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coach/Lecturer/Varsity should submit necessary requirements	1. HKP office will prepare the vouchers 2 Program Coordinator will sign 3. HKP office will scan and attach to UIS, record to logbook and forward to appropriate office/s	None	3 Days	<i>Administrative Aide 6</i> Human Kinetics Program <i>Program Coordinator</i> Human Kinetics Program
TOTAL:		None	3 Days	



Office of Public Affairs External Services



1. Encode, print and distribute letters, notices, memorandum and other communication documents

The administrative, clerical and support functions of OPA provide smooth daily inter-office transactions to achieve the University's mandate of academic and operational excellence.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions 2. Media and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / notices / memorandum (1 original)		From the person / office or staff/ college or faculty/ agency or staff making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation	1.1 OPA will accept / receive letter request/ invitation	None	1 day	<i>Administrative Assistant II</i> Office of Public Affairs
	1.2 OPA Director will endorse/ not endorse the request/ document		1 day	OPA Director
	1.3 OPA will record to logbook and forward to concerned/ appropriate offices		1 day	<i>Administrative Assistant II</i> Office of Public Affairs
TOTAL:		None	3 Days	



2. Mail copies of Ti Similla to regular subscribers (UP System, UP units, local government offices, universities in the locality, partner institutions, alumni and other stakeholders) and special subscribers (contributors and other partners)

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. These information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. UPB / UPS stakeholders, Alumni 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions 3. Media and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ti Similla monthly issue (1 copy)		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for subscription	1.1 Labels Ti Similla copies, fold and put in envelopes	None	2 days	Administrative Assistant II
	1.2 Distribute to all subscribers		1 day	Office of Public Affairs Administrative Assistant II
TOTAL:		None	3 days	Office of Public Affairs



3. Communicating to the public about curricular matters, research and creative work, and extension services of the University through traditional print media, traditional mass media, online media and social media.

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. This information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:		Office of Public Affairs		
Classification:		Simple		
Type of Transaction:		1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business		
Who may avail:		1. UPB / UPS stakeholders, Alumni 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions 3. Media and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request		Person making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail regarding the request.	1. Write press release of the event	None	3 days	OPA Director
TOTAL:		None	3 days	



Office of Public Affairs

Internal Services



1. Encode, print and distribute letters, notices, memorandum and other communication documents

The administrative, clerical and support functions of OPA provide smooth daily inter-office transactions to achieve the University’s mandate of academic and operational excellence.

Office or Division:		Office of Public Affairs		
Classification:		Simple		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB / UPS stakeholders, Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / notices / memorandum (1 original)		From the person / office or staff/ college or faculty/ agency or staff making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation	1.1 OPA will accept / receive letter request/ invitation	None	1 day	<i>Administrative Assistant II</i> Office of Public Affairs
	1.2 OPA Director will endorse/ not endorse the request/ document		1 day	OPA Director
	1.3 OPA will record to logbook and forward to concerned/ appropriate offices		1 day	<i>Administrative Assistant II</i> Office of Public Affairs
TOTAL:		None	3 Days	

2. Preparation and processing of financial documents (DVs, OBRs/BURs/PRs, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OPA-hosted activities

The administrative, clerical and support functions of OPA provides smooth daily inter-office transactions to achieve the University’s mandate of academic and operational excellence.

Office or Division:		Office of Public Affairs		
Classification:		Simple		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Reimbursement of meals:</u>		Office of Public Affairs		
1) Attendance sheet (1 original)				



2) Notice of meeting (1 original or 1 photocopy) 3) Purchase Request (4 original) 4) Certificate of emergency purchase (1 original) <u>Payment of Honoraria:</u> 1) One shot appointment (1 original) 2) Certificate of Service rendered (1 original) 3) Accomplishment Report (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit all necessary documents.	1.1 Preparation of the vouchers	None	1 day	Administrative Assistant II Office of Public Affairs
	1.2 The OPA Director will sign documents/vouchers		1 day	OPA Director
	1.3 OPA will scan and attach to UIS		4 hours	Administrative Assistant II Office of Public Affairs
	1.4 OPA will record to logbook and forward to appropriate office/s		4 hours	Administrative Assistant II Office of Public Affairs
TOTAL:		None	3 Days	

3. Photo document UPB events

To provide technical support to the unit's work in public affairs by documenting all relevant and significant events and occurrences in the university especially that which promotes Academic excellence, Cordillera studies, culture and the arts.

Office or Division:	Office of Public Affairs
Classification:	Simple
Type of Transaction:	1. G2G – Government to Government
Who may avail:	1. UPB faculty and offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Verbal request or written request (1 original)		From the office/staff making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/ staff will submit an electronic mail regarding the request.	1.1. OPA will accept request and photo shoots the event	None	1 day	Administrative Assistant II Office of Public Affairs
	1.2 OPA will give copy of photos to offices who requested.		2 days	Administrative Assistant II / OPA Director Office of Public Affairs
TOTAL:		None	3 days	

4. Provide UPB file photos to the colleges, UP System offices and other UPB stakeholders

To provide technical support to the unit's work in public affairs by documenting all relevant and significant events and occurrences in the university especially that which promotes Academic excellence, Cordillera studies, culture and the arts.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB faculty and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request or written request (1 original)		From the office/staff making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty/staff will submit an electronic mail regarding the request	1.1 OPA will accept request and give copy of photos to offices who made the request	None	3 days	Administrative Assistant II Office of Public Affairs
TOTAL:		None	3 days	

4. Assistance in the production of the Chancellor's Annual Report: Lay out, design, photography, proofreading, copy-editing



The primary mandate of the office is for information dissemination of all relevant/significant events and achievements/accomplishments in the university and this information is highlighted in the annual Chancellor's Report.

Office or Division:	Office of Public Affairs			
Classification:	Highly Technical			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB / UPS stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request from the Chancellor (1 original)		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PDA/ Executive Assistant Secretary to the Chancellor submit to OPA the draft of collated report from all the colleges and offices.	1.1 OPA selects and chooses appropriate photos for the report	None	3 days	Administrative Assistant II Office of Public Affairs
	1.2 OPA works with the layout artist for the design and layout		5 days	Administrative Assistant II Office of Public Affairs
	1.3 OPA Director provides captions for the photos used in the layout		4 days	OPA Director
	1.4. OPA Director edits captions and texts of the layout		4 days	
	1.5 OPA works with the layout artist for final layout of the report then forward to the press for printing		2 days	Administrative Assistant II Office of Public Affairs



TOTAL:	None	20 Days	
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5. Promotion and information dissemination (press releases, etc.) of UPB events in traditional print media, online media and social media

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. This information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:		Office of Public Affairs		
Classification:		Complex		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB / UPS stakeholders, Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request		From the person / office or staff/ college or faculty/ agency or staff making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail regarding the request.	1. Write press release of the event	None	7 days	OPA Director
TOTAL:		None	7 days	

6. Promotion and information dissemination of UPB events in bulletin boards (posting of posters and advertisements) in campus

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. This information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:		Office of Public Affairs		
Classification:		Simple		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB / UPS stakeholders, Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request		From the person / office or staff/ college or faculty/ agency or students making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Verbal request or submit an electronic mail regarding the request.	1. Post press releases and publication materials in bulletin boards	None	3 days	Administrative Assistant II Office of Public Affairs
TOTAL:		None	3 days	

7. Promotion and information dissemination of UPB events on the multimedia devices (TV) in campus

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. This information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:		Office of Public Affairs		
Classification:		Simple		
Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UPB / UPS stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request		From the person / office or staff/ college or faculty/ agency or students making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The person will submit an electronic mail regarding the request.	1. 1 OPA will accept the email and will forward to OPA Director for appropriate action	None	1day	Administrative Assistant II Office of Public Affairs
2. The person will sign OPA equipment request form	2.1 If request is approved by the OPA Director, OPA will screen the video then gives the client the equipment request form	None	1day	Administrative Assistant II Office of Public Affairs
3. Submit an electronic file, mp4 file of the publication material.	3.1 Play electronic file, mp4 file of the publication material in the TV lobby	None	1day	Administrative Assistant II Office of Public Affairs
TOTAL:		None	3 days	



8. Sending (personal hand-carry) of invitations and programs of UPB events to the community

The primary mandate of the office is for information dissemination of all relevant and significant events and occurrences in the university especially that which pertains to Cordillera studies, culture and the arts. This information might be channelled through the monthly university newsletter, the website, or through social media.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. UPB / UPS stakeholders, Alumni 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions 3. Media and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation cards, program of events, publication materials		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Chancellor verbally requests or sends an electronic mail regarding the request	1.1 OPA will distribute invites, programs and publication materials to offices/stakeholders concerned	None	3 days	Administrative Assistant II Office of Public Affairs
TOTAL:		None	3 days	



Office of Alumni Relations External Services

1. Alumni engagement/ receive donations by UPB and UPBAA

Part of the Chancellor's vision for his administration is to strengthen the university's linkages with its alumni; determine relevant programs that might be implemented between the university and the alumni.

Office or Division:	Office of Alumni Relations
Classification:	Simple



Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. UPB / UPS Alumni 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions 3. Media and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request (1 original)		Person making the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an electronic mail/letter regarding the request	1. Receives donations and document the event	None	3 days	Alumni Relations Officer
TOTAL:		None	3 days	



Office of Alumni Relations Internal Services

1. Alumni engagement/ organize events sponsored by UPB and UPBAA

Part of the Chancellor's vision for his administration is to strengthen the university's linkages with its alumni; determine relevant programs that might be implemented between the university and the alumni.

Office or Division:	Office of Alumni Relations
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Classification:	Highly Technical			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB / UPS stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request from the Chancellor (1 original / 1 photocopy)		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Verbal request) or the Chancellor will submit an electronic mail regarding the request.	1.1 Organize events for UPB Alumni; talk with sponsors and initiate meetings for the event	None	20 days	Alumni Relations Officer
TOTAL:		None	20 days	

2. Assist the Office of the Chancellor and other relevant units in receiving alumni visiting the campus

Part of the Chancellor's vision for his administration is to strengthen the university's linkages with its alumni.

Office or Division:	Office of Alumni Relations			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB / UPS stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/ written request from the Chancellor (1 original / 1 photocopy)		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Verbal request) or the Chancellor will submit an electronic mail regarding the request	1.1 Welcome alumni and tour them around campus	None	3 days	Alumni Relations Officer
TOTAL:		None	3 days	



Budget Office

External Services

- 1. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of Cash Advance of Travel expenses**



To process obligation or utilization request and check completeness of documentary requirements for the payment of Cash Advance of official travel expenses.
 Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Request (1 original or certified photocopy) b. Invitation (1 original or certified photocopy) c. Travel Order (TO) (2 original or certified photocopy) d. Itinerary of Travel (IT) (2 original) e. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) f. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		a. Office of the Chancellor, Chancellor b. Organizing Committee c. Office of the Chancellor, staff assigned for Travel Order d. End-user's office, employee who will travel e. End-user's office, staff assigned for obligation/utilization f. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Itinerary of Travel vis-a-vis Obligation or Utilization Request).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

2. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of official travel expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of official travel expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	UPB Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a. Approved Request (1 original or certified photocopy) b. Invitation (1 original or certified photocopy)		a. Office of the Chancellor, Chancellor b. Organizing Committee c. Office of the Chancellor, staff assigned for Travel Order



<p>c. Travel Order (TO) (2 original or certified photocopy) d. Itinerary of Travel (IT) (2 original) e. Certificate of Travel Completed (CTC) (1 original) f. Travel Report (TR) (1 original) g. Bus Tickets/ Taxi Receipts (1 original and 1 certified photocopy) h. Boarding Pass if travelled via Plane (1 original and 1 certified photocopy) i. Official Receipts (registration fees, if applicable) (1 original) j. Certificate of Appearance/ Participation/ Attendance (1 original or certified photocopy) k. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) l. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)</p>	<p>d. End-user's office, employee who travelled e. End-user's office, employee who travelled f. End-user's office, employee who travelled with stamped of receipt of the Office of the Chancellor g. Supplier of transportation services h. Supplier of transportation services i. Organizing committee j. Organizing Committee k. End-user's office, staff assigned for obligation/utilization l. End-user's office, staff assigned for disbursement. Generates number in the UIS.</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Itinerary of Travel vis-a-vis Obligation or Utilization Request).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

3. PROCESS and PRE AUDIT - Obligation or Utilization Request for the payment of Representation expenses based from Purchase Order

To process obligation or utilization request for the payment of representation expenses during meetings and other activities.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Suppliers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a. Purchase Order (to include requirements of PO) (3 original) b. Abstract of Quotation (1 copy each from three suppliers - original or certified photocopy) c. Statement of Account/ Billing Statement (1 original)		a. SPMO, staff assigned for Purchase Order of catering services b. SPMO, staff assigned for Abstract of Quotation of catering services c. Supplier of goods d. End-user's office, requester or head of office



d. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Purchase Order vis-a-vis billing statement vis-a-vis Obligation or Utilization Request).		5 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.7. Budget approved/cleared.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	23 minutes	

4. PROCESS and PRE AUDIT - Disbursement Voucher (DV): Payment of representation expenses based on Purchase Order (PO)

To check completeness of documentary requirements for the payment of representation expenses based from Purchase Order and distribute accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Purchase Order (to include requirements of PO) (3 original) b. Abstract of Quotation (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original) d. Notice of Meeting/ Activity/ Program (1 original) e. Attendance (1 original) f. Processed ObR/BUR (2 original) g. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		a. SPMO, staff assigned for Purchase Order of catering services b. SPMO, staff assigned for Abstract of Quotation of catering services c. Supplier of goods d. End-user's office, head of unit e. End-user's office, staff assigned for logistics f. Accounting Office, staff assigned for audit g. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office



	1.2. Checks for completeness of attachments, pre-audits attachments (checks correctness of amount obligated in the ObR/BUR vis-a-vis Disbursement Voucher), and then encodes DV number in the budget's subsidiary ledger.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Distributes account details in the UIS then approves distributions.		5 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	15 minutes	

5. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of Representation expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of representation expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client		
Who may avail:	UPB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
a. Purchase Request (1 original) b. Abstract of Quotation, if applicable (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original) d. Notice of Meeting/ Activity/ Program (1 original) e. Attendance (1 original) f. Certificate of Emergency Purchase		a. End-user's office, requester or head of unit b. SPMO, staff assigned for Abstract of Quotation c. Supplier of goods d. End-user's office, head of unit e. End-user's office, staff assigned for logistics f. End-user's office, head of unit	



(1 original) g. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) h. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		g. Accounting Office, staff assigned for audit h. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of details and amount stated in the Purchase Request vis-a-vis Official Receipt vis-a-vis Obligation or Utilization Request vis-a-vis Disbursement Voucher).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

6. PROCESS and PRE AUDIT - Obligation or Utilization Request for the payment of supplies (i.e. office supplies, ict supplies, other supplies, etc) based on Purchase Order (PO)

To process obligation or utilization request for the payment of various supplies expenses.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Purchase Order (to include requirements of PO) (3 original) b. Abstract of Quotation (1 copy each from three suppliers - original or certified photocopy) c. Statement of Account/ Billing Statement (1 original) d. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original)		a. SPMO, staff assigned for Purchase Order of various supplies b. SPMO, staff assigned for Abstract of Quotation of various supplies c. Supplier of goods d. End-user's office, requester or head of office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Purchase Order vis-a-vis billing statement vis-a-vis Obligation or Utilization Request).		5 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Budget approved/cleared.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	23 minutes	



7. PROCESS and PRE AUDIT - Disbursement Voucher (DV): Payment of supplies expenses based on Purchase Order (PO)

To check completeness of documentary requirements for the payment of supplies expenses based from Purchase Order and distribute accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Purchase Order (to include requirements of PO) (3 original) b. Abstract of Quotation (1 copy each from three suppliers - original or certified photocopy) c. Cash Invoice Receipt or Delivery Receipt (1 original) d. Inspection and Acceptance Report (1 original) e. Processed ObR/BUR (2 original) f. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		a. SPMO, staff assigned for Purchase Order of various supplies b. SPMO, staff assigned for Abstract of Quotation of various supplies c. Supplier of goods d. University Property Inspector e. Accounting Office, staff assigned for audit f. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office



	1.2. Checks for completeness of attachments, pre-audits attachments (checks correctness of amount obligated in the ObR/BUR vis-a-vis Disbursement Voucher vis-a-vis delivery receipt or cash invoice), and then encodes DV number in the budget's subsidiary ledger.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Distributes account details in the UIS then approves distributions.		5 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	15 minutes	

8. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of supplies expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of supplies expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	UPB Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
a. Purchase Request and SPPMP if applicable (1 original) b. Abstract of Quotation, if applicable (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original)	a. End-user's office, requester or head of unit b. SPMO, staff assigned for Abstract of Quotation of various supplies c. Supplier of goods d. University Property Inspector	



<p>d. Inspection and Acceptance Report (2 original) e. Certificate of Emergency Purchase (1 original) f. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) g. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)</p>		<p>e. End-user's office, head of unit f. Budget Office, staff assigned for pre-audit g. End-user's office, staff assigned for disbursement. Generates number in the UIS.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of details and amount stated in the Purchase Request vis-a-vis Official Receipt vis-a-vis Obligation or Utilization Request vis-a-vis Disbursement Voucher).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

9. BUDGET CLEARANCE/ SIGNING OF APPOINTMENTS_ Project Contracts of Job Orders

To check the availability of funds and the necessity of the work to be undertaken.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Non UPB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved project proposal with Line Item Budget from the funding agency (1 original) 2. Appointment (2 original)		1. Funding Agency 2. Implementing Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits prepared appointment/project contract together with the approved Project LIB for budget clearance in signing	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Refer to approved project proposal and check if appointment/project contract is within the Line Item Budget and with corresponding allotment.		30 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Signs appointment and give documents to the staff for earmarking.		1 minute	Administrative Officer V Budget Office
	1.4. Earmarks appointment in the project's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Records in the logbook and forward the appointment/project contract to the approving officer (Chancellor)		6 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
TOTAL:		None	40 minutes	



10. BUDGET CLEARANCE/ SIGNING OF APPOINTMENTS_ Contract of Service for Resource Speakers/ Lecturer etc.

To check if position or item is within the Line-Item-Budget of the project.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Non UPB Employees/ Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Request (1 original or certified photocopy) b. Invitation of Activity/Program (1 original) c. Basis of Honoraria/ Professional Service Fee (1 original or certified photocopy)		1. Office of the Chancellor 2. Implementing Unit 3. CSC, DBM and UPB Executive Staff minutes on fiscal policies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for budget clearance in signing	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks if activity is approved and appointment is in order.		30 minutes	Administrative Officer V Budget Office
	1.3. Signs appointment and gives documents to the staff for earmarking.		1 minute	Administrative Officer V Budget Office
	1.4. Earmarks appointments in the subsidiary ledger where allotment was sourced.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.5. Records in the logbook and deliver it to the next signatory.		6 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
TOTAL:		None	40 minutes	

11. PREPARATION OF REPORTS _Financial Monitoring Report (FMR)

To prepare reports with regards to the updated utilization of appropriation as against the cash releases for the month.

Office of Division:	BUDGET OFFICE			
Classification:	High Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UP System, DBM, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monthly Statement of Obligations and Balances, SARO, SUB-SARO, Cash Releases (1 original)		1. Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of memo indicating deadline of submission	1.1 Preparation and submission on the prescribed deadline.	None	20 Days	Administrative Officer V Budget Office
TOTAL:		None	20 Days	

12. PREPARATION OF REPORTS _Financial Accountability Reports (FAR)

To prepare reports of the appropriations, allotments, obligations, and disbursements per quarter source from GAA and Internally Generated Income.

Office of Division:	BUDGET OFFICE			
Classification:	High Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UP System, DBM, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monthly Statement of Obligations, Disbursements and		1. Budget Office 2. Budget Office		



Balances (1 original) 2. Financial Monitoring Report (1 original)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of memo indicating deadline of submission	1.1 Preparation and submission on the prescribed deadline.	None	20 Days	Administrative Officer V Budget Office
TOTAL:		None	20 Days	



Budget Office Internal Services



1. PROCESS and PRE AUDIT - Supplemental Project Procurement Management Plan (SPPMP)

To process and to check the completeness of documentary requirements as well as the availability of budget for such request. This document is needed when requested purchases of goods and service were not included in the APP/PPMP of the end user.

Office or Division		Budget Office		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Justification on why such purchase is not included in the APP/PPMP (1 original) 2. Justification should be approved. 3. Printed and signed copy of SPPMP (2 original) 4. Initiated approval.			1. End user's office, requester or head of office 2. Office of the Chancellor, Chancellor 3. End user's office, requester or head of office 4. In the UIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for budget clearance at the Budget Office.	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II/ Administrative Aide VI Budget Office
	1.2. Checks availability of funds.	None	2 minutes	Administrative Assistant II/ Administrative Aide VI Budget Office
	1.3. Checks for completeness and correctness of entry.	None	4 minutes	Administrative Assistant II/ Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.	None	2 minutes	Administrative Assistant II/ Administrative Aide VI Budget Office



	1.5. Approves in the UIS.	None	1 minute	Administrative Assistant II/ Administrative Aide VI Budget Office
	1.6. Budget approved/cleared.	None	5 minutes	Administrative Officer V Budget Office
TOTAL:		None	15 minutes	

2. PROCESS and PRE AUDIT - Purchase Request (PR)

To process and to check the completeness of documentary requirements as well as the availability of budget for such request. This document is needed for the purchase of goods and service and should have been included in the APP/PPMP of the end user. If not within the APP/PPMP, accomplish SPPMP (see service no. 1).

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Printed and signed copy of Purchase Request (3 original) b. Received and stamped by SPMO. c. Initiated approval.		a. End user's office, requester or head of office b. SPMO, staff assigned for stamping c. In the UIS, to be initiated by end user or requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for budget clearance at the Budget Office.	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II/ Administrative Aide VI Budget Office
	1.2. Checks availability of funds.		2 minutes	Administrative Assistant II/ Administrative Aide VI Budget Office



	1.3. Checks for completeness and correctness of entry.		6 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.5. Generates earmark number in the UIS.		3 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.6. Approves in the UIS.		1 minute	Administrative Assistant II/Administrative Aide VI Budget Office
	1.7. Budget approved/cleared.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	20 minutes	

3. PROCESS and PRE AUDIT - Obligation or Utilization Request for the payment of procurement of goods based on Purchase Order (PO)

To process obligation or utilization request when the documentary requirements as well as the specifications stated in the Purchase Request vis-à-vis Abstract of Canvass are complete and correct. This is to obligate the payment of the goods based on Purchase Order awaiting delivery.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	UPB Employees/ Offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
a. Approved Purchase Request (2 original or certified photocopy) b. Abstract of Canvass (1 original or certified photocopy) c. Request for Quotation (1 original or certified photocopy) d. Printed and signed Obligation	a. End user's office, requester or head of office b. SPMO, staff assigned for canvass c. SPMO, staff assigned for quotation d. End user's office, requester or head of office	



(ObR) or Utilization (BUR) Request (3 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for budget clearance at the Budget Office.	1.1. Accepts documents and sign in the client's log book.	None	1 minute	Administrative Assistant II/Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of entries stated in the Purchase Request vis-a-vis Abstract of Canvass vis-a-vis Purchase Order).		7 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.7. Budget approved/cleared.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	25 minutes	



4. PROCESS and PRE AUDIT - Disbursement Voucher (DV): Payment to suppliers of goods.

To check for completeness of documentary requirements for the payment of goods and distribute accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office. This is for the payment of supplier of the goods after delivery and inspection and acceptance report has been made.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Purchase Order (to include requirements of PO and the required number of copies) (3 original) b. Charge Invoice/ Delivery Receipts (1 original) c. Statement of Accounts or Billing Statement (1 original) d. Inspection and Acceptance Report (IAR) (2 original) e. Processed ObR/BUR (2 original) f. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		a. SPMO, staff assigned for Purchase Order of goods. b. Supplier of goods c. Supplier of goods d. University Property Inspector e. Accounting Office, staff assigned for audit f. SPMO, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments..		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.3. Pre-audits attachments (checks correctness of entries stated in the Purchase Order vis-a-vis Billing Statement vis-a-vis Inspection Report).		7 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.4. Checks amounts obligated in the ObR/BUR vis-a-vis Disbursement Voucher then encodes DV number in the budget's subsidiary ledger		3 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.5. Distributes account details in the UIS then approves distributions.		5 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.6. Encodes in the budget's disbursement ledger.		2 minutes	Administrative Assistant II/Administrative Aide VI Budget Office
	1.7. Approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	25 minutes	

5. PROCESS and PRE AUDIT - Obligation or Utilization Request for the payment of services based on Appointment or Contract of Service

To process obligation or utilization request for the payment of services (salary/ honoraria/ other general services/ other professional services) based from approved appointment or contract of service upon completion of service. The payment of services for UPB employees is through payroll while non-UPB employees need to process disbursement voucher (see service #6).

Office of Division:	BUDGET OFFICE
Classification:	Simple



Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Appointment/ Contract of Service (1 original or certified photocopy) b. Certificate of Service/ Completion (1 original) c. Printed and signed Obligation (ObR) or Utilization (BUR) Request (5 original copies for UPB employees and 3 original copies for non-UPB employees)		a. Secure signature from Appointee (end-user), Project Leader (if any), Budget Officer (Budget Office), and the Chancellor (Chancellor's Office) b. Generating unit or PAP, Unit Head or Project Leader c. Generating unit or PAP, Unit Head or Project Leader		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks for correctness of amount, terms, and conditions stated in the Appointment/Contract of Service vis-a-vis ObR or BUR form).		7 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Budget approved/cleared.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	25 minutes	

6. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of Cash Advance of Travel expenses

To process obligation or utilization request and check completeness of documentary requirements for the payment of Cash Advance of official travel expenses.

Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	UPB Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	a. Approved Request (1 original or certified photocopy) b. Invitation (1 original or certified photocopy) c. Travel Order (TO) (2 original or certified photocopy) d. Itinerary of Travel (IT) (2 original) e. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) f. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)	a. Office of the Chancellor, Chancellor b. Organizing Committee c. Office of the Chancellor, staff assigned for Travel Order d. End-user's office, employee who will travel e. End-user's office, staff assigned for obligation/utilization f. End-user's office, staff assigned for disbursement. Generates number in the UIS.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Itinerary of Travel vis-a-vis Obligation or Utilization Request).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

7. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of official travel expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of official travel expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	UPB Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
a. Approved Request (1 original or certified photocopy) b. Invitation (1 original or certified photocopy) c. Travel Order (TO) (2 original or certified photocopy) d. Itinerary of Travel (IT) (2 original) e. Certificate of Travel Completed (CTC) (1 original) f. Travel Report (TR) (1 original) g. Bus Tickets/ Taxi Receipts (1 original and 1 certified photocopy) h. Boarding Pass if travelled via Plane (1 original and 1 certified photocopy) i. Official Receipts (registration fees, if applicable) (1 original) j. Certificate of Appearance/ Participation/ Attendance (1 original or certified photocopy) k. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) l. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)	a. Office of the Chancellor, Chancellor b. Organizing Committee c. Office of the Chancellor, staff assigned for Travel Order d. End-user's office, employee who travelled e. End-user's office, employee who travelled f. End-user's office, employee who travelled with stamped of receipt of the Office of the Chancellor g. Supplier of transportation services h. Supplier of transportation services i. Organizing committee j. Organizing Committee k. End-user's office, staff assigned for obligation/utilization l. End-user's office, staff assigned for disbursement. Generates number in the UIS.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of amount stated in the Itinerary of Travel vis-a-vis Obligation or Utilization Request).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

8. PROCESS and PRE AUDIT - Disbursement Voucher (DV): Payment of representation expenses based on Purchase Order (PO)

To check completeness of documentary requirements for the payment of representation expenses based from Purchase Order and distribute accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Purchase Order (to include requirements of PO) (3 original) b. Abstract of Quotation (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original) d. Notice of Meeting/ Activity/ Program (1 original) e. Attendance (1 original) f. Processed ObR/BUR (2 original) g. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		a. SPMO, staff assigned for Purchase Order of catering services b. SPMO, staff assigned for Abstract of Quotation of catering services c. Supplier of goods d. End-user's office, head of unit e. End-user's office, staff assigned for logistics f. Accounting Office, staff assigned for audit g. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office



	1.2. Checks for completeness of attachments, pre-audits attachments (checks correctness of amount obligated in the ObR/BUR vis-a-vis Disbursement Voucher), and then encodes DV number in the budget's subsidiary ledger.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Distributes account details in the UIS then approves distributions.		5 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	15 minutes	

9. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of Representation expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of representation expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	UPB Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Purchase Request (1 original) b. Abstract of Quotation, if applicable (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original) d. Notice of Meeting/ Activity/ Program (1 original) e. Attendance (1 original)	a. End-user's office, requester or head of unit b. SPMO, staff assigned for Abstract of Quotation c. Supplier of goods d. End-user's office, head of unit e. End-user's office, staff assigned for logistics



f. Certificate of Emergency Purchase (1 original) g. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) h. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)		f. End-user's office, head of unit g. Accounting Office, staff assigned for audit h. End-user's office, staff assigned for disbursement. Generates number in the UIS.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of details and amount stated in the Purchase Request vis-a-vis Official Receipt vis-a-vis Obligation or Utilization Request vis-a-vis Disbursement Voucher).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

10. PROCESS and PRE AUDIT - Obligation or Utilization Request for the disbursement of reimbursement of supplies expenses

To process obligation or utilization request and check completeness of documentary requirements for the reimbursement of supplies expenses. Distributes accounts as needed in the UIS prior to the processing of disbursement by the Accounting and Cash Office.

Office of Division:	BUDGET OFFICE	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	UPB Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
a. Purchase Request and SPPMP if applicable (1 original) b. Abstract of Quotation, if applicable (1 copy each from three suppliers - original or certified photocopy) c. Official Receipt (1 original) d. Inspection and Acceptance Report (2 original) e. Certificate of Emergency Purchase (1 original) f. Printed and signed Obligation (ObR) or Utilization (BUR) Request (3 original) g. Printed and signed Disbursement Voucher (DV) with UIS number (4 original)	a. End-user's office, requester or head of unit b. SPMO, staff assigned for Abstract of Quotation of various supplies c. Supplier of goods d. University Property Inspector e. End-user's office, head of unit f. Budget Office, staff assigned for pre-audit g. End-user's office, staff assigned for disbursement. Generates number in the UIS.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for processing and audit	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks for completeness of attachments.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3. Pre-audits attachments (checks correctness of details and amount stated in the Purchase Request vis-a-vis Official Receipt vis-a-vis Obligation or Utilization Request vis-a-vis Disbursement Voucher).		8 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4. Encodes in the budget's subsidiary ledger.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Writes required details in the ObR or BUR form, includes assigning serial number.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.6. Generates ObR or BUR number in the UIS.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office



	1.7. Distributes account details in the UIS then approves distributions.		4 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.8. Budget approved/cleared and approves disbursement in the UIS.		5 minutes	Administrative Officer V Budget Office
TOTAL:		None	30 minutes	

11. BUDGET CLEARANCE/ SIGNING OF APPOINTMENTS_ Basic Papers, NOSA, NOSI

To validate regular position/item if it's within the plantilla and to check the availability of funds.

Office of Division:		BUDGET OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		UPB Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel Clearance from HRDO (2 original)		1. HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements with personnel clearance for budget clearance in signing	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks and refer to Plantilla for correctness of entries as to amount and PSI no. as stated in the Basic Paper, NOSA, and NOSI.		30 minutes	Administrative Officer V Budget Office



	1.3. Signs appointment and gives documents to the staff for routing.		1 minute	Administrative Officer V Budget Office
	1.4. Records in the logbook and deliver it to the next signatory.		6 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
TOTAL:		None	38 minutes	

12. BUDGET CLEARANCE/ SIGNING OF APPOINTMENTS_ Contract of Service for Resource Speakers/ Lecturer etc.

To check if position or item is within the Line-Item-Budget of the project.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Request (1 original or certified photocopy) b. Invitation of Activity/Program (1 original) c. Basis of Honoraria/ Professional Service Fee (1 original or certified photocopy)		1. Office of the Chancellor 2. Implementing Unit 3. CSC, DBM and UPB Executive Staff minutes on fiscal policies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished checklist of requirements for budget clearance in signing	1.1. Receives documents and sign in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2. Checks if activity is approved and appointment is in order.		30 minutes	Administrative Officer V Budget Office



	1.3. Signs appointment and gives documents to the staff for earmarking.		1 minute	Administrative Officer V Budget Office
	1.4. Earmarks appointments in the subsidiary ledger where allotment was sourced.		2 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
	1.5. Records in the logbook and deliver it to the next signatory.		6 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
TOTAL:		None	40 minutes	

13. REQUEST FOR THE RELEASE OF FUNDING

To prepare request/communication for the release of funds for programs, activities, and projects which are funded by the University System.

Office of Division:	BUDGET OFFICE			
Classification:	High Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Offices/ UPB-based Projects, Activities, Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved funding by the BOR/ UP President (1 original) 2. Request letter (1 original)		1. Budget Office 2. Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal/ DV for funding request	1. 1 Accepts and prepares funding request	None	20 Days	Administrative Officer V Budget Office
TOTAL:		None	20 Days	

14. REQUEST/ INQUIRY OF STATUS OF FUNDS

The Budget Office keeps individual Subsidiary Ledger of funds for all offices including University Programs, Activities, and Projects. The subsidiary ledger records all procurement transactions of goods and services and hence the Budget Office can



provide an updated status of funds such as the remaining balance, the nature of expenses etc. The request is provided to enable the head of office, program, activity, project implement future plans.

Office of Division:	BUDGET OFFICE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 original)		1. End-user's office, requester or head of unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter address to the Chief of the Budget Office	1. Receives letter of request and signs in the client's log book.	None	1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.2 Analyzes and prepares (accomplish) the requested status of funds.		1 hour	Administrative Assistant II / Administrative Aide VI Budget Office
	1.3 Prints a copy of the output and signs.		1 minute	Administrative Assistant II / Administrative Aide VI Budget Office
	1.4 Approves/notes the printed output of the requested status of funds.		5 minutes	Administrative Officer V Budget Office
	1.5 Records in the office logbook and deliver the printed output of the requested status of funds to the requester's office		3 minutes	Administrative Assistant II / Administrative Aide VI Budget Office
TOTAL:		None	1 hours, 10 minutes	



National Service Training Program

External Services



1. Validation of NSTP course taken in another institution

Office or Division:	NSTP			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	NSTP STUDENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validation Form 2. Transcript of Records/Report of Grades		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit require-ments to front desk	1.1 Take requirements submitted.	None	1 minute	NSTP Coordinator
	1.2 Validate records or Interview.		10 minutes	
	1.3 Sign the form.		1 minute	
TOTAL:			12 minutes	

2. Communication to CHED

Office or Division:	NSTP			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NSTP STUDENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validation Form 2. Transcript of Records/Report of Grades		Front Desk OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo at the front desk	1.1 Validate request letter	None	1 day	NSTP Coordinator
	1.2 Prepare document		2 days	
	1.3 Submission of documents to CHED office		1 day	
TOTAL:		None	4 days	



3. Issuance of NSTP Form

Office or Division:		NSTP		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		NSTP STUDENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form 5 at the front desk.	1.1 Validate student enrollment	None	5 minutes	NSTP Coordinator
	1.2 Issue NSTP form		1 minute	
TOTAL:		None	6 minutes	

4. Borrowing of equipment

This is for NSTP facilitators who need equipment for their classes.

Office or Division:		NSTP		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		NSTP STUDENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at front desk and submit request form	1.1 Check availability of Equipment	None	2 minutes	NSTP Coordinator
	1.2 Log borrower's info in NSTP logbook		3 minute	
	1.3 Release equipment		1 minute	



TOTAL:	None	6 minutes	
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5. Returning of borrowed equipment

This is for NSTP facilitators who need to return equipment used for their classes.

Office or Division:		NSTP		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		NSTP STUDENTS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender borrowed equipment	1.1 Check state of equipment	None	2 minutes	NSTP Coordinator
	1.2 log returner's info in NSTP logbook		3 minute	
	1.3 return equipment to storage		1 minute	
TOTAL:		None	6 minutes	



National Service Training Program

Internal Services



1. Borrowing of equipment

This is for NSTP facilitators who need equipment for their classes.

Office or Division:		NSTP		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NSTP Facilitator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at front desk and submit request form	1.1 Check availability of Equipment	None	2 minutes	NSTP Coordinator
	1.2 Log borrower's info in NSTP logbook		3 minute	
	1.3 Release equipment		1 minute	
TOTAL:		None	6 minutes	

2. Returning of borrowed equipment

This is for NSTP facilitators who need to return equipment used for their classes.

Office or Division:		NSTP		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		NSTP Facilitator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender borrowed equipment	1.1 Check state of equipment	None	2 minutes	NSTP Coordinator
	1.2 log returner's info in NSTP logbook		3 minute	
	1.3 return equipment to storage		1 minute	
TOTAL:		None	6 minutes	



Ugnayan ng Pahinungod

External Services



1. Issuance of Certificate of Volunteer Service

This is for the volunteers who were not able to secure their certificates right after the event.

Office or Division:		Ugnayan ng Pahinungod		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Volunteers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter to front desk	1.1 Validate request letter and day of volunteer program 1.2 Gather signatures from key persons (Project Assoc, Director, Chancellor) 1.3 Issue Certificate	None	2 minutes 2 days 1 minute	Senior Office Assistant Ugnayan ng Pahinungod
TOTAL:		None	2 days, 3 minutes	

2. Signing-up as volunteer and getting volunteer ID

The sign-up form is for us to keep a record of our volunteers' data; whereas, the ID is for us to identify our volunteers easier.

Office or Division:		Ugnayan ng Pahinungod		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Volunteers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sign-up Form 2. One ID Picture				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter to front desk	1.1 Validate sign-up form	None	3 minutes	Senior Office Assistant Ugnayan ng Pahinungod
	1.2 Input volunteer information to database		10 minutes	
	1.3 Generate ID number		1 minute	
	1.4 Create ID		10 minutes	
	1.5 Issue ID		1 minute	
TOTAL:		None	25 minutes	

3. Equipment borrowing

This is an equipment borrowing opportunity for our volunteers only.

Office or Division:	Ugnayan ng Pahinungod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Volunteers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Volunteer ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter to front desk	1.1 Validate request letter	None	3 minutes	Senior Office Assistant Ugnayan ng Pahinungod
	1.2 Validate volunteer ID		1 minute	
	1.3 Check for availability of equipment		3 minute	
	1.4 Issue equipment		1 minute	
TOTAL:		None	8 minutes	



4. Equipment Returning

This is an equipment borrowing opportunity for our volunteers only.

Office or Division:		Ugnayan ng Pahinungod		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Volunteers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender borrowed equipment	1.1 Check state of equipment	None	3 minutes	Senior Office Assistant Ugnayan ng Pahinungod
	1.2 Validate volunteer ID		1 minute	
	1.3 Log returner's information		3 minute	
	1.4 Return equipment to storage box		1 minute	
TOTAL:		None	8 minutes	



Ugnayan ng Pahinungod

Internal Services



1. Communication to other Offices

This is for the communication about our programs to other offices.

Office or Division:		Ugnayan ng Pahinungod		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Admin and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication letter to front desk	1.1 Receive letter	None	1 minute	Senior Office Assistant Ugnayan ng Pahinungod
	1.2 Issue action		10 minutes	
TOTAL:		None	11 minutes	



Legal Office External Services



1. To handle /assist in Administrative/ Student Disciplinary cases of the University

The Legal Office is in-charge of handling/ facilitating/assisting in processing cases filed against erring students or employees.

Office or Division:	Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from the College Dean/ University Official		Colleges or Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the Legal Office regarding the case	1.1 Requests for the creation of an administrative / student tribunal	None	1 day	Legal Officer (Legal Office)
	1.2 Facilitates the appointment of an independent prosecutor for the case to act on behalf of the University	None	5 days	Legal Officer (Legal Office)
	1.3 Drafts the final resolution of the Chancellor upon the latter's advice, subject to his review and approval.	None	13 days	Legal Officer (Legal Office)
2. Receive information about the case from the Legal officer	2.1 Relay / issue information about the case.		1 day	Chair of the ADT/SDT Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	20 Days	



Legal Office Internal Services



1. To prepare and review Memorandums of Agreement, Memorandum of Understanding and other contracts entered into by UP Baguio

This serves a basis for processing and finalizing contracts and business relationships.

Office or Division:		Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government- to-Government		
Who may avail:		All Colleges and Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Documents		Unit/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for preparation/review of a contract	1. Receive the request	None	15 minutes	Legal Officer (Legal Office)
	1.1 Prepare/ review the contract	None	2 Days	Legal Officer (Legal Office)
	1.2 Return the prepared/reviewed draft to the requesting unit for review and approval	None	15 Minutes	Senior Administrative Assistant I Chancellor's Office
	1.3 Incorporate comments and suggestions of the requesting unit/College	None	1 day	Legal Officer (Legal Office)
	1.4 Finalize the contract and prints seven (7) original copies for signature/execution of the parties	None	30 Minutes	Senior Administrative Assistant I Chancellor's Office
	1.5 Affix initials to the contract	None	30 minutes	Legal Officer (Legal Office)
	1.6 Forward the contract to the Chancellor	None	2 days	Senior Administrative Assistant I Chancellor's Office



2. Receives review or comment on the contract	1.7 Facilitate notarization of the document	P200.00 for notarization	1 Day	Legal Officer (Legal Office)
	1.8 Forward the contract for signing of the other party/ies	None	7 Days	Legal Officer (Legal Office)
	1.9 Gives copy of the fully executed contract to the requesting unit and other party/ies.	None	1 Day	Senior Administrative Assistant I
	2.1 Forwards the contract to the Chancellor and the witness for signature	None	1 Day	Chancellor's Office Senior Administrative Assistant I Chancellor's Office
TOTAL:		P200.00	15 Days, 1 Hour, 30 Minutes	

2. To handle /assist in Administrative/ Student Disciplinary cases of the University

The Legal Office is in-charge of handling/ facilitating/assisting in processing cases filed against erring students or employees.

Office or Division:	Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government- to-Government			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from the College Dean/ University Official		Colleges or Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the Legal Office regarding the case	1.1 Requests for the creation of an administrative / student tribunal	None	1 day	Legal Officer (Legal Office)
	1.2 Facilitates the appointment of an independent prosecutor for the case to act on behalf of the University	None	5 days	Legal Officer (Legal Office)



2. Receive information about the case from the Legal officer	1.3 Drafts the final resolution of the Chancellor upon the latter's advice, subject to his review and approval.	None	13 days	Legal Officer (Legal Office)
	2.1 Relay / issue information about the case.		1 day	Chair of the ADT/SDT Senior Administrative Assistant I Chancellor's Office
TOTAL:		None	20 Days	

3. Assistance for Legal Advice

To advise the Chancellor, VCA, VCAA and other heads of office in the University on legal matters that arise in the course of everyday transaction

Office or Division:	Legal Office			
Classification:	Simple			
Type of Transaction:	G2G- Government-to-Government			
Who may avail:	Chancellor and University Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		Chancellor/ University official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal /written request for legal advice/opinion to the Legal Office	1. Gives legal advice/opinion regarding the request of concerned University Official	None	1 Day	Legal Officer Legal Office
TOTAL:		None	1 Day	

4. Assist in the review and amendment of the rules and regulations of the University in relation to cases filed within the University

Office or Division:	Legal Office
Classification:	Complex
Type of Transaction:	G2G- Government-to-Government



Who may avail:		University Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		University Officials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal /written request for legal advice/opinion from the Legal Office	1. Reviews the rules and regulations of the University and gives comments or suggestions	None	1 Day	Legal Officer Legal Office
TOTAL:		None	1 Day	

5. Conduct of preliminary investigations

Preliminary investigations are conducted to establish the merits of the cases filed.

Office or Division:		Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government-to-Government		
Who may avail:		University Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		University Officials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a case in the Legal Office	1.1 Review and evaluate merits of the case	None	2 Days	Legal Officer Legal Office
	1.2 Conduct preliminary investigation	None	17 Days	Legal Officer Legal Office
2. Request a preliminary investigation report	2.1 Write a preliminary investigation report	None	1 Day	Legal Officer Legal Office
Total		None	20 days	



Pollution Control Office

External Services



1. Address telephone inquiries (from outside UP Baguio)

PCO takes calls and texts from different offices/colleges/agencies regarding permit transactions or waste disposal arrangements and management strategies.

Office or Division:		Pollution Control Office		
Classification:		Simple		
Type of Transaction:		1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business		
Who may avail:		1. Partner institutions, government agencies (Baguio City Hall, DENR-EMB CAR, DENR-EMB other regional units, etc.) and non-government institutions 2. Non-government agencies 3. Businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to the PCO's landline/ text mobile phone	1.1 Accept and note the request	None	30 minutes	Junior Office Aide Pollution Control Office
	1.2 Act on the request	None	2 days	Junior Office Aide Pollution Control Office
2. Await PCO's action	2.1 Inform the client of the action taken	None	7 hours	Junior Office Aide Pollution Control Office
TOTAL:		None	2 Day, 7 hours, 30 minutes	

2. Address email inquiries (from outside UP Baguio)

Respond to inquiries sent through email for transactions with other offices or agencies regarding permits, wastes disposal, etc.

Office or Division:		Pollution Control Office		
Classification:		Simple		
Type of Transaction:		1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business		



Who may avail:		1. Partner institutions, government agencies (Baguio City Hall, DENR-EMB CAR, DENR-EMB other regional units, etc.) and non-government institutions 2. Non-government agencies 3. Businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation / request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail regarding the request or request to the PCO sent through email	1.1 Log the email sent from the PCO	None	4 hours	Junior Office Aide Pollution Control Office
	1.2 Log the email received and send an acknowledgment email	None	4 hours	Junior Office Aide Pollution Control Office
	1.3 Act on the request	None	1 day	Pollution Control Officer Pollution Control Office
2. Await for the response from the PCO	2.1 Inform the client of the action of the PCO on the request	None	1 day	Pollution Control Officer Pollution Control Office
TOTAL:		None	3 Days	



3. Attend to online submission of DENR-EMB reports or online application of DENR permits

Office or Division:		Pollution Control Office		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DENR-EMB CAR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescribed requirements for each permit as reflected in the DENR-EMB CAR website				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Note when an application for permit is due	1.1 Access DENR-EMB website for steps and requirements	Amount varies based on the type of permit	15 days	Junior Office Aide Pollution Control Office
TOTAL:			15 days	



Pollution Control Office

Internal Services



1. Respond to queries on proper waste disposal and management

Assists information queries from various offices, instructional laboratories, and research laboratories regarding proper waste disposal and management and forward requests for action/s to PCO.

Office or Division:	Pollution Control Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB REPS / Faculty/ Non-academic Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter or verbal request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written letter or make a verbal request to PCO	1.1. Accept and receive the written request; acknowledge the verbal request	None	10 minutes	Junior Office Aide Pollution Control Office
	1.2. Record and endorse the request;	None	20 minutes	Junior Office Aide Pollution Control Office
	1.3. Forward request to PCO; and	None	10 minutes	Junior Office Aide Pollution Control Office
	1.4 Act on the request	None	1 day	Pollution Control Officer Pollution Control Office
2. Await PCO's action	2.1. Inform client about the PCO's action	None	1 day	Pollution Control Officer Pollution Control Office
TOTAL:		None	2 Days, 40 minutes	



2. Address telephone inquiries (from within UP Baguio)

PCO takes calls and texts from different offices/colleges/agencies regarding permit transactions or waste disposal arrangements and management strategies.

Office or Division:	Pollution Control Office			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB / UPS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to the PCO's landline/ text mobile phone	1.1 Accept and note the request	None	30 minutes	Junior Office Aide Pollution Control Office
	1.2 Act on the request	None	2 days	Junior Office Aide Pollution Control Office
2. Await PCO's action	2.1 Inform the client of the action taken	None	7 hours	Junior Office Aide Pollution Control Office
TOTAL:		None	2 Day, 7 hours, 30 minutes	

3. Address email inquiries (from within UP Baguio)

Respond to inquiries sent through email for transactions with other offices or agencies regarding permits, wastes disposal, etc.

Office or Division:	Pollution Control Office			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. UPB / UPS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation / request		emails		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit an electronic mail regarding the request or request to the PCO sent through email	1.1 Log the email sent from the PCO	None	4 hours	Junior Office Aide Pollution Control Office
	1.2 Log the email received and send an acknowledgment email	None	4 hours	Junior Office Aide Pollution Control Office
	1.3 Act on the request	None	1 day	Pollution Control Officer Pollution Control Office
2. Await for the response from the PCO	2.1 Inform the client of the action of the PCO on the request	None	1 day	Pollution Control Officer Pollution Control Office
	TOTAL:	None	3 Days	

4. Coordination of Waste Pick-up from Point Source to Waste Accumulation Sites

Pick-up of wastes from different offices and laboratories is coordinated by the PCO with the utility personnel to be placed in proper storage containers, labelled, catalogued and taken to the waste accumulation site.

Office or Division:	Pollution Control Office			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PCO forms (PCOCS-1/ PCOCS-2/ PCOCS-3/ PCO Form A)		PCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Laboratory instructor/ Research assistant/Office administrator files the appropriate PCO form	1.1. The PCO evaluates the list;	None	1 day	Junior Office Aide Pollution Control Office
	1.2. The PCO returns approved PCO form indicating schedule of waste pick-up;		4 days	Pollution Control Officer Pollution Control Office
	1.3. Waste pick-up is coordinated with utility personnel.		5 days	Junior Office Aide Pollution Control Office
TOTAL:		None	10 Days	



Office of the Vice Chancellor for Administration External Services



1. Preparation and Issuance of Contracts for Janitorial Services, Security Services, Canteen Concessionaires

Contracts are issued for Janitorial Services, Security Services, Canteen Concessionaire and Infrastructure who got the lowest calculated and responsive bidder.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Winning Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Award (1 original copy) 2. Performance Security (1 original copy)		1. Office of the Vice Chancellor for Administration 2. Bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Notice of Award	1.1. Give the signed Notice of Award	None	1 minute	<i>Administrative Aide IV or Administrative Assistant II</i>
	1.2. Receive the Performance Security	None	2 minutes	Office of the Vice Chancellor for Administration
	1.3. Prepare and print the Contract (3 copies)	None	10 days	
2. Secure performance Security	2.1. Forward contracts to be review and edit by the Legal Officer	None	4 days	<i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
3. Submit the Performance Security	3.1. Contracts to be signed by Vice Chancellor for Administration and the Chancellor	None	3 days	<i>Legal Officer</i> Legal Office
4. Receive and Notarize the contract	4.1. Issue the Contract for notarization	None	2 days	<i>Vice Chancellor for Administration</i>



5.Submit notarized contract (1 copy)	5.1. Receive the notarized contract		1 minute	Office of the Vice Chancellor for Administration <i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
TOTAL:		None	19 days and 4 minutes	

2. Preparation of Disbursing Vouchers for Infrastructure Projects

Project billings are payments of projects

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Billing statement (1 copy) 2.Certificate of Inspection and Acceptance, Inspection Report of UP Baguio Construction Monitoring Committee, Certificate of Completion and Acceptance (3 copies each) 3.Statement of work accomplishment (SWA) (1 copy) 4.Contractor’s affidavit (1 original copy) 5.Pictures 6.Material testing		Contractor/s / Agency VCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request of billing and Statement of work accomplishment (SWA), Contactor’s affidavit, pictures and material testing	1.1.Receive and check the documents	None	3 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
		None	7 days	<i>Project Engineers</i>



	1.2 Verify with Project Engineers if SWA is true and correct	None	6 days	<i>UPB Construction Monitoring Committee</i>
	1.3. Verify Certificate of Inspection and Acceptance by UPB Construction monitoring committee	None	5 days	<i>Administrative Aide IV or Administrative Assistant II Office of the Vice Chancellor for Administration</i>
	1.4. Prepare DV, OBR/BUR for payment, attach all the documents and upload in the UIS.	None	1 day	<i>Vice Chancellor for Administration Office of the Vice Chancellor for Administration</i>
	1.5. VCA will sign on the DV and OBR/BUR. If the payment is more than 100K, forward the OBR/BUR to Chancellor for signature.	None	2 minutes	<i>Administrative Aide IV Office of the Vice Chancellor for Administration</i>
	6.1. Forward to Budget Office for processing			
TOTAL:		None	19 days and 5 minutes	

3. Approve reservations of transient for Students at UPB Balay

Basis of the reservation and billing.

Office or Division:	Office of the Vice Chancellor for Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	UPB Student



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application form for transient (3 copies)		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the application form for transient (attached travel order is Official Business)	1.1.Receive the application form and check the completeness of details	None	3 minutes	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.2. VCA will approve the request	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. Call the UPB Balay caretaker for the information on transients	None	10 minutes	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
2. Receive the approved form	2.1. Give copy to the client, House caretaker at UPB Balay and OVCA file.	None	1 day	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	2 days and 13 minutes	

4. Preparation of DVs for Security and Janitorial Services

Preparation of DVs for Security and Janitorial Services for payment

Office or Division:	Office of the Vice Chancellor for Administration
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Agency
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request for payment	Agency



2. Billing statement or charging invoice (1 original copy) 3. signed payroll (1 copy) 4. SSS (1 copy) 5. PhilHealth (1 copy) 6. Pag-ibig (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents with receiving copy.	1.1. Receive the documents and check billing statement, the completeness of attachments	None	3 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.2. Prepare DV and OR or BUR and attached the complete documents	None	7 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.3. VCA will sign the DV on the box A	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.4. Forward the BUR or OBR to the Chancellor's office for signature on box A.	None	1 day	<i>Chancellor</i> Chancellor's Office
	1.5. After Chancellor's signature, all the documents will be scan and attach to UIS and forward to Budget Office for processing.	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	9 days and 33 minutes	



5. Preparation and submission of Project documents to COA

The preparation and submission of project documents is for Auditorial review.

Office or Division:		Office of the Vice Chancellor for Administration/ BAC Office		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		COA		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter for the needed documents			COA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1. Receive the request letter	None	1 minute	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration
	1.2. Prepare the complete documents	None	17 days	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration
	1.3. Print the transmittal letter to COA	None	2 minutes	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration
	1.4. VCA will sign the transmittal letter.	None	27 minutes	<i>BAC Chair / Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.5. Forward to the Chancellors Office for signature	None	1 day	<i>Chancellor</i> Chancellor's Office
2. Receive the requested documents	2.1. After Chancellor's signature,	None	30 minutes	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration



	submit the documents to COA with receiving copy.			
TOTAL:		None	18 days and 1 hr.	

6. Provide billing for BID documents

Issuance of billing for prospective bidders for them to secure BID documents.

Office or Division:		Office of the Vice Chancellor for Administration/ BAC Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Prospective Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Name and address of company/agency		Agency/ Requesting party provides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request to buy BID documents	1.1Get the complete name and address of the company/agency	None	3 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i>
	1.2. Prepare and print the billing access in the UIS.	None	5 minutes	Office of the Vice Chancellor for Administration
2. Receive the billing	2.1. Issue the billing	None	1 minute	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	9 minutes	

7. Printing of BID documents for perspective bidders

Printed BID documents are for Bidders to join the bidding.

Office or Division:		Office of the Vice Chancellor for Administration/ BAC office		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt (original)		Cash office		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the official receipt	1.1. Receive the official receipt and photo copy	None	1 minute	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration
	1.2. Print the needed documents	None	1 hour	
2. Receive the printed documents	2.1. Inform/ Issue the printed documents	None	2 minutes	<i>BAC Secretariat</i> Office of the Vice Chancellor for Administration
TOTAL:		None	1 hour and 3 minutes	

8. Receive and endorse request of Extension of contract duration

Request of extension of contract duration is for project/s that needs extension for the completion of project/s

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractor/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter of extension of contract duration (2 copies)			Contractor/s	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter of extension of contract duration	1.1. Receive the request letter	None	1 minute	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.2. Forward to the Technical team (Engineers) for comments/ recommendations	None	7 days	<i>Technical Team</i>
		None	1 day	



2. Receive the request with final action	1.3. After technical team suggestion, VCA will endorse/ not endorsing the request	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.4. Forward the request to the Chancellor for final action	None	2 minutes	<i>Chancellor</i> Chancellor's Office
	2.1. After the Chancellor's final action, photocopy the request for file and forward to the contractor/s or Agency.	None		<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	9 days and 3 minutes	

9. Receiving of billing and preparation of payment for basic utilities

Basic utilities are water (Baguio Water District), electricity (BENECO), internet (INNOVE) and telephone services (PLDT Inc. and SMART) use in the University.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Utility Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account		Baguio Water District, PLDT, BENECO, INNOVE, SMART		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send through email or deliver Statement of Account	1.1. Receive the statement of account	None	5 minutes	<i>Administrative Aide III or Administrative Aide IV</i>
	1.2. Prepare DV, OBR, BUR and Certification	None	2 days	Office of the Vice Chancellor for Administration
		None	30 minutes	<i>Vice Chancellor for Administration</i>



	1.3. VCA will sign and attach to UIS			Office of the Vice Chancellor for Administration
	1.4. Forward to Budget Office for processing	None	1 minute	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	5 days and 5 minutes	

10. Preparation and Approval of Certificate of Inspection and Acceptance, Certificate of Completion and Acceptance, and Inspection Report of UP Baguio Construction Monitoring Committee

The preparation and approval of certificates are for billing purposes and completion of projects.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Contractor/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement (1 copy) 2. Statement of work accomplishment (SWA) 3. Contractor's affidavit (1 original copy) 4. Pictures 5. Material testing		Contractor/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of billing and Statement of work accomplishment (SWA), Contactor's affidavit, pictures and material testing	1.1. Receive the documents	None	1 minute	<i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
	1.2. Forward to the Technical	None	10 days	<i>Technical Working Group</i>



2. Receive the Certificates	Working Group (Engineers) for review and confirmation that the SWA is true and correct			
	1.3. Prepare the Certificates, indicate details of the project and forward to the Technical for signature.	None	7 days	<i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
	1.4. VCA will sign the Certificates	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.5. Forward to the Chancellors office for signature.	None	1 day	<i>Chancellor</i> Chancellor's Office
	2.1. After Chancellor's signature, issue the certificates.	None	2 minutes	<i>Administrative Aide IV or Administrative Assistant II</i> Office of the Vice Chancellor for Administration
TOTAL:		None	19 days and 3 minutes	

11. Approve or Endorse Student Activities

All activities that will be held in the University needs approval.

Office or Division:	Office of the Vice Chancellor for Administration
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1.1. Receive and check the completeness of the signatories and endorsement of the ODSA and SRO (student activity)	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. After Vice Chancellor for Administration action And forward to Chancellor's office for final action	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
TOTAL:		None	1 day and 2 minutes	

12. Approve students' permit

Student needs approval if they are going to stay on the campus after 7:00 PM and during the week ends.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ODSA form 1 (3 copies) 2. ODSA form 2 (3 copies)		ODSA ODSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ODSA form 1 – Permit to stay on campus after 7:00PM ; ODSA form II- Student Request for permission to stay on campus during weekends	1.1. Receive and check the completeness of the signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration



2. Get your copy at the ODSA	2.1. Vice Chancellor for Administration action/approval forward to ODSA	None	20 minutes	<i>Vice Chancellor for Administration Office of the Vice Chancellor for Administration</i>
TOTAL:		None	22 minutes	

13. Approve request for overtime of Utility personnel

Approved overtime request for compensatory time off and payment.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Utility personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overtime form (3 copies)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO will forward the application to render overtime form	1.1. Receive the Overtime request form and check the completeness of signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI Office of the Vice Chancellor for Administration</i>
	1.2. VCA will approve the box VIII of the form.	None	1 day	<i>Vice Chancellor for Administration Office of the Vice Chancellor for Administration</i>
	1.3. Forward the form at the Chancellor's Office	None	1 minute	<i>Administrative Aide III or Administrative Aide VI Office of the Vice Chancellor for Administration</i>
TOTAL:		None	1 day and 3 minutes	

14. Approve application forms for the use of facilities



Application forms for the use of facilities are required before using any facilities in the University

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students and Outsiders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved activity form (ODSA form 1) (3 copies) – for students			ODSA	
2. Approved Request letter (for outsiders)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Activity Form/ Request Letter	1. Receive the documents and check the completeness of attachments and signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for VCA's approval	2.1. VCA will approve/ not approve the request	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
3. Get your copy at the Chancellor's office	3.1. OVCA will record in the log book and forward to the Chancellor's Office	None	1 minute	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	1 day and 3 minutes	

15. Approve University Clearance

University Clearance is a requirement for resignation, retirement, separation

Office or Division:	Office of the Vice Chancellor for Administration		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client		
Who may avail:	RAs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. University Clearance form (3 Copies)		HRDO	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form	1.1. Receive the form and check the completeness of the signatories	None	2 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. If faculty/ REPs / Admin who avail the UPB housing, check the accountability if cleared. VCA will approve as the head of Housing Committee and as VCA	None	2 days	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. After VCA's approval forward to OUR (faculty), forward to VCAA (RAs and REPs), forward to Chancellors Office (Admins)	None	2 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	2 days and 4 minutes	



**Office of the Vice Chancellor for Administration
Internal Services**



1. Issuance of UPB Balay Contact for Occupancy

Issuance of Contact for occupancy is for reservation, deduction of payroll and billing.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved request letter or letter of intent 2. Occupancy form (4 copies)			Client/s Office of the Vice Chancellor for Administration	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the approved letter and fill out the Occupancy form	1.1. Receive and check the approved letter	None	5 minutes	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
2. Return the form at the OVCA	2.1 Print and give the contract occupancy form for filling out the necessary information	None	5 minutes	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
		None	2 minutes	



3. Receive the approved form	2.2. Receive and check the details	None	1 day	Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	2.3 After VCA's approval, issue the approved contract to the applicant.	None	5 minutes	Administrative Aide III or Administrative Aide IV Office of the Vice Chancellor for Administration
	2.4. Give copy to the Accounting office, House caretaker at UPB Balay and file copy	None	1 minute	Administrative Aide III or Administrative Aide IV Office of the Vice Chancellor for Administration
	3.1. Issue the copy of the client			
TOTAL:		None	1 day and 17 minutes	

2. Approve reservations of transient for Admins, REPs and Faculty at UPB Balay
Basis of the reservation and billing.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Admins, REPs and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application form for transient (3 copies)		Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the application form for transient (attached travel order is Official Business)	1.1.Receive the application form and check the completeness of details	None	3 minutes	Administrative Aide III or Administrative Aide IV Office of the Vice Chancellor for Administration
		None	1 day	



2. Receive the approved form	1.2. VCA will approve the request	None	10 minutes	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. Call the UPB Balay caretaker for the information on transients			<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	2.1. Give copy to the client, House caretaker at UPB Balay and OVCA file.	None	1 day	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	2 days and 13 minutes	

3. Preparation and Issuance of Project Contracts for Non- UP Contractuals

The Project Contracts are issued to Engineers, Architects and Draftsmen who are hired and qualified for renewal as Job Order personnel.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Engineers, Architects, Draftsmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (2 copies) 2. Temporary Clearance (3 copies)		CSC website Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of Personal Data sheet.	1.1. Receive Personal Data Sheet/ temporary clearance and check the completeness of the fill out	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration



	details and give a copy at the HRDO.			
	1.2.Prepare the Project Contract	None	3 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.3.Give to the client the printed contract for review and signing.	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.4. Receive the signed contract	None	1 minute	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.5. VCA will endorse	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. For renewal they will submit their temporary clearance	2.1.Forward to the Budget Office for Budget Clearance	None	1 day	<i>Administrative Officer V</i> Budget Office
3.Sign their Project Contract	3.1. Budget office will forward to the Chancellor for approval	None	1 day	<i>Chancellor</i> Chancellor's Office
4. Receive the approved contract	4.1. After approval of the Chancellor, issue the original document to Engineers,	None	3 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration



	Architects and Draftsmen.			
TOTAL:		None	7 days and 34 minutes	

4. Preparation of salaries for Engineers, Architects and Draftsmen (Non- UP Contractuals)

The preparation of salaries for Engineers, Architects and Draftsman is per 1-15 and 16-30 per month.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Engineers, Architects, Draftsman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Service (1 copy) 2. Accomplishment report (1 copy) 3. DTR		Client Client HRDO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Service, Accomplishment Report and DTRs	1.1. Receive the documents and check the completeness	None	2 minutes	<i>Administrative Aide III</i> or <i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.2. VCA will sign in the Certificate of Service and	None	30 minutes	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. Forward to Chancellor for approval	None	1 day	<i>Chancellor</i> Chancellor's Office
	1.4. Accomplishment report will be sign by VCA	None	10 minutes	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor



	1.5.Prepare DV, OBR, attach Contracts, Accomplishment report, DTRs, Certificate of service and upload in the UIS.	None	3 days	for Administration <i>Administrative Aide IV</i> Office of the Vice Chancellor for Administration
	1.6.Forward to Budget Office for processing	None	2 minutes	<i>Administrative Aide III or Administrative Aide IV</i> Office of the Vice Chancellor for Administration
TOTAL:		None	4 days and 44 minutes	

5. Approve or Endorse Faculty, REPS and Admin activities

All activities that will be held in the University needs approval.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Admin Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1.1. Receive and check the completeness of the signatories and endorsement of the ODSA and SRO (student activity)	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. After Vice Chancellor for Administration action	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration



	And forward to Chancellor's office for final action			
TOTAL:		None	1 day and 2 minutes	

6. Approve Job request forms for maintenance and repairs

Approval of job request forms is to address the necessary repairs or adjustment of property/things.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UP offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Job request form (2 copies)		Campus Maintenance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the necessary information on the job request form	1.1.Receive and check the completeness of the information and signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. VCA will sign for approval	None	2 days	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Get your copy at the Campus Maintenance Office	2.1. Forward to Campus Maintenance Office	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	2 days and 4 minutes	

7. Approve trip ticket for official vehicles

Approval of trip ticket is needed before using government vehicles.

Office or Division:	Office of the Vice Chancellor for Administration
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		Admin, REPS, Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Trip ticket form (2 copies for Baguio area), (3 copies outside Baguio)			Chancellor’s Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out trip ticket form	1.1. Receive and check the details and signatory	None	1 minute	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for VCA’s approval	2.1. VCA will approve the trip ticket	None	2 minutes	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
3. Receive the approved trip ticket	3.1. Give the approved trip ticket	None	1 minute	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	4 minutes	

8. Approve/ Endorse request letters for trainings and seminars on official time and funding support

Approval or endorsement of request letter for trainings/seminars is required before attending the said training/seminar and for processing funding support.

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Admin		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Letter 2.Training/Seminar invitation (1 copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.HRDO will forward the	1.1.Receive the request letter and	None	2 minutes	<i>Administrative Aide III or</i>



request letter with attached invitation	check the necessary information and attachment			<i>Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for the final action	2.1. Forward the letter to the cluster HRDC members to secure for comment and recommendation	None	2 days	<i>CU HRDC members (Human Resource Development Committee)</i>
	2.2. VCA will endorse/not endorsing, forward CU HRDC recommendation to the Chancellor for the final action	None	2 days	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
3. Receive the request with final action	2.3. Forward to Chancellor for final action	None	1 day	<i>Chancellor</i> Chancellor's Office
	3.1 Furnish copy for the office file and HRDO and forward to the requesting party.	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	5 days and 4 minutes	

9. Approve request for overtime of Admins and Jos

Approved overtime request for compensatory time off and payment.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Admin and JO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Overtime form (3 copies)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.HRDO will forward the application to render overtime form	1.1.Receive the Overtime request form and check the completeness of signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. VCA will approve the box VIII of the form.	None	1 day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. Forward the form at the Chancellor's Office	None	1 minute	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	1 day and 3 minutes	

10. Approve request letter for change of schedules

Request letter is required for Admin personnel who needs to change his/her work schedule

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Admins, JOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.HRDO will forward the request letter after HRDO action or endorsing	1.1.Receive the request letter from the HRDO.	None	1 minute	<i>Administrative Aide II or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for final action of request		None	15 minutes	<i>Vice Chancellor for Administration</i>



3. Receive the document with final action	2.1. VCA will approve the request	None	5 minutes	Office of the Vice Chancellor for Administration <i>Administrative Aide II or Administrative Aide VI</i>
	3.1. Photocopy 2 copies of the approved request and forward to the client the original copy. 3.2. Give a copy to the HRDO and a file copy to the OVCA.	None	2 minutes	Office of the Vice Chancellor for Administration <i>Administrative Aide II or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	23 minutes	

11. Approve requests of Admin employees to enroll

Approval of request of Administrative employees is a requirement for enrollment.

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Admins			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Photo copy of grades (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and copy of grades	1.1. Receive the letter and check the attachments	None	1 minute	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for final action	1.2. Refer to Cluster HRDC for recommendation	None	1 day	<i>CU HRDC and Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	2.1. VCA will forward CU	None	1 day	<i>Chancellor</i>



3. Receive the request with final approval	HRDC recommendation to the Chancellor.	None	1 minute	Chancellor's Office <i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	2.2. After Chancellor's action, furnish copy for file and HRDO	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	3.1. Inform/ Give the request letter with final action to the client			
TOTAL:		None	2 days and 4 minutes	

12. Approve application forms for the use of facilities.

Application forms for the use of facilities are required before using any facilities in the University

Office or Division:	Office of the Vice Chancellor for Administration			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Admins and Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CPDMO form 1 (5 copies)		Office of the Chancellor		
2. Approved activity form (ODSA form 1) (3 copies) – for students		ODSA		
3. Approved Request letter (for outsiders)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CPDMO form 1 with attachments	1. Receive the documents and check the completeness of attachments and signatories	None	2 minutes	<i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
2. Wait for VCA's approval	1.2. VCA will approve/ not approve the request	None	1 day	<i>Vice Chancellor for Administration</i>



3. Get your copy at the Chancellor's office	3. OVCA will record in the log book and forward to the Chancellor's Office	None	1 minute	Office of the Vice Chancellor for Administration <i>Administrative Aide III or Administrative Aide VI</i> Office of the Vice Chancellor for Administration
TOTAL:		None	1 day and 3 minutes	

13. Approve of Agency Estimates/ Bill of Quantities for small infra projects

Agency Estimates/ Bill of Quantities are for obligation

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UP Baguio Units/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Agency Estimates/ Bill of Quantities		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Agency Estimate or Bill of Quantities	1.1. Receive the documents	None	1 minute	<i>Administrative Aide II Administrative Aide IV Administrative Assistant II</i> Office of the Vice Chancellor for Administration
2. Wait for the final approval	2.1. Forward to the General Engineering Consultant for technical review and confirmation	None	2 days	<i>General Engineering Consultant</i>
	2.2. Forward to the Budget Office for budget clearance	None	2 days	<i>Administrative Officer V</i> Budget Office
		None	1 day	



	2.3. For endorsement of the VCA and forward to the Chancellor for approval			Vice Chancellor for Administration Office of the Vice Chancellor for Administration
TOTAL:		None	5 days and 1 minute	

14. Approve University Clearance

University Clearance is a requirement for resignation, retirement, separation

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Admin, Reps, Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University Clearance form (3 Copies)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form	1.1. Receive the form and check the completeness of the signatories	None	2 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> Office of the Vice Chancellor for Administration
	1.2. If faculty/ REPs / Admin who avail the UPB housing, check the accountability if cleared. VCA will approve as the head of Housing Committee and as VCA	None	2 days	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.3. After VCA's approval forward to OUR (faculty), forward to VCAA	None	2 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i>



	(RAs and REPs), forward to Chancellors Office (Admins)			Office of the Vice Chancellor for Administration
TOTAL:		None	2 days and 4 minutes	

15. Approve cost estimates for maintenance contracts

Approval of cost estimates is required before proceeding any works

Office or Division:		Office of the Vice Chancellor for Administration		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UP Baguio offices/ colleges		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Agency Estimates/ Bill of quantities		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Agency Estimate or Bill of Quantities	1.1. Receive the document	None	1 minute	<i>Administrative Aide III Administrative Aide VI Office of the Vice Chancellor for Administration</i>
2. Wait for the final approval	2.1 Forward the Estimate or Bill of quantities to the Project Engineers or Consultant Engineers and Architects for review.	None	15 days	<i>Consultant Engineers & Architects Office of the Vice Chancellor for Administration</i>
	2.2. After the review and approval of the consultants forward to the Budget office for budget clearance.	None	2 days	<i>Administrative Officer V Budget Office</i>
3. Get your request at the	3.1 After the budget clearance, VCA	None	2 days	<i>Vice Chancellor for Administration</i>



Chancellor's Office	will approve and forward to the Chancellor's Office.			Office of the Vice Chancellor for Administration
TOTAL:		None	19 days and 1 minute	

Accounting Office



External Services

1. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT OF UTILITIES (ELECTRICITY, WATER, INTERNET, TELEPHONE SERVICES, JANITORIAL, SECURITY)

To certify completeness of documents and cash availability for the payment of UPB monthly Utilities

Office or Division:	Accounting Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	UPB Employees/ Offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit	
2. Disbursement Voucher with UIS invoice Number (4 original)	Requesting Unit	
3. NORSANBURSA, if applicable (2 original)	Requesting Unit	
4. Bill/Statement of Account (original)	Supplier	
5. Summary of Statement of Accounts if more than 1 (3 original)	Requesting Unit	
Additional for Telephone Bill:		



<p>> Certification from head of office/unit that the long distance calls are official calls (that the same was used for official calls only) (1 original)</p> <p>> If part of the telephone bill was used for personal call of an employee, attach a photocopy of the Official Receipt representing payment of such personal call to the UP Cashier</p> <p>Additional for Security and Janitorial</p> <ol style="list-style-type: none"> 1. Contract for First Payment, Cost Distribution for succeeding payments within the contract period (1 original or certified true copy) 2. Monthly Payroll indicating all deductions and mandatories (1 original) 3. Proof of remittance of employee contributions to SSS, Pag-ibig and Philhealth (OR and remittance list). Should be remittance for the previous month (1 original or certified true copy) 				
<ol style="list-style-type: none"> 4. Approved request for additional security guard or for overtime, if any (1 original or certified true copy) 5. Notice of deduction for any violation, if any (1 original or certified true copy) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents.	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	Administrative Assistant III/ Administrative Assistant II Accounting Office



	<p>1.2 Review next documents to determine propriety of claims and completeness documents.</p> <p>1.3 Post disbursements to OBR/BUR</p> <p>1.4 Prepare withholding tax form 2306 and/or 2307 whichever is applicable.</p> <p>1.5 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper</p>		<p>1 day</p> <p>1 hour</p> <p>1 hour</p> <p>1.5 hours</p>	<p>Administrative Assistant III/ Administrative Assistant II</p> <p>Accounting Office</p> <p>Administrative Assistant III/ Administrative Assistant II</p> <p>Accounting Office</p> <p>Administrative Assistant III/ Administrative Assistant II</p> <p>Accounting Office</p> <p>Administrative Assistant III/ Administrative Assistant II</p> <p>Accounting Office</p>
	<p>1.6 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant</p> <p>1.7 Review supporting documents and JEV. Approves DV and JEV if in order</p> <p>1.8 Enter in the logbook and forward documents to approver of Box D in the DV</p>		<p>4 hours</p> <p>1 day</p> <p>30 minutes</p>	<p>Administrative Officer II(Bookkeeper)</p> <p>Accounting Office</p> <p>Accountant</p> <p>Accounting Office</p> <p>Administrative Assistant III/ Administrative Assistant II</p> <p>Accounting Office</p>
TOTAL:		None	3 Days	



2. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT FOR INFRASTRUCTURE PROJECTS: MOBILIZATION

To certify completeness of documents and cash availability for the payment of mobilization for infrastructure projects

Office or Division:	Accounting Office
Classification:	Simpl
Type of Transaction:	G2B - Government to Business
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit
2. Disbursement Voucher with UIS invoice Number. (4 original)	Requesting Unit
3. Purchase Request (1 original or certified true copy)	Requesting Unit
4. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding (1 original or certified true copy)	Requesting Unit
5. PHILGEPS, Bid Notice Abstract (for goods & services (1 original or certified true copy)	OVCA
6. Duly signed Abstract of Canvass (1 original or certified true copy)	OVCA
7. Duly signed Request for Quotation (3 original)	OVCA
8. BAC Resolutions (1 original or certified true copy)	OVCA
9. Notice of Award (1 original or certified true copy)	OVCA
10. Contract (1 original or certified true copy)	OVCA
11. PHILGEPS, Award Notice Abstract (1 original or certified true copy)	OVCA
12. Copy of Performance Security/Bond (1 original or certified true copy)	OVCA
13. Notice to Proceed (1 original or certified true copy)	OVCA
14. Transmittal to COA of bidding and contract documents (1 original or certified true copy)	OVCA



<p>15. Certification from BAC Secretariat duly noted by the Chairman that the bidding documents are in order and on file (1 original or certified true copy)</p> <p>16. Approved Request for payment/billing statement (1 original or certified true copy)</p> <p>17. Justification for variation order - for variation order (1 original or certified true copy)</p> <p>18. Irrevocable Standby Letter of Credit/ Security Bond/Bank Guarantee (1 original or certified true copy)</p> <p>19. DTI Certificate, if payee is an individual or the owner (1 original or certified true copy)</p> <p>20. Duly signed LDDAP-ADA Form (3 original)</p> <p>21. Bank Account Number, if thru LDDAP</p>		<p>OVCA</p> <p>OVCA</p> <p>OVCA</p> <p>CONTRACTOR</p> <p>CONTRACTOR</p> <p>ACCOUNTING OFFICE</p> <p>CONTRACTOR</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents.	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		1 day	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.3 Post disbursements to OBR/BUR		1 day	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.4 Prepare billing summary		1 hour	<i>Administrative Assistant III</i>



	1.5 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		1.5 hours	Accounting Office Administrative Assistant III
	1.6 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		1.5 hours	Accounting Office Administrative Officer II(Bookkeeper)
	1.7 Review supporting documents and JEV. Approves DV and JEV if in order		3 hours	Accountant Accounting Office
	1.8 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	Administrative Assistant III Accounting Office
TOTAL:		None	3 Days	

3. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT FOR INFRASTRUCTURE PROJECTS: FIRST BILLING

To certify completeness of documents and cash availability for the payment of infrastructure projects

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (3 original)	OVCA
2. Disbursement Voucher with UIS invoice Number (4 original)	OVCA
3. Purchase Request (1 original or certified true copy)	OVCA



4. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding (1 original or certified true copy)	OVCA
5. PHILGEPS, Bid Notice Abstract (1 original or certified true copy)	OVCA
6. Duly signed Abstract of Canvass (1 original or certified true copy)	OVCA
7. Duly signed Request for Quotation (3 original)	OVCA
8. BAC Resolutions (1 original or certified true copy)	OVCA
9. Notice to Award (1 original or certified true copy)	OVCA
10. Contract (1 original or certified true copy)	OVCA
11. PHILGEPS, Award Notice Abstract (1 original or certified true copy)	OVCA
12. Copy of Performance Security/Bond (1 original or certified true copy)	OVCA
13. Notice to Proceed (1 original or certified true copy)	OVCA
14. Transmittal to COA of bidding and contract documents (1 original or certified true copy)	OVCA

15. Certification from BAC Secretariat duly noted by the Chairman that the bidding documents are in order and on file (1 original or certified true copy)	OVCA
16. Approved Request for payment/billing statement (1 original or certified true copy)	Accounting Office
17. Billing Summary/ Summary of Payments (2 original)	Contractor
18. Duly Approved Statement of Work Accomplishment (1 original)	OVCA
19. Pictures, before, during and after construction of items of works (1 original)	OVCA
20. Certificate of Inspection of Monitoring Committee (Should indicate date of Completion) (1 original)	OVCA



21. Certificate of Completion and Acceptance (Should indicate date of Completion) (1 original)		OVCA		
22. Approved request for extension of delivery if applicable (1 original or certified true copy)		OVCA		
23. Computation of Liquidated Damages, if applicable (1 original)		OVCA		
24. Contractor's Affidavit on payment of laborer's and materials (1 original or certified true copy)		Contractor		
25. Justification for variation order - for variation order (1 original or certified true copy)		OVCA		
26. DTI Certificate, if payee is an individual or the owner (1 original or certified true copy)		Contractor		
27. Duly signed LDDAP-ADA Form (3 original)		Accounting Office		
28. Bank Account Number, if thru LDDAP		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents.	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		2 days	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.3 Post disbursements to OBR/BUR		1 hour	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.4 Prepare billing summary		1 hour	<i>Administrative Assistant III</i>



	1.5 Prepare withholding tax form 2306 and/or 2307 whichever is applicable.		30 min	Accounting Office Administrative Assistant III
	1.6 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		30 min	Accounting Office Administrative Assistant III
	1.7 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		1.5 hours	Accounting Office Administrative Officer II(Bookkeeper)
	1.8 Review supporting documents and JEV. Approves DV and JEV if in order		3 hours	Accounting Office Accountant
	1.9 Enter in the logbook and forward documents to approver of Box D in the DV		1 day	Accounting Office Administrative Assistant III
TOTAL:		None	4 Days	

4. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT FOR INFRASTRUCTURE PROJECTS: SUCCEEDING PROGRESS BILLINGS AND FINAL PAYMENT

To certify completeness of documents and cash availability for the payment of infrastructure projects

Office or Division:	Accounting Office
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (3 original)	OVCA
2. Disbursement Voucher with UIS invoice Number (4 original)	OVCA
3. Contract (1 original or certified true copy)	OVCA



4. DTI Certificate, if payee is an individual or the owner (1 original or certified true copy)		Contractor		
5. Duly signed LDDAP-ADA Form (3 original)		Accounting Office		
6. Bank Account Number, if thru LDDAP		Contractor		
7. Approved Request for payment/billing statement (1 original or certified true copy)		OVCA		
8. Billing Summary/ Summary of Payments (2 original)		Accounting Office		
9. Duly Approved Statement of Work Accomplishment (1 original)		OVCA		
10. Pictures, before, during and after construction of items of works (1 original)		OVCA		
11. Certificate of Inspection of Monitoring Committee (Should indicate Date of Completion) (1 original)		OVCA		
12. Certificate of Completion and Acceptance (Should indicate Date of Completion) (1 original)		OVCA		
13. Approved request for extension of delivery period or suspension if applicable (1 original or certified true copy)		OVCA		
14. Computation of Liquidated Damages, if applicable (1 original or certified true copy)		OVCA		
15. Contractor's Affidavit on payment of laborer's and materials (1 original or certified true copy)		Contractor		
Additional for Final Payment: Letter Request to COA for Inspection (1 original)		OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>



<p>supporting documents.</p>	<p>1.2 Review next documents to determine propriety of claims and completeness documents.</p> <p>1.3 Post disbursements to OBR/BUR</p> <p>1.4 Prepare billing summary</p> <p>1.5 Prepare withholding tax form 2306 and/or 2307 whichever is applicable.</p> <p>1.6 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper</p>		<p>2 days</p> <p>1 hour</p> <p>1 hour</p> <p>30 minutes</p> <p>1.5 hours</p>	<p><i>Administrative Assistant III</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Accounting Office</i></p>
	<p>1.7 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant</p> <p>1.8 Review supporting documents and JEV. Approves DV and JEV if in order</p> <p>1.9 Enter in the logbook and forward documents to approver of Box D in the DV</p>		<p>1 hour</p> <p>2 days</p> <p>30 minutes</p>	<p><i>Administrative Officer II(Bookkeeper)</i></p> <p><i>Accounting Office</i></p> <p><i>Accountant</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Accounting Office</i></p>



TOTAL:	None	5 Days	
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5. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT FOR INFRASTRUCTURE PROJECTS: RETENTION FEES

To certify completeness of documents and cash availability for the release of retention fees for infrastructure projects

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2B - Government to Business		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher with UIS invoice Number (4 original)		OVCA		
2. Approved Request for payment/billing statement (1 original)		OVCA		
3. Certificate of Inspection of Monitoring Committee (previously attached to Final Payment)		OVCA		
4. Certificate of Completion and Acceptance (previously attached to Final Payment) (1 original or certified true copy)		OVCA		
5. Certificate of Acceptance of the project after the defects liability period of 1 year (1 original)		OVCA		
6. Bank Guarantee or Surety Bond if within the defects liability period. (1 original or certified true copy)		OVCA		
7. Billing Summary/ Summary of Payments (2 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents.	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>



	1.2 Review next documents to determine propriety of claims and completeness documents.		2 hours	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.5 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		1.5 hour	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.6 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		1.5 hours	<i>Administrative Officer II (Bookkeeper)</i> <i>Accounting Office</i>
	1.7 Review supporting documents and JEV. Approves DV and JEV if in order		2 hours	<i>Accountant</i> <i>Accounting Office</i>
	1.8 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>
TOTAL:		None	1 Day	

6. REVIEW OF CONTRACTS AND PURCHASE ORDERS AND ISSUANCE OF CERTIFICATION AS TO AVAILABILITY OF FUNDS

To certify funds availability for the commitments to be made to suppliers of goods and services

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2B - Government to Business
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchase Order/Contract	SPMO
2. Obligation request/ Budget Utilization	SPMO
3. Approved APP/PPMP or Supplemental PPMP with approved	SPMO



justification for non-inclusion and/or request for funding				
4. Purchase Request		SPMO		
5. Duly signed Abstract of Canvass		SPMO		
6. Duly signed Request for Quotation		SPMO		
7. BAC resolutions as applicable		SPMO		
8. Notice of Award (for goods & services 50k and above for the year)		SPMO		
9. PHILGEPS, Bid Notice Abstract (for goods & services 50k and above for the year)		SPMO		
10. Notice to Proceed (for goods & services 50k and above for the year)		SPMO		
11. Approved request for the activity if applicable		SPMO		
12. Certificate of exclusive distributorship, if applicable		SPMO		
13. Performance Bond, if applicable(1 certified true copy)		SPMO		
14. Transmittal of Purchase Orders/Contract to COA, if PO/Contract is not stamped received by COA		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPMO creates invoice in the UIS, print PO and submit to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of POs to be processed.	None	30 minutes	<i>Administrative Assistant II</i> Accounting Office
	1.2 Review next documents to determine propriety of claims and completeness documents.		2 days	<i>Administrative Assistant II</i> Accounting Office
	1.3 Validate entries in the UIS initiate approval if in order		30 minutes	<i>Administrative Assistant II</i> Accounting Office
	1.4 Update subsidiary ledgers for special funds		5.5 hours	<i>Administrative Officer II (JO)</i>



	1.5 Certifies availability of funds		1 hour	Accounting Office <i>Accountant</i>
	1.6 Enter in the logbook and forward documents to PO Approver		30 mins	Accounting Office <i>Administrative Assistant II</i>
				Accounting Office
TOTAL:		None	3 Days	

7. PROCESSING AND PRE-AUDIT: REMITTANCE TO GSIS AND PAG-IBIG FOR MANDATORIES AND PAYROLL DEDUCTIONS

To ensure compliance to various government and nongovernment requirements

Office or Division:		Accounting Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request/Budget Utilization Request (4 original copies)		Accounting Office		
2. Disbursement Voucher (5 original)		Accounting Office		
1. NORSA/NBURSA, if applicable (2 original)		Accounting Office		
2. Completed payroll for the previous/current month (1 original/certified true copy)		Accounting Office		
3. Approved Summary of Payroll Deductions and mandatories (1 original/certified true copy)		Accounting Office		
4. Journal Entry Voucher (2 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send update if any	1.1 Encode remittance for the month in the government portal.	None	2 Days	<i>Administrative Assistant V (Payroll Officer)</i> <i>Accounting Office</i>



<p>2. Generate Billing in the System</p>	<p>2.1 Download Billing and reconcile with deductions under general payroll</p> <p>2.2 Prepare OBR/BUR for UP Share and Disbursement Voucher.</p> <p>2.3 Create UIS and attach documents. Validate entries and initiate approval. Forward to Budget Office</p>		<p>1 hour 30 mins</p> <p>4hours</p> <p>2 hour</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p>
<p>3. Budget Office forwards signed BURS/OBRS with attachment to Accounting Office</p>	<p>3.1 Pre audit Disbursement Vouchers and approve Invoice in the UIS</p> <p>3.2 Upload payment to eGov and initiate approval</p>		<p>1 day</p> <p>1 day</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p>
	<p>3.3 Preparation of JEV and distribution of account codes in UIS and update entry in the Subsidiary Ledgers</p> <p>3.4 Certification of Box C of DV, review of JEV and approval of eGov payment</p>		<p>1 day</p> <p>1 day</p>	<p><i>Administrative Officer II (Bookkeeper)</i></p> <p><i>Accounting Office</i></p> <p><i>Accountant</i></p> <p><i>Accounting Office</i></p>
	<p>3.5 Log out to next approving office</p>		<p>30 mins</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accounting Office</i></p>



TOTAL:	None	6 Days	
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8. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHER: REMITTANCE TO PHILHEALTH AND PROVIDENT FUND FOR MANDATORIES AND PAYROLL DEDUCTIONS

To ensure compliance to various government and nongovernment requirements

Office or Division:		Accounting Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request/Budget Utilization Request (5 original)		Accounting Office		
2. Disbursement Voucher (4 original)		Accounting Office		
3. NORSA/NBURSA, if applicable (4 original)		Accounting Office		
2. Completed payroll for the previous/current month (1 original/Certified true copy)		Accounting Office		
3. Approved Summary of Payroll Deductions and mandatories (1 original/Certified true copy)		Accounting Office		
4. Uploaded Remittance to Philhealth and Provident whichever is applicable (1 original/Certified true copy)		Applicable Government Agency		
5. Journal Entry Voucher (2 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Update Billing in their respective System/portals	1.1 Encode remittance for the month in the respective government portals.	None	2 Days	<i>Administrative Assistant V (Payroll Officer)</i> <i>Accounting Office</i>
2. To validate encoded file or to provide information for invalid files	2.1 Review and Reconcile validations made. Download remittance list if reconciled with general payroll		1 day	<i>Administrative Assistant V (Payroll Officer)</i> <i>Accounting Office</i>



	2.2 Prepare OBR/BUR for UP Share and Disbursement Voucher.		1 day	<i>Administrative Assistant V (Payroll Officer)</i>
	2.3 Create UIS and attach documents. Validate entries and initiate approval. Forward to Budget Office		1 day	<i>Accounting Office Administrative Assistant V (Payroll Officer) Accounting Office</i>
3. Budget Office forwards signed BURS/OBRS with attachment to Accounting Office	3.1 Pre audit Disbursement Vouchers and approve Invoice in the UIS		4 hours	<i>Administrative Assistant V</i>
	3.2 Upload payment to eGov for Philhealth remittance only		4 hours	<i>Administrative Assistant V</i>
	3.3 Preparation of JEV and distribution of account codes in UIS and update entry in the Subsidiary Ledgers		4 hours	<i>Administrative Officer II (Bookkeeper) Accounting Office</i>

	3.4 Certification of Box C of DV, review of JEV and approval of eGOV payment if applicable		3 hours	<i>Accountant Accounting Office</i>
	3.5 Log out to next approving office		1 hour	<i>Administrative Assistant V</i>
TOTAL:		None	7 Days	

9. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHER: REMITTANCE OF PAYROLL DEDUCTIONS TO NON GOVERNMENT AGENCIES



To ensure compliance to various government and nongovernment requirements

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Non-government Agencies/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (4 original)		Accounting Office		
2. NORSA/NBURSA, if applicable (4 original)		Accounting Office		
3. Completed payroll for the previous/current month (1 original/Certified true copy)		Accounting Office		
4. Approved Summary of Payroll Deductions and mandatories (1 original/Certified true copy)		Accounting Office		
5. Journal Entry Voucher (2 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Bill if with update	1.1 Download summary of deduction from general payroll	None	6 hours	<i>Administrative Assistant V</i>
	1.2 Prepare DV, Create UIS and attach documents. Validate entries and initiate approval.		2 days	<i>Administrative Assistant V</i>

	1.3 Prepare JEV distribute account codes in the UIS and update entry in the Subsidiary Ledgers		2 days	<i>Administrative Officer II (Bookkeeper)</i> <i>Accounting Office</i>
	1.4 Certification of Box C of DV, review of JEV		2 days	<i>Accountant</i>
	1.5 Log out to next approving office		2 hours	<i>Accounting Office</i> <i>Administrative Assistant V</i>



TOTAL:	None	7 Days	
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10. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHER: PREPARATION OF MONTHLY REMITTANCE OF TAXES WITHHELD THRU TAX REMITTANCE ADVICE OR THRU ELECTRONIC FILING AND PAYMENT SYSTEM (PS, MOOE AND CO/EO)

To ensure compliance to the BIR requirements of remittances and reporting

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Bureau of Internal Revenue		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completed payroll for the applicable period (1 certified true copy)		Accounting Office		
2. Paid Disbursement Vouchers for the applicable period (1 original)		Accounting Office		
3. Reconciled and approved BIR Form 1601 C, 0619E (Monthly), 1601EQ (Quarterly) and 1600 (2 original)		Accounting Office		
4. Tax Certificates and Schedules of Alphabetical List of Payees including the generating of DAT File for BIR eSubmission (2 original)		Accounting Office		
5. Proof of filing thru the EFPS (2 original)		BIR Filing System		
6. Disbursement Voucher(4 original)		Accounting Office		
7. Journal Entry Voucher (2 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Office Submits RCI and RADA	1.1. Prepare working paper based on paid DVs	None	3 Days	<i>Administrative Assistant II</i> Accounting Office
	1.2. Reconcile with RCI and RADA		1 day	<i>Administrative Assistant II</i> Accounting Office
	1.3. Post to BIRALPHA		1 day	<i>Administrative Assistant II</i> Accounting Office



	1.4. Generate and print Alphalist schedule of Taxes Withheld		.5 day	<i>Administrative Assistant II</i>
	1.5. Generate and print Tax Certificate and DAT File		.5 day	Accounting Office <i>Administrative Assistant II</i>
	1.6. Approval of Alphalist		1 day	Accounting Office <i>Administrative Assistant II</i>
	1.7. Remittance to EFPS for eTRA		.5 day	Accounting Office <i>Administrative Assistant II</i>
				Accounting Office
2. To validate filling thru EFPS	2.1 Submit DAT file to esubmission	None	1 hour	<i>Administrative Assistant II</i>
	2.2 Download Filing Reference No., EFPS Payment Form and Tax Remittance Advice		1 hour	Accounting Office <i>Administrative Assistant II</i>
	2.3 .Prepare Disbursement Voucher, create UIS and attach supporting documents in the UIS		.5 day	Accounting Office <i>Administrative Assistant II</i>
	2.4 Prepare JEV, distribute account codes in the UIS and update entry in the Subsidiary Ledgers		1 day	<i>Administrative Officer II (Bookkeeper)</i> Accounting Office
	2.5 Review of documents and certification of Box C of DV and JEV		1 day	<i>Accountant</i> Accounting Office
	2.6 Log out to the next approving office		1 hour	<i>Administrative Assistant II</i>



				Accounting Office
TOTAL:		None	12 Days 3 hours	

11. PREPARATION AND FILLING OF ANNUAL INCOME TAXES WITHHELD ON COMPENSATION (BIR FORM 2316 & 1604CF & 1604E)

To ensure compliance to the BIR requirements of remittances and reporting

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Government		
Who may avail:		Bureau of Internal Revenue		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Encoded monthly compensations and other benefits, non-taxable deductions in the annualization report. (1 original)		Accounting Office		
2. Abstract of Payroll/General Payroll (1 original)				
3. Monthly Tax remittance Advice/Payment (1 original)				
4. TIN of employees (certified true copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To validate file or to provide information for invalid files.	1.1 Prepare Working paper for Annualization of Gross Taxable Income and Taxes withheld for the Calendar Year.	None	3 days	<i>Administrative Assistant V</i>
	1.2 Encode in the BIRALPHA the individual gross income and taxes of employees		5days	<i>Administrative Assistant V</i>
	1.3 Email Alphalist through esubmission@bir.gov.ph		1 day	<i>Administrative Assistant V</i>
	1.4 Printing of BIR Form 2316 for compensation		3 days	<i>Administrative Assistant V</i>



	1.5 Distribution to respective offices of 2316		1 day	<i>Administrative Assistant V</i>
	1.6 Preparation of BIR Form 1604CF & 1604 E and printing of Alphalist of separated and active employees.		2 day	<i>Administrative Assistant V</i>
	1.7 Scanning signed BIR Form 2316, create DVD copy , prepare transmittal list to BIR		1 day	<i>Administrative Assistant V</i>
	1.8 Review and approval of documents		3 days	<i>Accountant</i>
	1.9 Transmittal to BIR		1 day	<i>Accounting Office Administrative Assistant V</i>
TOTAL:		None	20 Days	

12. PREPARATION AND SUBMISSION OF MONTHLY CHECK AND ADA DISBURSEMENT JOURNALS TO COA

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2B - Government to Government		
Who may avail:		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Checks Issue of Report of Authority to Debit Account per fund (3 original copies)		1. Cash Office		
2. Paid disbursement vouchers with supporting documents (1 original)		2. Cash Office		
3. Approved Journal Entry Vouchers (2 original)		3. Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Office submits Report of Checks Issued or Report of Authority to Debit Account	1.1 Receives Report and stamp receive with date of receipt	None	1 days	<i>Accountant I</i> Accounting Office



	1.2 Assign JEV numbers and update Subsidiary Ledgers		5 days	<i>Administrative Office I (JO)</i>
	1.3 Post JEV to Account Schedules		3 days	<i>Accounting Office Accountant I</i>
	1.4 Post Audit Disbursement Vouchers, analyze and post JEV to respective Accounting Journal		3 days	<i>Accounting Office Accountant I</i>
	1.5 Print Check/ADA Disbursement Journal and approval of entries		1 day	<i>Accountant III Accounting Office</i>
	1.6 Post Summary of Accounts to Trial Balance and General Ledger		1 day	<i>Accountant I Accounting Office</i>
	1.7 Submit to COA together with Financial Statements		1 day	<i>Accountant I Accounting Office</i>
TOTAL:		None	15 Days	

13. PREPARATION AND SUBMISSION OF MONTHLY CASH RECEIPTS JOURNALS TO COA

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:	Accounting Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Commission on Audit/UP System
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Report of Cash Collection and Deposits (3 original)	1. Cash Office
2. Official Receipts of Collection per fund and attachment if any (1 original)	2. Cash Office
3. Approved Journal Entry Vouchers (2 original)	3. Individual File or Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Office submits Report of Collection and Deposit	1.1 Receives report and stamp current date of receipt. (3 Copies)	None	1 day	<i>Administrative Officer II</i>
	1.2 Post Audit RCD to determine correctness of entry vis a vis Official Receipts		2 days	Accounting Office <i>Administrative Officer II</i>
	1.3 Return to Cash Office one copy and retain two copies.		1 day	Accounting Office <i>Administrative Officer II</i>
	1.4 Encode respective UACS Code, Amount and Explanation to Journal Entry Voucher. Print, review and sign JEV		3 days	Accounting Office <i>Administrative Officer II</i>
	1.5 Assign JEV number and post to Subsidiary Ledger		3 days	Accounting Office <i>Administrative Officer I (JO)</i>
	1.6 Approval of Journal Entry Vouchers		2 days	<i>Accountant III</i>
	1.7 Review and Post Journal Entry Vouchers to Cash Receipts Journal. Print Journal		1 day	<i>Accountant I</i> Accounting Office
	1.8 Review and approval of Accounting Journal		1 day	<i>Accountant III</i>
	1.9 Post Summary of Accounts to Trial Balance and General Ledger		1 day	<i>Accountant I</i> Accounting Office
	1.10 Submit to COA together with Financial Statements		1 day	<i>Accountant I</i> Accounting Office



TOTAL:	None	16 Days	
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14. PREPARATION AND SUBMISSION OF MONTHLY GENERAL JOURNALS TO COA

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Commission on Audit/UP System		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Funding Check Memo, TRA, Payroll, other documents aside from those Official Receipts, Checks and ADA (1 certified true copy/original) 2. Approved Journal Entry Vouchers (2 original)		Individual File or Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Memo/ Regular deadline	1.1 Review documents affecting the Financial Operation of the University	None	2 days	<i>Administrative Officer II</i> Accounting Office
	1.2 Analyze and Encode respective UACS Code, Amount and Explanation to Journal Entry Voucher.		2 days	<i>Administrative Officer II</i> Accounting Office
	1.3 Print Journal Entry Voucher, review and sign.		2 days	<i>Administrative Officer II</i> Accounting Office
	1.4 Assign JEV number and post to Subsidiary Ledger		2 days	<i>Administrative Officer I (JO)</i> Accounting Office



	1.5 Approval of Journal Entry Vouchers		2 days	<i>Accountant III</i> Accounting Office
	1.6 Review and Post Journal Entry Vouchers to General Journal		1 day	<i>Accountant I</i> Accounting Office
	1.7 Review and approval of General Journal		1 day	<i>Accountant III</i> Accounting Office
	1.8 Post Summary of Accounts to Trial Balance and General Ledger		1 day	<i>Accountant I</i> Accounting Office
	1.9 Submit to COA together with Financial Statements		1 day	<i>Accountant I</i> Accounting Office
TOTAL:		None	14 Days	

15. PREPARATION, ANALYSIS AND SUBMISSION OF MONTHLY BASIC FINANCIAL STATEMENTS TO COA AND UPS

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:	Accounting Office	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Commission on Audit/UP System	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Check Disbursement Journal, ADA Journal, Cash Receipts Journal, General Journal (2 original)	Accounting Office	
2. Journal Entry Vouchers (2 original)	Accounting Office	
3. Account Schedules (2 original)	Accounting Office	
4. Subsidiary Ledgers and General Ledgers (1 original)	Accounting Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completes working papers	1.1 Create Trial Balance from the generated Journals	None	1 day	<i>Accountant I</i> Accounting Office
	1.2 Analyze Accounts and determine balances of each account. Ensure that accounts balances are according to their normal accounting balances		1 day	<i>Accountant I</i> Accounting Office
	1.3 Post Account Balances to the Statement of Financial Performance , Statement of Final Position, Statement of Changes in Net Asset/Equity and Statement of Cash Flow (both detailed and summary)		1 day	<i>Accountant I</i> Accounting Office
	1.4 Generate Report, Analyze and Print		1 day	<i>Accountant I</i> Accounting Office
	1.5 Review and analyze Financial Statements. Approves Report		3 days	<i>Accountant III</i> Accounting Office
	1.6 Forward to Chancellor		1 day	<i>Accountant I</i> Accounting Office
2.1 Forward to Accounting office Signed reports	2.1 Sort and bind all supporting documents for transmittal to COA together with generated		5 days	<i>Accountant I</i> Accounting Office



	Financial Statements			
TOTAL:		None	13 Days	

16. PREPARATION, ANALYSIS AND SUBMISSION OF MONTHLY BANK RECONCILIATION STATEMENTS TO COA

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System.

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit, UP System and Government Servicing Bank			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bank Statements, (1 original)		Accounting Office		
2. Checks Issued, (1 original)		Accounting Office		
3. Paid Disbursement Vouchers, (1 original)		Accounting Office		
4. Report of Collection and Deposit, (1 original)		Accounting Office		
5. Journal Entry Vouchers for cash transactions(1 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bank Statements	1.1 Determine Outstanding Checks	None	1 day	<i>Accountant I</i> Accounting Office
	1.2 Determine Deposit in Transit		1 day	<i>Accountant I</i> Accounting Office
	1.3 Reconcile Book and Bank Balances		1 day	<i>Accountant I</i> Accounting Office
	1.4 Generate Report, Analyze and Print		1 day	<i>Accountant I</i> Accounting Office



	1.5 Approves Bank Reconciling Statement		1 day	<i>Accountant III</i>
	1.6 Transmit to COA and Cash Office		1 day	Accounting Office <i>Accountant I</i>
				Accounting Office
TOTAL:		None	6 Days	

17. PREPARATION OF ANNUAL FINANCIAL REPORTS AND NOTES TO FINANCIAL STATEMENT

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Commission on Audit, UP System		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monthly Financial Report (1 original)		Accounting Office		
2. Statement of Comparison of Budget and Accounting (1 Original)		Accounting Office		
3. Basic Financial Statement (1 original)		Accounting Office		
4. Account Schedules(1 original)		Accounting Office		
5. Subsidiary Ledger(1 original)		Accounting Office		
6. General Ledgers(1 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Memo/ Regular deadline	1.1 Analyze monthly and year end reports to determine any adjusting entries	None	4 days	<i>Accountant I</i>
	1.2 Make necessary adjusting journal entries to reflect fair presentation of Financial Statements		4 days	<i>Administrative Officer II</i>
	1.3 Prepare Notes to Financial Statements		3 days	Accountant III



	1.4 Generate Report, Analyze and Print		4 days	Accountant I
	1.5 Review and certifies correctness		5 day	Accountant III
	1.6 Forward to the Chancellor for approval		2 days	Accountant I
	1.7 Transmit to COA after approval		1 day	Accountant I
TOTAL:		None	23 Days	

18. PREPARATION OF MONTHLY RECONCILIATION OF STATEMENT OF ALLOTMENT AND OBLIGATION (SAOB) FOR REVOLVING FUND AND GENERAL FUND AND MONTHLY FLASH MONITORING REPORT

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:	Accounting Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UP System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request/ Budget Utilization Request (1 original) 2. Paid Disbursement Voucher, Liquidation Reports, NORSA/NBURSA (1 original) 3. Report of Checks Issued and ADA Issued (1original)		1. Budget Office 2. Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue memo for submission of specific reports with stated deadline of submission	1.1 Encode all received OBRs/BURS in the SAOB	None	2 Days	Administrative Assistant I Accounting Office
	1.2 Encode disbursements, Liquidation Reports and NORSA/NBURSA in the SAOB		1 day	Administrative Assistant I Accounting Office



	1.3 Reconcile Obligation and Disbursement		2 day	<i>Administrative Assistant I</i>
	1.4 Generate Report, Analyze and forward to Budget for Reconciliation		1 day	<i>Accounting Office Administrative Assistant I</i>
2. Budget provides feedback from reconciliation	1.1 Update working paper based on reconciliations made by budget office		1 day	<i>Administrative Assistant I</i>
	1.2 Encode result of reconciliation of SAOB to UPS template		2 days	<i>Accounting Office Administrative Assistant I</i>
	1.3 Generate Report, Analyze and Print		1 day	<i>Accounting Office Administrative Assistant I</i>
	1.4 Certifies Report		1 day	<i>Accounting Office Accountant II</i>
	1.5 Approves Report		1 day	<i>Accounting Office Chancellor</i>
	1.6 Submit to UP System		1day	<i>Administrative Assistant I</i>
				<i>Accounting Office</i>
TOTAL:		None	13 Days	

19. PREPARATION OF QUARTERLY FINANCIAL ACCOUNTABILITY REPORTS

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System.

Office or Division:	Accounting Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Commission on Audit, UP System



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reconciled monthly SAOB monthly		Accounting Office		
2. Flash Monitoring Report,		Accounting Office		
3. LR for cash advances,		Accounting Office		
4. Account Schedules		Accounting Office		
5. Monthly Financial Statements		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Memo/ Regular deadline	1.1 Consolidate monthly Flash Monitoring Reports and /or Fund Transfer Reports for the Quarter	None	3 Days	<i>Administrative Assistant I (FAR 1 and 2)</i> <i>Administrative Officer II (FAR 1C and 5</i> <i>Accountant III (FAR 6)</i> <i>Administrative Assistant I (FAR 1 and 2)</i> <i>Administrative Officer II (FAR 1 C)</i> <i>Accountant III (FAR 6)</i>
	1.2 Encode consolidated SAOB/FMR to UPS template or Prepare FAR report offline 1.3 Reconcile with Budget Office 1.4 Generate Report, Analyze and Print 1.5 Certified Report 1.6 Approves Report			5 days 2 days 1 day 2 days 1 day



	1.7 Transmit to COA and UP System		1 day	<i>Administrative Assistant I</i>
TOTAL:		None	15 days	

20. PREPARATION AND SUBMISSION OF PERIODIC REPORTS (MONTHLY, QUARTERLY, SEMI-ANNUAL) TO RESEARCH AND DEVELOPMENT PROJECTS FOR SUBMISSION TO FUNDING AGENCIES

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Government Funding Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reconciled ledgers with Budget Office 2. Paid Disbursement Vouchers, 3. Journal Entry Vouchers		Accounting Office Accounting Office Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send verbal or written request for report	1.1 Encode Line Item Budget for new project in the required reporting template	None	1 day	<i>Administrative Officer I(JO)</i>
	1.2 Update Working Paper for Disbursements/Utilization		2 day	<i>Administrative Officer I(JO)</i>
	1.3 Encode data in liquidation or disbursement per Line Item Budget		1 day	<i>Administrative Officer I(JO)</i>
	1.4 Reconcile with Budget Utilization		1 day	<i>Administrative Officer I(JO)</i>
	1.5 Analyze over or underutilization or erroneous posting		.5 day	<i>Administrative Officer I(JO)</i>
	1.6 Generate Report, Analyze and Print		.5 day	<i>Administrative Officer I(JO)</i>
	1.7 Review and Certifies Report		1 day	Accountant III



	1.8 Transmit to Project Leader		1 day	<i>Administrative Officer I(JO)</i>
TOTAL:		None	8 Days	

21. PREPARATION AND SUBMISSION OF OTHER DEMAND REPORTS FORM DBM, UPS, COA, CHED AND OTHER NGOS

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request, 2 Account Schedules 3 Financial Reports		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send verbal or written request for report	1. Prepare report, analyze and print	None	7 days	<i>Accountant III</i> Accounting Office
TOTAL:		None	7 Days	

22. PREPARATION OF LAPSING OF PPE AND DEPRECIATION SCHEDULE, RECONCILIATION OF OFFICE INVENTORY AND ISSUANCES WITH SPMO

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

Office or Division:		Accounting Office		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Commission on Audit and UP System		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Journal Entry Vouchers, 2 PAR, Ledgers, 3 RIS, 4 PO,		Accounting Office SPMO SPMO SPMO		



5 Report of Issuances		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits copy of report of Issuances with PO and RIS	1.1 Reconcile SPMO Report with Accounting Books	None	5 Days	<i>Accountant I</i>
	1.2 Generate JEV for adjusting entries.		1 day	<i>Administrative Officer II</i>
	1.3 Update Ledger and Schedules for any adjustments		3 days	<i>Administrative Officer II or Administrative Officer I(JO)</i>
	1.4 Generate Report, Analyze and Print		1 day	<i>Administrative Officer II or Administrative Officer I(JO)</i>
	1.5 Certifies Report		1 day	<i>Accountant III</i>
	1.6 Inclusion in the Monthly/Quarterly Report		1 day	<i>Administrative Officer II or Administrative Officer I(JO)</i>
TOTAL:		None	12 Days	



Accounting Office

Internal Services

1. CERTIFICATION OF PAYSLIP

To sign and validate payslip as Certified True Copy of the Original

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (1 Original)		Requesting Individual		
2. Payslip (1 photocopy)		Individual File or Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Written or Verbal Request	1.1 Receive request	None	1 minute	Administrative Assistant V (Payroll Officer)
	1.2 Validate entries from the General Payroll.		3 minutes	Administrative Assistant V (Payroll Officer)
	1.3 Print copy of payslip from the Payroll System if no Payslip is presented		2 minutes	Administrative Assistant V (Payroll Officer)
	1.4 Certifies the copy		1 minute	Administrative Assistant V (Payroll Officer)
	1.5 Issue to Requesting Individual		1 minute	Administrative Assistant V (Payroll Officer)
TOTAL:		None	8 minutes	

2. CERTIFICATION OF NET PAY OR SALARIES AND BENEFITS RECEIVED

To issue certification of salaries and benefits received for Faculty, REPs and Administrative Staff for various purposes

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request(1 original)		Requesting Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written or Verbal Request	1.1 Receive request	None	1 minute	Administrative Assistant V
	1.2 Review benefits received		15 minutes	Administrative Assistant V
	1.3 Prepare and print Certification		10 mins (2 original copies)	Administrative Assistant V
	1.4 Accountant signs document		5 minutes	Accountant
	1.5 Issue to Requesting Individual		1 minutes	Administrative Assistant V
TOTAL:		None	32 minutes	



3. CLEARANCE OF FACULTY ADMINISTRATIVE STAFF AND REPS AND STUDENTS

To issue clearance on financial accountability of Faculty, REPs and Staff and students who at the end of their appointment, retirement, leave for more than 1 month or for other purposes

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices/Students/Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (2 original) 2. Promissory note if any,(1 Original/photocopy) 3. Copy of OR for Settled Accountabilities/Certification of Payment(1 certified true copy) 4. Authority to deduct accountability if any(1 certified true copy)		1. HRDO/ Originating Unit for employees, Colleges/OSFA for 2. Employees/Student 3. Cash Office 4. Employees/Student		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance together with applicable requirement/s	1.1 Receives Clearance	None	1 minute	<i>Administrative Assistant V</i>
	1.2 Check for unsettled accountabilities or Cash Advances from the Subsidiary Ledgers or Schedules		5 minutes	<i>Administrative Assistant III (Faculty, Staff & REPS)/ Administrative Officer II (Student) / Accountant (for employees)</i>
	1.3 Initial to endorse clearance if no accountability or return to applicant if with accountability for settlement		1 minute	
	1.4 Review and Signs Clearance if cleared		3 minutes	



	1.5 Issue Clearance to applicant		1 minute	
2. Signs in the logbook and signs comments slip if wanted	2.1 Request client to sign in the logbook	None	1 minute	<i>Administrative Assistant III (Faculty, Staff & REPs)</i> <i>Administrative Officer II (Students)</i>
TOTAL:		None	12 minutes	

4. REQUEST FOR PAYROLL ADJUSTMENT

To received authorization for deduction and addition to regular payroll

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request (1 certified true copy/original)		Individual		
2. Properly filled-up Request Form and attachment if any(1 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request or Fill up pro-forma request slip	1.1 Receives request	None	1 minute	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Validate entries for approval		5 minutes	<i>Administrative Assistant V (Payroll Officer)</i>
	1.3 Inform client if approved or disapproved		3 minutes	<i>Administrative Assistant V (Payroll Officer)</i>
TOTAL:		None	9 Minutes	

5. REQUEST FOR COPY OF BIR FORM 2316 OF PREVIOUS YEARS

To issue duplicate copies of income tax returns for previous years

Office of Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government



Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or Verbal Request(1 certified true copy/original) 1. Form 2316 (if certification of Prior years tax form) (1 certified true copy/original)		Applicant Applicant's File		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present request with the copy of Prior Years 2316, if available	1.1 Receives request and copy of Form 2316.	None	1 Minute	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Validate entries from file/ or Photocopy file.		5 mins	<i>Administrative Assistant V (Payroll Officer)</i>
	1.3 Sign certification.		2 mins	<i>Administrative Assistant V (Payroll Officer)</i>
TOTAL:		None	8 Minutes	

6. PREPARATION OF BIR SWORN DECLARATION ANNEX C

For the Job Order personnel and other contracted individual to avail of tax exemption/ determination of tax to be withheld from the salary

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointment (1 certified true copy/original) 2. Duly filled and Notarized BIR Sworn Declaration B-2/B-2 whichever is applicable(3 original) 3. Duly filed BIR Form 0605 (1 certified true copy/original)	Individual's File BIR RDO/Website BIR RDO/Website



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Submits Request together with attachment. Wait for the Form C to be forwarded to respective office.	1.1 Receives document	None	1 minute	<i>Administrative Assistant I (Pre-audit)</i>
	1.2 Review attachment to determine applicability of tax option		9 minutes	<i>Administrative Assistant I (Pre-audit)</i>
	1.3 Advise applicant to wait if there are other submissions to be included in the BIR Sworn Statement Form C		5 days	<i>Administrative Assistant I (Pre-audit)</i>
	1.4 Prepare BIR Sworn Statement Form C for all applicants within the month		1 day	<i>Administrative Assistant I (Pre-audit)</i>
	1.5 Signing of BIR Sworn Statement Form C		5 minutes	Accountant
2. Client waits for Copy of Documents	2.1 Forward the complete set to client for notarization		5 minutes	<i>Administrative Assistant I (Pre-audit)</i>
TOTAL:		None	6 Days 15 minutes	

7. PROCESSING: PREPARATION OF PR, RIS AND APP/PPMP FOR THE ACCOUNTING OFFICE

For the purchase of goods and services needed by the unit in its operation

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



APP/PPMP (3 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue memo for the submission indicating deadlines	1. Prepare request/document on or before deadline	None	3 Days	<i>Administrative Assistant III</i>
TOTAL:		None	3 Days	

8. PREPARATION OF MONTHLY REGULAR PAYROLL FOR REGULAR AND CONTRACTUAL EMPLOYEES

To process monthly payroll of UPB regular and contractual employees using the payroll system.

Office or Division:	Accounting Office
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request for payroll deductions, billing statement from government agencies and various NGOs (1 certified true copy/ original)	Accounting Office
2. For payment of Honoraria or professional services:	End User/Requesting Office
2.1 Duly signed Appointments (1 certified true copy/ original)	End User/Requesting Office
2.2 Duly approved Accomplishment Report for Special Projects, special assignments members of Adhoc committee and PDAs (1 original)	End User/Requesting Office
2.3 Original Attendance or certified true copy if honoraria for standing committee (1 original)	HRDO/College/responsible Unit
3. Approved DTR, Request for Overtime, Summary and computation of overtime , computation of night shift differential (1 original)	HRDO/College/responsible Unit
4. Approved BURS/OBRS for additions to regular payroll (4 original)	HRDO/College/responsible Unit
5. NORSA/NBURSA, if applicable (2 original)	HRDO/College/responsible Unit
Additional for First Salary:	



6. Approved appointment,(1original/certified true copy) 7. Oath of Office,(1original/certified true copy) 8. Certificate of Report for Duty, 1original/certified true copy) 9. SALN, (1original/certified true copy) 10. BIR form 2305, (1original/certified true copy) 11. Informations on TIN, GSIS BP No., Philhealth No., Pag-ibig No., Employee No. Birthday and complete middle name 1original/certified true copy)		HRDO/Employee		
		HRDO/Employee		
		HRDO/Employee		
		HRDO/Employee		
		BIR		
		HRDO/Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and review Obligation Request and Budget Utilization Request for additional payroll transactions together with supporting documents.	None	6 days	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Download and review billing statement for payroll deductions. 1.3 Encode in the Payroll system all adjustments received. Check individual pay slips not below the minimum take home pay and immediately informing the employee to fill up payroll request slip for		1 hour 3 days	<i>Administrative Assistant V (Payroll Officer)</i> <i>Administrative Assistant V (Payroll Officer)</i>



	possible adjustment.			
	1.4 Print Abstract of Payroll to be forwarded to the head of office for validation together with the ObR's, BUR's, billing statement and payroll adjustments request.		1 day	<i>Administrative Assistant V (Payroll Officer)</i>
	1.5 Review and approval of Abstract of Payroll together with attachment		1 day	Accountant
	1.6 Print General Payroll together with all attachment, sorting and stamping to be signed by the payroll-in-charge.		4 hours	<i>Administrative Assistant V (Payroll Officer)</i>

	1.7 Review and Certify General Payroll as to availability of funds.		1 day	Accountant
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	1.8 Forward General Payroll and OBRS/BURS for regular salaries and benefits to respective Colleges and Offices		30 mins	<i>Administrative Assistant V (Payroll Officer)</i>
2.Colleges/Officers return signed General Payroll to Chancellors Office	2.1 Approval of General Payroll and attachment		1.5 day	<i>Colleges/Offices</i>
	2.2 Forward documents to Accounting Office		30 mins	<i>Colleges/Offices</i>
3.Forward documents to Budget Office	3.1 Review and Certification of Availability of Funds		3 days	<i>Budget Office</i>
4.Forward documents to Accounting Office	4.1 Receipt of General Payroll and signed OBRS/BURS		15 mins	<i>Administrative Assistant V (Payroll Officer)</i>
	4.2 Prepare DV for week 1, pre-audit and input in UIS. Forward to Bookkeeper		2 hours	<i>Administrative Assistant V (Payroll Officer)</i>
	4.3 Prepares JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers. Forward to Approver		1 hour	Admin Officer II
	4.4 Approval of Box A and B of Disbursement Voucher		1 day	
	4.5 Forward to Approving Officer of BOX C of DV		1 day	Accountant



	4.6 Print Payslips and sort per office and distribute sealed payslip to respective colleges and offices		1 hour	<i>Administrative Assistant V (Payroll Officer)</i>
TOTAL:		None	19 days	

9. PROCESSING AND PRE-AUDIT: PREPARATION OF 2ND, 3^R, AND 4TH WEEK PAYROLL

To initiate payment of weekly net take home pay of Faculty, REPs and Administrative Staff

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weekly remittance list (1 Original/certified true copy)		Accounting Office		
2. Disbursement Voucher with UIS invoice Number.(4 original)		Accounting Office		
3. Clearance of employees ending appointment(for 3 rd and 4 th week) (1 Original/certified true copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for remittance of salary on schedules releases	1.1 Prepare DV, pre-audit and input in UIS. Forward to Bookkeeper	None	2 day	<i>Administrative Assistant V</i>
	1.2 Prepare of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers. Forward to Approver		1 day	<i>Administrative Officer II</i>
	1.3 Certification and Signature of Box A in the DV		1 day	<i>Accountant III</i>



	1.4 Forward to Approving Officer of Box C		1 day	<i>Administrative Officer II</i>
TOTAL:		None	7 Days	

10. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS: SPECIAL PAYROLL FOR BONUSES AND OTHER EMPLOYEE BENEFITS

To process in the payroll system the benefits, allowances and other bonuses of UPB regular and contractual employees

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Special Payroll (2 original copies)		Accounting Office		
2. Guidelines for the Special Payroll (1 certified true copy)		UP System or Funding Agency		
3. Obligation Request/Budget Utilization Request(4 original)		Budget Office		
4. Annualization of employee taxes for the current year (1 original)		Accounting Office		
5. Funding Check Memo or Notice of Cash Availability (1 certified true copy)		UP System or Funding Agency		
6. Necessary document as required in the guidelines (1 certified true copy)		UP System or Funding Agency		
7. Journal Entry Voucher (2 original)		Accounting Office		
8. Disbursement Voucher with UIS invoice Number.(4 original)		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward copy guidelines to accounting office	1.1 Receiving of Guidelines for the released	None	5 minutes	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Review guidelines and secure required supporting documents from concerned offices		30 minutes	<i>Administrative Assistant V (Payroll Officer)</i>



	<p>1.3 Process the bonuses/other employee benefits at the payroll system.</p> <p>1.4 Review and Print payroll and signed by the payroll-in-charge</p> <p>1.5 Review and Certify funds availability</p> <p>1.6 Forward payroll to Colleges and concerned offices</p>		<p>1 day</p> <p>4 hours</p> <p>1 day</p> <p>1 day</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Accountant</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p>
2. Return signed payroll to Accounting Office	<p>2.1 Print Remittance List</p> <p>2.2 Prepare DV and OBRs/BURS, pre-audit and input in UIS.</p> <p>2.3 Forward to Budget Office</p>		<p>1 day</p> <p>1 day</p> <p>5 minutes</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p>
3. Budget Office return signed OBRs/BURS with attachment to Accounting Office	<p>3.1 Receives document</p> <p>3.2 Validate UIS and approve. Forward to Bookkeeper</p> <p>3.3 Prepare of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers. Forward to Approver</p> <p>3.4 Certification and Signature of Box A in the DV</p>		<p>5 mins</p> <p>4 hours</p> <p>4 hours</p> <p>3 hours</p>	<p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Administrative Assistant V (Payroll Officer)</i></p> <p><i>Administrative Officer II (Bookkeeper)</i></p> <p><i>Accountant</i></p>



	3.5 Write in the logbook and forward to next approver		15 mins	<i>Administrative Assistant V (Payroll Officer)</i>
TOTAL:		None	7 Days	

11. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHER: PAYMENT OF SALARIES OF JOB ORDER PERSONNEL, LECTURERS, RESEARCH ASSISTANT ASSISTANTS AND OTHER REGULAR CONTRACTED SERVICES

To ensure payment of salaries of Job Order personnel and other contracted services for special projects

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation Request/Budget Utilization Request(4 original)	Budget Office
2. NORSA/NBURSA, if applicable(2 original)	End user/Responsible Unit
3. Disbursement Voucher with UIS invoice Number and complete information on TIN (4 original)	End user/Responsible Unit
4. Certificate of Assumption to Office/ Report for Duty (First Pay) (1 original/certified true copy)	HRDO/Responsible Unit
5. Daily Time Record(1 original/certified true copy)	HRDO/Responsible Unit
6. Appointment (1 original/certified true copy)	HRDO/Responsible Unit
7. Accomplishment Report(1 original)	End user/Responsible Unit
8. Approved payroll for various payees Appointment and Accomplishment Report(1 original)	HRDO/Responsible Unit
9. Approved Request for overtime, if any (1 original/certified true copy)	End user/Responsible Unit
10. Copy of BIR Sworn Statement B1 or B2 whichever is applicable, if any (1 original/certified true copy)	HRDO/Responsible Unit
11. Clearance , for last salary and/ end of appointment (1 original/certified true copy)	End user/Responsible Unit
12. Faculty Service Record for Lecturers (1 original/certified true copy)	End user/Responsible Unit
13. Journal Entry Voucher (2 original)	Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A (for DVs originating from RC) .Scan all documents and attach to UIS. Submit DV with complete supporting documents	1.1 Received document, stamp received and date of receipt. Include in que for pre-audit	None	1 day	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Prepare payroll summary, ObR and DV for regular Job Order Personnel		2 days	<i>Administrative Assistant V (Payroll Officer)</i>
	1.3 Prepare UIS and Pre-audit the UIS Invoice		0.5 day	<i>Administrative Assistant V (Payroll Officer)</i>
	1.4 Printing of BIR Form 2307 for withholding tax.		0.5 day	<i>Administrative Assistant V (Payroll Officer)</i>
	1.5 Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers		2 days	<i>Administrative Officer II(Bookkeeper</i>
	1.6 Certification of Box C of DV, review of JEV and forward to the next approving officer.		1 day	<i>Accountant</i>
TOTAL:		None	7 Days	

12. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS: PAYMENT OF OTHER PERSONNEL SERVICES INCLUDING HONORARIA, PROFESSIONAL SERVICES AND OTHER SIMILAR TRANSACTIONS

To ensure payment of honoraria and other professional services of lecturers and other resource persons

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Non UP Baguio Lecturers, Speakers and Professionals
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Obligation Request/Budget Utilization Request (4 original) 2. NORSA/NBURSA, if applicable (2 original) 3. Disbursement Voucher with UIS invoice Number and complete information on TIN (4 original) 4. Approved request for the activity with funding requirement (1 original/certified true copy) 5. Invitation to render service & Program of Activity (1 original/certified true copy) 6. Duly Approved Appointment (1 original/certified true copy) 7. Basis of honoraria or professional fee/computation (1 original/certified true copy) 8. Accomplishment Report/ Certificate of Completion of Deliverables (1 original/certified true copy) 9. Certificate of Service for lecturers, resource person only (1 original/certified true copy) 10. Approved payroll for various payees (2 original) 11. Copy of BIR Sworn Statement B1 or B2 whichever is applicable, if any (1 original/certified true copy) 12. Journal Entry Voucher (2 original)		End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit End user/responsible Unit Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Scan all documents and attach to UIS. Submit DV with complete supporting documents..	1.1 Pre-audit disbursement vouchers received. (scan completeness of necessary documents attached)	None	2 days	<i>Administrative Assistant V (Payroll Officer)</i>
	1.2 Prepare UIS and validate entries UIS		1 day	<i>Administrative Assistant V (Payroll Officer)</i>



	1.3 Print BIR Form 2307 for withholding tax withheld and attached to DV. Forward to Bookkeeper		1 day	Administrative Assistant V (Payroll Officer)
	1.4 Prepare JEV and distribution of account codes in UIS and update entry in the Subsidiary Ledgers		1 day	Administrative Officer II (Bookkeeper)
	1.5 Certification of Box C of DV, review of JEV,		1 day	Accountant
	1.6 Log out to next approving office		1 day	Administrative Assistant V (Payroll Officer)
TOTAL:		None	7 Days	

13. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT OF SALARIES OF SAGA, RA, MENTORS STIPEND, OTHER STIPEND, REFUNDS, SCHOLARSHIPS AND LOAN

To certify completeness of documents and cash availability for the release of stipends and other benefits

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (4 original)	Requesting Unit
2. Disbursement Voucher with UIS invoice Number. (4 original)	Requesting Unit
3. NORSA/NBURSA, if applicable (2 original)	Requesting Unit
4. Form 5 (1 certified true copy)	Requesting Unit
5. Payroll (if payment for stipend should indicate Certification from OSFA for the STS bracket and GWA of student duly approved by the director of ODSA) (2 original)	Requesting Unit
6. Appointment/ Office Order/Basic Paper / Contract (1 certified true copy)	Requesting Unit
7. DTR, for SAGA Salaries (1 original)	Requesting Unit



8. Photocopy of student ID (1 certified true copy)		Requesting Unit		
9. Application for Refund or Loan whichever is applicable (1 original)		Requesting Unit		
10. Copy of Fund Transfer for scholarship and stipend from outside sources(1 certified true copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III/ Administrative Assistant II</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		6.5 hours	<i>Administrative Assistant III/ Administrative Assistant II</i>
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		30 minutes	<i>Administrative Assistant III/ Administrative Assistant II</i>
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		3 hours	<i>Administrative Officer II(Bookkeeper)</i>
	1.5 Review supporting documents and JEV. Approves DV and JEV if in order		5 hours	Accountant III
	1.6 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III/ Administrative Assistant II</i>



TOTAL:	None	2 Days	
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14. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - PAYMENT OF RESEARCH DISSEMINATION GRANT, SCHOLARSHIP GRANTS, RESEARCH GRANT, AWARDS, ETC.

To certify completeness of documents and cash availability for the release of grants and other faculty awards

Office or Division:		Accounting Office		
Classification:		Complex		
Type of Transaction:		G2G- Government to Government		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request/ Budget Utilization Request (4 original)		Requesting Unit		
2. Disbursement Voucher with UIS invoice Number. (4 original)		Requesting Unit		
3. NORSA/NBURSA, if applicable (2 original)		Requesting Unit		
4. Document for the Approval of the Grant (1 original or certified true copy)		Requesting Unit		
5. Contract/ Memorandum of Agreement (1 original or certified true copy)		Requesting Unit		
6. Copy of Fund Transfer, for outside grants (1 original or certified true copy)		Requesting Unit		
Additional for CSC Grants		Requesting Unit		
7. Liquidation Report for previous release (2 original)		Requesting Unit		
8. Cash Disbursement Record with the attachment as approved by CSC Board (2 original)		Requesting Unit		
Additional Document for RDG		Requesting Unit		
9. Original Boarding Pass		Requesting Unit		
10. Plane tickets and itineraral		Requesting Unit		
11. Properly filled-up Input Sheet (HRDO Form)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III/ Administrative Assistant III/Administrative Asst V</i>



A. Submit DV to Accounting Office with complete supporting documents				
	1.2 Review next documents to determine propriety of claims and completeness documents. 1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper 1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant 1.5 Review supporting documents and JEV. Approves DV and JEV if in order 1.6 Enter in the logbook and forward documents to approver of Box D in the DV		1 day 2.5 hours 4.5 hours 1 day 30 minutes	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i> <i>Administrative Assistant III/ Administrative Assistant II</i> <i>Administrative Officer II(Bookkeeper)</i> <i>Accountant</i> <i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
TOTAL:		None	3 Days	

15. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - REIMBURSEMENT OF EXPENSES FOR PAYMENT OF GOODS AND SERVICES

To certify completeness of documents and cash availability for the reimbursements of claims for Faculty, REPs and Administrative Staff

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit
2. Disbursement Voucher with UIS invoice Number (4 original)	Requesting Unit
3. NORSANBURSA, if applicable (2 original)	Requesting Unit
4. Purchase Request (1 original or certified true copy)	Requesting Unit
5. Duly signed Request for Quotation for single items 2k and above (3 original)	Requesting Unit
6. Inspection and Acceptance Report 9 (3 original)	SPMO
7. Property Acknowledgement Receipt (PAR) for equipment (15k and above) and/or ICS for semi-expandable items (below 15k) (1 original)	SPMO
8. Approved APP/PPMP or Supplemental PPMP with approved justification for non inclusion and/or request for funding (1 original or certified true copy)	Requesting Unit
9. Pre/Post Repair Inspection Report, if applicable (1 original)	Requesting Unit
10. Report of Waste Materials if replacement (1 original)	SPMO
11. Approved Project Proposal (for projects) (1 original or certified true copy)	Requesting Unit
12. Certificate of Emergency Purchase (1 original)	Requesting Unit
13. Original copy of Official Receipt or acceptable proof of payment based on COA Circular 2004-006 and 2017-001	Requesting Unit
14. Copy of newspaper clippings, evidence of publication/ CD in case of TV/radio commercial (for advertisement)	Requesting Unit
15. Attendance (for Catering Services, Venue and Accommodation) (1 original)	Requesting Unit



<p>16. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office's meetings (1 original or certified true copy)</p> <p>17. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental) (1 original or certified true copy)</p> <p>18. Summary of Expenses for various receipts duly signed and certified (1 original)</p>		<p>Requesting Unit</p> <p>Requesting Unit</p> <p>Requesting Unit</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents</p>	<p>1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Assistant III/ Administrative Assistant II/ Administrative Asst V</i></p>
	<p>1.2 Review next documents to determine propriety of claims and completeness documents.</p>		<p>1 day</p>	<p><i>Administrative Assistant III/ Administrative Assistant II/ Administrative Asst V</i></p>
	<p>1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper</p>		<p>2.5 hours</p>	<p><i>Administrative Assistant III/ Administrative Assistant II</i></p>
	<p>1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant</p>		<p>4.5 hours</p>	<p><i>Administrative Officer II(Bookkeeper)</i></p>



	1.5 Review supporting documents and JEV. Approves DV and JEV if in order 1.6 Enter in the logbook and forward documents to approver of Box D in the DV		1 day 30 minutes	<i>Accountant</i> <i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
TOTAL:		None	3 Days	

16. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - REPLENISHMENT OF PETTY CASH FUND

To certify completeness of documents and cash availability for the expenses paid under PCF

Office or Division:	Accounting Office	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	UPB Employees/ Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit	
2. Disbursement Voucher with UIS invoice Number. (4 original)	Requesting Unit	
3. NORSANBURSA, if applicable (2 original)	Requesting Unit	
4. Report of Paid Petty Cash Vouchers (RPPCV) (3 original)	Requesting Unit	
5. Cash Disbursement Record (CDR) (3 original)	Requesting Unit	
6. Petty Cash Vouchers (PCV) (3 original)	Requesting Unit	
7. Purchase Request (1 original or certified true copy)	Requesting Unit	
8. Duly signed Request for Quotation for single items 2k and above (3 original or certified true copy)	Requesting Unit	
9. Inspection and Acceptance Report (1 original)	SPMO	
10. ICS for semi-expandable items (1 original)	SPMO	



<p>11. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding (1 original or certified true copy)</p> <p>12. Approved Project Proposal (for projects) (1 original or certified true copy)</p> <p>13. Certificate of Emergency Purchase (1 original)</p> <p>14. Original copy of Official Receipt or acceptable proof of payment based on COA Circular 2004-006 and 2017-001</p> <p>15. Attendance (for Catering Services, Venue and Accommodation) (1 original)</p> <p>16. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office's meetings (1 original)</p>		<p>Requesting Unit</p> <p>Requesting Unit</p> <p>Requesting Unit</p> <p>Supplier</p> <p>Requesting Unit</p> <p>Requesting Unit</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents</p>	<p>1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Assistant III/ Administrative Assistant III/Administrative Asst V</i></p>
	<p>1.2 Review next documents to determine propriety of claims and completeness documents.</p>		<p>1 day</p>	<p><i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i></p>



	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper 1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant 1.5 Review supporting documents and JEV. Approves DV and JEV if in order 1.6 Enter in the logbook and forward documents to approver of Box D in the DV		2 hours 4 hours 1 day 30 minutes	<i>Administrative Assistant III/ Administrative Assistant II Administrative Officer II(Bookkeeper) Accountant Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
TOTAL:		None	1 Days	

17. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - REIMBURSEMENT FOR LOCAL AND FOREIGN TRAVEL

To certify completeness of documents and cash availability for the reimbursement travel expenses

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit
2. Disbursement Voucher with UIS invoice Number (4 original)	Requesting Unit
3. NORSA/NBURSA, if applicable (2 original)	Requesting Unit
4. Approved Travel Order/ Authority to Travel (1 original or certified true copy)	Requesting Unit
5. Approved Actual Itinerary of Travel (1 original or certified true copy)	Requesting Unit



6. Notice/ Invitation (1 original or certified true copy)		Requesting Unit		
7. Letter request to attend meetings, seminars, workshops, trainings etc. (1 original or certified true copy)		Requesting Unit		
8. Certificate of Travel Completed (1 original or certified true copy)		Requesting Unit		
9. Narrative Travel Report (1 original)		Requesting Unit		
10. Certificate of Appearance/ Attendance/ Participation (1 original or certified true copy)		Requesting Unit		
11. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fees (original)		Requesting Unit		
12. Official Receipts for fare and accommodation (in accordance with COA Circular 2006-004 and 2017-001)		Requesting Unit		
13. Certification from the Head Of Agency as to the absolute necessity of claiming actual accommodation. (1 original)		Supplier		
14. Original copy of Hotel or lodging bills and receipts- if claiming for actual cost		Requesting Unit		
Additional for Foreign Travel:		Requesting Unit		
15. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation DSA to be claimed ((1 original or certified true copy)		Requesting Unit		
16. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 original or certified true copy)		Requesting Unit		
17. Acceptance of the nominees as participants (issued by the foreign country) (1 original or certified true copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		1 day	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		2.5 hour	<i>Administrative Assistant III/ Administrative Assistant II</i>
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		4.5 hours	<i>Administrative Officer II(Bookkeeper)</i>
	1.5 Review supporting documents and JEV. Approves DV and JEV if in order		1 day	<i>Accountant</i>
	1.6 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
TOTAL:		None	3 Days	



18.PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - REIMBURSEMENT FOR LOCAL AND FOREIGN TRAVEL OF INVITED GUEST/RESOURCE PERSON

To certify completeness of documents and cash availability for the reimbursement travel expenses of invited resource persons, etc.

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request/ Budget Utilization Request (3 original)		Requesting Unit		
2. Disbursement Voucher with UIS invoice Number.(4 original)		Requesting Unit		
3. NORSA/NBURSA, if applicable (2 original)		Requesting Unit		
4. Approved Travel Order/ Authority to Travel if from other government agency (1 original or certified true copy)		Requesting Unit		
5. Approved Actual Itinerary of Travel, if from other government agency (1 original or certified true copy)		Requesting Unit		
6. Approved request for the activity with funding requirement. (1 original or certified true copy)		Requesting Unit		
7. Invitation to render service & Program of Activity (1 original or certified true copy)		Requesting Unit		
8. Duly Approved Appointment (1 original or certified true copy)		Requesting Unit		
9. Accomplishment Report/ Certificate of Completion of Deliverables (1 original or certified true copy)		Requesting Unit		
10. Certificate of Service for lecturers, resource person (1 original or certified true copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
	1.2 Review next documents to determine propriety of claims and completeness documents		2.5 hours	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		1 day	<i>Administrative Assistant III/ Administrative Assistant II</i>
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		4.5 hours	<i>Administrative Officer II(Bookkeeper)</i>
	1.5 Review supporting documents and JEV. Approves DV and JEV if in order		1 day	<i>Accountant</i>
	1.6 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III/ Administrative Assistant II/Administrative Asst V</i>
TOTAL:		None	3 Days	



**19. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY:
Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances
for Local and Foreign Travel**

To certify completeness of documents and cash availability for the grant of cash advances for local and foreign travel

Office or Division:	Accounting Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	
1. Obligation request/ Budget Utilization Request (3 original)	Requesting Unit
2. Disbursement Voucher with UIS invoice Number (4 original)	Requesting Unit
3. Approved Travel Order/ Authority to Travel (1 original)	Requesting Unit
4. Approved Itinerary of Travel (1 original)	Requesting Unit
5. Notice/ Invitation of host/sponsoring country/agency/organization (1 original or certified true copy)	Requesting Unit
6. Letter request to attend meetings, seminars, workshops, trainings, etc. (1 original or certified true copy)	Requesting Unit
7. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books (1 original)	Requesting Unit
Additional for Foreign Travel:	
8. Plane fare quotations of three travel agencies or its equivalent (3 original)	Requesting Unit
9. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation DSA to be claimed (1 original or certified true copy)	Requesting Unit
10. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 original or certified true copy)	Requesting Unit



11. Acceptance of the nominees as participants (issued by the foreign country) (1 original or certified true copy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 min	<i>Administrative Assistant III/Administrative Assistant II</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		1 day	<i>Administrative Assistant III/Administrative Assistant II</i>
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		2.5 hours	<i>Administrative Assistant III/Administrative Assistant II</i>
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		4.5 hours	<i>Administrative Officer II</i>
	1.5 Review supporting documents and JEV. Approves DV and JEV if in order		1 day	<i>Accountant III</i>
	1.6 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III/Administrative Assistant II</i>
TOTAL:		None	3 Days	<i>Accounting Office</i>



20. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - GRANT OF CASH ADVANCES FOR TIME BOUND ACTIVITIES

To certify completeness of documents and cash availability for the grant of cash advances for time bound activities and other operating expenses

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation request/ Budget Utilization Request (3 original)		Requesting Unit		
2. Disbursement Voucher with UIS invoice Number (4 original)		Requesting Unit		
3. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books (1 original or certified true copy)		Accounting Office		
4. Authority of the Accountable Officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (1 original or certified true copy)		Chancellor's Office		
5. Purchase Request if applicable (1 original or certified true copy)		Requesting Unit		
6. Approved Budget for the Operating Expenses of the Activity (1 original or certified true)		Requesting Unit		
7. Approved application for Bond of Accountable Officer (1 original or certified true copy)		Chancellor's Office		
8. Designation as disbursing officer (1 original or certified true copy)		Chancellor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 min	<i>Administrative Assistant III/Administrative Assistant II</i>



supporting documents				
	1.2 Review next documents to determine propriety of claims and completeness documents.		1 day	<i>Administrative Assistant III/Administrative Assistant II</i>
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		2.5 hours	<i>Administrative Assistant III/Administrative Assistant II</i>
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		4.5 hours	<i>Administrative Officer II</i>
	1.5 Review supporting documents and JEV. Approves DV and JEV if in order		1 day	<i>Accountant III</i>
	1.6 Enter in the logbook and forward documents to approver of Box D in the DV		30 minutes	<i>Administrative Assistant III/Administrative Assistant II</i>
TOTAL:		None	3 Days	

21. PROCESSING AND PRE-AUDIT OF DISBURSEMENT VOUCHERS - GRANT OF PETTY CASH FUND

To certify completeness of documents and cash availability for the initial grant of PCF

Office or Division:	Accounting Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client		
Who may avail:	UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Obligation request/ Budget Utilization Request (3 original)		Requesting Unit	
2. Disbursement Voucher with UIS invoice Number. (4 original)		Requesting Unit	



<p>3. Authority of the Accountable Officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance (1 original or certified true copy)</p> <p>4. Approved application for Bond of Accountable Officer (1 original or certified true copy)</p> <p>5. Designation as disbursing officer (1 original or certified true copy)</p>		Chancellor's Office		
		Chancellor's Office		
		Chancellor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of DVs to be processed.	None	30 minutes	<i>Administrative Assistant III/Administrative Assistant II</i> Accounting Office
	1.2 Review next documents to determine propriety of claims and completeness documents.		1 day	<i>Administrative Assistant III/Administrative Assistant II</i> Accounting Office
	1.3 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		2.5 hours	<i>Administrative Assistant III/Administrative Assistant II</i> Accounting Office
	1.4 Prepare JEV, distribute account codes in UIS and update Subsidiary Ledgers. Signs JEV and forward to Accountant		4.5 hours	<i>Administrative Officer II</i> Accounting Office



	1.5 Review supporting documents and JEV. Approves DV and JEV if in order 1.6 Enter in the logbook and forward documents to approver of Box D in the DV		1 day 30 minutes	<i>Accountant III</i> <i>Accounting Office</i> <i>Administrative Assistant III/Administrative Assistant II</i> <i>Accounting Office</i>
TOTAL:		None	3 Days	

22. PROCESSING AND PRE-AUDIT OF LIQUIDATION OF CASH ADVANCES - LIQUIDATION OF CASH ADVANCES FOR TRAVEL

To certify completeness of documents for the liquidation of cash advances for local and foreign travel

Office or Division:	Accounting Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	UPB Employees/ Offices	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Liquidation Report with BAER number (3 original)	Requesting Unit	
2. NORSANBURSA if applicable (2 original)	Accounting Office	
3. Actual Itinerary of Travel if with deviation from original (1 original)	Requesting Unit	
4. Certificate of Travel Completed (1 original)	Requesting Unit	
5. Narrative Travel Report(1 original)	Requesting Unit	
6. Certificate of Appearance/ Attendance/ Participation (1 original or certified true copy)	Requesting Unit	
7. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fees, Taxi receipt (1 original)	Requesting Unit	
8. Official Receipts for fare and accommodation (in accordance with COA Circular 2006-004 and 2017-001)	Requesting Unit	
9. Certification from the Head of Agency as to the absolute necessity of claiming actual accommodation (1 original)	Requesting Unit	
10. Original copy of Hotel or lodging bills and receipts- if claiming for actual cost	Requesting Unit	



11. Official receipts (refund of excess travel) 12. Official receipts (registration fee) Additional for Foreign Travel: 1. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation DSA to be claimed (1 original or certified true copy) 2. Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 original or certified true copy) 3. Acceptance of the nominees as participants (issued by the foreign country) (1 original or certified true copy)		Cash Office Requesting Unit Requesting Unit Requesting Unit Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete supporting documents	1.1 Receive documents, stamp receive with date of receipt. Include in the que of Liquidation Reports to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.2 Review next documents to determine propriety of claims and completeness documents.		2 hours	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.3 Scan Liquidation reports including all attachments		1 hour	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.4 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		1 hour	<i>Administrative Assistant III</i> <i>Accounting Office</i>
	1.5 Prepare JEV, and update Subsidiary Ledgers. Signs JEV and forward to Accountant		1.5 hours	<i>Administrative Officer II</i> <i>Accounting Office</i>



	1.6 Review supporting documents and JEV. Approves Liquidation Report and JEV if in order		2 hours	<i>Accountant III</i> <i>Accounting Office</i>
TOTAL:		None	1 Day	

23. PROCESSING AND PRE-AUDIT OF LIQUIDATION OF CASH ADVANCES - LIQUIDATION OF CASH ADVANCES FOR TIME-BOUND ACTIVITIES

To certify completeness of documents for the liquidation of cash advances for time bound activities and operating expenses

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report with BAER number (3 original)		Requesting Unit		
2. NORSA/NBURSA if applicable (2 original)		Accounting Office		
3. Official receipts (refund of excess cash)		Cash Office		
4. Report of cash disbursements (3 original)		Requesting Unit		
5. Cash disbursement record (3 original)		Requesting Unit		
6. Purchase Request (1 original or certified true copy)		Requesting Unit		
7. Official Receipts		Requesting Unit		
8. Inspection and Acceptance Report (1 original)		SPMO		
9. RFQ for single item of 2k (3 original)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A. Submit DV to Accounting Office with complete	1.1 Receive documents, stamp receive with date of receipt. Include in the que of Liquidation Reports to be processed.	None	30 minutes	<i>Administrative Assistant III</i> <i>Accounting Office</i>



supporting documents				
	1.2 Review next documents to determine propriety of claims and completeness documents.		2 hours	<i>Administrative Assistant III</i>
	1.3 Scan Liquidation reports including all attachments		1 hour	<i>Administrative Assistant III</i>
	1.4 Validate entries in the UIS initiate approval if in order. Forward to Bookkeeper		1 hour	<i>Administrative Officer II</i>
	1.5 Prepare JEV, and update Subsidiary Ledgers. Signs JEV and forward to Accountant		1.5 hours	<i>Accountant III</i>
	1.6 Review supporting documents and JEV. Approves Liquidation Report and JEV if in order		2 hours	<i>Administrative Assistant III</i>
				<i>Accounting Office</i>
TOTAL:		None	1 Day	



Cash Office

External Services



1. Issuance of Official Receipts for OUR/Colleges certifications

To issue official receipts to clients i.e. students applying for certifications from the Office of the University Registrar of UP Baguio

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may avail		Students, alumni or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form - 1 original copy Computed amount to be paid - 1 copy (?) Presentation of valid identification card – 1 card		University Registrar, UP Baguio University Registrar, UP Baguio BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, UP Baguio University Registrar etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form completely and correctly at the OUR	1.1. Office of the University Registrar provides request form and details for cash office to verify payment request	None	3 minutes	<i>Administrative Staff</i> Office of the University Registrar
2. Submit filled-up application form and identification card at the Cash Office	2.1. Review application form	None	1 minute	<i>Collection Officer</i>
	2.2. Verify identification	None	1 minute	Cash Office <i>Collection Officer</i>
	2.3. Informs client on the total amount for payment	PHP 20.00 per page per type of requested document - Printing fee	1 minute	Cash Office <i>Collection Officer</i> Cash Office
3. Pay corresponding fee/s to the Collection Officer on duty	3.1 Accepts Payment	None	1 minute	<i>Collection Officer</i> Cash Office



	3.2 Print official receipt	None	1 minute	Collection Officer Cash Office
	3.3 Issue official receipt	None	1 minute	Collection Officer Cash Office
	3.4 Return change if payment is more than requirement payment	None	1 minute	Collection Officer Cash Office
	TOTAL:	PHP 20.00 x no. of pages x rate for each type of document (?)	10 minutes	

2. Issuance of Official Receipts for official transcript of records related documents

To issue official receipts to clients i.e. students applying for an original copy of his/her official transcript of records from the Office of the University Registrar of UP Baguio

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, alumni or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form – 1 copy		University Registrar, UP Baguio		
Computed amount to be paid - 1 copy (?)		University Registrar, UP Baguio		
Presentation of valid identification card - just 1 type		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form completely and correctly	1.2. Office of the University Registrar provides request form and details	None	3 minutes	Administrative Staff
				Office of the University Registrar



2. Submit filled-up application form and identification card	for cash office to verify payment request			
	2.1. Reviews application form	None	1 minute	Collection Officer Cash Office
	2.2. Verifies identification	None	1 minute	Collection Officer Cash Office
	2.3. Informs client on the total amount for payment	None	1 minute	Collection Officer Cash Office
	3.1. Process official receipt	PHP30.00 per page	1 minute	Collection Officer
	3.2. Accepts payment	None	1 minute	Collection Officer Cash Office
	3.3. Issues official receipt	None	1 minute	Collection Officer Cash Office
	3.4. Returns change if payment is more than requirement payment	None	1 minute	Collection Officer Cash Office
TOTAL:		PHP 30.00 x no. of pages	10 minutes	

3. Issuance of Official Receipts for verification fee of student records related documents (Local)

To issue official receipts to clients i.e. employment companies in the Philippines applying for verification information from the Office of the University Registrar of UP Baguio



Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may avail		Business entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written or email copy of request (1 original copy) Computed amount to be paid - 1 copy (?) Copy of deposit slip – 1 original (?) clear copy		Business entity University Registrar, UP Baguio Depository bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/sends request to Office of the University Registrar with evidence of deposit of payment	1.1. Office of the University Registrar acknowledges receipt and request cash office to verify deposit of payment	None	3 minutes	<i>Administrative Staff</i> Office of the University Registrar
	1.2. Verifies deposit of payment	PHP 50.00 per page	30 minutes	<i>Collection Officer</i> Cash Office <i>Collection Officer</i>
	1.3. Informs Office of the University Registrar on the total amount deposited	None	3 minutes	Cash Office
	1.4. Process official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	1.5. Issues official receipt to Office of the University Registrar	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:		PHP 50.00 x no. of page	38 minutes	

5. Issuance of Official Receipts for verification fee of student records related documents (International)



To issue official receipts to clients i.e. international/foreign employment companies applying for verification information from the Office of the University Registrar of UP Baguio

Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may avail		Business entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written or email copy of request Computed amount to be paid - 1 copy Bank wire transfer document – 1 copy		Business entity University Registrar, UP Baguio Depository bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits/sends request to Office of the University Registrar with evidence of wire transfer of payment	1.1. Office of the University Registrar acknowledges receipt and request cash office to verify deposit of payment	None	3 minutes	<i>Administrative Staff</i> Office of the University Registrar
	1.2. Verifies wire transfer of payment	\$50.00 per page	3 days	<i>Collection Officer</i> Cash Office
	1.3. Informs Office of the University Registrar on the total amount deposited	None	3 minutes	<i>Collection Officer</i> Cash Office
	1.4. Processes official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	1.5. Issues official receipt to Office of the University Registrar	None	3 minutes	<i>Collection Officer</i> Cash Office
TOTAL:		\$50.00 x no. of page	3 days & 10 minutes	



5. Issuance of Official Receipts for library related matters

To issue official receipts to clients i.e. students with accountabilities from the UP Baguio Library such as overdue books, photocopying, library fees, etc.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Client G2G - Government to Government		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library statement of account Computed amount to be paid Presentation of valid identification card – just 1 type		University Library, UP Baguio University Library, UP Baguio BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form completely and correctly as per advice of the University Library 2. Submit statement of account and identification card	1.1. University Library issues statement of account	None	3 minutes	<i>Administrative Staff</i> University Library
	2.1. Reviews statement of account	None	1 minute	<i>Collection Officer</i> Cash Office
	2.2. Verifies identification	None	1 minute	<i>Collection Officer</i> Cash Office
	2.3. Informs client on the total amount for payment	None	1 minute	<i>Collection Officer</i> Cash Office
3. Issues payment corresponding to the amount stipulated in the statement of account	3.1. Process official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	3.2. Accepts payment	Depends on the item requested or amount indicated on the form -	1 minute	<i>Collection Officer</i> Cash Office



	3.3. Issues official receipt	should be specific None	1 minute	<i>Collection Officer</i>
	3.4. Returns change if payment is more than requirement payment	None	1 minute	Cash Office <i>Collection Officer</i> Cash Office
TOTAL:			10 minutes	

6. Issuance of Official Receipts for dormitory related matters

To issue official receipts to students with accountabilities from the UP Baguio Ladies Residence Hall such as room rent, utility fees, laptop fees, etc.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may avail		Student or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed dormitory statement of account - 1 original copy Computed amount to be paid - 1 copy (?) Presentation of valid identification card (UP issued student ID)		Office of the UP Baguio Residence Hall Office of the UP Baguio Residence Hall University Registrar—UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form completely and correctly	1. Office of the UP Baguio Residence Hall issues statement of account	None	3 minutes	<i>Household Attendant / Dorm Manager</i> UPB Ladies Residence Hall
2. Submit statement of account and identification card	2.1 Review s statement of account	None	1 minute	<i>Collection Officer</i> Cash Office
	2.2 Verifies identification	None	1 minute	<i>Collection Officer</i> Cash Office
	2.3 Informs client on the	None	1 minute	<i>Collection Officer</i> Cash Office



3. Issues payment	total amount for payment			
	3.1. Process official receipt	None	1 minute	<i>Collection Officer</i>
	3.2. Accepts payment	Depends on the item requested or amount indicated on the form	1 minute	Cash Office <i>Collection Officer</i> Cash Office
	3.3. Issues official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	3.4. Returns change if payment is more than requirement payment	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:			10 minutes	

7. TASK: Issuance of Official Receipts for canteen lessee related matters

Purpose: To issue official receipts to clients i.e. canteen concessioners with accountabilities from the UP Baguio such as rental bills, electricity bills, water service bills, etc.

Office or Division	Cash Office
Classification	Simple
Type of Transaction	G2B – Government to Business
Who may avail	Business entity or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Contract of lease	Office of the Vice Chancellor for Administration
Statement of Account	Office of the Vice Chancellor for Administration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits original copy of approved bill of payment or request of payment	1.1. Reviews account	None	1 minute	<i>Collection Officer</i> Cash Office
	1.2. Verifies identification	None	1 minute	<i>Collection Officer</i> Cash Office
	1.3. Verifies amount due for payment	None	1 minute	<i>Collection Officer</i> Cash Office
	1.4. Informs client on the total amount for payment	None	1 minute	<i>Collection Officer</i> Cash Office
2. Issues payment	2.1. Processes official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	2.2. Accepts payment	Depends on the item requested or amount indicated on the billing statement	1 minute	<i>Collection Officer</i> Cash Office
	2.3. Issues official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	2.4. Returns change if payment is more than requirement payment	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:			8 minutes	

8. TASK: Issuance of Official Receipts for University receivables (billings)

Purpose: To issue official receipts to clients within and outside UP Baguio who have availed of the services and facilities of UP Baguio such as venue rental, electricity and water services usage, etc.

Office or Division	Cash Office
Classification	Simple
Type of Transaction	G2B – Government to Business



		G2C - Government to Client		
Who may avail		Business entity, citizen or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing statement - 1 copy Computed amount to be paid		Office of the Vice Chancellor for Administration/ Office of the Chancellor Office of the Vice Chancellor for Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a copy of approved bill of payment or request of payment	1.1. Reviews account	None	1 minute	Collection Officer Cash Office
	1.2. Verifies identification	None	1 minute	Collection Officer Cash Office
	1.3. Verifies amount due for payment	None	1 minute	Collection Officer Cash Office
	1.4. Informs client on the total amount for payment	None	1 minute	Collection Officer Cash Office
2. Issues payment	2.1. Processes official receipt	None	1 minute	Collection Officer Cash Office
	2.2. Accepts payment	Depends on the item requested or amount indicated on the billing statement	1 minute	Collection Officer Cash Office
	2.3. Issues official receipt	None	1 minute	Collection Officer Cash Office
	2.4. Returns change if payment is more than requirement payment	None	1 minute	Collection Officer Cash Office
TOTAL:			8 minutes	

9. TASK: Issuance of Official Receipts for funds issued through checks



Purpose: To issue official receipts to individuals and institutions providing funds to various activities and programs of UP Baguio.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2B – Government to Business G2C - Government to Client		
Who may avail		Government institution, business entity, citizen or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of fund transfer/ Disbursement document – 1 copy		Originating institution or individual		
Duly signed check document		Originating institution or individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits disbursement document and check document	1.1. Reviews account	None	1 minute	<i>Collection Officer</i> Cash Office
	1.2. Verifies identification	None	1 minute	<i>Collection Officer</i> Cash Office
	1.3. Verifies amount due for payment	None	1 minute	<i>Collection Officer</i> Cash Office
	1.4. Signs disbursement document	None	1 minute	<i>Collection Officer</i> Cash Office
	1.5. Informs client on the total amount for payment	None	1 minute	<i>Collection Officer</i> Cash Office
2. Issues check	2.1. Process official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	2.2. Accepts check payment	None	1 minute	<i>Collection Officer</i> Cash Office
	2.3. Issues official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	2.4. Returns disbursement document	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:		None	9 minutes	



10. TASK: Issuance of Official Receipts for funds issued through interbank deposit

Purpose: To issue official receipts to clients i.e. students and institutions who opted to deposit payment through inter-branch or wire transfer facilities of the financial system.

Office or Division		Cash Office		
Classification		Complex		
Type of Transaction		G2B – Government to Business G2C - Government to Citizen		
Who may avail		Government institution, business entity, citizen or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of fund transfer/ Disbursement document – 1 copy		Originating institution or individual		
Deposit slip – 1 clear copy		Depository bank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits disbursement document and bank deposit/notice of deposit	1.1. Reviews account	None	30 minutes	Collection Officer Cash Office
	1.2. Verifies identification	None	1 hour	Collection Officer Cash Office
	1.3. Verifies amount due for payment	None	1 hour	Collection Officer Cash Office
	1.4. Verifies wire transfer of payment or inter branch deposit	None	4 days	Collection Officer Cash Office
	1.5. Signs disbursement document	None	1 hour	Collection Officer Cash Office
2. Issues check	2.1. Process official receipt	None	1 minute	Collection Officer Cash Office
	2.2. Photocopy disbursement document	None	2 minutes	Collection Officer Cash Office



	2.3. Issues official receipt	None	1 minute	<i>Collection Officer</i>
	2.4. Returns disbursement document	None	1 minute	Cash Office <i>Collection Officer</i> Cash Office
TOTAL:		None	4 days, 3 hours & 35 minutes	

11. TASK: Issuance of Official Receipts for loans

Purpose: To issue official receipts to University personnel who choose to settle accountabilities through UP Baguio payment arrangements.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students, alumni or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Loan form – 2 copies		Office of Scholarship and Financial Assistance, UP Baguio		
Computed amount to be paid		Office of Scholarship and Financial Assistance, UP Baguio		
Presentation of valid identification card – just 1 ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form completely and correctly then submit filled-up application form and identification card	1.1. Reviews application form	None	4 minutes	<i>Collection Officer</i> Cash Office
	1.2. Verifies identification	None	1 minute	<i>Collection Officer</i> Cash Office
	1.3. Computes loan interest	None	1 minute	<i>Collection Officer</i> Cash Office
	1.4. Informs client on the total amount for payment	None	1 minute	<i>Collection Officer</i> Cash Office
2. Issues payment	2.1. Process official receipt	None	1 minute	<i>Collection Officer</i>



	2.2. Accepts payment	None	1 minute	Cash Office <i>Collection Officer</i>
	2.3. Encode payment details on loan form	Depends on the amount the client would be willing to pay	1 minute	Cash Office <i>Collection Officer</i> Cash Office
	2.4. Issues official receipt & copy of loan form	None	1 minute	<i>Collection Officer</i> Cash Office
	2.5. Returns change if payment is more than requirement payment	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:			12 minutes	

12. TASK: Issuance of Official Receipts for Student Academic Information System (SAIS) Computerized Registration

Purpose: To issue electronic official receipts to enrolling students who are required to settle or pay fees.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students, alumni or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A copy of Form 5a or admission slip with advised amount of payment Computed amount to be paid Presentation of valid SAIS number		Office of University Registrar, UP Baguio Office of University Registrar, UP Baguio Office of University Registrar, UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form 5a or admission slip with advised amount for payment and SAIS identification number	1.1. Reviews submitted document	None	2 minutes	<i>Collection Officer</i> Cash Office
	1.2. Encodes SAIS	None	2 minutes	<i>Collection Officer</i>



	number on online database			Cash Office
	1.3. Encodes amount for payment	None	2 minutes	<i>Collection Officer</i> Cash Office
	1.4. Submits completed data	None	4 minutes	<i>Collection Officer</i> Cash Office
	1.5. Preview & check PDF copy of official receipt	None	4 minutes	<i>Collection Officer</i> Cash Office
	1.6. Prints 4 copies of acceptable PDF copy of official receipt	None	3 minutes	<i>Collection Officer</i> Cash Office
2. Issues payment	2.1. Accepts payment	Depends on the amount the client would be willing to pay	1 minute	<i>Collection Officer</i> Cash Office
	2.2. Issues official receipt	None	1 minute	<i>Collection Officer</i> Cash Office
	2.3. Returns change if payment is more than requirement payment	None	1 minute	<i>Collection Officer</i> Cash Office
TOTAL:			20 minutes	

13. TASK: Processing of ATM application through the Cash Office

Purpose: To provide special assistance to students, faculty, research and administrative personnel in acquiring a bank account and enabling them to avail of fund transfer privileges of remunerations from the University.

Office or Division	Cash Office
Classification	Complex
Type of Transaction	G2C - Government to Client



Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A photocopy of Form 5 / Appointment A photocopy of UP ID (back to back)		UP Baguio Office of University Registrar		
A certificate of residency (non-Baguio residents only) Application form – 1 set 1” x 1” recent photo (2 pieces)		Barangay Office or UP Baguio Residence Hall Depository bank Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes a request for ATM application form	1.1. Issues ATM application	None	2 minutes	<i>Collection Officer</i>
	1.2. Provides sample ATM application for client to take note as pattern	None	2 minutes	Cash Office <i>Collection Officer</i>
				Cash Office
	1.3. Request citizen to return ATM application after completion of requirements	None	2 minutes	<i>Collection Officer</i>
				Cash Office
2. Submit completely and correctly filled-up application form with recent photo and photocopy of supporting documents	2.1. Reviews submitted document and checks for completeness	None	2 minutes	<i>Collection Officer</i> Cash Office
	2.2. Verifies signature and pertinent information 2.3. Stamps attached documents w/ certified true copy	None	2 minutes	<i>Collection Officer</i>
		None	2 minutes	Cash Office <i>Collection Officer</i> Cash Office



3. Fill up vital information on deposit slip and Submit deposit slip along with corresponding amount of initial deposit	2.4. Head of office signs endorsement and certified attachment	None	2 minutes	<i>Collection Officer</i>
	3.1. Verifies deposit slip	None	2 minutes	<i>Collection Officer</i> Cash Office
	3.2. Checks amount of initial deposit	PHP 100.00	2 minutes	<i>Collection Officer</i> Cash Office
	3.3. Compiles ATM application	None	2 minutes	<i>Collection Officer</i> Cash Office
	3.4. Cash office logs ATM application for transmittal to depository bank	None	2 minutes	<i>Collection Officer</i> Cash Office
4. Awaits revisions, if needed. But Proceeds to the bank after 2 weeks to claim for the ATM card	4.1. Informs citizen that cash office will notify in case of revisions or other requirements	None	2 minutes	<i>Collection Officer</i> Cash Office
	4.2. Informs citizen to proceed to the bank after 2 weeks, if without notification from cash office	None	2 minutes	<i>Collection Officer</i> Cash Office



	4.3. Bank picks-up and signs log-book	None	1 day	Accredited Bank Representative
	4.4. Cash Office awaits for the bank to confirm acceptance (through receipt of deposit)	None	1 day	DBP Collection Officer Cash Office
	4.5. Cash Office encodes bank information on database	None	2 days	Collection Officer Cash Office
TOTAL:		PHP 100.00	4 days and 26 minutes	

14. TASK: Walk-in release of check payments (UP Baguio Clients)

Purpose: To release check payments to clients i.e. students, personnel, institutions and other UP Baguio clients with receivables from the UP Baguio.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C - Government to Client		
Who may avail		Student or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Company ID or Government Issued ID – 1 ID Letter of authorization, if necessary – 1 copy Photocopy ID of payee, if necessary - 1 copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio Payee Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request information on	1.1. Request for ID and	None	1 minute	Disbursement Officer



availability of payment	verifies identity and availability of check for payment			Cash Office
	1.2. Checks correctness of payee name with the provided identification card	None	1 minute	<i>Disbursement Officer</i> Cash Office
	1.3. Disbursement voucher is given to the citizen to sign the acceptance of payment	None	1 minute	<i>Disbursement Officer</i> Cash Office

	1.4. Authorization letter and identification card of payee, if needed, is verified, identification card of representative is	None	1 minute	<i>Disbursement Officer</i> Cash Office
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	photocopied and attached to the disbursement voucher			
2. Citizen signs disbursement voucher (3 pages)	2.1. Signature is verified with the provided identification card	None	1 minute	<i>Disbursement Officer</i> Cash Office
	2.2. Identification card is returned to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
	2.3. Check is released to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
3. Citizen accepts check payment	3.1. Thanks and gratitude is expressed to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
	3.2. Completed Disbursement Voucher is placed on the "for stamping box"	None	1 minute	<i>Disbursement Officer</i> Cash Office
TOTAL:		None	9 minutes	

15. TASK: Walk-in release issuance of check payment for goods and/or services (Other Clients)

Purpose: To release payments to clients outside UP Baguio clients with receivables from the UP Baguio.

Office or Division	Cash Office
Classification	Simple
Type of Transaction	G2B – Government to Business G2C - Government to Client
Who may avail	Government institution, business entity, citizen or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Valid Company ID or Government Issued ID – 1 ID only		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio		
Letter of authorization, if necessary, 1 copy		Payee		
Photocopy ID of payee, if necessary, 1 copy		Payee		
Official /Collection receipt (for business entity) – original & valid		Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request information on availability of payment	1.1. Checks for availability of check for payment	None	3 minutes	<i>Disbursement Officer</i> Cash Office
	1.2. Request for ID and verifies identity	None	1 minute	<i>Disbursement Officer</i> Cash Office
	1.3. Checks for correctness of payee name with the provided identification card	None	1 minute	<i>Disbursement Officer</i> Cash Office
	1.4. Disbursement voucher is given to the citizen to sign the acceptance of payment	None	3 minutes	<i>Disbursement Officer</i> Cash Office
	1.5. Authorization letter and identification card of payee, if needed, is verified, identification card of representative is photocopied	None	3 minutes	<i>Disbursement Officer</i> Cash Office



<p>2. Citizen issues Official Receipt or Collection Receipt</p>	<p>and attached to the disbursement voucher 2.1. Receives issued Official / Collection Receipt</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Disbursement Officer</i> Cash Office</p>
<p>3. Citizen signs disbursement voucher (3 pages)</p>	<p>3.1. Signature is verified with the provided identification card 3.3. Identification card is returned to the citizen</p>	<p>None</p>	<p>1 minute</p>	<p><i>Disbursement Officer</i> Cash Office</p>
<p>4. Citizen accepts check payment</p>	<p>3.4. Official receipt or collection receipt information is verified vis-à-vis disbursement voucher and check document 3.5. Check is released to the citizen 4.1. Thanks and gratitude is expressed to the citizen then Completed Disbursement Voucher is placed on the "for stamping box"</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Disbursement Officer</i> Cash Office</p>
		<p>None</p>	<p>1 minute</p>	<p><i>Disbursement Officer</i> Cash Office</p>



	4.2. Completed DV is placed on the "for stamping box"			Cash Office
TOTAL:		None	21 minutes	

16. TASK: Request to delivery of check payment for goods and/or services within Baguio and La Trinidad

Purpose: To deliver check payments to clients outside UP Baguio clients with receivables from UP Baguio but unable to claim check from the Cash Office of UP Baguio.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2B – Government to Business G2C - Government to Client		
Who may avail		Government institution, business entity, citizen or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished and approved locator slip – 3 copies		Head of office and HRDO		
Appropriate check and disbursement voucher for release - 3 copies		Cash office under checks for delivery box		
Pen, expanding envelope (or case) and safety devices		Cash Office		
Cash for payment of transportation fare		Personnel in charge (for reimbursement)		
Identification card (company ID) – 1 copy		Personnel in charge		
Availability of receiving office/client		Phone call/Text message/Facebook message		
Official /Collection receipt (for business entity) – original & valid		Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives notice of available check payment	1.1. Informs client on delivery of check(s)	None	5 minutes	<i>Disbursement Officer</i> Cash Office
	1.2. Completes all needed documents to proceed to offsite payment	None	5 minutes	<i>Disbursement Officer</i> Cash Office



2. Client willing to accept payment on specified date & time	2.1. Proceeds to address of client	None	20 minutes	<i>Disbursement Officer</i> Cash Office
3. Client received Disbursement Voucher, checks validity of payment and other supporting documents.	3.1. Disbursement voucher is given to the citizen to sign the acceptance of payment	None	4 minutes	<i>Disbursement Officer</i> Cash Office
4. Client issues receipt corresponding to the check payment	4.1. Check(s) and BIR documents are released to client	None	2 minutes	<i>Disbursement Officer</i> Cash Office
5. Clients acknowledges completion of transactions	5.1. Issued receipts is checked vis-à-vis information in the check(s) payment then returns back to UP Baguio	None	32 minutes	<i>Disbursement Officer</i> Cash Office
TOTAL:		None	1 hour and 8 minutes	

17. TASK: Request to Deposit of payment for goods and/or services of suppliers/clients outside Baguio and La Trinidad (but within the Philippines)

Purpose: To deposit check payments to clients outside Baguio City who have receivables from UP Baguio but unable to claim check from the Cash Office of UP Baguio.

Office or Division	Cash Office
Classification	Simple
Type of Transaction	G2B – Government to Business G2C - Government to Client
Who may avail	Government institution, business entity, citizen or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished and approved locator slip – 3 copies	Head of office and HRDO
Pen, expanding envelope (or case) and safety devices	Cash Office
Cash for payment of transportation fare	Personnel in charge (for reimbursement)



<p>A copy of contact information and email</p> <p>Notification of availability of check payment to citizen or business entity</p> <p>Accomplished and duly signed Official Receipt or Collection Receipt</p> <p>A signed e-copy of disbursement voucher</p> <p>A copy of depository Bank account information</p>		<p>Business entity or citizen/SPMO, U.P. Baguio/VCA, UP Baguio</p> <p>Email of Cash Office to business entity or citizen</p> <p>Business entity or citizen</p> <p>Business entity or citizen</p> <p>Business entity or citizen</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives notice of available check payment	1.1. Informs client on delivery of check(s)	None	5 minutes	<i>Disbursement Officer</i> Cash Office
2. Client sends email address and bank account information	1.2. Completes all needed documents to proceed to offsite payment	None	5 minutes	<i>Disbursement Officer</i> Cash Office
	2.1. Checks for availability of check for payment	None	1 hour	<i>Disbursement Officer</i> Cash Office
	2.2. Calls client and request for email address and bank account for deposit of check payment	None		<i>Disbursement Officer</i> Cash Office
3. Client signs DV; prepares and print receipt of payment then send scanned copy of OR to Disbursement Officer via email.	3.1 Disbursement Officer waits for the scanned copy of the official receipt to be sent via email	None	1 hour	<i>Disbursement Officer</i> Cash Office
				<i>Disbursement Officer</i> Cash Office



4. Client sends original receipt and signed copy of disbursement voucher	4.1. Disbursement voucher, check, and BIR certificates are scanned and sent through email			<i>Disbursement Officer</i>
	4.2. Client is requested to issue scan copy of receipt		1 hour (estimated)	Cash Office <i>Disbursement Officer</i> Cash Office
	4.3. Client is requested to send original copy of receipt, scanned copy of DV via courier			<i>Disbursement Officer</i>
	4.4. Awaiting delivery of courier	None	2 days	Cash Office <i>Disbursement Officer</i> Cash Office
	4.5. Sent receipt is checked and verified vis-à-vis check payment and disbursement vouchers	None	3 minutes	<i>Disbursement Officer</i> Cash Office
	4.6. Informs client via email or telephone of courier delivery, acceptance of receipt and schedule of deposit of check	None	7 minutes	<i>Disbursement Officer</i>
	4.7. Proceeds to address of bank	None	30 minutes	Cash Office <i>Disbursement Officer</i> Cash Office
	4.8. Fills-up check deposit slip	None	5 minutes	<i>Disbursement Officer</i> Cash Office
	4.9. Check payment is deposited through Clients bank account	None	45 minutes	<i>Disbursement Officer</i> Cash Office
	4.10. Returns back to UP Baguio	None	30 minutes	<i>Disbursement Officer</i> Cash Office
5. Client confirms deposit	5.1. Deposit slip is scanned and emailed to client	None	10 minutes	<i>Disbursement Officer</i> Cash Office



	5.2. Deposit slip, receipts and other pertinent documents are attached to the Disbursement voucher and marked as completed.	None	10 minutes	<i>Disbursement Officer</i> Cash Office
		Courier fee (PHP 180.00)		
	TOTAL:	Courier fee (PHP 180.00)	2 days 23 hrs. 31 min	

18. TASK: Request to deposit of payment for goods and/or services of suppliers/clients outside the Philippines

Purpose: To deposit check payments to clients outside the Philippines who have receivables from UP Baguio but unable to claim check at the Cash Office of UP Baguio.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2B – Government to Business G2C - Government to Client		
Who may avail		Business entity, citizen or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved purchase request/ Approved letter of request and line item budget		SPMO, U.P. Baguio/ Colleges and Offices, UP Baguio		
Complete and valid depository bank information of payee		SPMO, U.P. Baguio/ Colleges and Offices, UP Baguio		
Approved and accurately filled up foreign transaction application form		Cash Office and Office of the Vice Chancellor for Administration/Chancellor's Office		
Accomplished and approved locator slip – 3 copies		Head of office and HRDO		
Pen, expanding envelope (or case) and safety devices		Cash Office		
Cash for payment of transportation fare		Personnel in charge (for reimbursement)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client provides payment details and other requirements to process transfer	1.1. Generation of email and/or printed copy of approved payment from Head of Agency	None		<i>Disbursement Officer</i> Cash Office
	1.2. Verifies with College or Office concern on the completeness of documents	None	2 days	<i>Disbursement Officer</i> Cash Office
	1.3. Verifies availability of source of funds	None		<i>Disbursement Officer</i> Cash Office
	1.4. Fill-up of SWIFT Bank wire transfer form (no dates)	None	15 minutes	<i>Disbursement Officer</i> Cash Office
	1.5. SWIFT bank transaction form is routed to signatories sign for approval of SWIFT bank wire transfer	None	1 hour	<i>Disbursement Officer</i> Cash Office
	1.6. Request depository bank to provide hard copy and e-copy of selling dollar rate for the day	None	30 minutes	<i>Disbursement Officer</i> Cash Office
	1.7. Fill-up transaction date on SWIFT wire transfer form	None	2 minutes	<i>Disbursement Officer</i> Cash Office
	1.8. Prepare ADA, DV and OBR for the payment of wire transfer (using Philippine pesos conversion value)	None	15 minutes	<i>Disbursement Officer</i> Cash Office
	1.9. Uploading and initiation of DV and OBR documents in UIS	None	15 minutes	<i>Disbursement Officer</i> Cash Office



	1.10. Routing of DV and OBR documents for signature of appropriate signatories	None	1 hour	<i>Disbursement Officer</i>
	1.11. Compile processed documents and proceed to bank for processing	None	30 minutes	Cash Office <i>Disbursement Officer</i> Cash Office
2. Client confirms deposit	1.12. Give SWIFT wire transfer transaction document to bank (before 11 a.m.) and wait for verification, acceptance and completion	None	2 hours	<i>Disbursement Officer</i> Cash Office
	1.13. Request bank to provide copy of completed SWIFT transaction form and stamp "received" ADA	None	2 hours	<i>Disbursement Officer</i> Cash Office
	2.1. Informs client on completion of deposit	None	30 minutes	<i>Disbursement Officer</i> Cash Office
TOTAL:		None	2 days 6 hours 7 minutes	

19. TASK: Issuance of Notice of Deposit

Purpose: To provide clients within UP Baguio information on the deposit made by UP Baguio to their corresponding accounts.

Office or Division	Cash Office
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may avail	Faculty, student, personnel or representative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
An approved copy of transacted ADA and remittance list, if needed	Cash Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete documents to authorize deposit of payment	1.1. Collection of DVs and ADAs released from the beginning of the week	None	15 minutes	<i>Administrative Staff</i> Cash Office
	1.2. Encoding of names and payment details on notice of deposit and storage (back-up)	None	30 minutes	<i>Administrative Staff</i> Cash Office
2. Client is notified of deposit payment	2.1. Printing of notice of deposit	None	10 minutes	<i>Administrative Staff</i> Cash Office
	2.2. Segregation of client's copy and office file	None	5 minutes	<i>Administrative Staff</i> Cash Office
	2.3. Collation of notice of deposit	None	10 minutes	<i>Administrative Staff</i> Cash Office
	2.4. Logbook entry of recipients of notice of deposit	None	5 minutes	<i>Administrative Staff</i> Cash Office
	2.5. Distribution of notice of deposit with accompanying tax certificate (if available)	None	30 minutes	<i>Administrative Staff</i> Cash Office
TOTAL:		None	1 hour and 45 minutes	

*Collection officer may be the available personnel-in-charge of collection, otherwise the chief of the office or his other designated personnel in the Cash Office.

** Disbursement officer may be the available personnel-in-charge of disbursement, otherwise the chief of the office or his other designated personnel in the Cash Office.



Cash Office Internal Services



1. TASK: Processing of ATM application through the Cash Office

Purpose: To provide special assistance to students, faculty, research and administrative personnel in acquiring a bank account and enabling them to avail of fund transfer privileges of remunerations from the University.

Office or Division		Cash Office			
Classification		Complex			
Type of Transaction		G2G - Government to Government			
Who may avail		UPB Faculty and employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
A photocopy of Form 5 / Appointment A photocopy of UP ID (back to back) A certificate of residency (non-Baguio residents only) Application form – 1 set 1" x 1" recent photo (2 pieces)		UP Baguio Office of University Registrar, UP Baguio Barangay Office or UP Baguio Residence Hall Depository bank Citizen			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Makes a request for ATM application form	1.1. Issues ATM application	None	2 minutes	<i>Collection Officer</i>	
	1.2. Provides sample ATM application for client to take note as pattern	None	2 minutes	Cash Office <i>Collection Officer</i>	
		None	2 minutes	Cash Office	
		None	2 minutes	<i>Collection Officer</i>	
	2. Submit completely and correctly filled-up application form with recent photo and photocopy of supporting documents	2.1. Reviews submitted document and checks for completeness	None	2 minutes	Cash Office <i>Collection Officer</i>
					Cash Office



3. Fill up vital information on deposit slip and Submit deposit slip along with corresponding amount of initial deposit	2.2. Verifies signature and pertinent information	None	2 minutes	Collection Officer	
	2.3. Stamps attached documents with certified true copy	None	2 minutes	Cash Office Collection Officer	
	2.4. Head of office signs endorsement and certified attachment	None	2 minutes	Cash Office Collection Officer	
	3.1. Verifies deposit slip	None	2 minutes	Cash Office Collection Officer	
				Cash Office	
	3.2. Checks amount of initial deposit	PHP 100.00	2 minutes	Collection Officer	
	3.3. Compiles ATM application	None	2 minutes	Cash Office Collection Officer	
	3.4. Cash office logs ATM application for transmittal to depository bank	None	2 minutes	Cash Office Collection Officer	
	4. Awaits revisions, if needed. But Proceeds to the bank after 2 weeks to claim for the ATM card	4.1. Informs citizen that cash office will notify in case of revisions or other requirements	None	2 minutes	Collection Officer Cash Office
		4.2. Informs citizen to proceed to the bank after 2 weeks, if without notification from cash office	None	2 minutes	Collection Officer Cash Office



	4.3. Bank picks-up and signs log-book	None	1 day	<i>Accredited Bank Representative</i>
	4.4. Cash Office awaits for the bank to confirm acceptance (through receipt of deposit)	None	1 day	DBP <i>Collection Officer</i>
	4.5. Cash Office encodes bank information on database	None	2 days	Cash Office <i>Collection Officer</i>
				Cash Office
TOTAL:		PHP 100.00	4 days and 26 minutes	

2. TASK: Walk-in release of check payments (UP Baguio Clients)

Purpose: To release check payments to clients i.e. students, personnel, institutions and other UP Baguio clients with receivables from the UP Baguio.

Office or Division		Cash Office		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		Faculty, personnel or representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Company ID or Government Issued ID – 1 ID Letter of authorization, if necessary – 1 copy Photocopy ID of payee, if necessary - 1 copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio Payee Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request information on availability of payment	1.1. Request for ID and verifies identity and availability of check for payment	None	1 minute	<i>Disbursement Officer</i> Cash Office



	1.2. Checks correctness of payee name with the provided identification card	None	1 minute	<i>Disbursement Officer</i> Cash Office
	1.3. Disbursement voucher is given to the citizen to sign the acceptance of payment	None	1 minute	<i>Disbursement Officer</i> Cash Office
	1.4. Authorization letter and identification card of payee, if needed, is verified, identification card of representative is photocopied and attached to the disbursement voucher	None	1 minute	<i>Disbursement Officer</i> Cash Office
2. Citizen signs disbursement voucher (3 pages)	2.1. Signature is verified with the provided identification card	None	1 minute	<i>Disbursement Officer</i> Cash Office
	2.2. Identification card is returned to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
	2.3. Check is released to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
3. Citizen accepts check payment	3.1. Thanks and gratitude is expressed to the citizen	None	1 minute	<i>Disbursement Officer</i> Cash Office
	3.2. Completed Disbursement Voucher is placed on the "for stamping box"	None	1 minute	<i>Disbursement Officer</i> Cash Office
TOTAL:		None	9 minutes	

3. TASK: Issuance of Notice of Deposit



Purpose: To provide clients within UP Baguio information on the deposit made by UP Baguio to their corresponding accounts.

Office or Division		Cash Office			
Classification		Simple			
Type of Transaction		G2C - Government to Citizen			
Who may avail		Faculty, student, personnel or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
An approved copy of transacted ADA and remittance list, if needed		Cash Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client submits complete documents to authorize deposit of payment	1.1. Collection of DVs and ADAs released from the beginning of the week	None	15 minutes	<i>Administrative Staff</i> Cash Office	
	1.2. Encoding of names and payment details on notice of deposit and storage (back-up)	None	30 minutes	<i>Administrative Staff</i> Cash Office	
	2. Client is notified of deposit payment	2.1. Printing of notice of deposit	None	10 minutes	<i>Administrative Staff</i> Cash Office
		2.2. Segregation of client's copy and office file	None	5 minutes	<i>Administrative Staff</i> Cash Office
2.3. Collation of notice of deposit		None	10 minutes	<i>Administrative Staff</i> Cash Office	
	2.4. Logbook entry of recipients of notice of deposit	None	5 minutes	<i>Administrative Staff</i> Cash Office	
	2.5. Distribution of notice of deposit	None	30 minutes	<i>Administrative Staff</i>	



	with accompanying tax certificate (if available)			Cash Office
TOTAL:		None	1 hour and 45 minutes	

*Collection officer may be the available personnel-in-charge of collection, otherwise the chief of the office or his other designated personnel in the Cash Office.

** Disbursement officer may be the available personnel-in-charge of disbursement, otherwise the chief of the office or his other designated personnel in the Cash Office.



Supply and Property Management Office

External Services

1. INSURE GOVERNMENT PROPERTIES



To renew and apply for GSIS insurance Coverage of all University Property, Plant and Equipment (PPE)

Office or Division:	SPMO			
Classification:	Highly Technical			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Property Acknowledgment Report 2. Inventory Custodian Slip 3. Old Insurance Policy			1. Individual/Office File 2. SPMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request for renewal of Insurance	7.1 Receive Request for renewal of insurance	None	3 minutes	<i>Administrative Aide III Administrative Assistant I Supply and Property Management Office (SPMO)</i>
	7.2 Validate submitted requirements with SPMO records	None	1 day	<i>Administrative Assistant I SPMO</i>
	7.3 Prepare list of Properties to be Insured and submit to Accounting Office for provision of valuation of property	None	7 days	<i>Administrative Assistant I SPMO Administrative Assistant V Accounting Office</i>
	7.4 Preparation and Completion of Application/ Government Forms	None	3 days	<i>Administrative Assistant I Supervising Administrative Officer SPMO</i>
	7.5 Submission of application/government forms for renewal of Insurance	None	3 days	<i>Administrative Assistant I SPMO</i>
	7.6 Preparation of Disbursement Voucher, Obligation Request to Budget Office to pay insurance cost	None	2 hours	<i>Administrative Assistant I Supervising Administrative Officer SPMO</i>



	7.7 Forward Disbursement Voucher to Budget and Accounting Office for pre-audit and processing	None	5 days	Administrative Assistant I SPMO Administrative Assistant I Chief, Budget Office Budget Office Administrative Assistant I Chief, Accounting Office
	7.8 Claim Insurance Form and photocopy the Official receipt of payment and file in SPMO records	None	1 hour	Administrative Assistant I SPMO
Claim file copy of Insurance	7.9 Provide copy of Insurance to concerned Offices	None	30 minutes	Administrative Assistant I SPMO
TOTAL:		None	19 days, 3 hours, 33 minutes	

2. SUBMISSION OF REPORTS / REQUIRED DOCUMENTS

To submit mandatory reports or required documents requested by offices or government agencies (e.g. Procurement Monitoring Report, Annual Procurement Plan, PPMP for CSE and Non-CSE, APCPI, COA requirements etc.)

Office or Division:	SPMO			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Offices/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter / Memo on the requirement		(as mandated)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issue memo / submit letter request	13.1 Receives requests with complete requirements	None	3 minutes	Administrative Assistant II Administrative Aide III Supply and Property Management Office (SPMO)



	13.2 Collate data/requirement, encode, print	None	7 days	Administrative Aide III Administrative Assistant II Administrative Assistant V Supervising Administrative Officer SPMO
	13.3 Forward Report to signatories/Approving offices for review and approval	None	3 days	Administrative Assistant II SPMO
TOTAL:		None	10 days, 3 minutes	

3. PROCESSING AND PREPARATION OF DISBURSEMENT VOUCHER

To prepare Disbursement Voucher for payment to suppliers, and replenishment of Petty Cash Fund

Office or Division:	SPMO		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business G2G – Government to Government		
Who may avail:	UPB Employees/ Offices and Business/Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Purchase Order 2. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number. 3. NORSA/NBURSA, if applicable 4. Purchase Request 5. Duly signed Request for Quotation for single items 2k and above 6. Inspection and Acceptance Report 7. ICS for semi-expandable items 8. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding 9. Pre/Post Repair Inspection Report, if applicable 		Individual File or SPMO filed together with the Purchase Order	



<p>10. Report of Waste Materials if replacement</p> <p>11. Approved Project Proposal (for projects)</p> <p>12. Certificate of Emergency Purchase, if applicable</p> <p>13. Original copy of Delivery Receipt, Statement of Account, Billing Statement</p> <p>14. Copy of newspaper clippings, evidence of publication/ CD in case of TV/radio commercial (for advertisement)</p> <p>15. Attendance (for Catering Services, Venue and Accommodation)</p> <p>16. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office's meetings</p> <p>17. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental)</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit billing or Statement of Account	14.1 Pre-audit for completeness of supporting documents, create invoice in the UIS, print DV and Scan all documents and attach to UIS	None	2 Days	<i>Administrative Assistant I</i> SPMO
	14.2 Review of all supporting documents, counter sign	None	30 minutes	<i>Supervising Administrative Officer</i> SPMO



	in the DV, check and approve in the uis			
	14.3 Forward DV with complete supporting documents to end user/official certifying payment is Valid (box a of DV)	None	1 day	<i>Administrative Assistant I Administrative Aide III SPMO</i>
	14.4 Forward DV, complete with supporting documents to budget office for obligation and budget processing	None	3 days	<i>Administrative Assistant I Administrative Aide III SPMO Administrative Assistant II Administrative Officer V BUDGET OFFICE</i>
	14.5 Forward DV, complete with supporting documents to Accounting office for pre-audit and approval at Box B of DV	None	5 days	<i>Administrative Assistant II Administrative Assistant V ACCOUNTING OFFICE</i>
	14.6 Forward DV, complete with supporting documents to Approving Official	None	2 days	<i>Chancellor Vice Chancellor for Academic Affairs Deans of Colleges</i>
Issue Official Receipt or Collection Receipt and receive payment by signing in the DV	14.7 Cash office to prepare check, have check by signatories, issue Check payment	None	3 days	<i>Administrative Assistant II Administrative Officer V CASH OFFICE</i>



TOTAL:	None	16 Days 30 minutes	
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4. RENEWAL OF LICENSES

To renew the required licenses of University properties

Office or Division:		SPMO		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Offices/Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Acknowledgment Report Inventory Custodian Slip Old license		Individual/Office File SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for renewal	a. Receives requests with complete requirements	None	3 minute	<i>Administrative Assistant II</i>
	b. Prepare, print and submit the Government Forms for the renewal of Licenses	None	3 days	<i>Administrative Assistant II</i>
	c. Prepare DV for the fees for the renewal of license		2 days	<i>Administrative Assistant II Supervising Administrative Officer</i>
	d. Pay and Claim new licenses		3 days	<i>Administrative Assistant II Supply and Property Management Office</i>
	e. Issue New Licenses to requesting Office		10 minutes	
TOTAL:		None	8 days, 13 minutes	

5. UNIVERSITY CLEARANCE

To clear employees from university property accountability

Office or Division:	SPMO
Classification:	Simple



Type of Transaction:		G2C – Government to Client		
Who may avail:		Research Assistants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled up Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Copy of University Clearance Form	8.1 Receives Clearance form	None	3 minutes	<i>Administrative Assistant I</i> Supply and Property Management Office (SPMO)
	8.2 Verify with SPMO for any property Accountability	None	4 hours	<i>Administrative Assistant I</i> <i>Administrative Aide III</i> SPMO
Claim Clearance Form	8.3 If no/cleared from any accountability, University Clearance form is signed and released	None	1 hour	<i>Supervising Administrative Officer</i> SPMO
Submit document or inventory item to support claim to be cleared	8.4 If with accountability follow steps under SERVICE NAME: No. 5 INVENTORY OF GOVERNMENT PROPERTIES - To conduct inventory of properties of employees who wish to get clearance from property accountability	None	6 days	<i>Administrative Assistant I</i> <i>Administrative Aide III</i> <i>Supervising Administrative Officer</i> SPMO
TOTAL:		None	6 days, 5 hours, 3 minutes	



Supply and Property Management Office

Internal Services



1. Provision of Procurement Data to End-Users

The SPMO has data on suppliers, technical specifications of goods and services, prices and may be issued to employees needing these data for procurement activity.

Office or Division:	SPMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Employees or Officials who wish to conduct procurement activity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (12) copy of List of data being required		Availing office to produce and submit the list based on their required/needed data		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit detailed list of data being requested	1.1 Receive request and	None	2 minutes	<i>Administrative Assistant V</i> Supply and Property Management Office or <i>Administrative Assistant II</i> Supply and Property Management Office
	1.2 validate in the database the availability of data required		1 hour	
	1.3 Prepare and Print the data required and give to availing employee/office		30 minutes	
TOTAL:			1 hour and 32 minutes	

2. REQUEST FOR PURCHASE (using ALTERNATIVE MODES OF PROCUREMENT)

To purchase needed supplies, materials, equipment and services in accordance with the Government Procurement Reform Act and COA Rules

Office or Division:	Supply and Property Management Office (SPMO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<p>1. 3 copies of duly approved Purchase Request (PR) generated using the university information system (uis)</p> <p>2. 2 copies of duly Approved Project Procurement Management Plan (PPMP) or Supplemental Project Procurement Management Plan (SPPMP) with Justification, generated using the university information system (uis)</p> <p>3. 3 copies of Request and Issue Slip (RIS)</p>		<p>1. SPMO or generate using the university information system (uis)</p> <p>2. Individual/Office File</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR with PPMP/ SPPMP and Justification and RIS	2.1 Receives PR with PPMP/SPPMP and Justification	None	3 minutes	<i>Administrative Aide III / Administrative Assistant I Supply and Property Management Office (SPMO)</i>
	2.2 validates if the request(s) is/are included in the Office Annual Procurement Plan (APP) for the year	None	30 Minutes	<i>Administrative Assistant I SPMO</i>
	2.3 Check if requests requires PhilGEPS posting	None	2 minutes	<i>Administrative Assistant I SPMO</i>
	2.4 Forward the PR to the Budget Office for certification of Fund Availability	None	1 day	<i>Administrative Aide III / Administrative Assistant I SPMO</i>
	2.5 Received Approved Purchase Request with budget clearance	None	2 minutes	<i>Administrative Aide III / Administrative Assistant I SPMO</i>



	2.6 Review and Delegate/Assign the Purchase Request to Buyers	None	15 minutes	<i>Supervising Administrative Officer SPMO</i>
	2.7 Preparation of Request for Quotation (RFQ) and posting in the PhilGEPS for Requests with Approved Budget for the Contract (ABC) amounting to PhP 50,000.00	None	2 hours	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.8 Float/distribute to prospective suppliers/bidders the RFQ's, and retrieve the same	None	5 days	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.9 Review and Preparation of Abstract of Quotation (AOQ) based on retrieved RFQs	None	1 hour	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.10 Forward the Abstract of Quotation with RFQ's to the Bids and Awards Committee	None	5 minutes	<i>Administrative Aide III / Administrative Assistant I SPMO</i>
	2.11 Recommending Action of the Bids and Awards on the Abstract of Quotation	None	2 days	<i>Bids and Awards Committee Office of the Vice Chancellor for Administration</i>
	2.12 Approval of Head of the	None	1 day	<i>Chancellor Office of the Chancellor</i>



	Procuring Entity/Chancellor on the AOQ			
	2.13 Receive Approved AOQ from the Office of the Chancellor	None	3 minutes	<i>Administrative Aide III / Administrative Assistant I SPMO</i>
	2.14 Preparation of the Notice of Award (NOA)	None	30 minutes	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.15 Forward the NOA to the Office of the Chancellor	None	5 minutes	<i>Administrative Aide III / Administrative Assistant I SPMO</i>
	2.16 Approval of the Notice of Award	None	1 day	<i>Chancellor Office of the Chancellor</i>
	2.17 Serve the Notice of Award (NOA) to winning supplier	None	1 hour	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.18 Preparation of Purchase Order (PO), Obligation Request and Notice to Proceed (NTP) complete with documentary requirements	None	1 hour	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V Supervising Administrative Officer/Chief SPMO</i>
	2.19 Forward the PO complete with documentary requirements to the Budget Office	None	2 days	<i>Administrative Aide III / Administrative Assistant I SPMO</i>



	for Obligation Purposes			
	2.20 Forward the PO to the Accounting Office for review and processing	None	4 days	<i>Administrative Assistant I</i> Budget Office
	2.21 Forward the PO complete with supporting documents to the Approving Authority	None	1 day	<i>Administrative Assistant I</i> Accounting Office
	2.22 Receive the Approved Purchase Order and supporting documents	None	3 minutes	<i>Administrative Aide III /</i> <i>Administrative Assistant I</i> SPMO
	2.23 Serve the PO and NTP to Winning supplier	None	1 day	<i>Administrative Aide III /</i> <i>Administrative Assistant II /</i> <i>Administrative Assistant V /</i> <i>Supervising Administrative Officer/Chief</i> SPMO
	2.24 Check and Receive deliveries from supplier	None	1 hour	<i>Administrative Aide III /</i> <i>Administrative Assistant II /</i> <i>Administrative Assistant V /</i> SPMO
	2.25 Inspection and preparation of Inspection and Acceptance Report	None	1 day	<i>Property Inspector</i> Office of the Vice Chancellor for Administration
Receive Orders/Requests and sign in the Request and Issue Slip	2.26 Issuance of Requested goods to requesting office/employees	None	1 hour	<i>Administrative Aide III /</i> <i>Administrative Assistant II /</i> <i>Administrative Assistant V /</i> SPMO
TOTAL:		None	19 days, 8 hours, 38 minutes	

***Service is covered under R.A. 9184**



3. REQUEST FOR EMERGENCY PURCHASE THRU PETTY CASH FUND

To conduct emergency purchase of needed supplies, materials using the petty cash fund of SPMO

Office or Division:	SPMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 3 copies of duly approved Purchase Request (PR) generated using the university information system (uis) 2. 2 copies of duly Approved Project Procurement Management Plan (PPMP) or Supplemental Project Procurement Management Plan (SPPMP) with Justification, generated using the university information system (uis) 3. 3 copies of Request and Issue Slip (RIS)		1. SPMO or generate using the university information system (uis) 2. Individual/Office File 4. SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly approved Purchase Request with PPMP/SPPMP, Justification and RIS	3.1 Receives requests	None	3 minutes	<i>Administrative Aide III / Administrative Assistant I SPMO</i>
	3.2 Validates the need for emergency request, delegate the purchase request and procurement activity to buyer	None	15 minutes	<i>Supervising Administrative Officer SPMO</i>
	3.3 Buyer prepares the Petty Cash	None	30 minutes	<i>Administrative Aide III /</i>



	Voucher in 2 copies			<i>Administrative Assistant II / Administrative Assistant V / SPMO</i>
	3.4 Approval of Petty Cash Voucher and Release of Cash	None	30 minutes	<i>Supervising Administrative Officer SPMO</i>
	3.5 Conduct of Actual cash purchase	None	1 day	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V / SPMO</i>
	3.6 Inspection and preparation of Inspection and Acceptance Report	None	1 day	<i>Property Inspector Office of the Vice Chancellor for Administration</i>
Receive Orders/ Requests and sign in the Request and Issue Slip	3.7 Issuance of requested goods to requesting office/employees	None	1 hour	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V / SPMO</i>
	3.8 Liquidation of cash advance and completion of petty cash voucher	None	1 hour	<i>Administrative Aide III / Administrative Assistant II / Administrative Assistant V / SPMO</i>
TOTAL:		None	2 days, 3 hours, 18 minutes	

4. REQUEST FOR ISSUANCE OF SUPPLIES AND MATERIALS (CSE - Common Supplies and Equipment under the APP)

To issue and document the release of purchased Quarterly CSE to requesting offices

Office or Division:	SPMO
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB Employees/ Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request and Issue Slip (RIS)	1. Individual/Office File



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request and Issue Slip (RIS)	4.1 Receives the RIS and validate correctness and completeness	None	30 minutes	Administrative Aide III Supply and Property Management Office (SPMO)
Report to the SPMO to claim CSE	4.2 Issue the supplies/materials and equipment	None	1 hour	Administrative Aide III Supply and Property Management Office (SPMO)
TOTAL:		None	1 hour, 30 inutes	

5. INVENTORY OF GOVERNMENT PROPERTIES

To conduct inventory of properties of employees who wish to get clearance from property accountability

Office or Division:	SPMO			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Acknowledgment Report 2. Inventory Custodian Slip		1. Individual Office File 2. SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For clearance purposes, Letter request for conduct of Inventory	4.1 Accept letter request and schedule inventory	None	1 hour	<i>Administrative Aide III Administrative Assistant II Supply and Property Management Office (SPMO)</i>
	4.2 Conduct actual Inventory	None	3 days	<i>Administrative Aide III Administrative Assistant II SPMO</i>
	4.3 Prepare and release to requestee the	None	2 days	<i>Administrative Aide III Administrative Assistant II SPMO</i>



	result of inventory			
For deficiencies, Client to provide the inventory item or present supporting document	4.4 Verify the properties of surrendered item or the supporting document	None	1 day	<i>Administrative Aide III Administrative Assistant II SPMO</i>
Submit University Clearance	4.5 Signing of University clearance	None	10 minutes	<i>Supervising Administrative Officer SPMO</i>
TOTAL:		None	6 days, 1 hour, 10 mins	

6. INVENTORY OF GOVERNMENT PROPERTIES

To conduct annual inventory of all properties of the University

Office or Division:	SPMO			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Acknowledgment Report 2. Inventory Custodian Slip		1. Individual Office File 2. SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For annual inventory, prepare area/office in accordance with Inventory Schedule	a. Prepare and issue memo on the schedule of Inventory	None	2 days	<i>Administrative Aide III / Administrative Assistant I / Supervising Administrative Office SPMO With Members of the Inventory Committee</i>



Join the conduct of inventory	b. conduct inspection and Inventory of all properties of each Office	None	7 days	<i>Administrative Aide III / Administrative Assistant I / Supervising Administrative Office SPMO With Members of the Inventory Committee</i>
	c. Prepare and print the new and updated Inventory Report	None	3 days	<i>Administrative Aide III / Administrative Assistant I / Supervising Administrative Office SPMO With Members of the Inventory Committee</i>
Verify and comment on the Inventory Report – to submit supporting document or surrender item to support claim	d. Acknowledge comment from office and revalidate inventory with records	None	3 days	<i>Administrative Aide III / Administrative Assistant I / SPMO</i>
	e. Issue updated inventory list for each Office	None	3 days	<i>Administrative Aide III / Administrative Assistant I / Supervising Administrative Office SPMO</i>
TOTAL:		None	18 ays	

7. UNIVERSITY CLEARANCE

To clear employees from university property accountability

Office or Division:	SPMO
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled up Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Copy of University Clearance Form	8.1 Receives Clearance form	None	3 minutes	<i>Administrative Assistant I</i> Supply and Property Management Office (SPMO)
	8.2 Verify with SPMO for any property Accountability	None	4 hours	<i>Administrative Assistant I</i> <i>Administrative Aide III</i> SPMO
Claim Clearance Form	8.3 If no/cleared from any accountability, University Clearance form is signed and released	None	1 hour	<i>Supervising Administrative Officer</i> SPMO
Submit document or inventory item to support claim to be cleared	8.4 If with accountability follow steps under SERVICE NAME: No. 5 INVENTORY OF GOVERNMENT PROPERTIES - To conduct inventory of properties of employees who wish to get clearance from property accountability	None	6 days	<i>Administrative Assistant I</i> <i>Administrative Aide III</i> <i>Supervising Administrative Officer</i> SPMO
TOTAL:		None	6 days, 5 hours, 3 minutes	

8. ISSUANCE OF NEWLY ACQUIRED PROPERTY, PLANT AND EQUIPMENT (PPE)



To issue Property Acknowledgement Receipt (PAR)/Inventory Custodian Slip (ICS) to accountable officers for newly acquired PPE's

Office or Division:	SPMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order 2. Sales Invoice/Official Receipt 3. Inspection and Acceptance Report 4. Warranty Certificate		1. SPMO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Issuance of purchased PPE's	a. Verifies completeness of documentary requirements	None	30 minutes	<i>Administrative Aide III</i> Supply and Property Management Office (SPMO)
	9.2 Encode details in the database and assign Property Number	None	1 hour	<i>Administrative Aide III</i> Supply and Property Management Office (SPMO)
	9.3 Prepare and print Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS)	None	1 hour	<i>Administrative Aide III</i> <i>Administrative Assistant II</i> SPMO
	9.4 Approval of the Issuance of PPE's	None	30 minutes	<i>Supervising Administrative Officer</i> SPMO
Acceptance of PPE's and Signs the PAR/ICS	9.5 Issues the PAR/ICS	None	1 hour	<i>Administrative Aide III</i> <i>Administrative Assistant II</i> SPMO
TOTAL:		None	4 hours	

9. PROPERTY TRANSFER

To account the transfer of property/properties from one Accountable Officer/Office to another Accountable officer/office



Office or Division:	SPMO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPB Employees/ Offices Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of latest Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) 2. Letter request to Transfer or Donation 3. Copy of Appointment of new Officer		Individual File		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for property/inventory item to be transferred	10.1 Receives and verifies in the SPMO database details of property/properties to be transferred	None	4 hours	<i>Administrative Aide III Administrative Assistant II SPMO</i>
	10.2 Update the record/database on the transfer or changes in accountability	None	1 day	<i>Administrative Aide III Administrative Assistant II SPMO</i>
Acknowledge the transfer by signing the transfer Report form	10.3 Issue Property Transfer Report Form	None	4 hours	<i>Administrative Aide III SPMO</i>
Receives the new PAR/ICS	10.3 Print and Issue new PAR/ICS under the new accountable officer/office	None	1 day	<i>Administrative Aide III Administrative Assistant II Supervising Administrative Officer SPMO</i>
TOTAL:		None	3 days	

10. DISPOSITION OF WASTE MATERIALS

To document and monitor the proper disposition of unserviceable materials and supplies



Office or Division:	SPMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Employees/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of latest Inventory Custodian Slip (ICS) 2. Letter request to dispose 3. Pre-post repair form 4. Waste Material Report		1. Individual File 2. SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Surrender of Unserviceable supplies/materials together with pre/post repair form	3.1 Prepare Report of Waste Material (RWM)	None	1 hour	<i>Administrative Aide III Administrative Assistant II SPMO</i>
	3.2 Forward the RWM to Property Inspector for Inspection	None	1 day	<i>Administrative Aide III SPMO Property Inspectors Office of the Vice Chancellor for Administration</i>
	3.3 Receives unserviceable materials/ supplies, mark with the WMR number and store in the junk yard/room	None	2 hour	<i>Administrative Aide III Administrative Assistant II SPMO</i>
	3.4 Update the record/ database and assigns WMR Number	None	1 hour	<i>Administrative Aide III Administrative Assistant II SPMO</i>
	3.5 Receives unserviceable materials/ supplies, mark with the WMR number and store in the junk yard/room	None	2 hour	<i>Administrative Aide III Administrative Assistant II SPMO</i>



	TOTAL:	none	1 day, 6 hours	
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11. INVENTORY AND INSPECTION OF UNSERVICEABLE PROPERTY

To document, monitor and record the dropping from the books the unserviceable properties carried in the PPE accounts.

Office or Division:		SPMO		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of latest Property Acknowledgement Receipt (PAR) 2. Pre/post repair form 3. Waste Material Report, if any		1. Individual File 2. SPMO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter request to dispose unserviceable property	12.1 Receives and Verifies details of the request against PAR and the SPMO record/database	None	2 hours	<i>Administrative Aide III Administrative Assistant II SPMO</i>



Submit properly filled-up 3 copies of the Pre-Post repair form	12.2 Prepare the Inventory and Inspection Report of Unserviceable Property (IIRUP)	None	1 hour	Administrative Aide III Supervising Administrative Officer SPMO
Sign at box A of IIRUP and Turn-over unserviceable property	12.3 forward IIRUP to the Property Inspector	None	1 day	Administrative Aide III Administrative Assistant II SPMO Property Inspectors Office of the Vice Chancellor for Administration
	12.4 Forward to the Chancellor for the approval of the Disposition	None	1 day	Chancellor Office of the Chancellor
	12.5 Forward IIRUP form to the Disposal Committee for the identification of mode of disposition	None	3 days	Disposal Committee Office of the Vice Chancellor for Administration
	TOTAL:	none	5 days, 3 hours	

12.INSURE GOVERNMENT PROPERTIES

To renew and apply for GSIS insurance Coverage of all University Property, Plant and Equipment (PPE)

Office or Division:	SPMO		
Classification:	Highly Technical		
Type of Transaction:	G2G– Government to Government		
Who may avail:	UPB Offices, Other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
4. Property Acknowledgment Report 5. Inventory Custodian Slip 6. Old Insurance Policy		3. Individual/Office File 4. SPMO	



CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request for renewal of Insurance	7.1 Receive Request for renewal of insurance	None	3 minutes	<i>Administrative Aide III Administrative Assistant I Supply and Property Management Office (SPMO)</i>
	7.2 Validate submitted requirements with SPMO records	None	1 day	<i>Administrative Assistant I SPMO</i>
	7.3 Prepare list of Properties to be Insured and submit to Accounting Office for provision of valuation of property	None	7 days	<i>Administrative Assistant I SPMO Administrative Assistant V Accounting Office</i>
	7.4 Preparation and Completion of Application/ Government Forms	None	3 days	<i>Administrative Assistant I Supervising Administrative Officer SPMO</i>
	7.5 Submission of application/government forms for renewal of Insurance	None	3 days	<i>Administrative Assistant I SPMO</i>
	7.6 Preparation of Disbursement Voucher, Obligation Request to Budget Office to pay insurance cost	None	2 hours	<i>Administrative Assistant I Supervising Administrative Officer SPMO</i>
	7.7 Forward Disbursement Voucher to Budget and Accounting Office for pre-audit and processing	None	5 days	<i>Administrative Assistant I SPMO Administrative Assistant I Chief, Budget Office Budget Office Administrative Assistant I</i>



				Chief, Accounting Office
	7.8 Claim Insurance Form and photocopy the Official receipt of payment and file in SPMO records	None	1 hour	Administrative Assistant I SPMO
Claim file copy of Insurance	7.9 Provide copy of Insurance to concerned Offices	None	30 minutes	Administrative Assistant I SPMO
TOTAL:		None	19 days, 3 hours, 33 minutes	

13. SUBMISSION OF REPORTS / REQUIRED DOCUMENTS

To submit mandatory reports or required documents requested by offices or government agencies (e.g. Procurement Monitoring Report, Annual Procurement Plan, PPMP for CSE and Non-CSE, APCPI, COA requirements etc.)

Office or Division:	SPMO			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Offices/Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter / Memo on the requirement		(as mandated)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issue memo / submit letter request	13.1 Receives requests with complete requirements	None	3 minutes	Administrative Assistant II Administrative Aide III Supply and Property Management Office (SPMO)



	13.3 Collate data/requirement, encode, print	None	7 days	Administrative Aide III Administrative Assistant II Administrative Assistant V Supervising Administrative Officer SPMO
	13.3 Forward Report to signatories/Approving offices for review and approval	None	3 days	Administrative Assistant II SPMO
TOTAL:		None	10 days, 3 minutes	

14. PROCESSING AND PREPARATION OF DISBURSEMENT VOUCHER

To prepare Disbursement Voucher for payment to suppliers, and replenishment of Petty Cash Fund

Office or Division:	SPMO
Classification:	Complex
Type of Transaction:	G2B - Government to Business G2G – Government to Government
Who may avail:	UPB Employees/ Offices and Business/Suppliers
CHECKLIST OF REQUIREMENTS	
18. Purchase Order 19. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number. 20. NORSA/NBURSA, if applicable 21. Purchase Request 22. Duly signed Request for Quotation for single items 2k and above 23. Inspection and Acceptance Report 24. ICS for semi-expandable items	WHERE TO SECURE Individual File or SPMO filed together with the Purchase Order



<p>25. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding</p> <p>26. Pre/Post Repair Inspection Report, if applicable</p> <p>27. Report of Waste Materials if replacement</p> <p>28. Approved Project Proposal (for projects)</p> <p>29. Certificate of Emergency Purchase, if applicable</p> <p>30. Original copy of Delivery Receipt, Statement of Account, Billing Statement</p> <p>31. Copy of newspaper clippings, evidence of publication/ CD in case of TV/radio commercial (for advertisement)</p> <p>32. Attendance (for Catering Services, Venue and Accommodation)</p> <p>33. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office's meetings</p> <p>34. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental)</p>				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit billing or Statement of Account	14.8 Pre-audit for completeness of supporting documents, create invoice in the UIS, print DV and Scan all documents and attach to UIS	None	2 Days	<i>Administrative Assistant I SPMO</i>



	14.9 Review of all supporting documents, counter sign in the DV, check and approve in the uis	None	30 minutes	<i>Supervising Administrative Officer SPMO</i>
	14.10 Forward DV with complete supporting documents to end user/official certifying payment is Valid (box a of DV)	None	1 day	<i>Administrative Assistant I Administrative Aide III SPMO</i>
	14.11 Forward DV, complete with supporting documents to budget office for obligation and budget processing	None	3 days	<i>Administrative Assistant I Administrative Aide III SPMO Administrative Assistant II Administrative Officer V BUDGET OFFICE</i>
	14.12 Forward DV, complete with supporting documents to Accounting office for pre-audit and approval at Box B of DV	None	5 days	<i>Administrative Assistant II Administrative Assistant V ACCOUNTING OFFICE</i>
	14.13 Forward DV, complete with supporting	None	2 days	<i>Chancellor Vice Chancellor for Academic Affairs</i>



	documents to Approving Official			<i>Deans of Colleges</i>
Issue Official Receipt or Collection Receipt and receive payment by signing in the DV	14.14 Cash office to prepare check, have check by signatories, issue Check payment	None	3 days	<i>Administrative Assistant II Administrative Officer V CASH OFFICE</i>
TOTAL:		None	16 Days 30 minutes	

15. Processing, Preparation of PR, RIS and APP/PPMP for the MOOE of the Unit

Office or Division:		SPMO		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APP/PPMP, requests		Individual File		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submission of documents	1.1 Received documents/Requests for processing	None	1 Day	<i>Administrative Assistant I Administrative Aide III SPMO</i>
	1.2 Review of documents and Requests and Delegation of Task/workload to assigned SPMO Staff	None	2 days	<i>Supervising Administrative Officer SPMO</i>
TOTAL:		None	3Days	

16. REPAIR OF DEFECTIVE EQUIPMENT

To document and procure the needed repair of defective equipment/property

Office or Division:		SPMO		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Employees/ Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



2. Duly filled-up PRE-REPAIR FORM 3. Copy of PAR/ICS		Individual/Office File		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the filled-up repair form and surrender the defective equipment	a. Receives and validates details in the form are complete and correct.	None	10 minutes	<i>Administrative Aide III SPMO</i>
	b. Endorse request for repair to concerned technical inspector	None	1 day	<i>Administrative Aide III SPMO Property Inspectors Office of the Vice Chancellor for Administration</i>
	c. If repair requires repairs from authorized service center, prepare equipment pull-out slip and bring unit to the service center	None	2 days	<i>Administrative Assistant II SPMO</i>
	d. Return to end user/requesting unit for preparation of Purchase request for repair service	None	30 minutes	<i>Administrative Assistant II SPMO</i>
Follow-up request to know needed repairs				
TOTAL:		None	3 days, 40 minutes	

17. RENEWAL OF LICENSES

To renew the required licenses of University properties



Office or Division:	SPMO				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	UPB Offices/Government Agencies				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Property Acknowledgment Report Inventory Custodian Slip Old license			Individual/Office File SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
Submit request for renewal	a. Receives requests with complete requirements	None	None	3 minute	<i>Administrative Assistant II</i>
	b. Prepare, print and submit the Government Forms for the renewal of Licenses		None	3 days	<i>Administrative Assistant II</i>
	c. Prepare DV for the fees for the renewal of license		2 days	3 days	<i>Administrative Assistant II Supervising Administrative Officer</i>
	d. Pay and Claim new licenses		10 minutes		<i>Administrative Assistant II Supply and Property Management Office</i>
	e. Issue New Licenses to requesting Office				
TOTAL:		None	8 days, 13		



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18. PROVIDE ASSISTANCE TO THE BIDS AND AWARDS COMMITTEE

To provided support to the Bids and Awards Committee

Office or Division:		SPMO		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UPB Offices, BAC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter / Memo on the requirement			(as mandated)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issue memo / submit letter request	1.1 Receives and review nature of request	None	3 minute	<i>Administrative Assistant V</i>
	1.2 Verify and provide needed assistance/ data		3 days	Supervising Administrative Officer Supply and Property Management Office
TOTAL:		None	3 days, 3 minutes	



Human Resource and Development Office External Services



1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (FOR INACTIVE EMPLOYEES)

Certificates of employment are issued to inactive employees for employment purposes, GSIS claims, and other legal purposes

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	Retired and separated faculty members, administrative staff and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Written/Verbal Request		Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written/verbal Request to HRDO 2. Wait for the processing of certification	1.1 Receive written/verbal request	None	5 minutes	Administrative Assistant V
	2.1 Check, Review and Update records on file	None	40 minutes	Administrative Assistant V
			10 minutes	Administrative Assistant V
	2.2 Prepare, Encode, Print the certificate	None	3 minutes	Administrative Assistant V
		None	2 minutes	HRDO Chief



3.Claim the service record	2.3 Sign the certificate 3.1 Release the Certificate to the Client	None		Administrative Assistant V
	Total	None	1 hour	

2. ISSUANCE OF SERVICE RECORDS (INACTIVE EMPLOYEES)

Service records are issued to inactive employees for GSIS claims, employment, and other legal purposes

Office or Division:	HRDO			
Classification:	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	Retired and separated faculty members, administrative staff and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	written/verbal request		Client provides the request	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit written/verbal request	1.1 Receive written/verbal request	None	5 minutes	Administrative Assistant V
2. Client waits for the processing of request	2.1 Check, Review and Update records on file		2 days	Administrative Assistant V
	2.2 Prepare, Encode, Print the Service Record		11 minutes	Administrative Assistant V
3.Client claims the Service Record	2.3 Sign Service Record by the HRDO Chief		2 minutes	HRDO Chief
	3.1 Release the Service Record to Client		2 minutes	Administrative Assistant V
	Total	None	2 Days and 20 minutes	



3. Acceptance and verification of applications and supporting documents for the vacant positions

Verification is important to ensure that applicants meet the qualifications for the job and that the required documents are submitted.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G- Government to Government (for internal applicants)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter 2. PDS/Curriculum Vitae and credentials		Applicant PDS can be downloaded from the CSC website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit application letter and required documents	1.1 Receive the application form	None	1 minute	Administrative Officer III, Administrative Assistant V, Administrative Assistant II
2. Applicants wait for the verification of completeness and accuracy of documents	2.1 Verify documents and informs applicant of completeness/incompleteness of data.	None	10 minutes	Administrative Officer III, Administrative Assistant V, Administrative Assistant II
3. Inform applicant of completeness of data or deficiency/ies	3.1 Accept applications with complete documents and add to the list of qualified applicants	None	2 minutes	Administrative Officer III, Administrative Assistant V, Administrative Assistant II
TOTAL:		None	13 minutes	

4. Preparation and posting of job vacancies to at least 3 conspicuous places

Posting to at least 3 conspicuous places is necessary to ensure that more people are informed and encouraged to apply.

Office or Division:	Human Resources Development Office
Classification:	Simple



Type of Transaction:	G2C – Government to Client			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Received copy of request for posting and publication from CSC		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for posting of vacancy	1.1 Notice of job vacancy is posted on the HRDO and Post Office bulletin Board, UPB website and Facebook	none	1 day	Administrative Officer
TOTAL:		None	1 day	

5. SIGNING PHILHEALTH FORMS

Philhealth forms need to be signed to facilitate processing of benefits when confined in a hospital or in the case of Philhealth- covered out-patient benefits.

Office or Division:	Human Resources development Office			
Classification:	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	All faculty members, REPS and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Written/Verbal Request/UIS	Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Philhealth Forms to HRDO 2. Wait for signed forms 3. Claim signed forms	1.1 Receive PhilHealth forms for signature	None	1 minute	Administrative Assistant II
	2.1 Encode the TIN of the Agency		5 minutes	Administrative Assistant II
	2.2 Sign forms		1 minute	HRDO Chief
	3.1 Release signed forms		1 minute	Administrative Assistant II
Total		None	8 minutes	



6 . Request for UIS account/ HRIS Account

UIS/HRIS accounts are given to newly hired employees. This will be used for all official transactions in the University

Office or Division:		Human Resources Development Office			
Classification:		Simple			
Type of Transaction		G2C-Government to Client; G2G- Government to Government			
Who may Avail		All Faculty, REPS, Administrative Staff and Project staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Verbal Request				
2	Appointment for newly hired employee	HRDO			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal Request for applying for UIS and HRIS Account	1.1. Receive request for UIS and HRIS new account	None	2 minutes	Administrative Assistant	
	1.2 Process request for UIS / HRIS account to UP System	None	1 day	Administrative Assistant II and UP helpdesk	
2. Claim UIS account from the HRDO	1.3 Inform newly hired employee the UIS account (user name and pass word)	None	2 minutes	Administrative Assistant II	
	2.1 Record the UIS account in the employee's database	None	1 minute	Administrative Assistant II	
		Total	None	1 day, 5 minutes	



Human Resource and Development Internal Services



1. ISSUANCE OF CERTIFICATES of EMPLOYMENT, NON-PENDING CASE, ETC. (FOR ACTIVE EMPLOYEES)

Certificates of employment, non-pending case and others are issued to employees for foreign travel, retirement requirements, loan application and other legal purposes.

Office or Division:		Human Resources Development Office		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty members, REPS and Administrative staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Written or Verbal Request or through the University Information System (UIS)	Employee provides the request or uses his or her account in the UIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give written/verbal Request to HRDO 2. Wait for the processing of certificate 3. Receive the Certificate of employment	a. Receive written/verbal request	None	1 minute	Administrative Assistant V
	a. Check, Review and Update records on file	None	20 minutes	Administrative Assistant V
	b. Prepare, Encode, and Print	None	10 minutes	Administrative Assistant V
	c. Sign the certificate	None	2 minutes	HRDO Chief



	3.1 Release Certificate to Client	None	2 minutes	Administrative Assistant V
	Total	None	35 minutes	

2. Issuance of Certificate of Employment with Compensation

Certificates of employment with compensation are issued to employees who need this for applying loans, processing of visa application, and application for credit cards, application for scholarships and for other legal purposes.

Office or Division:		HRDO		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS, Administrative Staff and others (Project Staff)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter/Verbal Request	Employee provides the request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employment with compensation	1.1 Receive Request for Certificate of employment with compensation	None	1 minute	Administrative Assistant
2. Wait for the processing of certification	2.1 Check/Review annual compensation and other benefits	None	50 minutes	Administrative Assistant
	2.2 Prepare, encode, print certificate 2.3 Sign the certificate	None	10 minutes	Administrative Assistant
3. Claim the certificate	3.1 Release the Certificate of employment to the employee	None	2 minutes	HRDO Chief
		None	2 minutes	Administrative Assistant V
	Total	None	1 hour and 10 minutes	

3. ISSUANCE OF SERVICE RECORD (FOR ACTIVE EMPLOYEES)

Service records are issued to employees upon request for attachment in GSIS maturity claim and membership updating, loan applications, employment, and other legal purposes. Service records



Office or Division:		HRDO		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, Administrative staff and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Written/Verbal Request or through the University Information System (UIS)	Employee provides the request or uses his or her account in the UIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written/verbal/UIS Request to HRDO	1.1 Receive written/verbal request	None	1 minute	Administrative Assistant V
2. Wait for the processing of service records	2.1 Check, Review and Update records on file	None	25 minutes	Administrative Assistant V
	2.2 Prepare, Encode, Print the Service record		5 minutes	Administrative Assistant V
3. Claim the Service Record	2.3 Sign the Service Record		2 minutes	HRDO Chief
	3.1 Release the Service Record		2 minutes	Administrative Assistant V
Total		None	35 minutes	

4. ISSUANCE OF UNIVERSITY CLEARANCE

University clearance is issued to retired, separated or employees with temporary status for release of remaining salary and to clear them of any accountability with the University. University clearance is also issued to employees who will go on extended leave and Study Leave.

Office or Division:		Human Resources Development Office		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Clearance Form	Colleges or from the HRDO		
2	SALN and COS for separated employees	Employee		
3		HRDO		



Statement of return service obligation for employees who went on study				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for University Clearance Form 2. Seek clearance from HRDO	1.1 Provide University Clearance Form	None	1 minute	Administrative Assistant II
	2.1 Check for employee's accountability	None	10 minutes	Administrative Assistant II
3. Once cleared by other offices submit completed Clearance form	2.2 Sign the University clearance form	None	2 minutes	HRDO Chief
	3.1 Receive the University Clearance Form	None	2 minutes	Administrative Assistant II
	3.2 Check/ Review Clearance form	None	5 minutes	Administrative Assistant V
4..Claim the University Clearance	3.3 Prepare, Encode, and Print the Certificate of clearance	None	5 minutes	Administrative Assistant V
	3.4 Sign the Certificate of Clearance	None	2 minutes	HRDO Chief
	4.1 Release the University Clearance	None	2 minutes	Administrative Assistant V
Total		None	29 minutes	

5. ISSUANCE OF UNIVERSITY CLEARANCE DURING THE COMMUNITY QUARANTINE PERIOD

University clearance is issued to retired, separated or employees with temporary status for release of remaining salary and to clear them of any accountability with the University. University clearance is also issued to employees who will go on extended leave and Study Leave. During the community quarantine period, online processing



of clearance is adopted for health and safety measures. This service facilitates the clearance process and minimizes physical contact among those concerned.

Office or Division:		HRDO		
Classification:		Complex		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of request for clearance	Client provides the letter request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for clearance	1.1 Receive the letter request or if submitted through email, acknowledge receipt of the email.	None	1 minute	Administrative Assistant
	2.1 Inform and coordinate with the clearing offices through email.	None	3 days	HRDO Chief
2. Wait for the clearing process	2.2 Once employee is cleared of his or her accountabilities from clearing offices, prepare a matrix indicating the approval of offices with the corresponding timestamp of approval and endorse the clearance to the approving authority for approval.	None	1 day	HRDO Chief
	2.3 Encode the Certificate of clearance	None	5 minutes	Administrative Assistant V
3. Claim the Certificate of Clearance	2.4 Sign the Certificate of Clearance	None	2 minutes	HRDO Chief
	3.1 Release the clearance to the	None	5 minutes	Administrative Assistant V



	employee preferably through email.			
	Total	None	4 days and 13 minutes	

6. PREPARATION OF AUTHORITY TO TRAVEL/SPECIAL DETAIL

Authority to travel /special detail is issued to employees who will attend conferences, training/workshops, study, or have research collaborations abroad. This is also given to employees who go out of the country for personal business.

Office or Division:		Human Resources Development Office		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter Request endorsed by the Unit head or through the University Information System (UIS)	Respective Colleges/Offices		
2	Invitation/Awards	Sponsors/Organizations		
3	Letter of Admission	Sponsors/Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved letter request with the invitation or letter of admission	1.1 Receive approved letter request to travel	None	5 minute	Administrative Assistant V
	1.2 Check and Review letter request to travel	None	1 hour	Administrative Assistant V
	1.3 Prepare and Encode, the Authority to travel	None	20 minutes	Administrative Assistant V
	1.4 Review/Check/counter sign Travel Authority	None	15 minutes	HRDO Chief
	1.5 Forward the Travel Authority to the Chancellor for signature	None	1 day	Administrative Assistant II
	1.6 Put the dry seal on the signed Travel Authority	None	5 minutes	Administrative Assistant V
2.Claim the Travel Authority	2.1 Release Travel Authority to the employee	None	5 minutes	Administrative Assistant V



	Total	None	1 day, 1 hour, 50 minutes	
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7. PROCESSING AND PREPARATION OF RESEARCH DISSEMINATION GRANT (RDG)

Research Dissemination Grants are processed to support the official travels of faculty and staff who will be presenting research outputs abroad.

Office or Division:		Human Resources Development Office		
Classification:		Highly Technical		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Approved Letter Request	Respective Colleges/Offices		
2	Invitation, Awards and admission	Organizers		
3	Notice of acceptance of paper	Organizer		
4	RDG Contract endorsed by the Dept. Chair/Dean/HRDO Chief/Budget Officer/VCAA and approved by the Chancellor	HRDO		
5	Copy of Abstract of paper to be presented in the Conference (for the initial 85% release of RDG)	Employee provides the paper abstract		
6	Full copy of paper read in the Conference (for the final 15% release of RDG)	Employee provides a copy of the full paper		
7	Official Travel Authority with UP Seal	HRDO		
8	Exchange Rate Bulletin (Banko Sentral ng Pilipinas)	Internet		
9	Certificate of attendance	Organizers or from the employee		
10	Official Receipts of registration fees and other fees/plane ticket /Boarding pass	Employee provides these documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Requirements to HRDO(Abstract of paper, official travel authority, invitation, notice of acceptance)	1.1 Receive complete Requirements for RDG	None	1 day	Administrative Assistant V
	1.2 Preparation and signing of RDG Contract.	None	3 days	Administrative Assistant V
	1.3 Preparation and approval of the	None	5 days	Administrative Assistant V



	<p>payment of initial 85% RDG and 15 % RDG upon return from travel; encoding and approval in the UIS</p>			
<p>2.Claim payment of 85% RDG</p>	<p>2.1 Release of initial 85% of RDG</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant V, Accounting Chief, budget Officer and Cash chief, HRDO Chief, VCA Chancellor</p>
<p>3.Upon return from conference, submit requirements- certificate of attendance, plane tickets, boarding pass, official receipts (registration fee) and copy of full paper read in the conference</p>	<p>3.1Receive the post-conference RDG requirements</p>	<p>None</p>	<p>1 hour</p>	<p>Cash Chief</p>
	<p>]</p>			<p>Administrative Assistant V</p>
<p>4. Receive the last 15% RDG</p>	<p>4.1Preparation of payment for the 15% RDG upon completion of paper presentation; encoding and approval in the UIS</p>	<p>None</p>	<p>5 days</p>	
	<p>4.2. Release of the 15% payment for the completion of travel</p>		<p>1 day</p>	<p>Administrative Assistant V, Accounting Chief (Accounting Office), Budget Officer (Budget Office) and Cash Chief (Cash office), HRDO Chief, VCA ,Chancellor</p> <p>Cash Chief (Cash Office)</p>
	<p>Total</p>	<p>None</p>	<p>15 days , 1 hour</p>	



8. PROCESSING OF LEAVE OF ABSENCE (Vacation Leave, Sick Leave, Special leaves and Compensatory Time Off (CTO))

Processing of leaves is regularly done so that employees are informed of the leave credits that they can use.

Office or Division:		HRDO		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Approved Letter Request (for extended number of leave days)	Client provides the approved letter of request		
2	Leave Forms (3 copies)	HRDO		
3	Medical Certificates (Sick leave)	Physicians/Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form for Leave of absence to HRDO	1.1 Receive application for leave of absence endorsed by the supervisor/head of office	None	1 minute	Administrative Assistant V
	1.2 Check number of earned leave credits to be deducted in the leave records	None	5 minutes	Administrative Assistant V
	1.3 Process application form for leave of absence	None	15 minutes	Administrative Assistant V
	1.4 Counter sign the leave form	None	1 minute	HRDO Chief
	1.5 Submit leave form to the OVCA/ OVCAA/ Chancellor for approval.	None	1 day	Administrative Assistant V
2. Receive copy of approved leave form	a. Furnish the employee a copy of the approved leave	None	1 day	Administrative Assistant V



	Total	None	2 days, 22 minutes	
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9. PROCESSING OF MONETIZATION OF EARNED LEAVE CREDITS.

Processing of leave credits is done to ensure that the employee has sufficient leave balance before and after monetization.

Office or Division:		Human Resources Development office		
Classification:		Complex		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS, and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter Request for the monetization of earned leave credits	Respective Colleges/Offices		
2	Memorandum (call for monetization)	UP System/Chancellor's Office		
3	Leave Form Application	HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements to HRDO (Letter for monetization of earned leave credits for special monetization)	1.1 Receive applications/ Requirements for Monetization(Letter request for special monetization and leave form)	None	1 day	Administrative Assistant V (for Administrative and REPS) Administrative Officer III (for faculty)
	b. Process the computation of monetization	None	3 days	Administrative Assistant V or Administrative Officer III
	1.3 Preparation of DV/OR for the payment of monetization ; encode and approve in the UIS	None	2 days	Administrative Assistant V Accounting Chief Budget Officer VCA Chancellor
2. Claim cash amount	2.1 Release cash amount	None	1 day	Cash chief
	Total	None	7 days	



10. Preparation and submission of vacant position for publication to the Civil Service Commission

Publication of vacant positions in the Civil Service Commission is mandated by law to reach out to more applicants. The Civil Service Commission checks the minimum qualification standards to ensure that the Agency abides with the standard qualifications

Office or Division:	Human Resources and Development Office			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	Offices with existing vacant position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. online notice of approval of request for authority to fill		UIS/HRIS (request for authority to fill)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office where vacancy requests for immediate publication	1.1 Accepts request and accomplish CSC form for publication	None	30 minutes	Administrative Officer III
	1.2 Submits request for publication to CSC Field office via email	None	10 minutes	HRDO Chief
	1.3 Submits hard copy of the request to CSC Field Office	None	1 hour	Administrative Officer III
TOTAL:		None	1 hour, 40 minutes	

11. Requests for Updating of GSIS membership records

Changes in member's personal and work information such as change in civil status, change in name, salary adjustment, work status, separation or retirement need to be submitted to GSIS for updating of records.

Office or Division:	Human Resources and Development Office
Classification:	Complex
Type of Transaction:	. G2G – Government to Government
Who may avail:	1. Faculty members, REPS and Administrative staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth certificate, marriage certificate and other documents for change of information 2. Service record for transferring employees 3. Intention letter for retirement		1. From requesting employee 2. From requesting employee or from agency where he or she came from 3. From employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents 2. Waits for the action of GSIS 3. Receives information on the action of GSIS on his or her request	1.1 Receive the documents	None	2 minutes	HRDO Chief
	1.2 Encode in the GSIS WEB MSP	None	20 minutes	HRDO Chief
	2.1 Check GSIS WEB MSP for action	None	5 days	HRDO Chief
	3.1 Inform client of the action from GSIS after one week		5 minutes	
TOTAL:		None	5 days, 27 minutes	

12. Approval of application for GSIS Loans

Application for loans are referred to the HRDO for approval to ensure that the required minimum net pay is met.

Office or Division:	Human Resources and Development Office			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Faculty, REPS and Administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online filing at the GSIS Kiosk		1. GSIS Kiosk		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E



1. Apply/file for the loan and request for confirmation /approval	1.1 Check the notification on the AAO certification website	None	10 minutes	HRDO Chief
	1.2 Verification of good standing from the Accounting Office	None	10 minutes	HRDO Chief
	1.3. Approve/disapprove the application for loan (GSIS)	None	10 minutes	HRDO Chief
	1.4. Inform the employee of the approval or disapproval of his or her loan application	None	10 minutes	
2. Wait for the release of his or her loan, if approved and inform the HRDO accordingly.	2.1 Document the approval and release of loan	None	5 days after approval	
	Total	None	5 days and 40 minutes	

13. Approval of application for PAGIBIG Loans

Approval of loan applications is required to ensure that employee's monthly salary meets the minimum net take home pay.

Office or Division:	Human Resources and Development Office			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Faculty, REPS and Administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Forms (PAGIBIG) 2. Certified copy of pay slip for the current month 3. Photocopy of two (2) government IDs(PAGIBIG)		1. HRDO 2. Accounting Office 3. Client provides the government IDs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submit the accomplished PAGIBIG loan form to HRDO 2.Bring the loan form to PAGIBIG fund	1.1 Receive the loan form	None	1 minute	Administrative Assistant II
	1.2 Check the required documents attached to the loan form	None	2 minutes	Administrative Assistant II
	1.3 Certify/ sign the loan form If all requirements are complete	None	1 minute	HRDO Chief
	2.1 Ask the employee to submit the signed/certified loan form to PAGIBIG fund or to file the loan online	None	1 day	Administrative Assistant II
	Total	None	1 day, 4 minutes	

14. Processing of GSIS application for Retirement, Separation and Resignation and Funeral Benefits

This service is rendered to facilitate the release of benefits from GSIS.

Office or Division:	HRDO			
Classification:	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Faculty, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Application Form	HRDO; GSIS website			
2. Service Record	HRDO			
3. Certificate of pendency/non pendency	HRDO; GSIS website			
4.. Identification Cards/ ID pictures (1x1)	Client provides the pictures			
5. Birth Certificate/Marriage Contract)	Client/PSA			
6. Death Certificate (Funeral) in case of death	Relatives provide the death certificate			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.Submit complete requirements for GSIS application for Retirement, Separation, Resignation of employees or Funeral Benefits</p>	<p>1.1 Receive requirements (Birth Certificate and Marriage Certificate, Death Certificate, pictures and GSIS Application Forms) to HRDO</p>			<p>Administrative Assistant V</p>
	<p>a. Prepare the necessary documents e.g. Service Record</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant V</p>
	<p>b. Review the completeness and accuracy of information in the documents and sign for submission.</p>	<p>None</p>	<p>1 day</p>	<p>HRDO Chief</p>
	<p>c. Submit the application form and requirements to GSIS</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant V</p>
<p>2.wait for notification from GSIS</p>	<p>3.1 Inform the client to wait for notification from GSIS</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Assistant V</p>
<p>3.once notified by GSIS, client accomplishes and submit certification of Pendency/ non pendency to GSIS for release of his or her cash benefit</p>	<p>3.1 Review and sign the certification of pendency/non pendency</p>	<p>None</p>	<p>10 minutes</p>	<p>HRDO Chief or a Lawyer</p>
<p>4.Secure GSIS clearance and submit to HRDO for</p>	<p>4.1 Receive the clearance and process the terminal leave</p>	<p>None</p>	<p>5 days</p>	<p>HRDO Chief</p>



processing of his or her terminal leave				
	Total	None	9 days, 10 minutes	

15. Processing of PAGIBIG application for Retirement, Separation and Resignation

This service is rendered to ensure the timely release of benefits.

Office or Division:		HRDO		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	1. Clearance from GSIS	HRDO; GSIS website		
	2. Service Record	HRDO		
	3. Photocopy of Identification Cards	Client provides the Identification cards		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for copy of service record	1.1 Receive request	None	1 minute	Administrative Assistant V
	1.2 Print one copy of the employee's service record	None	5 minutes	Administrative Assistant V
	1.3 Review and sign the service record	None	5 minutes	HRDO Chief
2. Claim the Service Record	2. Release the Service Record	None	5 minutes	Administrative Assistant V
3. Submit the documents to PAGIBIG	3. Advise the employee to submit the documents to PAGIBIG	None	2 minutes	Administrative Assistant V
	Total	None	18 minutes	

16. Processing of appointments (Original, Renewal, Reappointment, Promotion, Additional assignment, Tenure, Reclassification)

Appointments need to be processed and distributed to concerned offices facilitate release and entitlement to benefits (salaries, honorarium and other monetary and non-monetary benefits)



Office or Division:	Human Resources and Development Office			
Classification:	Highly Technical			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. Faculty members, REPS and Administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Basic papers duly endorsed by CAPC, APFC/HRMPSB, VCA/VCAA and approved by the Chancellor with complete attachments 2. Duly accomplished Personal Data Sheet 3. Authenticated Official Transcript of Records 4. Authenticated Certificate of Eligibility 5. Medical Certificate issued by UPB Medical Officer 6. NBI clearance 7. Oath of Office and SALN signed by the person administering the oath Certificate of assumption to Duty signed by the Head of Office and attested by the HRDO Chief 8. Documentary stamp		Concerned offices (Colleges and HRDO) Requirements number 2-7 are attachments submitted by the employee HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hired employees submit required documents to respective colleges/HRDO for preparation of basic papers	1.1 Colleges (for admin sector) / HRDO (faculty sector) prepare the basic papers 1.2 Process basic papers 1.3 Give the basic papers to concerned offices/ bodies for endorsements 1.4 Prepare appointments for the Chancellor's signature 1.5 Furnish concerned offices with a	None None None None P20.00 for documentary stamp None	6 days 6 days 3 days 3 days 1 day	Administrative Officer IV (admin sector)/ College clerk (faculty sector) Administrative Officer IV Administrative Officer IV Administrative Officer IV Administrative Officer
2. Employee receives copy of				



his or her appointment	copy of the appointment for records and payroll purposes 2. Offices/Colleges furnish their employees a copy of their appointment	None		College Deans/Clerks/ Heads of Office
TOTAL:		P 20.00	19 days	

17. Processing of Application for Identification Cards

New employees are provided Identification cards that contain pertinent information such as employee number and other government numbers. This serves as a way of knowing that an employee is an official employee of the University.

Office or Division:	Human Resources and Development Office			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	All newly hired employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment paper 2. Application for ID form		HRDO HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon approval of appointment, fill up and submit Application for ID form	1.2 Receive the Application Form	None	5 minutes	Administrative Officer
	1.3 Encode name in the UIS for	None	1 day	Administrative Assistant II Administrative Assistant II



2. Proceed to the Office of the University Registrar for picture taking and ID processing	employee ID number a. Provide the new employee with an ID.	*Refer to ID fees below	5 minutes	(Office of the University Registrar)
TOTAL:		*Refer to ID fees below	1 day, 10 minutes	

***ID Fees: P74.00 for UP faculty, REPS and Administrative staff, and Retirees
P 200.00 for Alumni**

18. Processing of Application for Terminal leave

Application for Terminal leaves and extended sick leaves are facilitated for submission to DBM to release funds.

Office or Division:	Human Resources Development Office	
Classification:	Highly Technical	
Type of Transaction:	G2G- Government to Government	
Who may avail:	All qualified faculty members, administrative staff and REPS	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application for Terminal leave/ Extended (Faculty) Sick Leave 2. University clearance 3. Service Record 4. Certification of No Pending Case 5. Affidavit of authorization for Accounting Office to deduct 6. Notice of Salary adjustment 7. Clearance from the GSIS 8. Declaration of pendency/Non pendency 9. Statement of Assets and Liabilities 10. Marriage contract (if applicable) 11. Birth certificate 	<p>HRDO HRDO HRDO Lawyer HRDO HRDO GSIS HRDO HRDO HRDO or provided by employee Provided by employee Provided by employee HRDO/ provided by employee</p>	



19. Processing of Extended Sick leave (faculty) and Service Recognition Pay (Administrative staff and REPS)

Terminal leaves and extended sick leaves are processed to facilitate the payment of funds.

Office or Division:	Human Resources and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All qualified faculty members, administrative staff and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application for Service recognition Pay/Extended (Faculty)Sick Leave 2. University clearance 3. Service Record 4. Certification of No Pending Case 5. Affidavit of authorization for Accounting Office to deduct 6. Notice of Salary adjustment 7. Declaration of pendency/Non pendency 8. Statement of Assets and Liabilities 9. Marriage contract (if applicable) 10. Birth certificate 11. Letter of Intent to retire/resign 12. Approved application letter for retirement 		HRDO HRDO HRDO HRDO Lawyer HRDO HRDO Employee/HRDO Employee provides requirement numbers 9-12		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive the required documents and check for completeness	None	15 minutes	Administrative Assistant V
	1.2-Compute extended sick leave	None	3 days	Administrative Assistant V (for Admin and REPS)/
	1.3-Submit to Accounting and	None	2days	Administrative



2. Claim payment	Budget office for checking			Officer (for faculty)
	1.4-Prepare and process DV and OR; encode in the UIS	None	1 day	Administrative Assistant V
		None	1 day	Cash Chief
TOTAL:		None	7 days; 15 minutes	

20. Facilitate requests for privilege to study

Employees who pursue advance study after office hours and are enrolled in the University are given privilege to study that entitles them to reduced school fees.

Office or Division:	Human Resource and Development Office			
Classification:	Simple			
Type of Transaction:	1. G2G– Government to Government			
Who may avail:	Qualified faculty members, REPS and Administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. letter of request duly endorsed by the head of office/College Dean 2. Duly accomplished application for reduced fees (3 copies) 3. copy of grades issued by the Office of the University Registrar 4. approved revised work schedule, if any		1. From the employee 2.HRDO 3.from employee 4.from employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits letter of request for endorsement and approval	1.1 Receive the letter request	None	5 minutes	Administrative Assistant II Vice Chancellor for Administration/ HRDO Chief
	1.2 HRDC/REPS APC meet to evaluate the request (for administrative sector and REPS)	None	1 day	
		None	1 day	HRDO Chief



2. Employee submits duly accomplished form for reduced Fees 3. Proceed with enrolment	1.3 HRDO communicates result of deliberation to concerned employee and records decision of approving body 2.1 Sign form for reduced fees	None	4 hours	College Dean/Head of Office HRDO Chief VCA/VCAA Chancellor
	3.1 Document the study privilege	None	1 day	Administrative Officer
TOTAL:		None	3 days, 4 hours and 5 minutes	

22. Facilitate request for application for study privileges for non-earning dependents

The HRDO needs to certify that the employee requesting is qualified for the privilege and that the dependent is non-earning to be able to avail of this privilege.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. Faculty members, REPS and Administrative staff with qualified dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application for enrolment privileges form 2. Certification stating that the dependent is not gainfully employed		1. HRDO 2. from employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. employee submits duly accomplished application for enrolment privileges	1.1 HRDO verifies completeness and accuracy of information	None	20 minutes	1. HRDO chief
2. employees submits certification that dependent is not gainfully employed	2.1 HRDO signs form	None	5 minutes	2. HRDO Chief
TOTAL:		None	25 minutes	

23. Issuance of Statement of Return Service obligation

This service is rendered to determine whether or not an employee who enjoyed study leave privileges has returned service to the University. The statement of return service obligation is used for purposes of clearance if the concerned employee is being separated through non-renewal of appointment or is requesting for another grant.

Office or Division:	Human Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. Concerned Faculty members, REPS and Administrative Staff 2. Offices (legal office, accounting office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. verbal or letter request		From requesting employee or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request from concerned employee or office	1.1 Receive the request	None	5 minutes	Administrative Officer
	1.2 Retrieve records and evaluate number of years of study and number of years served (if any)	None	1 day	Administrative Officer
2. Receive the requested statement of return obligation	1.3 Prepare necessary document.	None	1 day	Administrative Officer
	2.1 Issue the statement of	None	10 minutes	Administrative Officer



	return obligation to requesting office or employee			
TOTAL:		None	2 days, 15 minutes	

24. Process request for Thesis/Dissertation Grant

Processing of a Thesis/Dissertation Grant is necessary to facilitate the release of funds to the requesting employee

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	Faculty members, administrative staff and REPS who are completing advance studies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved request letter 2. Contract for thesis/dissertation grant 3. Approval sheet of thesis/dissertation proposal 4. Timetable of activities 5. Budgetary requirement or line-item budget 6. Official Receipts of study-related expenses 7. Copy of thesis/dissertation (hard bound) 		Employee concerned HRDO Employee concerned Employee concerned Employee concerned Employee concerned Employee concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits duly approved letter of request	1.1 Receive the approved letter	None	5 minutes	Administrative Officer
2. Employee accomplishes the contract for thesis/dissertation grant for signature of the College Dean, Thesis Adviser,	2.1 Receive the accomplished and signed thesis/dissertation grant contract	None	10 minutes	Administrative Officer



Budget Office, Chancellor and submits the required documents.	2.2 Process the DV for the payment of entitlement	None	5 days	Administrative Officer
3.Claim payment in three tranches	3.Release of payment in tranches (3) upon fulfilment of requirements for each tranche	None	1 day	Cash Chief
TOTAL:		None	6 days, 15 minutes	

25. Issuance of Project Contracts

Contracts are issued to clarify duties and responsibilities, payment scheme, and duration of contract of employees under projects.

Office or Division:	Human Resources Development Office
Classification:	Complex
Type of Transaction:	1. G2G – Government to Government
Who may avail:	1.Project Contract Workers/ Non-UP Contractual workers 2. Offices with project contracts
CHECKLIST OF REQUIREMENTS	
1. Letter request from concerned office head duly endorsed by the HRMPSB and approved by the Chancellor	Office of the Chancellor/Office of the Vice Chancellor for Administration
2. Duly accomplished Personal Data Sheet of the contractee	CSC Website Employee
3. Authenticated Official Transcript of Records	Employee
4. Authenticated Certificate of Eligibility	Employee
5. Medical Certificate issued by UP Medical Officer	HRDO
6. Oath of Office and SALN signed by the person administering oath, certificate of assumption of duty signed	



by the office head and attested by the HRDO Head				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 copies of Personal Data Sheet and other required documents 2. Sign their contracts 3. Receive a copy of their signed contract	1.1 Receive and check the completeness of all documents	None	10 minutes	Administrative Officer
	1.2 Prepare appointments for signature of the Chancellor	None	5 days	Administrative Officer
	2.1 Request employees to sign their contract	None	1 day	Administrative Officer
	3.1 Furnish a copy of signed contracts to employees	None	10 minutes	Administrative Officer
TOTAL:		None	6 days, 30 minutes	

26. Facilitate request for financial assistance to present paper in conferences, conventions

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty members, Administrative Staff and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly endorsed by Head of Office, HRDC and approved by the Chancellor 2. Invitation from organizer 3. abstract of paper/poster to be presented		1. HRDO 2. employee 3. employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits	1.1 HRDO receives and	None	1 day	HRDO Chief



letter request duly approved by the Head of Office to the HRDO	submits request to HRDC clusters. 1.2 HRDC cluster evaluates request then submits recommendation to HRDO who forwards it to CUHRDC	None	1 day	Supervising Administrative Officer
2. Employee waits for result of deliberation	2.1 CU HRDC further evaluates request and recommends this for approval of the Chancellor	None	1 day	Vice Chancellor for Administration
3. If approved, employee proceeds with preparation of necessary documents	2.2 HRDO notifies employee of the action of the Chancellor on the request 3.1 HRDO assists with preparation of documents (certificate of employment, travel authority and others)	None	1 day	HRDO Chief Administrative Assistant V
TOTAL:		None	5 days	

27. Preparation and submission of requested data/reports from UP System Offices (OVPA, OVPPF) and other UPB offices and agencies

Data reports are submitted for processing of benefits and other personnel action

Office or Division:	Human Resources Development Office	
Classification:	Complex	
Type of Transaction:	1. G2G – Government to Government/G2C- Government to Client	
Who may avail:	OVPA, OVPPF, UP Baguio Offices and other agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Written/ verbal request	Memorandum/	Office of the Chancellor/ Office of the



		Vice Chancellor for Administration and other offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request given by offices UP System, and other Agencies	1.1 Prepare and review accuracy of the requested data	None	5 days	Administrative Officer
	1.2 Forward requested data to the OVCA and the Office of the Chancellor for review and signature (for System Offices and other agencies)	None	30 minutes	Administrative Officer
2. Receive the requested data	2.1 Submit data to requesting agency or office. (for System offices, other agencies and other offices)	None	1 day	Administrative Officer
TOTAL:		None	6 days, 30 minutes	

28. Submission of UP Provident Fund Benefit Claim Application (for retired, separated employees)

Application for UP Provident Benefit Claim is facilitated for the processing of claims.

Office or Division:	Human Resources Development Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government; G2B- Government to Business
Who may avail:	All faculty members, administrative staff and REPS
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Application form	HRDO
2. University clearance	HRDO
3. Photocopy of two (2) valid IDs	
4. Service Record	HRDO



CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished application form and necessary documents as attachment 2. Wait for the release of the claim	a. Receive the application form for UP provident Fund Claim	None	15 minutes	Administrative Officer
	1.2 Send the duly accomplished form with the University clearance and service record to the UP provident Fund via fax (hard copy to follow)	None	15 minutes	Administrative Officer
	a. HRDO notifies the employee if claim is already released.	None	1 day	
TOTAL:		None	1 day, 30 minutes	

29. Processing of Application for Computer Loan and UP Provident Loan

Computer and UP Provident Fund Loan are processed to facilitate the grant of loans

Office or Division:	Human Resources and Development Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All qualified faculty members, administrative staff and REPS
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Application Form	HRDO
2. Payslips (last 2 months)	Employee's copy/ Accounting Office



3. For computer loans, amount of computer that will be purchased.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provident Fund Loan: 1.Fill up application form and submit it together with payslips for the last 2 months 2.Claim Provident fund loan	Provident Fund Loan 1.1 Receive duly filled up application form and pay slips b. Send application to UP Provident Fund Inc. via fax.	None	Provident Fund loan: 30 minutes	Administrative Officer
	2.1 Furnish the employee a copy of the computation of his or her loan	None	10 minutes	Administrative Office/ Administrative Assistant II
Computer loans: 1.Fill up and submit application form.	1.1 Receive the duly filled up and signed application form	None	10 minutes	Administrative Officer HRDO Chief Accounting Chief Budget Officer VCA Chancellor
	1.2 Fill up the necessary information and process approval of the application form	None	2 days	
2. Wait for the approval of application	2.1Once approved by the Chancellor instruct the employee to accomplish the joint undertaking and have it notarized	None	1day	Administrative Officer
	a. Prepare and process the necessary financial documents	None	2 days	Administrative Officer HRDO Chief Accounting Chief Budget Officer VCA Chancellor
3. Applicant fills up the joint undertaking and have this notarized once application is approved.		None	1 day	



2. Employee submits the Official receipt	b. Record the official receipt and submit this to the Accounting Office			Administrative Officer
TOTAL:		None	Provident fund loan: 50 minutes; Computer loan: 7 days, 10 minutes	

30. Processing of applications for Limited Practice of Profession

Applications for Limited Practice of Profession are processed for monitoring of faculty and staff activities on their practice of their profession.

Office or Division:	Human Resources and Development Office
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All qualified faculty members, administrative staff and REPS



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application duly endorsed by the College Dean, HRDO Chief, VCAA and finally approved by the Chancellor		Application form is available in the HRDO/ UIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request online 2. Employee furnishes proof of approval to the HRDO and hard copy of description of LPP	1.1 Approvers endorse the application for final approval of the Chancellor	None	5 days	Administrative Officer HRDO chief VCA/VCAA
	1.2 Employee is notified of approval or disapproval through the UIS	None	1 day	Chancellor Notification is given directly to the employee
	2.1 Receive and file the submitted documents	None	1 day	Administrative Officer
TOTAL:		None	7 days	

31. Processing of Community Chest /Medical Assistance

Application for Community Chest benefits is processed to facilitate reimbursement of purchased medicines or grant of hospitalization benefits.

Office or Division:	HRDO			
Classification:	Simple			
Type of Transaction	G2G-Government to Government			
Who may Avail	Faculty, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Community Chest Form	HRDO		
2	Billing Statement and Official Receipt			
3	Medical Certificate			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get Community Chest application form (HRDO) and fill up form 2. Submit application form to HRDO and attach Official receipt of medicines purchased and medical certificate issued by HSO 3. Claim reimbursement for medical expenses	1.1 Issuance of Community Chest Application form	None	1 minute	Administrative Assistant V
	2.1 Receive the application form and check previous reimbursement of payment for medical/hospital assistance using Community Chest Logbook	None	10 minutes	Administrative Assistant V
	2.2 Prepare for DV and Check for the reimbursement of medical expenses	None	15 minutes	Administrative Assistant V
	2.3 Inform employee to get the check .	None	1 day	Administrative Assistant V
	3.1 Release the check and record the grant of benefit in the logbook	None	5 minutes	Administrative Assistant V
	Total	None	1 day, 31 minutes	

32. PROCESSING OF eHOPE BENEFIT APPLICATION (direct payment to BGH or reimbursement)

To process eHOPE application for payment

Office or Division:	Human Resources Development Office	
Classification:	Highly Technical	
Type of Transaction	G2G-Government to Government	
Who may Avail	All qualified Faculty, REPS, Administrative Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	eHope Form	HRDO
2	Statement of Account	Employee/Hospital
3	Official receipts	Employee
1	Medical certificate and abstract	Employee/Hospital
1	Certificate of employment and certification of eligibility to the eHOPE benefit.	HRDO
1	Copy of the MOA	HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit eHOPE Application Form to HRDO with complete attachments 2.Employee or relative submits the certifications to BGH	1.1. Receive eHOPE application for payment or reimbursement	None	1 day	Administrative Assistant II
	1.2. Check from records the eHOPE balance of the employee		20 minutes	Administrative Assistant II
	1.3. Forward the eHOPE form to the eHOPE committee for evaluation and approval		1 day	Administrative Assistant V
	1.4 Provide the client with the certificates of employment and eligibility to the eHOPE benefit		1 day	
	2.1 Prepare and process the financial documents for the payment of hospital bills to BGHMC		6 days	Administrative Assistant II
	2.2 Pay the clients hospital bills to BGHMC or pay the amount to the employee in case of reimbursement		1 day	Cash Chief
	Total	None	10 days, 20 minutes	

33. Process the following grants (original, renewal, extension): Local Faculty Fellowship; Foreign/ Local Study Leave with or without pay)

Appointments for Study grants are released for recording and reckoning of services in the University. Appointments are also the basis for payment of stipends.

Office or Division:	Human Resources Development Office
Classification:	Highly Technical
Type of Transaction:	1. G2G – Government to Government



Who may avail:		1. Faculty members who are on study fellowship		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved request to study and basic paper duly endorsed by the DAPC, CAPC, APFC and approved by the Chancellor 2. Notice of admission (for new fellows) and Form 5 (for renewal/extension) 3. Local Faculty Fellowship/Study Leave Agreement and Surety agreement (for new fellows) 4. Official copy of grades and/or progress report, duly signed by the thesis/program adviser, in the previous semester (for renewal/extension) 		<p>Colleges</p> <p>Employee provides these</p> <p>HRDO</p> <p>Employee provides these</p>		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit basic paper for study fellowships from the Colleges. Submit also an official copy of grades, Form 5 (for renewal and extension) 2. Receive a copy of the appointment and for new fellows, accomplish the study leave and surety agreement and submits these to the HRDO. 	1.1 Receive the basic papers	None	10 minutes	Administrative Officer III
	1.2 Process the basic papers	None	4 day	Administrative Officer III HRDO Chief. Budget Officer VCAA Chancellor
	1.3 Process the appointment papers for signature of the Chancellor	None	2 days	Administrative Officer III HRDO Chief Chancellor
	2.2 Release the appointment and furnish the Accounting, Budget, College, and Chancellor's office a copy.	None	3 days	Administrative Officer III



3. Request for certificate of employment from HRDO for enrolment	a. Receive the request	None	1 minute	Administrative III
	b. Prepare the certificate of employment	None	10 minutes	Administrative Assistant V
4. Claim the certificate of employment	4.1 Release the certificate of employment	None	5 minutes	Administrative Assistant V
TOTAL:		None	9 days, 26 minutes	

35. Processing of Application for Sabbatical leave

Application for Sabbatical leave is processed for records purposes.

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All qualified faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Approved request Application form Basic paper 		College HRDO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits necessary document for attachment on the basic paper	1. Receive the accomplished basic paper from the College and approval of the application for	None	5 minutes	Administrative Officer III



	Sabbatical leave			
	a. Process the basic papers	None	3 days	Administrative Officer III HRDO Chief Budget Officer VCAA Chancellor
	b. Record the period of Sabbatical leave	None	30 minutes	
	2. Return the basic paper to the college who sends it to the BOR for approval	None	20 minutes	
TOTAL:		None	3 days, 55 minutes	

36. Assistance in acquiring Tax Identification Number (TIN), Philhealth and Pag-Ibig Membership Numbers

New employees need to have TIN for BIR use and to become members of Philhealth as well as Pagibig Funds

Office or Division:		Human Resources Development Office		
Classification:		Simple		
Type of Transaction		G2G-Government to Government		
Who may Avail		Faculty members, REPS and administrative staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	For Philhealth: PMRF form with pertinent attachments	Employee provides this		
2	For Pag-Ibig: MDR form with tracking number	Employee provides this		
3	For TIN: BIR form 2305 or 1992	Employee provides this		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms (Philhealth,	1.1 Receive forms for processing 1.2 Check and Review the form	None	3minutes 15 minutes	Administrative Assistant II



<p>Pagibig, BIR) to HRDO</p> <p>2.Wait for a text message or email for the release of numbers and cards</p>	<p>1.3 Prepare, Encode, Print and Sign certificate for attachments</p> <ul style="list-style-type: none"> a. Submit forms to Philhealth, Pag-Ibig and BIR Offices b. Inform client to wait for text message or email for the release of numbers and cards 		<p>1 day</p> <p>1 day</p> <p>10 minutes</p>	
		<p>Total</p>	<p>2 days, 27 minutes</p>	

Systems and Network Office

External and Internal Services



1. WiFi Device Registration for access to Campus WiFi Network and Internet connectivity

To facilitate device configuration and connection to campus WiFi network for Internet access for Students, Faculty, Staff, Visitors or Guests.

Office or Division:	Systems and Network Office (SNO)	
Classification:	Complex	
Type of Transaction:	G2C-Government to Citizen G2G – Government to Government	
Who may avail:	Students, visitors or guests, Faculty or Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For students, visitors or guests: 1. Form5 or UP ID or Valid ID 2. WiFi Device(s)		System Network Office (?), OUR etc. Client provides requirement
For Faculty or Staff: 1. Valid ID 2. WiFi Device(s)		GSIS, Pag-IBIG, PhilHealth, OUR, etc. Client provides requirement



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SNO for walk-in service	1.1 Validate identity and register presented WiFi device(s), remove previously registered or unnecessary devices	None	20 minutes	Office Administrative Staff Systems and Network Office
2. Present ID or Form5 and WiFi device(s) to the staff on duty	2.1. Test device(s) for working WiFi and Internet connectivity	None	20 minutes	Office Administrative Staff Systems and Network Office
TOTAL:		None	40 minutes	

2. ICT/IS Helpdesk and General Technical Support for UP Information Systems (virtual or on-site), ICT Equipment, Networking Equipment, End-users and/or campus Events

To facilitate ICT/IS technical service, support or assistance for UP Information Systems, ICT Equipment, Networking Equipment, Campus Events, etc. to Students, Faculty, Staff, Visitors or Guests.

Office or Division:	Systems and Network Office (SNO)	
Classification:	Highly Technical	
Type of Transaction:	G2C-Government to Citizen G2G – Government to Government	
Who may avail:	Students, visitors or guests, Faculty or Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For students, visitors or guests: 1. Form5 or UP ID or Valid ID		System Network Office (?), OUR etc.
For Faculty or Staff: 1. Valid ID 2. Approved letter of request or endorsement		GSIS, Pag-IBIG, PhilHealth, OUR, etc. Requesting Office Requesting Office / SNO



3. Job request form (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report concern(s) to SNO via e-mail, phone call or walk-in visit	1.1. Assess concern(s) and queue needed tasks to do	None	1 day	Office Administrative Staff Systems and Network Office
	1.2. Schedule the job request	None	1 day	Office Administrative Staff Systems and Network Office
	1.3. Process request(s) and inform client of result(s) or further advise	None	18 days	Office Administrative Staff Systems and Network Office
TOTAL:		None	20 days	

3. ICT/IS Technical Support for Other UPB Offices

To facilitate in-house ICT/IS technical service, support or assistance for various offices or units on campus.

Office or Division:	Systems and Network Office (SNO)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen G2G – Government to Government			
Who may avail:	Students, Faculty or Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job request form (1 Original Copy)		SNO / Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved	1.1. Assess concern(s) and queue	None	1 day	Office Administrative Staff



job request form at the SNO	needed tasks to do	None	1 day	Systems and Network Office
	1.2. Schedule the job request	None		Office Administrative Staff Systems and Network Office
	1.3. Process request(s) and inform client of result(s) or further advise		18 days	Office Administrative Staff Systems and Network Office
TOTAL:		None	20 days	

4. Checking/Evaluation of University owned Computers and/or IT Equipment
To facilitate inspection or checking of reported problems with campus computers or ICT equipment.

Office or Division:		Systems and Network Office (SNO)		
Classification:		Highly Technical		
Type of Transaction:		G2C-Government to Client G2G – Government to Government		
Who may avail:		Students, Faculty or Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job request form or Pre-repair form (1 copy)		Requesting Office / SNO SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved job request or Pre-repair form along with subject equipment at the SNO	1.1. Assess concern(s) and queue needed tasks to do	None	1 day	Office Administrative Staff Systems and Network Office
	1.2. Schedule the job request	None	1 day	Office Administrative Staff Systems and Network Office
	1.3. Process request(s)	None	17 days	Office Administrative Staff



	and inform client of result(s) or further advise 1.4. Complete Pre-repair form(s) as necessary	None	1 day	Systems and Network Office <i>Office Administrative Staff</i> Systems and Network Office
TOTAL:		None	20 days	

5. Repair of University owned Computers and/or IT Equipment

To facilitate repairs or fixes of reported problems with campus computers or ICT equipment.

Office or Division:		Systems and Network Office (SNO)		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client G2G - Government to Government		
Who may avail:		Students, Faculty or Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job request form (1 copy) Pre-repair form (1 copy) Post-repair form (1 copy, if repair is successful)		Requesting Office / SNO SPMO SNO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit approved job request or Pre-repair form along with subject equipment at the SNO	1.1. Assess concern(s) and queue needed tasks to do	None	1 day	<i>Office administrative staff</i> System Network Office
	1.2. Schedule the job request	None	1 day	<i>Office administrative staff</i> System Network Office
	1.3. Process request(s) and inform client of	None	17 days	<i>Office administrative staff</i> System Network Office
			None	1 day



	result(s) or further advise 1.4. Complete Post-repair form(s) as necessary			<i>Office administrative staff System Network Office</i>
TOTAL:		None	20 days	

6. Deployment of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment

To facilitate installation, configuration or deployment of university owned ICT or networking equipment.

Office or Division:		Systems and Network Office (SNO)		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client G2G - Government to Government		
Who may avail:		Students, Faculty or Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job request form (1 copy)		SNO / Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved job request form at the SNO	1.1. Assess concern(s) and queue needed tasks to do	None	1 day	<i>Office administrative staff System and Network office</i>
	1.2. Schedule the job request	None	1 day	<i>Office administrative staff System and Network office</i>
	1.3. Process request(s) and inform client of result(s) or further advise	None	18 days	<i>Office administrative staff System and Network office</i>
TOTAL:		None	20 days	

7. Management of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment



To facilitate management functions of university owned ICT or networking equipment and facilities.

Office or Division:		Systems and Network Office (SNO)		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client G2G - Government to Government		
Who may avail:		Students, Faculty or Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job request form (1 copy)		SNO / Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit approved job request form at the SNO	1.1. Assess concern(s) and queue needed tasks to do	None	1 day	<i>Office administrative staff</i> System and Network office
	1.2. Schedule the job request	None	1 day	<i>Office administrative staff</i> System and Network office
	1.3. Process request(s) and inform client of result(s) or further advise	None	18 days	<i>Office administrative staff</i> System and Network office
TOTAL:		None	20 days	



Campus Maintenance Office External and Internal Services

1. Fabrication of tables, cabinets, shelves, posting boards, stands etc...including painting or varnishing.

Office or Division:	Carpentry Maintenance Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client G2G – Government to Government



Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of request from CMO overseer and VCA		CMO and VCA		
3. Dimension, design and specs		Client		
4. Bill of materials from CMO		CMO		
5. Purchase request		Client		
6. Pricing materials needed		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Accept approved job request	None	10 days	<i>Administrative Staff</i> Campus Maintenance Office
2. Provide choice dimension, design and specs	2. Prepare bill of materials			
3. Prepare PR for materials needed.	3. Schedule fabrication			
4. Notify CMO if materials needed is already available	4. Start fabrication and deliver finished item/s to client and notify SPMO for documentation			
TOTAL:		None	10 days	

2. Replacement of broken window glass, office table top glass and bulletin board sliding glass covers etc.. if material/s is/are readily available

Office Division:	or	Carpentry Maintenance Office
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government	
Who may avail:	Students, Faculty, REPS, Administrative Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fill-up job request form (CPDMO form No. 2)		CMO
2. Approval of job request from CMO overseer and VCA		CMO and VCA



3. Availability of material/s needed 4. Purchase Request 5. Pricing of materials needed		Client SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA 2. Notify CMO if materials needed is already available	1. Accept approved job request 2. Remove and replace broken glass	None	30 minutes	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	30 minutes	

3. Replacement of broken window glass, office table top glass and bulletin board sliding glass covers etc.. if material/s is/are readily available

Office Division:	or Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2) 2. Approval of job request from CMO overseer and VCA 3. Availability of material/s needed 4. Purchase Request 5. Pricing of materials needed		CMO CMO and VCA Client SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA 2. Prepare PR for materials needed 3. Notify CMO if materials needed is already available	1. Accept approved job request 2. Prepare bill for materials 3. Schedule Requested job and remove and replace broken glass	None	3 days	<i>Administrative staff</i> Campus Maintenance Office



TOTAL:	None	3 days	
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4. Re/painting or re/varnishing (depending on quantity and area measurement), when materials needed are readily available

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Accept approved job request	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
2. Notify CMO if materials needed is already available	2. Schedule Requested job and perform requested job.			
TOTAL:		None	3 days	

5. Re/painting or re/varnishing of depending on quantity and area measurement when materials needed are not available

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
4. Purchase request		Client		
5. Pricing of materials needed		SPMO		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA 2. Provide choice dimension, design and specs 3. Prepare PR for materials needed 4. Notify CMO if materials needed is already available	1. Accept approved job request 2. Prepare bill Schedule Requested job 3. Schedule requested job Perform requested job. 4. Perform requested job	None	20 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	20 days	

6. Repair / replacement of Simple leaking roofs, gutters, sewer pipes and water pipe lines

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Schedule and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	3 days	



7. Repair / replacement of complicated leaking roofs, gutters, sewer pipes and water pipelines

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
4. Purchase request		Client		
5. Pricing of materials needed		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Accept approved job request	None	20 days	<i>Administrative staff</i> Campus Maintenance Office
2. Provide choice dimension, design and specs	2. Prepare bill Schedule Requested job			
3. Prepare PR for materials needed	3. Schedule requested job Perform requested job.			
4. Notify CMO if materials needed is already available	4. Perform requested job			
TOTAL:		None	20 days	

8. Replacement of urinal cartridges, repair/replacement of leaking/defective faucets, gate/ball/float/foot valves and water closet fittings.

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	3 days	

9. Re/tiling of floors, sinks walls etc...

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
4. Purchase request		Client		
5. Pricing of materials needed		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Accept approved job request	None	20 days	<i>Administrative staff</i> Campus Maintenance Office
2. Provide choice dimension, design and specs	2. Prepare bill Schedule Requested job			
3. Prepare PR for materials needed	3. Schedule requested job Perform requested job.			



4. Notify CMO if materials needed is already available	4. Performed requested job			
TOTAL:		None	20 days	

10. Repair and preventive maintenance of water pumps of the university

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Accept approved job request	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
2. Acceptance of job performed	2. Schedule Requested job and perform requested job.			
TOTAL:		None	3 days	

11. Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges, offices, and janitorial services

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
		CMO and VCA		



2. Approval of job request from CMO overseer and VCA 3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Accept approved job request and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	3 days	

12. Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2) 2. Approval of job request from CMO overseer and VCA 3. Availability of material/s needed 4. Purchase request 5. Pricing of materials needed		CMO CMO and VCA Client Client SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA 2. Provide choice dimension, design and specs 3. Prepare PR for materials needed 4. Notify CMO if materials needed	1. Accept approved job request 2. Prepare bill Schedule Requested job 3. Schedule requested job Perform requested job. 4. Perform requested job	None	20 days	<i>Administrative staff</i> Campus Maintenance Office



is already available				
TOTAL:		None	19 ays	

13. Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc... when material/s needed is/are available

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	2. Schedule and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	3 days	

14. Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc... when material/s needed is/are not available

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		



4. Purchase request 5. Pricing of materials needed		Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA 2. Provide choice dimension, design and specs 3. Prepare PR for materials needed 4. Notify CMO if materials needed is already available	1. Accept approved job request 2. Prepare bill Schedule Requested job 3. Schedule requested job 4. Perform requested job.	None	20 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	20 days	

15. Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are available

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Schedule Requested job and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office
TOTAL:		None	3 days	



16. Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are not available

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
4. Purchase request to		Client		
5. Pricing of materials needed		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Accept approved job request	None	20 days	<i>Administrative staff</i> Campus Maintenance Office
2. Provide choice dimension, design and specs	2. Prepare bill Schedule Requested job			
3. Prepare PR for materials needed	3. Schedule requested job Perform requested job.			
4. Notify CMO if materials needed is already available	4. Perform requested job			
TOTAL:		None	20 days	

17. Set-up and operate sound/lighting system for various events or activities inside or outside the University

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Accept approved job request	None	3 hours	<i>Administrative staff</i> Campus Maintenance Office
2. Provide location and physical arrangement of venue	2. Set-up and operate sound/lighting equipments			<i>Utility Personnel</i>
TOTAL:		None	3 hours	

18. Prepare/provide assessment, sketches, plans, bill of quantities and submit to requesting client

Office or Division:	Carpentry Maintenance Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available	1. Accept approved job request	None	5 days	1. <i>Administrative staff</i> Campus Maintenance Office
2. Provide location, utilization, preferred specs	2. Provide plans and BoQ to client			<i>Project Engineers</i> Vice Chancellor for Administration



TOTAL:	None	5 days	
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19. Welding/iron works that are simple

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Schedule Requested job and perform and finish requested job.	None	3 days	<i>Administrative staff Campus Maintenance Office</i>
TOTAL:		None	3 days	

20. Welding/iron works that are complicated and materials needed are not available

Office or Division:	Carpentry Maintenance Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2)		CMO		
2. Approval of job request from CMO overseer and VCA		CMO and VCA		
3. Availability of material/s needed		Client		
4. Purchase request		Client		
5. Pricing of materials needed		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form	1. Accept approved job request	None	20 days	<i>Administrative staff</i>



No. 2) with approval from CMO and VCA 2. Provide choice dimension, design and specs 3. Prepare PR for materials needed 4. Notify CMO if materials needed is already available 5. Acceptance of job request performed	2. Prepare bill Schedule Requested job 3. Schedule requested job Perform requested job. 4. Start requested job 5. Finish requested job			Campus Maintenance Office
TOTAL:		None	20 days	

21. Cleaning services

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2) 2. Approval of job request from CMO overseer and VCA 3. Availability of material/s needed		CMO CMO and VCA Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Schedule and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office <i>Utility workers</i>
TOTAL:		None	3 days	



22. Hauling services

Office or Division:	Carpentry Maintenance Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Students, Faculty, REPS, Administrative Staff, Canteens Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-up job request form (CPDMO form No. 2) 2. Approval of job request from CMO overseer and VCA 3. Availability of material/s needed		CMO CMO and VCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA	1. Schedule and perform requested job.	None	3 days	<i>Administrative staff</i> Campus Maintenance Office <i>Utility workers</i>
TOTAL:		None	3 days	



UP Baguio Day Care Center External Services



1. Child Care and Child Minding

Informal Early Childhood Education is done through conducting age appropriate activities to develop social, emotional, physical and psychological being of the child

Office or Division:	UP Baguio Day Care Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Children and dependents of UP Baguio Admin Staff, REPS, Faculty, Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form 2. Orientation of parent upon first enrolment of the child		Day Care Center Manager of the Day Care Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the registration form 2. Parent/guardian personally bring and fetch kid to and from the center	1. Accept the form and conduct orientation to parents (individual or group) 2. Parent/s guardian are required to log-in/log-out (policy compliance) 3. Day care workers attend to the daily tasks related to child minding and child-care 4. Supervision of the Day Care workers tasks/provides assessment, feedback through meetings/ conferences; monitoring of policy	Socialized fees based on income of parents. Registration fee of Php100.00	45 minutes 5 minutes 8 hours per Day Care worker 1 hour a day	<i>Day Care Manager</i> Office of Guidance and Counseling <i>Day Care workers</i> UP Baguio Day Care Center <i>Day Care workers</i> UP Baguio Day Care Center <i>Day Care Manager</i> UP Baguio Day Care Center



	implementation			
TOTAL:			9 hours 55 minutes	

2. Informal Early Childhood Education

Informal Early Childhood Education is done through conducting age appropriate activities to develop social, emotional, physical and psychological being of the child

Office or Division:		UP Baguio Day Care Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Children and dependents of UP Baguio Admin Staff, REPS, Faculty, Undergraduate and Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Age-appropriate activities, materials, personal belongings and snacks/food for the whole day		Provision of parents Activities/materials – provided by the Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring foods/personal belongings of each child	1. Assessing of needs	None	10 minutes	<i>Day Care workers</i> UP Baguio Day Care Center
2. Parents feed their kids during lunch	2. Monitoring and implementation of policy	None	10 minutes	<i>Day Care workers</i> UP Baguio Day Care Center
3. Conduct age appropriate activities	3. Observance of time, behaviors, implementation of educational activities	None	4 hours each worker	<i>Day Care workers</i> UP Baguio Day Care Center
TOTAL:			4 hours, 20 minutes	

3. Others (Parenting fora; Gender Sensitivity Orientation; Parents Collective meeting; Management Assessment; Parent Conference, Management meeting)

The services is done to contribute to the policy development and management improvement of the Day Care Center

Office or Division:	Day Care Center
Classification:	Complex
Type of Transaction:	G2C – Government to Client



Who may avail:		Parents/ Guardians, Advisory Committee, Management, Parents Collective		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice 2. Approved letter 3. Invitation letter 4. Justification letter if needed 5. Preparation/approval of PR, DV, BUR/one shot appointment for speakers		Manager's Office VCA's approval Manager's Office Manager's Office Cash/budget office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance to fora, meetings, case conferences	1. Implement activities identified in the PPMP for parents and kids	As reflected in the PPMP	3 days	<i>Management staff (Manager and Day Care workers)</i> UP Baguio Day Care Center
2. Conduct of Day Care Advisory Committee	2. Preparation of logistics, agenda, invitation letter, and documentation	None	3 days	<i>Manager Senior Day Care worker</i> UP Baguio Day Care Center
3. Parents collective meeting	3. Preparation of logistics, agenda, invitation letter, and documentation	None	3 days	<i>Manager Senior Day Care Worker</i> UP Baguio Day Care Center
TOTAL:			9 days	



Security Office

External Services



1. Issuance of Visitors Pass

To provide ID pass for outsiders when entering the campus

Office or Division		Security Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who may avail		Visitors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Original Identification Card of Client (GSIS, SSS, PhilHealth, Passport, Driver's License etc.)			Government Agencies (GSI, SSS PhilHealth, DFA, LTO etc.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID / Letter Request to the Security Personnel on duty at the guardhouse.	1.1. Validate presented ID.	None	2 minutes	Security Personnel on Duty Security Office
2. Input Log in Information on the Security Log Book.	2.1. Get Security Log Book then let visitor input his/her log in information.	None	3 minutes	Security Personnel on Duty Security Office
3. Claim Visitor's Pass.	3.1. Issue Visitor's Pass	None	2 minutes	Security Personnel on Duty Security Office
TOTAL:		None	7 minutes	



Security Office Internal Services

1. Preparation of Incident Report



Submission of Incident Report to requesting office.

Office or Division		Security Office		
Classification		Simple		
Type of Transaction		G2C-Government to Government		
Who may avail		UPB Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter of Request / Memo (1 Original Copy)			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Letter Request to Security Guard Personnel on Duty	1.1. Receive forwarded Letter Request / Memo.	None	2 minutes	<i>Security Guard III UPB Security Office</i>
	1.2. Prepare and encode Incident Report Requested	None	4 hours	<i>Security Guard III UPB Security Office</i>
	1.3. Print 2 Copies of Incident Report (Signed and Noted by the Head of Security Office, VCA and Chancellor)	None	3 minutes	<i>Security Guard III UPB Security Office</i>
	1.4. Forward Incident Report to concerned Office.	None	5 minutes	<i>Security Guard III UPB Security Office</i>
2. Receive submitted Incident Report.	2.1. Keep 1 copy for Filing Purposes.	None	2 minutes	<i>Security Guard III UPB Security Office</i>
TOTAL:		None	4 hours and 12 minutes	



Office of the Vice Chancellor for Academic Affairs

External Services



1. Encode, print and distribute letters, notices, memorandum and other communication documents

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2G – Government to Government 3. G2B – Government to Business			
Who may avail:	1. Other government agencies (CHED, DOST, etc.) 2. Other businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter / notices / memorandum / other communications		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation	1. The OVCAA will accept and receive; 2. VCAA will draft the letter / notice / memo / other communication documents; and 3. The OVCAA will record to logbook and forward to appropriate office/s	None	3 Days	<i>Administrative Assistant V/ Administrative staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Administrative Assistant V/ Administrative staff</i> Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	1 Day	



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



1. Assist information queries from various offices and forward requests for action/s to OVPAA

The OVCAA identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities. Thus, it serves as a link between UP Baguio and UP System, especially the OVPAA.

Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB REPS / Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written letter request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written letter request; and 2. Await OVPAA's action	1. Accept and receive the written request; 2. Endorse the request; 3. Forward request to OVPAA; and 4. Inform client about the OVPAA's action	None	3 Days	<i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	30 Days	

2. Assist information queries from various offices and forward requests for action/s to OVCAA

The OVCAA identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities. Thus, it serves as a link between UP Baguio and UP System, especially the OVPAA.



Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB REPS / Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give a verbal request; and 2. Await OVPAA's action	1. Note the verbal request; 2. Forward request to OVPAA; and 3. Inform client about the OVPAA's action	None	3 Days	<i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	31 Days	

5. Preparation of Ph.D. Incentive Grant Notification & Contract

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” The PhD Incentive Grant aims to cultivate a culture of research towards the promotion of academic excellence in the University. The Grant aims to provide the necessary incentive and support to tenured faculty members of UP Baguio who recently obtained their PhD and who wish to sustain research/creative work in their fields. It also aims to serve as an incentive for new PhDs to publish their dissertation work in a reputable, refereed journal. In this way, the grantee can begin establishing a publication record that strengthens the faculty's chances of obtaining future grants for further academic work.

Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tenured faculty who recently obtained his/her Ph.D.; 2. Letter request		NA		



3. Copy of Abstract of paper and proof of graduation; and 4. Chancellor's Approval				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified faculty should submit a letter request to the OVCAA; 2. Attach a copy of abstract of paper and proof of graduation; 3. Await for Chancellor's approval; and 4. When approved, the contract will have to be notarized.	1. The OVCAA will accept and receive the request; 2. VCAA will endorse/not endorse the request; 3. Forward to the Chancellor for his action; and 4. Once approved, the OVCAA will prepare the notification and contract.	None	7 Days	<i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor <i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	7 Days	

6. Preparation of RLC / SLC / CWLC Notification

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” UP Baguio encourages and supports undertakings of its faculty members in research and creative work through Research Load Credit / Creative Work Load Credit. UP Baguio also gives Study Load Credit to faculty members who are enrolled, while carrying a teaching load, so they can have more time to study and finish their degree programs in the shortest time possible.

Office or Division:	Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB Faculty



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of faculty with DAPC/CAPC endorsements; and 2. Executive Committee approval		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified faculty should submit a letter request to the University Registrar with DAPC/CAPC Endorsement; and 2. Await for Executive Committee's approval	1. University Registrar will collate all requests and submit to the VCAA; 2. VCAA presents requests in the Executive Committee Meeting; 3. The Executive Committee will act on all requests; and 4. Once approved, the OVCAA will prepare the notification.	None	20 Days	<i>University Registrar</i> Office of the University Registrar <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Executive Committee</i> <i>Administrative Assistant V</i> Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	20 ays	

7. Preparation of Professorial Chair and Faculty Grant Notification and Certificate of Award

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” A professorial chair is a form of recognition for achievement in the academe, established to advance knowledge and learning in various fields or disciplines. Chairs are positions supported by special endowments and awarded to members of the faculty at the tertiary level who have distinguished themselves in the fields they represent.



Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Nomination form recommended by the Dean; and 2. APFC endorsement with Chancellor's approval		Nomination Form from OVCAA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified faculty should submit a letter request to the Dean, endorsed by DAPC/CAPC; 2. Fill-out the nomination form, and have the Dean's signature; 3. Await for Chancellor's approval	1. The OVCAA will accept and receive the request; 2. The APFC will endorse/not endorse the request; and 3. Forward to the Chancellor for his action 4. Once approved, the OVCAA will prepare the notification and certificate.	None	20 Days	<i>Administrative Assistant V/ Administrative staff Office of the Vice Chancellor for Academic Affairs Academic Personnel and Fellowships committee</i>
TOTAL:		None	20 ays	

8. Encode, print and distribute letters, notices, memorandum and other communication documents

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

Office or Division:	Office of the Vice Chancellor for Academic Affairs		
Classification:	Simple		
Type of Transaction:	1. G2G – Government to Government		
Who may avail:	1. UPB / UPS stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



1. Letter / notices / memorandum / other communications		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request / invitation	<p>1. The OVCAA will accept and receive;</p> <p>2. VCAA will draft the letter / notice / memo / other communication documents; and</p> <p>3. The OVCAA will record to logbook and forward to appropriate office/s</p>	None	3 Days	<p><i>Administrative Assistant V/ Administrative staff</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Administrative Assistant V/ Administrative staff</i> Office of the Vice Chancellor for Academic Affairs</p>
TOTAL:		None	2 Days	

9. Provide verification result for International Publication Awards (IPA) application in SCOPUS or Web of Science indexing (INTERNAL)

“The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.” The purpose of the IPA for journal articles, is to encourage faculty, REPS and students to contribute to the body of knowledge in their respective fields/discipline by publishing in internationally respected journals that are peer-reviewed and adhere to high standards of scholarship. On the other hand, the IPA for books/chapters of books aims to reinforce scholarly publications by faculty, REPS and students and project the University in the global community of academic institutions.

Office or Division:	Office of the Vice Chancellor for Academic Affairs
Classification:	Simple



Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IPA Application Form		IPA Forms can be downloaded from: https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits IPA application; and 2. Await for VCAA's endorsement	1. The OVCAA will accept & receive, and verify the publication from SCOPUS or Web of Science Index; 2. VCAA will sign the form; and 3. The OVCAA will record to logbook and forward to appropriate college	None	3 Days	<i>Administrative Assistant V/ Administrative staff Office of the Vice Chancellor for Academic Affairs</i>
TOTAL:		None	1 Days	

10. Approve all incoming DVs/OBRs/BURs/PRs, etc. for signature of the VCAA; double check UIS path approver before releasing DVs and PRs to other offices
The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

Office or Division:	Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DVs/OBRs/BURs/PRs, etc.		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the DVs/OBRs/BURs/PRs, etc. (including its attachments) to the OVCAA	1. The OVCAA will accept and receive;	None	3 Days	<i>Administrative Assistant V/ Administrative staff</i>



	2. VCAA will sign the documents; and 3. The OVCAA will double check UIS path approver, record to logbook and forward to appropriate office/s			Office of the Vice Chancellor for Academic Affairs
TOTAL:		None	3 Days	



Office of the University Registrar

External Services



1. Processing of certifications

Issuance of certifications needed by students applying for further studies, scholarship, employment, transferring to other UP units/schools and other legal purposes.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OUR Form 1 (1 copy)		OUR counter		
2. Official Receipt of payment (1 original)		UPB Cash Office		
3. Diploma of requester - for translation of diploma (1 original or photocopy/scanned copy)		c/o requester		
4. TOR and diploma - for authentication (1 original)		c/o requester		
5. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
6. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
7. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
8. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the form.</i></p>	<p>1. Give instructions to the client</p>	<p>None</p>	<p>3 mins</p>	<p>Ma. Theresa Alambra/Philip De Vera</p>
<p>2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i></p>	<p>2. Accept payment of request and issue Official Receipt</p>	<p>P20.00 per page or copy</p>	<p>10 mins</p>	<p>Personnel on duty</p>
<p>3. Submit the duly accomplished OUR Form 1 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i></p>	<p>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub</p>	<p>None</p>	<p>5 mins</p>	<p>Ma. Theresa Alambra/Philip De Vera</p>
<p>4. Leave the OUR counter.</p>	<p>4. Start processing of request: 4.1 Retrieve student jacket, check record of student & compute (if necessary) 4.2 Encode and print certification 4.3 University Registrar signs the certification 4.4 Dry seal the authenticated copies of TOR and diploma</p>	<p>None</p>	<p>1 day</p>	<p>Ma. Theresa Alambra/Philip De Vera</p>



5. Return to the OUR counter for the release of the certification. <i>Note: Make sure to check the document before leaving.</i>	5. Release of certification/authenticated copies to client	None	5 mins	Ma. Theresa Alambra/Philip De Vera
TOTAL :		P20.00 per page or copy X no. of copies/pages	1 day & 23 mins	

2. Processing of true copy of grades (TCG)

Issuance of true copy of grades (TCG) needed by students applying for further studies, scholarship, employment, transferring to other UP units/schools and other legal purposes.

Office or Division:	Office of the University Registrar (OUR)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. OUR Form 1 (1 copy)	OUR counter	
2. Official Receipt of payment (1 original)	UPB Cash Office	
3. Latest university clearance for graduating, graduated and old returning students (1 original)	College of student	
4. Valid identification card of the requester (1 original)	BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG	
5. Authorization letter with signature of the requester (1 original or photocopy/scanned)	c/o requester	
6. Valid identification card of the requester (1 photocopy/scanned)	BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG	



7. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the form.</i>	1. Give instructions to the client	None	3 mins	Ma. Theresa Alambra/Philip De Vera
2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i>	2. Accept payment of request and issue Official Receipt	P20.00 per page	10 mins	Personnel on duty
3. Submit the duly accomplished OUR Form 1 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i>	3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub	None	5 mins	Ma. Theresa Alambra/Philip De Vera
4. Leave the OUR counter.	4. Start processing of request: 4.1 Retrieve and check information from the database 4.2 Edit retrieved information in a printable format	None	1 day	Jay Mapalo



	4.3 Print TCG 4.4 Student Records Evaluator or representative signs the TCG 4.5 Dry seal the TCG			
5. Return to the OUR counter for the release of the TCG. <i>Note: Make sure to check the document before leaving.</i>	5. Release of TCG to client	None	5 mins	Jay Mapalo/Philip De Vera
TOTAL :		P20.00 per page X no. of pages	1day & 23 mins	

3. Processing of certified true text of diploma (2nd copy of diploma)

Issuance of certified true text of diploma (2nd copy of diploma) to students who lose original copy of diploma.

Office or Division:	Office of the University Registrar (OUR)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. OUR Form 1 (1 copy)		OUR counter
2. Official Receipt of payment (1 original)		UPB Cash Office
3. Affidavit of loss (1 original)		Notary public or any Lawyer practicing notary
4. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG
5. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester
6. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG



7. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the form.</i>	1. Give instructions to the client	None	3 mins	Ma. Theresa Alambra/Philip De Vera
2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i>	2. Accept payment of request and issue Official Receipt	P200.00 (Note: one copy only)	10 mins	Personnel on duty
3. Submit the duly accomplished OUR Form 1 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i>	3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub	None	5 mins	Ma. Theresa Alambra/Philip De Vera
4. Leave the OUR counter.	4. Start processing of request: 4.1 Retrieve student jacket & check record of student 4.2 Encode and print certified true text of diploma	None	1 day	Philip De Vera



	4.3 University Registrar signs the certified true text of diploma 4.4 Dry seal the certified true text of diploma			
5. Return to the OUR counter for the release of the certified true text of diploma. <i>Note: Make sure to check the document before leaving.</i>	5. Release of the certified true text of diploma to client	None	5 mins	Ma. Theresa Alambra/Philip De Vera
TOTAL :		P200.00 (Note: one copy only)	1day & 23 mins	

4. Processing of Certificate of Authentication and Verification (CAV) for Department of Foreign Affairs

Issuance of Certificate of Authentication and Verification (CAV) to students applying for further studies, scholarship and employment abroad to be submitted to Department of Foreign Affairs (DFA) for Red Ribbon/Apostile purposes.

Office or Division:	Office of the University Registrar (OUR)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. OUR Form 1 (1 copy)		OUR counter	
2. Official Receipt of payment (1 original)		UPB Cash Office	
3. Documents for CAV - TOR, diploma & translation of diploma (1 original)		c/o requester	
4. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG	



5. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
6. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
7. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the form.</i>	1. Give instructions to the client	None	3 mins	Ma. Theresa Alambra/Philip De Vera
2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i>	2. Accept payment of request and issue Official Receipt	P20.00 - translation of diploma; P20.00 - authenticated copy of diploma; P60.00 - authenticated copy of TOR; P50.00 - CAV fee	15 mins	Personnel on duty
3. Submit the duly accomplished OUR Form 1 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i>	3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub	None	5 mins	Ma. Theresa Alambra/Philip De Vera/Jennifer Geronimo



<p>4. Leave the OUR counter.</p>	<p>4. Start processing of request: 4.1 Prepare certification of translation of diploma 4.2 Authenticate TOR and diploma 4.3 Encode and print CAV 4.4 University Registrar signs the authenticated documents, certification of translation of diploma and CAV 4.5 Dry seal the authenticated copies, translation of diploma and CAV</p>	<p>None</p>	<p>1 day</p>	<p>Ma. Theresa Alambra/Philip De Vera/Jennifer Geronimo</p>
<p>5. Return to the OUR counter for the release of the Certificate of Authentication and Verification. <i>Note: Make sure to check the document before leaving.</i></p>	<p>5. Release of the Certificate of Authentication and Verification (CAV) to client</p>	<p>None</p>	<p>5 mins</p>	<p>Ma. Theresa Alambra/Philip De Vera/Jennifer Geronimo</p>
<p>TOTAL:</p>		<p>P 150.00 per copy X no. of copies</p>	<p>1day & 28 mins</p>	



5. Processing of Honorable dismissal (HD)

Issuance of honorable dismissal to students who are transferring to another school outside UP system.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OUR Form 1 & 2 (1 copy)		OUR counter		
2. Latest university clearance (1 original)		College of student		
3. Official Receipt of payment (1 original)		UPB Cash Office		
4. Signed letter of parents of student stating reasons of HD (for undergraduate students) (1 original)		Parents of requester		
5. Signed letter of student stating reasons for HD (for graduate students) (1 original)		c/o requester		
6. Exit counseling slip/form (for undergraduate students only) (1 original)		Office of Counseling and Guidance (OCG, UPB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get OUR Form 1 & 2 from the OUR counter. <i>Note: Make sure to completely fill out the forms.</i>	1. Give instructions to the client	None	3 mins	Ma. Theresa Alambra/Philip De Vera
2. Proceed to OCG, UPB to secure exit counseling slip/form.	2. Conduct exit counseling	None	1 hr	UPB Guidance Counselor



<p>3. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i></p>	<p>3. Accept payment of request</p>	<p>P 20.00 (1 copy only of HD); P 20.00 (1 copy only of certificate of no pending case); P20.00 (1st - 2nd yr) to P40.00 (3rd yr & above)-TCG; P30.00 per page (TOR)</p>	<p>10 mins</p>	<p>Personnel on duty</p>
<p>4. Submit the duly accomplished OUR Form 1 & 2 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i></p>	<p>4. Receive OUR Form 1 & 2 and check completeness of information and attachments then issue claim stubs</p>	<p>None</p>	<p>5 mins</p>	<p>Ma. Theresa Alambra/Philip De Vera/Jennifer Geronimo</p>
<p>5. Leave the OUR counter.</p>	<p>5. Start processing of request: 5.1 Retrieve student jacket & check records of student 5.2 Encode and print certification of no pending case and Honorable dismissal</p>	<p>None</p>	<p>1 day</p>	<p>Ma. Theresa Alambra/Philip De Vera</p>



	5.3 University Registrar signs the certification of no pending case and Honorable dismissal			
6. Return to the OUR counter for the release of the Honorable dismissal and certification of no pending case. <i>Note: Make sure to check the document before leaving.</i>	6.1 Release of the Honorable dismissal (HD) and certification of no pending case to client	None	5 mins	Ma. Theresa Alambra/Philip De Vera
TOTAL:		P 90.00 (1st to 2nd yr) to 170.00 (3rd to 4th yr)	1 day, 1 hr. & 23 mins	

6. Processing of Loss School ID and new alumni ID

Issuance of loss school ID and new alumni ID

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OUR Form 1 (1 copy)		OUR counter		
2. Affidavit of loss (for lost IDs) (1 original)		Notary public or any Lawyer practicing notary		
3. Official receipt of payment (1 original)		UPB Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the forms.</i>	1. Give instructions to the client	None	3 mins	Ma. Theresa Alambra/Philip De Vera
2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i>	2. Accept payment of request	P74.00 (replacement of school ID); P200.00 (alumni ID)	5 mins	Personnel on duty
3. Submit the duly accomplished OUR Form 1 and other document to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i>	3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stubs	None	5 mins	Ma. Theresa Alambra/Philip De Vera
4. Wait for the processing and release of ID	4. Start processing of request: 4.1 Retrieve student information from database. 4.2 Take picture of client and signature 4.3 Edit and print ID 4.4 Release of ID to the client	None	30 mins	Philip De Vera



TOTAL:	P74.00 (replacement of school ID); P200.00 (alumni ID)	43 mins	
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7. Processing of Transcript of Records (TOR)

Issuance of Transcript of Records needed by students applying for further studies, scholarship, employment, transferring to other UP unit/schools and other legal purposes.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OUR Form 2 (1 copy)		OUR counter		
2. Official Receipt of payment (1 original)		UPB Cash Office		
3. Latest university clearance (1 original)		College of student		
4. Honorable dismissal (for students transferring to other schools) (1 original)		OUR		
5. Request letter from school (for students transferring to other schools and further studies) (1 original or scanned copy)		Requesting school		
6. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
7. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
8. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
9. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Get OUR Form 2 from the OUR counter. <i>Note: Make sure to completely fill out the forms.</i></p>	<p>1. Give instructions to the client</p>	<p>None</p>	<p>3 mins</p>	<p>Jennifer Geronimo/Ma. Theresa Alambra</p>
<p>2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i></p>	<p>2. Accept payment of request</p>	<p>P30.00 per page <i>Note: usually 3 pages</i></p>	<p>5 mins</p>	<p>Personnel on duty</p>
<p>3. Submit the duly accomplished OUR Form 2 and other documents to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i></p>	<p>3. Receive OUR Form 2 and check completeness of information and attachments then issue claim stubs</p>	<p>None</p>	<p>5 mins</p>	<p>Jennifer Geronimo/Ma. Theresa Alambra</p>
<p>4. Leave the OUR.</p>	<p>4. Start processing of request: 4.1 Retrieve student jacket & check completeness of credentials 4.2 Encode entries in the draft TOR 4.3 Print the draft TOR for checking of SRE</p>	<p>None</p>	<p>15 days</p>	<p>Jennifer Geronimo / SRE II</p>



	4.4 Final encoding of corrections (if any) and printing for signature of University Registrar 4.5 Photocopying of TOR for file, stamping of dry seal and preparing acknowledgement slip			
5. Return to the OUR counter for the release of the TOR. <i>Note: Make sure to check the document before leaving.</i>	5. Release of the Transcript of Records (TOR)	None	5 mins	Jennifer Geronimo/Ma. Theresa Alambra
TOTAL:		P90.00 X no. of copies	15 days & 18 mins	

8. Processing of Request for verification / authentication of student records (personal or through representative)

Authentication and verification of student records through appearance of requester to be used for employment and further studies.

Office or Division:	Office of the University Registrar (OUR)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens / G2G - Government to Government	
Who may avail:	Students; other private or government institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. OUR Form 1 (1 copy)		OUR counter
2. Official request with student consent (1 original or scanned copy from email)		c/o requester
3. Official Receipt of payment (1 original)		UPB Cash Office



4. Valid identification card of the requester (1 original)	BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG
5. Authorization letter with signature of the requester (1 original or photocopy/scanned)	c/o requester
6. Valid identification card of the requester (1 photocopy/scanned)	BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG
8. Valid identification card of the representative (1 original or photocopy)	BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get OUR Form 1 from the OUR counter. <i>Note: Make sure to completely fill out the form)</i>	1. Give instructions to the client	None	3 mins	Jennifer Geronimo / SRE II
2. Pay the required fees at the UPB Cash Office. <i>Note: Make sure to secure the Official Receipt after paying the required fees.</i>	2. Accept payment of request	P50.00 per student	5 mins	Personnel on duty
3. Submit the duly accomplished OUR Form 1 and other document to the staff at the OUR counter. <i>Note: Make sure the form is completely filled out and requirements are attached.</i>	3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stubs	None	5 mins	Jennifer Geronimo / SRE II



4. Leave the OUR counter.	4. Start processing of request: 4.1 Retrieve student jacket and verify scholastic records 4.2 Encode student information required for verification/authentication and signed by the University Registrar 4.3 Photocopying of verification/authentication for file, stamping of dry seal and putting it in an official envelop (if necessary)	None	1 day	Jennifer Geronimo
5. Return to the OUR counter for the release of the verification/authentication <i>Note: Make sure to check the document before leaving.</i>	5. Release verification / authentication to the client	None	5 mins	Jennifer Geronimo / SRE II
TOTAL:		P50.00 per student	1 day & 18 mins	

9. Processing of Request for verification / authentication of student records (through email)

Authentication and verification of student records through email of requester, school or authorized verifier to be used for employment and further studies.

Office or Division:	Office of the University Registrar (OUR)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens / G2G - Government to Government



Who may avail:	Students; other private or government institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official request with student consent (1 original or scanned copy from email)		c/o requester		
2. Proof of payment (1 printed copy from email or 1 original from courier service)		Courier (.i.e. LBC, JRS) or email for money/bank transfer/deposit		
3. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
4. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
5. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
6. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through official email of OUR	1. Reply through OUR email and give instructions	None	5 mins	Jennifer Geronimo / SRE II
2. Send payment through money/bank transfer or courier.	2. Wait for notification of payment through money/bank transfer or courier	P 50.00 (local) / \$ 20 (international) per student	3 days	
3. Notify OUR through email for payment sent through money/bank transfer or courier.	3. Acknowledge the notification/courier, print transaction and submit to the UPB Cash office for verification/confirmation of payment and issuance of Official Receipt	None	10 mins	Jennifer Geronimo / SRE II / Person on duty at the UPB cash office



<p>4. Wait for the processing of the request.</p>	<p>4. Start processing of request:</p> <p>4.1 Retrieve student jacket and verify scholastic records</p> <p>4.2 Encode student information required for verification/authentication and signed by the University Registrar</p> <p>4.3 Photocopying of verification/authentication for file, stamping of dry seal and putting it in an official envelop (if requested)</p>	<p>None</p>	<p>5 days</p>	<p>Jennifer Geronimo / SRE II</p>
<p>5. Receive electronic copy of the verification / authentication request through OUR email. <i>Note: original copy may be picked up personally or through an authorized representative</i></p>	<p>5. Release of the verification/authentication request through OUR email.</p>	<p>None</p>	<p>5 mins</p>	
<p>TOTAL:</p>		<p>P 50.00 (local) per student / \$ 20 (international) per student</p>	<p>8 days & 20 mins</p>	



10. Release of diploma

Diploma is released to students after graduation to be used for further studies, scholarship and employment. This is only done after the Printing Press and Supplies and Management Office (SPMO), UPB delivers the diploma to OUR.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest university clearance (1 original or scanned copy)		College of student		
2. Transcript of Records (TOR) (1 original/ photocopy/ scanned copy)		c/o requester		
3. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
4. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
5. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
6. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the issuance of diploma.	1. Start processing of diploma delivered by SPMO	None	1 day	Ma. Theresa Alambra



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	1.1 Prepare alphabetized list of graduates by merging the list of graduates of Midyear Term, First and Second Semesters				
	1.2 Check the diploma against the list of graduates		4 hrs		
	1.3 Secure the signature of the College Deans (Arts & Comm, Science & Social Sciences) and Chancellor		10 days		College Deans / Chancellor
	1.4 Check completeness of signatures		4 hrs		Ma. Theresa Alambra
	1.5 Paste gold seal and stamp dry seal		2 days		
	1.6 Alphabetize diploma for easy release to graduates		4 hrs		
2. Return to the OUR counter for the release of diploma	2. Release of the diploma		5 mins	Ma. Theresa Alambra/Other OUR staff	



TOTAL:	Diploma is included in the application fee for graduation	13 days & 12 hrs & 5 mins	
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11. Answers to Queries

Repond to queries on admission, registration, readmission, graduation matters and other related queries.

Office or Division:	Office of the University Registrar (OUR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires at the OUR counter or through phone or email with regards to admission, transfer and readmission requirements; academic delinquencies, graduation and other related queries	1. Respond to queries personally or through phone or email; check student records (if necessary)	None	5 - 30 mins	Jennifer Geronimo
TOTAL:		None	5 - 30 mins	

12. Submission of data

Periodic submission of data to requesting institutions and students to be used for thesis, research and reports.



Office or Division:	Office of the University Registrar (OUR)			
Classification:	Complex			
Type of Transaction:	G2G; G2C - Government to Government; Government to Citizens			
Who may avail:	Students; other private or government institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memo or letter from requesting student/ / institution / agency (1 original/emailed copy)		Office of requesting agency		
2. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to OUR	1. Accept or acknowledge through email the letter of request	None	5 mins	Jay Mapalo
2. Leave the OUR	2. Retrieve data from data base and format to a desired output; seeks approval of the University Registrar	None	7 days	
3. Return to OUR or email the OUR for the release of request	3. Release of the request personally or through OUR email	None	5 mins	
TOTAL:		None	7 days & 10 mins	

13. Signing of University Clearance

Signing of university clearance of students which will be used for requesting documents.

Office or Division:	Office of the University Registrar (OUR)
Classification:	Simple



Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University clearance (1 original)		College of the student		
2. Valid identification card of the requester (1 original)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
3. Authorization letter with signature of the requester (1 original or photocopy/scanned)		c/o requester		
4. Valid identification card of the requester (1 photocopy/scanned)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
5. Valid identification card of the representative (1 original or photocopy)		BIR, LTO, DFA, PRC, DSWD, School, Organization/Company, GSIS, SSS, Post Office, PAG-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give and wait for the University clearance at the OUR counter <i>Note: be sure to present authorization letter if processed by the representative</i>	1. Receive, check accountability of student, sign and release the University clearance	None	5 mins	Ma. Theresa Alambra/Other OUR staff
TOTAL:		None	5 mins	



University Library

External and Internal Services



1. BORROWER'S REGISTRATION

Office or Division:	The University Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Currently enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Form 5 (1 original/photocopy)		Respective colleges		
3. Internet Card (1 original Pink card)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID Card and Registration form (Form V)	1. Check and verify accuracy of information indicated in the enrolment form (Form 5); scans ID card, encodes personal information, countersigns ID card and gives Internet card	None	2 minutes	College Librarian I University Library or Administrative Aide IV University Library



2. Fill out information needed on the Internet card and hands it back to staff in-charge	2. Affix signature and indicate date of issue on the Internet card. Counterchecks if ID is working when scanned	None	2 minutes	College Librarian I University Library or Administrative Aide IV University Library
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3. Wait while the ID is being validated and countersigned	3. Validate ID by affixing countersigned sticker	None	1 minute	College Librarian I University Library or Administrative Aide IV University Library
4. Receive validated and countersigned ID card and Internet card	4. Issue validated and countersigned ID card and Internet card	None	2 minutes	College Librarian I University Library or Administrative Aide IV University Library
TOTAL:		None	7 minutes	

2. REGISTRATION OF UP USERS TO ACCESS AND USE LIBRARY RESOURCES

Office or Division:	The University Library
Classification :	Simple
Type of Transaction:	G2C - Government to Client; G2G - Government to Government
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Students not currently enrolled (Graduate and Undergraduate) On residence without Library fee



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. UP ID Card (1 original)		Office of the University Registrar		
3. Official Receipt (1 original)		Cashier's Office		
4. Appointment paper (1 original)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and scan valid ID card at the Control Desk	1. Check ID card if valid for the term	None	2 minutes	College Librarian I University Library or Administrative Aide IV University Library
2. Deposit personal belongings (if any) at the Baggage Area	Allow entrance to the library			
	2.1 Students currently enrolled (Graduate and Undergraduate)	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library
	2.2 Employees (Faculty, REPS, Administrative Staff)	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library



	2.3 Cross enrollees / registrants	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library
	2.4 On residence with Library fee	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library
	2.5 Non-regular (Contractual, Lecturer)	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library
	2.6 Students not currently enrolled (Graduate and Undergraduate)	Baggage fee = PHP20.00 / day	6 minutes	Collecting Officer Cashier's Office
	2.7 On residence without Library fee	Baggage fee = PHP20.00 / day	6 minutes	College Librarian I University Library or Administrative Aide IV University Library
TOTAL:		Baggage fee = PHP 20.00 / day	8 minutes	

3. REGISTRATION OF NON-UP USERS TO ACCESS AND USE LIBRARY RESOURCES



Office or Division:	The University Library			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID with picture (1 original)		Issued by the agency		
2. Noted and endorsed referral letter (1 original)		Issued by the head of agency/head of the library		
3. Official Receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter at the Control Desk	1. Check/Verify validity of ID presented	None	1 minutes	Administrative Assistant University Library or Administrative Aide University Library
2. Check availability of the library resources needed	2. Staff assist in the use of OPAC	None	2 minutes	Administrative Assistant University Library or Administrative Aide University Library
3. If library resource is available, pays the library fee at the Cashier's Office	3. Process payment and issue Official Receipt			Administrative Assistant University Library or Administrative Aide University Library



	3.1 Alumni / Former Faculty / Former Staff / Visiting Fellow	Library fee = 5 days free per term. Beyond 5 days, PHP20.00 / day or PHP450.00 / year	10 minutes	Collecting Officer Cashier's Office
	3.2 Government agency researchers	Library fee = 5 days free per term. Beyond 5 days, PHP20.00 / day or PHP450.00 / semester or PHP350.00 / summer	10 minutes	Collecting Officer Cashier's Office
	3.3 Researchers from Other Institutions (Private / Personal)	Library fee = PHP50.00 / day Or PHP450.00 / semester or PHP350.00 / summer	10 minutes	Collecting Officer Cashier's Office
TOTAL:		Library fee: <u>Alumni / Former Faculty / Former Staff / Visiting Fellow:</u> PHP20.00 / day or PHP450.00 / year <u>Government Agency Researchers</u> : PHP20.00 / day or PHP450.00 / semester or PHP350.00 / summer	13 minutes	



		<u>Researchers from Other Institutions:</u> PHP50.00 / day Or PHP450.00 / semester or PHP350.00 / summer		
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4. CHARGING LIBRARY MATERIALS

Office or Division:	The University Library - User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Appointment paper (1 original)		HRDO		
3. Library material (1-10 original library materials)		University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Get book from the shelves. Fill out book card with name, college and student / employee number</p>	<p>1. Receive materials to be borrowed</p>	<p>None</p>	<p>1 minute</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p>
<p>2. Present the book to be borrowed together with the ID card to the staff in charge for proper charging</p>	<p>2. Check book card if properly filled out against the book</p>	<p>None</p>	<p>1 minute</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p>
<p>3. Wait for the book/s to be processed for check out</p>	<p>3.1 Check and verify ID (should be valid and countersigned) . Stamps with due date, sign book card, and insert detuning card</p>	<p>None</p>	<p>2 minutes</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or</p>



				Administrative Aide University Library
	3.2 Scan barcode of the book to be checked-out under the borrower's account	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
4. Recieve the book/s	4. Issue book/s borrowed. Records borrowed material in statistic record log sheet	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	5 minutes	

5. DISCHARGING LIBRARY MATERIALS



Office or Division:	The University Library - User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Library material borrowed (1-10 original library materials)		University Library		
3. Official Receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library material/s for return/check-in	1. Receive the library material/s for return/check-in	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library



<p>2. Wait for action</p>	<p>2.1 Scan barcode of the library material/s to be returned / checked-in</p>	<p>None</p>	<p>2 minutes</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p>
<p>3. Request the client to pay at the Cashier's Office</p>	<p>2.2 If library material is overdue, print duplicate overdue temporary receipt</p> <p>3. Receive official receipt, clear client's accountability from OPAC, hand OR to client</p>	<p>Overdue book = PHP2.00 / library material / day</p> <p>None</p>	<p>1 minute</p> <p>10 minutes</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p> <p>College Librarian University Library or Librarian I University Library or Administrative Assistant University</p>



				Library or Administrative Aide University Library
TOTAL:		Overdue book = PHP2.00 / library material / day	14 minutes	

6. PAGING RESERVE/SERIALS/CORDILLERA LIBRARY MATERIALS

Office or Division:	The University Library - User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Call slip (1 original)		Reserve/Serials/Cordillera Studies Collection Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill out the necessary information on the slip (author, title, etc.)</p>	<p>1. Receive slip and verifies information</p>	<p>None</p>	<p>1 minute</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p>
<p>2. Wait for action</p>	<p>2. Locate material and gives book card to customary</p>	<p>None</p>	<p>1 minute</p>	<p>College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library</p>
<p>3. Write full name and student number on the book card. Leaves ID card with the staff in charge</p>	<p>3. Get book card and ID card then releases the book. Stamps date and indicates due time then affixes signature.</p>	<p>None</p>	<p>1 minute</p>	<p>College Librarian University Library or Librarian I University Library or Administrative</p>



	Records borrowed material in statistic record log sheet			Assistant University Library or Administrative Aide University Library
TOTAL:		None	3 minutes	

7. APPROVING OVERNIGHT LOAN RESERVATIONS

Office or Division:	The University Library - User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Reservation slip (1 original)		Reserve Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out an overnight reservation slip and hands it together with ID Card to the staff at the reservation desk	1. Receive properly filled out slip and ID Card. Writes name of student on the master list of the book and logbook	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide



				University Library
2. Wait for the approved slip	2. Release duly approved overnight reservation slip	None	2 minutes	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	3 minutes	

8. COMPUTER / IPAD USAGE

Office or Division:	The University Library - Computer Services Division
Classification :	Simple
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Tag number (1 original issued number)		Learning Commons Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Learning Commons Section and log-in at Transactions Log	1. Instruct client to log in	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Present ID card to the staff in charge.	2. Scan ID card and logs time-in in the database	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library



3. Waits for action	3. Give computer unit tag number and place ID Card on the tray corresponding the tag number given to client	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
4. Use specified computer unit	4. Staff file ID card according to the tag number	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	4 minutes	

9. COMPUTER/IPAD AFTER USAGE FOR UP USERS

Office or Division:	The University Library - Computer Services Division
Classification :	Simple
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government



Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Tag number (1 original issued number)		Learning Commons Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present tag number to the staff	1. Staff log out client in the database according to the tag number	None	15 seconds	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Wait for action	2. Staff pull-out ID on file	None	30 seconds	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide



				University Library
3. Get ID	3. Release the ID	None	15 seconds	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	1 minute	

10. COMPUTER/IPAD AFTER USAGE FOR NON-UP USERS

Office or Division:	The University Library - Computer Services Division	
Classification :	Simple	
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government	
Who may avail:	Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID with picture (1 original)		Issued by the agency
2. Tag number (1 original issued number)		Learning Commons Section



3. Temporary receipt (1 original)		Learning Commons Section		
4. Official receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present tag number to the staff	1. Staff log out client in the database according to the tag number	None	1 minute	College Librarian or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Wait for action	2. Staff pull-out ID on file	None	2 minutes	College Librarian University Library or Librarian I University Library or Administrative Assistant or Administrative Aide University Library
3. Pay computer/lpad usage to the Cashier's Office	3. Issue temporary receipt	Computer / lpad usage fee = PHP50.00 per hour (a fraction is considered an hour)	10 minutes	Collecting Officer Cashier's Office



4. Show official receipt of payment	4. Check receipt, encode / record official receipt number in the database and mark paid	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
5. Get ID	5. Release the ID and official receipt	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		Computer / Ipad usage fee = PHP50.00 per hour	15 minutes	

11. POWER USAGE/CHARGING

Office or Division:	The University Library - Computer Services Division
Classification :	Simple



Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Internet card (1 original Pink card)		University Library		
3. Tag number (1 original issued number)		Learning Commons Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID card and filled up internet card to the staff (indicates date and time-in)	1. Scan ID card and logs time-in in the database	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Write name and time in on the logbook	2. Give tag number for power usage	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant



				University Library or Administrative Aide University Library
3. Clip tag number to gadget/laptop while charging	3. Staff file ID card and internet card according to tag number	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	3 minutes	

12. POWER AFTER USAGE/CHARGING FOR UP USERS

Office or Division:	The University Library - Computer Services Division	
Classification :	Simple	
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government	
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar



2. Internet card (1 original Pink card)		University Library		
3. Tag number (1 original issued number)		Learning Commons Section		
4. Temporary receipt (1 original)		University Library		
5. Official receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present tag number to the staff	1. Log out client according to tag number	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Write time-out on the logbook	2. Write time-out in the Internet card and compute time used and remaining time balance, then affixes signature	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library



3. Wait for action	3. Scan ID to time-out from the database. Return ID and Internet Card.	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
4. Pay power usage fees at the Cashier's Office in excess of 20 hours free	4. Issue temporary receipt	Power usage = PHP20.00 / hr. or PHP10.00 / 30 minutes	10 minutes	Collecting Officer Cashier's Office
5. Show official receipt of payment	5. Check receipt, encode / record official receipt number in the database and mark paid	None	1 minute	College Librarian or Librarian I or Administrative Assistant University Library or Administrative Aide University Library



6. Get ID and internet card	6. Return ID and Internet card	None		College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		Power usage = PHP20.00 / hr. or PHP10.00 / 30 minutes	14 minutes	

13. POWER AFTER USAGE/CHARGING FOR NON-UP USERS

Office or Division:	The University Library - Computer Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID with picture (1 original)		Issued by the agency		
2. Tag number (1 original issued number)		Learning Commons Section		
3. Temporary receipt (1 original)		Learning Commons Section		
4. Official receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present tag number to the staff	1. Log out client according to tag number	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
2. Write time-out on the logbook	2. Record time-out from database	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
3. Pay power usage fees at the Cashier's Office	3. Issue temporary receipt	Power usage fee = PHP50.00 per hour (a fraction is considered an hour)	10 minutes	Cashier's Office



4. Show official receipt of payment	4. Check receipt, encode / record official receipt number in the database and mark paid	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
5. Get ID card	5. Return ID card	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		Power usage fee = PHP50.00 per hour (a fraction is considered an hour)	14 minutes	

14. COMPUTER PRINTING



Office or Division:	The University Library - Computer Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Internet card (1 original Pink card)		University Library		
3. Tag number (1 original issued number)		Learning Commons Section		
4. Temporary receipt (1 original)		University Library		
5. Official receipt (1 original)		Cashier's Office		
6. Valid ID with picture (1 original)		Issued by the agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID card to the staff at the counter	1. Scan ID card	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library



2. Use specified computer unit	2. Count number of pages printed	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
3. Wait for action	3. Compute amount to be paid and temporary receipt for payment at the Cashier's Office	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
4. Pay fees at the Cashier's Office	4. Issue official receipt	Printing fee = PHP2.00 / page	10 minutes	Collecting Officer Cashier's Office



5. Show official receipt of payment	5. Check receipt; encode Official Receipt No. in the database and mark paid	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
6. Get ID and computer printout	6. Return ID and gives computer printout	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		Printing fee = PHP2.00 / page	15 minutes	

15. COMPUTER SCANNING

Office or Division:	The University Library - Computer Services Division
Classification :	Simple



Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Tag number (1 original issued number)		Learning Commons Section		
3. Temporary receipt (1 original)		University Library		
4. Official receipt (1 original)		Cashier's Office		
5. Valid ID with picture (1 original)		Issued by the agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID and and the material for scanning to staff at the counter	1. Check the material	None	1 minute	College Librarian or Librarian I or Administrative Assistant or Administrative Aide University Library
2. Wait for action	2. Scan the material/s	None	1 minute	College Librarian or Librarian I or Administrative Assistant University Library or Administrative Aide



				University Library
3. Request where to save scanned copy	3. Count number of pages scanned	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
4. Wait for action	4. Compute amount to be paid and issues temporary receipt for payment at the Cashier's Office	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library



5. Pay fees at the Cashier's Office	5. Issue official receipt	Computer Scanning = PHP.50 cents/page	10 minutes	Collecting Officer Cashier's Office
6. Show official receipt of payment	6. Check receipt, encode official receipt number in the database and mark paid	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
7. Get ID and material scanned	7. Return ID and gives computer printout and official receipt	None	1 minute	College Librarian University Library or Librarian I University Library or Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		Computer Scanning = PHP.50 cents/page	16 minutes	



16. ISSUANCE OF REFERRAL LETTER

Office or Division:	User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 original countersigned for the current semester)		Office of the University Registrar		
2. Endorsed referral letter (1 original)		Endorsed by Officer-in-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out referral request form	1. Check details of the form	None	2 minutes	College Librarian University Library
2. Wait for action	2. Prepare, sign, and record the referral letter	None	5 minutes	College Librarian University Library and Officer-in-Charge University Library
3. Receive the signed letter	3. Release the referral letter	None	1 minute	College Librarian University Library
TOTAL:		None	8 minutes	



17. LIBRARY VISIT OR TOUR IN THE LIBRARY

Office or Division:	User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Non-UP Library users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (1 original)		Visiting institution/agency		
2. Approved letter (1 original)		Chancellor's Office / The University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter of request to the Chancellor's Office	1. Receive the letter and advise client when to follow-up for response	None	5 minutes	Chancellor Chancellor's Office
2. Finalize the request visit to the Library	2. Inform the approved request to client for Library tour/visit	None	5 minutes	Officer-in-Charge University Library
3. Tour around the Library	3. Introduce different section, collections and services of the Library	None	3 hours	College Librarian University Library or Librarian I University Library
TOTAL:		None	3 hours and 10 minutes	



18. SIGNING OF LIBRARY CLEARANCE WITHOUT ACCOUNTABILITY

Office or Division:	User and Reader's Services Division			
Classification :	Simple			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished clearance form (2 original for students; 4 original for employees)		Respective colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form duly signed by respective colleges	1.1 Verify information indicated in the clearance form.	None	1 minute	College Librarian University Library or Librarian I University Library
	1.2 Check and verify from the Delinquent Database (DLQ) for any library accountability	None	1 minute	College Librarian University Library or Librarian I University Library
2. Wait for action	2. Without accountability, sign on behalf of the University Librarian (box for the University Library)	None	1 minute	College Librarian University Library or Librarian I University Library



3. Recieve duly signed clearance form	3. Release duly signed clearance form	None	1 minute	College Librarian University Library or Librarian I University Library
TOTAL:		None	4 minutes	

19. SIGNING OF LIBRARY CLEARANCE WITH ACCOUNTABILITY

Office or Division:	User and Reader's Services Division			
Classification :	Highly Technical			
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government			
Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished clearance form (2 original for students; 4 original for employees)		Respective colleges		
2. Temporary receipt (1 original)		University Library		
3. Official receipt (1 original)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form duly signed by respective colleges	1. Verify information indicated in the clearance form	None	1 minute	College Librarian University Library or Librarian I University Library



2. Wait for action	2.1 Check and verify from the Delinquent Database (DLQ) for any library accountability - unpaid fine/s, overdue book/s, lost book/s	None	1 minute	College Librarian University Library or Librarian I University Library
	2.2 Pull out delinquent slip, compute fines and issue temporary receipt for payment at the Cashier's Office	None	2 minutes	College Librarian University Library or Librarian I University Library
	Lost book:			
	2.3 Give time to look for the book	None	1 week	Officer-in-Charge University Library
	2.4 Cannot locate the book, look for the replacement with same title	None	1 month	Officer-in-Charge University Library
	2.5 Replace with same title, or pay its current replacement value, pay 50% cost of the lost book, pay accumulated overdue fines, if any.	Varies on the price of lost book and accumulated fines	30 minutes	Officer-in-Charge University Library



3. Pay fines at the Cashier's Office	3. Issue official receipt	Varies on the price of lost book and accumulated fines	10 minutes	Collecting Officer Cashier's Office
4. Show official receipt of payment	4. Check official receipt and sign clearance. Clear accountability of client and cross out client's name from the list	None	1 minute	College Librarian University Library or Librarian I University Library
5. Recieve duly signed clearance form	5.1 Students: Release duly signed clearance form			College Librarian University Library or Librarian I University Library
	5.2 Employees: Release duly signed clearance form	None	1 minute	Officer-in-Charge University Library
TOTAL:		Varies on the price of lost book and accumulated fines	1 month, 7 days & 46 minutes	

20. ACQUISITION OF LIBRARY MATERIALS

Office or Division:	Technical Services Division
Classification :	Highly Technical
Type of Transaction:	G2C - Government to Client ; G2G - Government to Government



Who may avail:	Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of library materials (depends on the number of pages given - original/photocopy)		Book agents/dealers		
2. Approved request letter (1 original)		Deans from the 3 different colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty members makes their selection	1. Send price lists to colleges	None	3 weeks	Officer-in-Charge University Library
2. Faculty returns price lists/catalogs to the library (with selected titles)	2. Wait for action	None	1 day	College Librarian University Library
3. Deans of colleges prioritize selected titles	3. Check OPAC and OOF if selected titles are available	None	2 weeks	College Librarian University Library
4. SPMO prepares all the necessary documents for the purchase of the books	4. If selected titles are available, exclude title and informs the requesting college / department	None	1 day	Procurement Staff Supply and Property Management Office



5. SPMO forwards purchased books to the Library	5.1 If selected titles not available, consolidate and prepare list of selected titles and computes total amount costs	None	1 day	Procurement Staff Supply and Property Management Office
	5.2 Consult Budget Office regarding available funds for book purchase based on the amount of consolidated book title lists	None	1 day	Budget Officer Budget Office
	5.3 If available funds not enough, return list to department / college for prioritization	None	1 week	Budget Officer Budget Office
	5.4 If available funds not enough, return list to Deans for prioritization	None	1 week	College Librarian University Library
	5.5 With enough funds, include all requested titles for purchase. Library Staff prepares purchase request of the selected titles and forwards to SPMO	None	2 days	Administrative Assistant University Library or Administrative Aide University Library



	5.6 Waits for action	None	1 week	Procurement Staff Supply and Property Management Office
	5.7 Check invoice vis-a-vis the book for completeness	None	1 day	Administrative Assistant University Library or Administrative Aide University Library
TOTAL:		None	2 months, 7 days	



Cordillera Studies Center

External Services

1. Research Activities – Preparation of Research Proposals

Faculty members, REPS, administrative staff of UP Baguio, government institutions as well as private organizations can contract the services of the CSC to assist them in preparing research proposals for submission to UP System research funding platforms, government funding agencies or external funding organizations. The CSC helps to formulate the research design according to the objectives or data targets of requesting parties.

Office or Division	Cordillera Studies Center (CSC)	
Classification	Highly Technical	
Type of Transaction	Government to Government; Government to client; Government to Business	
Who may avail:	Other government agencies and non-government agencies	
Checklist of Requirements	Where to secure	



1) Request for proposal writing assistance 2) Call for proposals of target funding source 3) Proposal application forms 4) Other relevant information on the research call or funding agency		Client Relevant UP System offices; Funding agency/ donors Relevant UP System offices; Funding agency/ donors Relevant UP System offices; Target funding source/ agency; client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits request for assistance in preparing research proposals 2) Consults with CSC for writing of full-blown proposal	a. Accepts the request b. Refers request to responsible staff	None	2 days	CSC Director University Researcher (s) CSC Information Officer CSC Administrative Aide/ Assistant
3) Requests for endorsement from proper office 4) Submits proposal to funding agency/ donor	2. Assists in the preparation of the proposal 3. Facilitates coordination with the concerned office	None	15 days 3 days	Proponent
TOTAL		None	20 days	



2. Research Activities – Negotiations for external funding

The CSC negotiates the award and conduct of research projects between external funders, UP Baguio faculty and other institutions. UPB faculty members or members of other institutions who received notice of funding opportunity may approach the CSC to assist in the preparation of research proposals and negotiate the terms of partnership. Alternatively, CSC invites an initial group of faculty members or officials of other institutions upon receipt of notice of external funding offer. It facilitates meetings of this group with the funding agency for discussion of project objectives and activities. CSC then disseminates further information on the project partnership to invite other interested individuals to join the project team.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Highly Technical			
Type of Transaction	Government to Client, Government to Government, Government to Business			
Who may avail:	Other academic institutions, government institutions, NGOs			
Checklist of Requirements		Where to secure		
1) Call for proposals 2) Proposal application forms 3) Full-blown proposals 4) Endorsements (Templates can be prepared by the CSC)		Funding agency/ donors Funding agency/ donors Proponent (client, faculty, REPS, administrative staff of UP Baguio, partner agencies and businesses) CSC; Deans and heads of offices		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits request for assistance in preparing research proposals 2) Prepares proposals/ concept papers 3) Requests for endorsement	1.1. Accepts the request	None	2 days	CSC Director
	1.2. Refers request to responsible staff/ office		10 days	University Researchers
	2. Assists in the preparation of the proposal			
	3. Facilitates coordination with the concerned office	3 days	CSC Information Officer	



from proper office				
4) Submits proposal to funding agency/ donor	4. Facilitates coordination and meetings with funding agencies and donor		5 days	
	TOTAL	None	20 days	

3. Institutional linkages

The CSC enters into formal agreements with partner agencies to undertake activities towards a common goal. As a partner institution in a linkage, the CSC is involved in joint planning and implementation of activities. It negotiates clear terms with its partners to define division of tasks, sharing of resources, treatment of information and other relevant stipulations

Office or Division	Cordillera Studies Center (CSC)			
Classification	Complex			
Type of Transaction	Government to Client; Government to government; Government to business			
Who may avail:	Faculty, researchers, students from other universities/ academic institutions, government institutions, NGOs and Business establishments			
Checklist of Requirements		Where to secure		
1) Letter of request		Cordillera Studies Center		
2) MOA/ MOU or Project Partnership Agreement (PPA)		Cordillera Studies Center; Partner agency		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Requests partnership with the University	1. Accepts and acts on the request	None	2 days	CSC Director
2) Meets with University/ CSC officials to discuss terms and agreements of partnership/ linkages	2. Negotiates the roles and tasks of the University		3 days	University Researchers



3) Signs MOA/ MOU or PPA upon agreement of terms	3. Facilitates coordination with University officials and partner agency		15 days	CSC Information Officer CSC Admin Assistant/ Aide Client
	TOTAL	None	20 days	

4. Administers Research Affiliation

CSC provides assistance to individuals who have research projects related to the Cordillera and wish to make CSC their research base while doing their research in the Philippines. It accommodates these researchers in its facilities and enables them to locate reference materials pertinent to their projects. It also facilitates connection with possible research participants and relevant institutions.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Complex			
Type of Transaction	Government to Government, Government to Business			
Who may avail:	Government institutions, NGOs, Business establishments, other local and international academic institutions			
Checklist of Requirements		Where to secure		
1) Letter of request for affiliation		Cordillera Studies Center		
2) CV of applicant		Applicant		
3) Application form for Affiliation		Cordillera Studies Center		
4) Research/ project proposal of applicant		Applicant		
5) General research/ project work plan		Applicant		
6) CSC Director's letter of recommendation		Cordillera Studies Center		
7) Terms of Reference for affiliation		Cordillera Studies Center; Applicant		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible



<p>1) Submits letter or affiliation request to the CSC</p> <p>2) Fills out application form and submits project proposal and workplan</p> <p>3) Signs the terms of reference</p>	<p>1. Accepts and acts on the request</p> <p>2.1. Endorses application to the VCAA for approval</p> <p>2.2. Writes the applicant regarding the terms and conditions of affiliation</p> <p>3.1 Facilitates processing of documents and</p> <p>3.2 Provides facility and other support to client</p>	<p>None</p>	<p>3 days</p> <p>3 days</p> <p>3 days</p>	<p>CSC Director</p> <p>CSC Information Officer</p> <p>CSC Admin Aide/ Assistant</p> <p>Client</p>
<p>4) Pays the corresponding affiliation fees</p>		<p>Affiliation Fee (Employed, with Fellowship/Funding)</p> <p>1-3 months – US \$100</p> <p>3-6 months – US \$150</p> <p>6-12 months – US \$250</p>	<p>1 day</p>	



		<p>Affiliation Fee (Employed, without Fellowship/Funding)</p> <p>1-3 months – US \$75 3-6 months – US \$100 6-12 months – US \$200</p> <p>Affiliation Fee (Student, with Fellowship/Funding)</p> <p>1-3 months – US \$50 3-6 months – US \$75 6-12 months – US \$150</p> <p>Affiliation Fee</p>		
		<p>(Student, without Fellowship/Funding)</p> <p>1-3 months – US \$30 3-6 months – US \$50 6-12 months – US \$100</p>		
	TOTAL	See above	10 days	

5. Publications services



In order to make research findings available to a wider audience, the CSC publishes books and a refereed journal of Philippine culture and society. These publications include work done by CSC researchers as well as those done by non-CSC scholars whose concerns parallel the CSC's research thrust. CSC Publications are disseminated to a number of selected libraries, academic and research institutions, non-governmental organizations, and interested researchers.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Complex			
Type of Transaction	Government to Client, Government to Government, Government to Business			
Who may avail:	Other academic institutions			
Checklist of Requirements		Where to secure		
1) Call for Papers 2) Manuscripts and Articles		Cordillera Studies Center Applicant/ client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits manuscript with letter of intent for publication of work addressed to Publications Head	1.1. Accepts the letter and manuscript 1.2. Submits these to publications head for review	None	15 days	CSC Director
2) Submits revision/s (to the CSC)	1.3. Publications head reviews the manuscript and submits assessment to the CSC Board 2. Coordinates with client for planning and further work if manuscript is accepted for publication		5 days	University Researcher assigned at the Publications Publications Head



				CSC Information Officer or Admin Aide/ Assistant
	TOTAL	None	20 days	

6. Provides Library Services (KTRC and CSC Section)

To support the research efforts of scholars doing work on the Cordillera, the CSC offers a Special Collection of Cordillera materials housed at the UPB library. Recognizing knowledge-gap on the science of climate change and disasters especially among vulnerable local communities, the CSC established the Knowledge Training and Resource Center (KTRC) with funding from the UN World Food Programme. The KTRC serves as a repository and technical center for capacity building on DRRM and climate change in the Cordillera and Northern Luzon.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Simple			
Type of Transaction	Government to Client; Government to government; Government to Business			
Who may avail:	Other academic institutions, government institutions, business establishments and NGOs			
Checklist of Requirements		Where to secure		
1) Letter of request 2) Identification Card		Client Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Presents letter of request or identification card	1.1. Grants access to the KTRC or; 1.2. Refers client to the CSC Section at the main library) 2. Assists the client in locating references	None (for UP) Library Fee for non-UP (CSC Section) – P20	10 minutes	CSC Admin Assistant/ Information Officer University Researchers Librarians



2) Signs the logbook of the KTRC			2 minutes	
	TOTAL	P20	12 minutes	

7. Extension Services

To disseminate knowledge, inform policy making and support social well-being initiatives in the Cordillera or elsewhere in the country, the CSC provides extension services in the form of resource persons, lecturers, trainers or consultants from the pool of faculty experts at UP Baguio.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Simple			
Type of Transaction	Government to Client, Government to Government, Government to Business			
Who may avail:	Other academic institutions, government institutions, business establishments and NGOs			
Checklist of Requirements		Where to secure		
1) Letter of request 2) Copy of Activity Proposal				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits letter of request and activity proposal to the CSC	1.1. Accepts request and determines availability of expertise	None	3 days	CSC Director
2) Coordinates arrangement for the provision of the technical services	1.2. Coordinates with client for delivery of service, if available 2. Provides service to client on agreed terms			University Researchers
	TOTAL	None	3 days	



8. Logistical Support

The CSC supports other activities of the University by lending its equipment and offering other logistical support.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Simple			
Type of Transaction	Government to Client			
Who may avail:	Students of UP Baguio			
Checklist of Requirements		Where to secure		
1) Letter of request 2) Request form		Cordillera Studies Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits letter of request/ request form to the CSC	1. Accepts requests and determines availability of resource	None	10 minutes	CSC Admin Aide/ Assistant
	TOTAL	None	10 minutes	



Cordillera Studies Center

Internal Services

1. Research Activities – Preparation of Research Proposals

Faculty members, REPS, administrative staff of UP Baguio, government institutions as well as private organizations can contract the services of the CSC to assist them in preparing research proposals for submission to UP System research funding platforms, government funding agencies or external funding organizations. The CSC helps to formulate the research design according to the objectives or data targets of requesting parties.

Office or Division	Cordillera Studies Center (CSC)
Classification	Highly Technical
Type of Transaction	Government to Government; Government to client; Government to Business



Who may avail:	Faculty members, REPS, administrative staff of UP Baguio.			
Checklist of Requirements		Where to secure		
1) Request for proposal writing assistance		Client		
2) Call for proposals of target funding source		Relevant UP System offices; Funding agency/ donors		
3) Proposal application forms		Relevant UP System offices; Funding agency/ donors		
4) Other relevant information on the research call or funding agency		Relevant UP System offices; Target funding source/ agency; client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits request for assistance in preparing research proposals	a. Accepts the request	None	2 days	CSC Director
2) Consults with CSC for writing of full-blown proposal	b. Refers request to responsible staff			University Researcher (s) CSC Information Officer CSC Administrative Aide/ Assistant
3) Requests for endorsement from proper office	2. Assists in the preparation of the proposal			Proponent
4) Submits proposal to funding agency/ donor	3. Facilitates coordination with the concerned office	None	15 days	



			3 days	
	TOTAL	None	20 days	

2. Awards CSC Research Grant

The CSC offers research grants to UPB faculty members and research, extension and professional staff (REPS) to support research productivity and encourage a culture of research in the university aimed at informing policy formulation and extension service

Office or Division	Cordillera Studies Center (CSC)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail:	Faculty members, REPS, administrative staff of UP Baguio			
Checklist of Requirements		Where to secure		
1) Call for proposals from Cordillera Studies Center		Cordillera Studies Center		
2) Application forms		Cordillera Studies Center		
3) Endorsements (Templates prepared by CSC)		Cordillera Studies Center; Deans and heads of offices		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Requests for a grant application form	1.1. Provides CSC Grant Application form together with instructions	None	1 days	CSC Director
2) Submits completed grant application form and research proposal (5 copies)	2.1. CSC staff checks for completeness of application forms and research proposal 2.2. CSC Director informs the VCAA, chair of the CSC Board of the applications		7 days	University Researchers CSC Information Officer



	2.3. VCAA, chair of the CSC Board, convenes the Board to assess the CSC grant applications			Client
3) Provides additional details (if needed)	3. Facilitates coordination with the client/ applicant of the result of the application assessment		4 days	
4) If application is approved, client signs temporary appointment	4. Information officer facilitates processing of documents (DV, UIS) for release of grant		7 days	
	TOTAL	None	20 days	

3. Publications services

In order to make research findings available to a wider audience, the CSC publishes books and a refereed journal of Philippine culture and society. These publications include work done by CSC researchers as well as those done by non-CSC scholars whose concerns parallel the CSC's research thrust. CSC Publications are disseminated to a number of selected libraries, academic and research institutions, non-governmental organizations, and interested researchers.

Office or Division	Cordillera Studies Center (CSC)			
Classification	Complex			
Type of Transaction	Government to Client, Government to Government, Government to Business			
Who may avail:	Faculty, REPS, researchers, students of UP and other academic institutions			
Checklist of Requirements		Where to secure		
1) Call for Papers 2) Manuscripts and Articles		Cordillera Studies Center Applicant/ client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible



<p>1) Submits manuscript with letter of intent for publication of work addressed to Publications Head</p> <p>2) Submits revision/s (to the CSC)</p>	<p>1.1. Accepts the letter and manuscript</p> <p>1.2. Submits these to publications head for review</p> <p>1.3. Publications head reviews the manuscript and submits assessment to the CSC Board</p> <p>2. Coordinates with client for planning and further work if manuscript is accepted for publication</p>	<p>None</p> <p>None</p>	<p>15 days</p> <p>5 days</p>	<p>CSC Director</p> <p>University Researcher assigned at the Publications</p> <p>Publications Head</p> <p>CSC Information Officer or Admin Aide/ Assistant</p>
<p>TOTAL</p>		<p>None</p>	<p>20 days</p>	

4. Provides Library Services (KTRC and CSC Section)

To support the research efforts of scholars doing work on the Cordillera, the CSC offers a Special Collection of Cordillera materials housed at the UPB library. Recognizing knowledge-gap on the science of climate change and disasters especially among vulnerable local communities, the CSC established the Knowledge Training and Resource Center (KTRC) with funding from the UN World Food Programme. The KTRC serves as a repository and technical center for capacity building on DRRM and climate change in the Cordillera and Northern Luzon.

<p>Office or Division</p>	<p>Cordillera Studies Center (CSC)</p>
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Classification	Simple			
Type of Transaction	Government to government			
Who may avail:	Faculty and REPS			
Checklist of Requirements		Where to secure		
1) Letter of request 2) Identification Card		Client Client		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Presents letter of request or identification card	1.1. Grants access to the KTRC or; 1.2. Refers client to the CSC Section at the main library) 2. Assists the client in locating references	None (for UP) Library Fee for non-UP (CSC Section) – P20	10 minutes	CSC Admin Assistant/ Information Officer University Researchers Librarians
2) Signs the logbook of the KTRC			2 minutes	
	TOTAL	P20	12 minutes	

5. Logistical Support

The CSC supports other activities of the University by lending its equipment and offering other logistical support.

Office or Division	Cordillera Studies Center (CSC)
Classification	Simple
Type of Transaction	Government to Client



Who may avail:	Faculty, students, administrative staff of UP			
Checklist of Requirements		Where to secure		
1) Letter of request 2) Request form		Cordillera Studies Center		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person responsible
1) Submits letter of request/ request form to the CSC	1. Accepts requests and determines availability of resource	None	10 minutes	CSC Admin Aide/ Assistant
	TOTAL	None	10 minutes	



Museo Kordilyera

External Services

1. Issuance of museum entrance tickets

To generate income for the Museo Kordilyera and to monitor number of guests at the museum.

Office or Division:	Museo Kordilyera
Classification :	Simple



Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:	1. Guests/visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Museum Entrance Tickets (1 stub entrance ticket per visitor) 		<ul style="list-style-type: none"> Museum Main Reception Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID if student, senior, PWD, UP Alumni to avail discount at the museum main reception hall. 2. Payment of ticket to museum personnel at the museum main reception hall	1. Check if ID presented is still valid 2. Give museum ticket to guests	ENTRANCE FEES: Php 60- Adult/ those without IDs Php 45- Senior/ PWD w/ ID Php 30- Students w/ valid ID Free- UP students, UP staff, UP faculty, UP alumni	3 minutes 3 minutes	<i>Administrative Assistant II/ Administrative Aide III</i> Museo Kordilyera
TOTAL:		Php60/Php45/Php30	6 minutes	

2. Booking of group tours

To provide efficient service to visitors and manage flow of large groups.

Office Division:	or	Museo Kordilyera
Classification:	Simple	
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government	
Who may avail:	1. Guests/visitors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Verbal Written request (1 copy) 		<ul style="list-style-type: none"> Museum Main Reception Hall / Museum Bookshop



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call museum phone number (Smart: 0919-324-7743, Globe: 0945-803-6165), landline: (074) 423-0119 or book via email, through museum Facebook page or you may personally give the written request at the museum main reception hall/ museum bookshop. State number pax and date of the tour.	1. Confirm booked tour and assign tour guide	none	5 minutes	<i>Administrative Assistant II/ Administrative Aide III</i> Museo Kordilyera
TOTAL:		none	5 minutes	

3. Conducting group tour

To provide visitors with concise information about the exhibit within a given time period.

Office or Division:	Museo Kordilyera			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:	1. Guests/visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Verbal • Written request (1 copy) 		<ul style="list-style-type: none"> • Museum Main Reception Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for assistance from museum personnel to conduct group tour for advanced reservations at the museum main reception hall.	1. Count the total number of visitors for each group tours. 2. Start the group tour and assist guests inside	ENTRANCE FEE Php 25 each participant (for group of 10 or more; regular fees apply for groups with	10 minutes 35 minutes	<i>Administrative Assistant II/ Administrative Aide III</i> Museo Kordilyera



2. Payment of entrance fee to museum personnel at the museum main reception hall	the museum premises	less than 10 pax)		
TOTAL:		Php 25 each participant	45 minutes	

4. Selling of books and merchandise at the Bookshop

To generate income for the Museo Kordilyera and UP Press.

Office or Division:	Museo Kordilyera			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:	1. Guests/visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Verbal		• Museum Bookshop		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit museum bookshop to see available books and merchandise.	1. Assist the visitors who wish to buy books and merchandise	Book Price/ Merchandise Price	7 minutes	<i>Administrative Aide III</i>
2. Payment of the desired book or merchandise to museum personnel at the museum bookshop.	2. Package books or merchandise after accepting payment and give items to the buyer.		3 minutes	Museo Kordilyera
TOTAL:		Book Price/ Merchandise Price	10 minutes	

5. Billing of books and merchandise ordered by offices

To ensure payment of items purchased.

Office or Division:	Museo Kordilyera
Classification:	Simple



Type of Transaction:		1. G2G – Government to Government		
Who may avail:		1. UP Baguio employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Approved purchase request (1 copy) 		<ul style="list-style-type: none"> Museum Bookshop 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved purchase request for books or merchandise to the museum bookshop.	1. Prepare ordered books/merchandise	Based on the order	15 minutes	<i>Administrative Aide III</i> Museo Kordilyera
2. Get books or merchandise from museum personnel at the museum bookshop.	2. Make billing statement based on orders and give it to the end user for them to process the disbursement voucher.		5 minutes	
3. Prepare the disbursement voucher.	3. Follow-up the status of payment of the disbursement voucher for record keeping of the museum.			
TOTAL:		Based on the order	20 minutes	

6. Management of media and public relations by means of answering to queries and posting announcements online

To provide information about the activities and products of Museo Kordilyera

Office or Division:	Museo Kordilyera
Classification:	Simple
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government
Who may avail:	1. Guests/visitors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Written request (1 copy) 	Museum Director's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries via email, through the MK Facebook page or give the written request at the museum Director's Office.	1. Answer inquiries sent via email, fb messenger or the written request.	None	2 days	<i>Administrative Assistant II/ Research Assistant</i> Museo Kordilyera
TOTAL:		None	2 days	

7. Handling incoming and outgoing correspondence within and outside the organization

To respond to queries and address concerns in relation to services and functions of Museo Kordilyera

Office or Division:	Museo Kordilyera			
Classification:	Simple			
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:	1. UP employees 2. Outsiders 3. Guests/visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Written request (1 copy)		Museum Director's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present signed letter at the museum Director's Office.	1. Await response of MK Director regarding letter	None	3 days	<i>Administrative Assistant II</i> Museo Kordilyera
TOTAL:		None	3 days	

8. Entertaining walk-in visitors of Museo Kordilyera who wants to be assisted.

To ensure visitors to appreciate the Museo Kordilyera exhibit.

Office or Division:	Museo Kordilyera
Classification :	Simple
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government



Who may avail:	1. Walk in guests/visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Museum Entrance Tickets (1 stub entrance ticket per visitor) 		<ul style="list-style-type: none"> Museum Main Reception Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Avail of museum tickets at main reception hall.	1. Check if ID presented is still valid	ENTRANCE FEES: Php 60- Adult/ those without IDs	3 minutes	<i>Administrative Assistant II/ Administrative Aide III</i>
2. Payment of ticket to MK personnel at the museum main reception hall and request what particular assistance about the exhibit is needed.	2. Give museum ticket to guests and assist guests around the exhibit.	Php 45- Senior/ PWD w/ ID Php 30- Students w/ valid ID Free- UP students, UP staff, UP faculty, UP alumni	20 minutes	Museo Kordilyera
TOTAL:		Php60/Php45/Php 30	23 minutes	

6. Provide technical information to researchers

To assist researchers through provision of information or links relevant to their topic.

Office or Division:	Museo Kordilyera			
Classification:	Complex			
Type of Transaction:	1. G2C – Government to Client 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:	1. Students 2. Scholars 3. visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Written request (1 copy) 		<ul style="list-style-type: none"> Museum Director's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Give the written request letter addressed to the museum Director at the museum Director's Office.	1. Await response of museum Director regarding the request letter.	none	7 days	<i>Director Curator Research Asst.</i> Museo Kordilyera
TOTAL:		none	7 days	



Museo Kordilyera

Internal Services



1. Certificate of Clearance

To assist employees on request and issuance of clearance during the community quarantine period.

Office or Division:	Museo Kordilyera			
Classification:	Simple			
Type of Transaction:	1. G2G – Government to Government			
Who may avail:	1. Employees requesting for clearance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter for approval retirement or his/her resignation or non-renewal of appointment (1 copy) Request letter of clearance (1 copy) Clearance Form (4 original copies) 		<ul style="list-style-type: none"> Human Resources Development Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee must submit letter for approval of his/her retirement or his/her resignation or non-renewal of appointment at the HRDO.	1. Await approval for the letter request approval of retirement or resignation or non-renewal of appointment.	None	3 days	<i>Administrative Assistant II/ Administrative Aide III</i> Museo Kordilyera
2. Employee must submit a letter request to the HRDO to process his/ her clearance. Submission of request through email is highly encouraged.	2. Await for the approval of letter request for the clearance through email response if 'cleared' or 'not cleared'.	None	3 days	<i>Administrative Assistant II/ Administrative Aide III</i> Museo Kordilyera
3. Make sure that all concerned offices have cleared the employees' accountabilities.	3. Await the endorsement of the approving authority regarding the clearance.	None	15 days	<i>Administrative Assistant V</i> HRDO



4. Await the prepared and signed Certificate of Clearance that will be released through email.	4. Inform the employee once the Certificate of Clearance is released through email.	None	1 day	<i>Administrative Assistant II</i> HRDO
TOTAL:		none	22 days	



Learning Resource Center External Services



1. Tutorial Services for Students

Tutorial or enrichment services are given for free to assist students who experience difficulties in various subjects such as Mathematics, Chemistry, and English.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (1) Enrichment slip/ Online request form			Learning Resource Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the enrichment slip or online request form	1. Accept the request form	None	5 minutes	Senior Office Aide Learning Resource Center
	2. Endorse the request to the LRC Coordinator	None	5 minutes	Senior Office Aide Learning Resource Center
	3. LRC Coordinator makes action	None	1 day	Coordinator Learning Resource Center
	4. Coordinate with the peer or faculty mentors	None	1 day	Senior Office Aide Learning Resource Center
	5. Schedule the tutorial session/s based on the availability of the client/s and peer/faculty mentor/s	None	1 Day	Senior Office Aide Learning Resource Center



	6. Inform client about the LRC's action	None	1 day	Senior Office Aide Learning Resource Center
TOTAL:		None	4 days, 10 minutes	

2. Printing and Photocopying Services

This service provides students and employees easy access to printing and photocopying services instead of going out of the campus.

Office or Division:		Learning Resource Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UPB Students and Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal Request 2. Material/s to be printed or photocopied		1. LRC Office 2. To be provided by clients (sent through e-mail or face-to-face)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give a verbal request in person at the LRC Office	1. Receive the materials to be printed or photocopied	None	1 minute	Senior Office Aide Learning Resource Center
2. Provide the materials to be printed or photocopied	2. Print or photocopy the material/s	None	8 minutes	Senior Office Aide Learning Resource Center
3. Pay the printing/ photocopying fee at the LRC Office	3. Accept the printing fee and give the printed or photocopied material/s to the client	Black and White: PHP 2.00 per page Colored: <u>Half page or less:</u> PHP 5.00 per page	1 minute	Senior Office Aide Learning Resource Center



		<i>Full page:</i> PHP 8.00		
TOTAL:		Fee for colored/black & white print x number of pages	10 minutes	

3. Scanning

Provides easy access to scanning services.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Stakeholders (Students, Faculty, Administrative Staff, REPS); Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal Request		LRC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the LRC to verbally request for the scanning of documents	1. Receive the materials to be scanned	PHP 3.00 per page	30 seconds	<i>Senior Office Aide</i> Learning Resource Center
2. Pay the scanning fee	2. Scan the material/s		8 minutes	<i>Senior Office Aide</i> Learning Resource Center
	3. Accept the scanning fee and give the scanned material/s to the client via e-mail or storage devices		1 minute, 30 seconds	<i>Senior Office Aide</i> Learning Resource Center



	(e.g. flash drive)			
TOTAL:		PHP 3.00 x number of scanned pages	10 minutes	

4. Distribution of Self-Help Assistance Materials (e.g. Examination Reviewers, Course Reviewers/Modules)

Office or Division:		Learning Resource Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UPB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal Request		LRC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the LRC to verbally request for the self-help assistance material/s	1. Print a copy of the requested self-help assistance material/s	Black and Write: PHP 2.00 per page Colored: <u>Half page or less:</u> PHP 5.00 per page <u>Full page:</u> PHP 8.00	3 minutes	Senior Office Aide Learning Resource Center
2. Pay the printing fee	2. Accept the printing fee and give the self-help assistance material/s to the client		2 minutes	Senior Office Aide Learning Resource Center
TOTAL:		Price for page type (colored/black & white) x number of pages	5 minutes	



5. Recruitment of Peer / Faculty Mentors

Peer/Faculty mentors are needed to conduct the tutorial services of the LRC

Office or Division:	Learning Resource Center			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) copy of an application letter 2. (1) photocopy of the current Form 5 3. (1) photocopy of the True Copy of Grades		1. Applicant 2. Applicant 3. Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the LRC 2. Upon approval of recruitment,	1. Accept all application requirements submitted by a student or faculty	None	7 days	Senior Office Aide Learning Resource Center
	2. Submit all applications to the LRC Coordinator	None	7 days	Senior Office Aide Learning Resource Center
	2.1. Coordinator reviews all applications and interviews short-listed applications	None	4 days	LRC Coordinator Learning Resource Center
	3. Inform applicants of the result of their application	None	1 day	Senior Office Aide Learning Resource Center
	4. Create official appointments	None	3 days	Senior Office Aide / Coordinator



	for faculty mentors and assist in the completion and submission of all requirements to the ODSA for student/peer mentors.			Learning Resource Center
TOTAL:		None	22 days	

Learning Resource Center Internal Services



1. Printing and Photocopying Services

This service provides students and employees easy access to printing and photocopying services instead of going out of the campus.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	UPB Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verbal Request 2. Material/s to be printed or photocopied			1. LRC Office 2. To be provided by clients (sent through e-mail or face-to-face)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give a verbal request in person at the LRC Office	1. Receive the materials to be printed or photocopied	None	1 minute	<i>Senior Office Aide</i> Learning Resource Center
2. Provide the materials to be printed or photocopied	2. Print or photocopy the material/s	None	8 minutes	<i>Senior Office Aide</i> Learning Resource Center
3. Pay the printing/ photocopying fee at the LRC Office	3. Accept the printing fee and give the printed or photocopied	Black and White: PHP 2.00 per page Colored:	1 minute	<i>Senior Office Aide</i> Learning Resource Center



	d material/s to the client	<u>Half page or less:</u> PHP 5.00 per page <u>Full page:</u> PHP 8.00		
TOTAL:		Fee for colored/black & white print x number of pages	10 minutes	

2. Scanning

Provides easy access to scanning services.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal Request		LRC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the LRC to verbally request for the scanning of documents	1. Receive the materials to be scanned		30 seconds	<i>Senior Office Aide</i> Learning Resource Center
2. Pay the scanning fee	2. Scan the material/s	PHP 3.00 per page	8 minutes	<i>Senior Office Aide</i> Learning Resource Center
	3. Accept the scanning fee and give the scanned material/s to the client		1 minute, 30 seconds	<i>Senior Office Aide</i> Learning Resource Center



	via e-mail or storage devices (e.g. flash drive)			
TOTAL:		PHP 3.00 x number of scanned pages	10 minutes	

3. Request for the Use of the venue, Computers, and Other Equipment of the LRC for Non-LRC Activities (e.g. Online Faculty Evaluations, Product Orientations for Newly Purchased Software)

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. (2) Copies of written request addressed to the LRC Coordinator			Employees	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request to the LRC	1. Receive the written request from the client	None	2 minutes	<i>Senior Office Aide</i> Learning Resource Center
2. Wait for the approval/ disapproval	2. Submit the request to the LRC Coordinator for approval	None	5 minutes	<i>Senior Office Aide</i> Learning Resource Center
	2.1. LRC Coordinator makes action	None	3 days	<i>LRC Coordinator</i>



	2.2. Inform the client of the decision	None	1 day	Learning Resource Center <i>Senior Office Aide</i> Learning Resource Center
TOTAL:		None	3 days, 7 minutes	

4. Recruitment of Peer / Faculty Mentors

Peer/Faculty mentors are needed to conduct the tutorial services of the LRC

Office or Division:	Learning Resource Center			
Classification:	Highly technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) copy of an application letter 2. (1) photocopy of the current Form 5 3. (1) photocopy of the True Copy of Grades		1. Applicant 2. Applicant 3. Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the LRC	1. Accept all application requirements submitted by a student or faculty	None	7 days	<i>Senior Office Aide</i> Learning Resource Center
2. Upon approval of recruitment,	2. Submit all applications to the LRC Coordinator	None	7 days	<i>Senior Office Aide</i> Learning Resource Center
	2.1. Coordinator reviews all applications and interviews	None	4 days	<i>LRC Coordinator</i> Learning Resource Center



	short-listed applications			
	3. Inform applicants of the result of their application	None	1 day	Senior Office Aide Learning Resource Center
	4. Create official appointments for faculty mentors and assist in the completion and submission of all requirements to the ODSA for student/peer mentors.	None	3 days	Senior Office Aide / Coordinator Learning Resource Center
TOTAL:		None	22 days	

Committee on Culture and Arts

External and Internal Services



1. Planning and Scheduling Art and Culture based performances / Exhibits within and outside the University

Services include: venue reservation. Equipment and catering arrangement, as well as speaker selection and invitation, honoraria funding, among other logistical requirements. Planning is made in an annual basis, but also decides on and accommodates requests not scheduled.

Office or Division:	Committee on Culture and the Arts			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	College units Student Performing orgs. Community performing orgs and cultural groups and agencies Other academic institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approved budget request		Client Office of the Committee on Culture and the Arts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request	1.1 Receives	Venue Rental fee	1 Day	<i>Chair,</i>



<p>addressed to the Chair of the CCA, CCA office</p> <p>2. Client waits n for notification on the request event may now proceed.</p>	<p>request and checks for completeness</p> <p>1.2 Review and decision by the Committee</p> <p>1.3 If rejected, letter request will be returned to the client. If Approved, letter will be forwarded to the Chancellors office for approval</p> <p>2.1 Upon approval, necessary logistical requirements for the request will be processed which includes the following: -Date scheduling -Venue -Equipment -Staffing and honoraria -Other budgetary documentation</p> <p>2.2 Client will be</p>	<p>to be charged daily</p> <p>Honoraria for performers and Utility Staff to be charged daily</p>	<p>1 Day</p> <p>1 Day</p> <p>2 Days</p> <p>1 Day</p>	<p>Committee on Culture and the Arts</p> <p>CCA-Committee</p> <p>CCA - Staff</p>
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3. Client pays for necessary fees to be charged at the University Cashiers Office	informed on result of request deliberation as well as amount of fees thru email and / or text			
TOTAL:			6 days	

2. Conducting Arts and Culture based lectures and fora

For the promotion of cultural and arts activities within the University and community. The CCA taps and processes requests from resource persons and groups for purposes of academic cultural and arts lectures and performances. The CCA assesses possible activities for relevance and timeliness prior to approval for scheduling.

Office or Division:	Committee on Culture and the Arts			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	College units Student Performing orgs. Community performing orgs and cultural groups and agencies Other academic institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Approved Budget Request		Client Committee on Culture and the Arts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of letter request addressed to the	1.1 Receives request and checks for completeness	Venue Rental fee to be	1 Day	<i>Chair, CCA</i>



<p>Chair of the CCA, CCA office</p> <p>2. Client waits n for notification on the request event may now proceed.</p> <p>3. Client pays for necessary fees to be charged at the University Cashiers Office</p>	<p>1.2 Review and decision by the Committee</p> <p>1.3 If rejected, letter request will be returned to the client. If Approved, letter will be forwarded to the Chancellors office for approval</p> <p>2.1 Upon approval, necessary logistical requirements for the request will be processed which includes the following: -Date scheduling -Venue -Equipment -Staffing and honoraria -Other budgetary documentation</p> <p>2.2 Client will be informed on result of request deliberation as well as amount of fees thru email and / or text</p>	<p>charged daily</p> <p>Honoraria for performers and Utility Staff to be charged daily</p>	<p>1 Day</p> <p>1 Day</p> <p>2 Days</p> <p>1 Day</p>	<p>CCA-Committee</p> <p>CCA – Admin Staff</p> <p>CCA- Admin Staff</p> <p>CCA – Chair and Admin Staff</p>
TOTAL:			6 days	



3. Front-line relations for both university and outside based requests and inquiries on UP based cultural and art info and data

The CCA serves as accepting office as well as reply center for queries, requests, suggestions, among other culture and arts related matters for the university. Also, in reference to the latter, the committee also serves as the channel for elevating matters to higher offices as well as accommodating such requests submitted to different offices

Office or Division:	Committee on Culture and the Arts			
Classification:	Complez			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	College units Student Performing orgs. Community performing orgs and cultural groups and agencies Other academic institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request to Addressed to the CCA Chair	1.1 Receives letter and checks for completeness	None	1 Day	<i>Chair, CCA</i>
	1.2 Convenes meeting with the CCA committee for review and deliberation		1 Day	CCA Chair and Committee
	1.3 Approved letter will be sent to channels for approval		1 Day	CCA Admin Staff
2. Client waits for notification	2.1 Client will be immediately informed via email and / or text of request approval		1 Day	CCA Admin Staff



on decision of request the event.				
TOTAL:		None	4 days	

4. Initiate publication as well as other promotional material for UPB Culture and Arts

The CCA handles matters on the production and development of promotional and publication materials for arts and culture-based activities. The Committee, in cooperation with the Office of Public Affairs also handles the distribution and exhibition of promotional materials

Office or Division:	Committee on Culture and the Arts
Classification:	Complex
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	College units Student Performing orgs. Community performing orgs and cultural groups and agencies Other academic institution

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request addressed to the CCA Chair, Office of the Committee on Culture and the	1.1 Receives and reviews letter request	None	1 Day	Chair, CCA CCA Admin Staff
	1.2 Chair convenes consultation with the CCA Committee for evaluation and approval of request		2 Days	CCA Committee
2. Client provides additional details on design and other info necessary	2.1 Design and drafting of publication material		2 Days	CCA Chair and Admin Staff
	2.2 Publication		2 Days	CCA Admin Staff



r approval for posting	material is sent for approval, reproduction, and distribution			
TOTAL:		None	7 days	

Program for Indigenous Cultures External Services



1. Collecting and filing Indigenous Student Registrations and Information (Enrollment)

Involves the development and distribution of data forms as well as obtaining, processing, recording, and filing data. The program also makes it a point to have data readily available upon request

Office or Division:	Program for Indigenous Cultures			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PIC Indigenous Registration and Data Form (1 original) Letter of data request Addressed to the PIC Chair (1 original, 1 photocopy)		Office of the Program for Indigenous Cultures Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills-up and submits	1.1 Collation, and statistical	None	1 Day	<i>PIC Chair and Admin Staff</i>



registration form at the campus lobby PIC Kiosk during the enrollment period or at the PIC Office	processing of student data 1.2 Filing as well as recording of gathered data		1 Day	PIC Admin Staff
TOTAL:		None	2 days	

2. Collecting and filing Indigenous Student Registrations and Information (Enrollment)

Involves the selection and tapping of bona fide cultural / ritual practitioners as well as legitimate performers. Arrange letters of request as well honoraria processing among other included logistical requests.

Office or Division:	Program for Indigenous Cultures			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Other academic institutions Community based requests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1original, 1 photocopy) 2. Approved Budget Request		Client Head, Program for Indigenous Cultures Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request addressed to the PIC Chair, PIC Office	a. Acceptance and assessment of letter request addressed to the PIC-chair	None	1 Day	<i>PIC Chair and Admin Staff</i>
	b. Program meeting for the approval of the request /		2 Days	<i>PIC Committee</i>



	rejected requests will be promptly returned		1 Day	<i>PIC Chair and Admin Staff</i>
	c. Approved request will be subject to planning and assessment / including budget		1 Day	<i>PIC Admin Staff</i>
	d. Approved request will be forwarded to necessary channels		1 Day	<i>PIC Admin Staff</i>
	e. Upon further approval, material as and other procurement details will be processed		1 Days	<i>PIC Admin Staff</i>
	f. Scheduling of actual performance and / or ritual			
TOTAL:			7 days	

3. Providing Indigenous Studies Learning Center services

Curates and maintains Indigenous learning materials and makes it available to students and faculty. The Program also initiates via budget allocation, the procurement of learning materials among other equipment, texts, and artefacts for purposes of Indigenous learning and info.

Office or Division:	Program for Indigenous Cultures
Classification:	Complex
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	UPB Students Other academic institutions Community based groups and individuals
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Request Letter (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the PIC Office, Addressed to the head	1.1 PIC Staff receives the required documents and checks for completeness	None	1 day	PIC Chair and Admin Staff
	1.2 Start processing the request		4 Days	PIC Admin Staff
TOTAL:		None	5 days	

4. Material/ Ritual / ethnocultural Information resource and lectures provider

The PIC conducts exhibits and lectures for the university as well as public knowledge on Indigenous matters and issues. Activities also include development and production of learning materials, website information, and information dissemination in various media. The PIC also maintains a list of resource / point persons for Indigenous education and performances

Office or Division:	Program for Indigenous Cultures			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Other academic institutions Community based requests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with schedule (1 original, 1 photocopy) Approved budget (1 copy)		Client Program for Indigenous Cultures Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the PIC-chair. 2. Return to PIC office upon receipt of confirmation thru email /	1.1 PIC Staff receives the required documents and checks for completeness	None	1 Day	<i>PIC Chair and Admin Staff</i>
	a. Start processing the request		1 Day	<i>PIC Admin Staff</i>
	1.3 Program meeting for the approval of the		2 Days	<i>PIC Committee</i>



text for finalization of agreements prior to the requested performance	request / rejected requests will be promptly returned			
	1.4 Approved request will be subject to planning and assessment		1 Days	<i>PIC Chair and Admin Staff</i>
	1.5 Approved request will be forwarded to necessary channels		1 Days	<i>PIC Admin Staff</i>
	2.1 Scheduling of actual performance		1 Day	<i>PIC Admin Staff</i>
TOTAL:			7 days	

5. Front-line guest relations for culture-based queries as well as visitants

Accommodates visitors requests, queries, among other indigenous culture related matters forwarded to the university.

Office or Division:	Program for Indigenous Cultures			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Community based institutions Other academic Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request addressed to the head, PIC office	1.1 Receive the document and check for details and completeness 1.2 Start Processing the Request	None	1 day	<i>PIC Chair and Admin Staff</i>
TOTAL:		None	1 day	

6. Sponsorship of I.P. Student activities, travel allowance, etc. For attendance in Indigenous symposia and seminars

Annually plans budget requirements as well as financing requests for indigenous culture-based activities. Budget planning also includes sponsorship of students for attendance in cultural fora and ethnic performances.

Office or Division:	Program for Indigenous Cultures			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UPB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original, 1 Photocopy) Approved budget allocation (1 original)		Client Program for Indigenous Cultures Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request to be addressed to the PIC chair (Letter request should be submitted 7 days prior to scheduled event)	1.1 Receive letter request	None	1 days	<i>PIC Chair and Admin Staff</i>
	1.2 Request is subject for review and approval with the Program members		1 Days	<i>PIC Committee</i>
2. Wait for confirmation from the PIC office via email or text	1.3 Recommending approval is forwarded to		1 Days	<i>PIC Admin Staff</i>



	VCAA and Chancellor		2 Days	<i>PIC Admin Staff</i>
	1.4 Approved request will be processed thru necessary channels- spmo / accounting / budget / cash		1 Days	<i>PIC Chair and Admin Staff</i>
	1.5 Facilitate process of Release of funding			
TOTAL:			6 Days	



Program for Indigenous Cultures

Internal Services

1. Collecting and filing Indigenous Student Registrations and Information (Enrollment)

Involves the selection and tapping of bona fide cultural / ritual practitioners as well as legitimate performers. Arrange letters of request as well honoraria processing among other included logistical requests.

Office or Division:	Program for Indigenous Cultures
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	UPB colleges / offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Request Letter (1original, 1 photocopy) 2. Approved Budget Request		Client Head, Program for Indigenous Cultures Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request addressed to the PIC Chair, PIC Office	1.1 Acceptance and assessment of letter request addressed to the PIC-chair	None	1 Day	<i>PIC Chair and Admin Staff</i>
	1.2 Program meeting for the approval of the request / rejected requests will be promptly returned		2 Days	<i>PIC Committee</i>
	1.3 Approved request will be subject to planning and assessment / including budget		1 Day	<i>PIC Chair and Admin Staff</i>
	1.4 Approved request will be forwarded to necessary channels		1 Day	<i>PIC Admin Staff</i>
	1.5 Upon further approval, material as and other procurement details will be processed		1 Day	<i>PIC Admin Staff</i>
	1.6 Scheduling of actual performance and / or ritual		1 Day	<i>PIC Admin Staff</i>
TOTAL:			7 days	



2. Providing Indigenous Studies Learning Center services

Curates and maintains Indigenous learning materials and makes it available to students and faculty. The Program also initiates via budget allocation, the procurement of learning materials among other equipment, texts, and artefacts for purposes of Indigenous learning and info

Office or Division:	Program for Indigenous Cultures			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	UPB Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit letter of request to the PIC Office, Addressed to the head	1.1 PIC Staff receives the required documents and checks for completeness	None	1 day	PIC Chair and Admin Staff
	1.2 Start processing the request		4 Days	PIC Admin Staff
TOTAL:		None	5 days	

3. Material/ Ritual / ethnocultural Information resource and lectures provider (E/I)

The PIC conducts exhibits and lectures for the university as well as public knowledge on Indigenous matters and issues. Activities also include development and production of learning materials, website information, and information dissemination in various media. The PIC also maintains a list of resource / point persons for Indigenous education and performances

Office or Division:	Program for Indigenous Cultures			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPB colleges / offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with schedule (1 original, 1 photocopy)		Client		
Approved budget (1 copy)		Program for Indigenous Cultures Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



3. Submit letter request addressed to the PIC-chair.	1.1 PIC Staff receives the required documents and checks for completeness	None	1 Day	<i>PIC Chair and Admin Staff</i>
4. Return to PIC office upon receipt of	b. Start processing the request		1 Day	<i>PIC Admin Staff</i>
of confirmation thru email / text for finalization of	1.3 Program meeting for the approval of the request / rejected requests will be promptly returned		2 Days	<i>PIC Committee</i>
agreements prior to the requested performance	1.4 Approved request will be subject to planning and assessment		1 Days	<i>PIC Chair and Admin Staff</i>
	1.5 Approved request will be forwarded to necessary channels		1 Days	<i>PIC Admin Staff</i>
	2.1 Scheduling of actual performance		1 Day	<i>PIC Admin Staff</i>
TOTAL:			7 days	



Kasarian Gender Studies Program

External Services

1. Anti-Sexual Harassment Orientation

This orientation provides awareness about sexual harassment and the mechanisms for addressing it.

Office or Division:	Kasarian Gender Studies Program
Classification:	Simple
Type of Transaction:	1. G2C- Government to Client 2. G2G- Government to Government



Who may avail:		Currently enrolled students, Clients outside the university		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From respective clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request address to the Kasarian Office	1. Check availability of Speakers	Honorarium of the Speaker	3 days	<i>Research Assistant</i>
TOTAL:			3 days	

2. Gender Sensitivity Orientation

This service provides awareness and understanding about gender issues.

Office or Division:	Kasarian Gender Studies Program			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client G2G- Government to Government			
Who may avail:	Currently enrolled students, Clients outside the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From respective clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request address to the Kasarian Office	1. Check availability of Speakers	Honorarium of the Speaker	3 days	<i>Research Assistant</i>
TOTAL:		Base on approved rate	3 days	

3. Conduct of training-seminar on mainstreaming GAD perspectives in curriculum development and extension

Training-seminars provide an opportunity for developing skills on mainstreaming GAD in curriculum development and extension.



Office or Division:	Kasarian Gender Studies Program			
Classification:	Simple			
Type of Transaction:	1. G2C- Government to Client 2. G2G- Government to Government			
Who may avail:	Currently enrolled students, Clients outside the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From respective clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter request address to the Kasarian Office	1. Check availability of Speakers	Honorarium of the Speaker	3 days	<i>Research Assistant</i>
TOTAL:		Base on approved rate	3 days	



Office of Student Affairs External Services

1. Issuance of Certifications: Certificate of Good Moral Character, Not Subjected to SDT Certification)

To assist students in their application for whatever purpose it may serve.

Office or Division:	Office of the Director for Student Affairs (ODSA)
Classification:	Simple



Type of Transaction:	G2C – Government to Client			
Who may avail:	Graduating Students; Graduates of UP Baguio			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ODSA Form 4: Request for Certification (Good Moral Character, No Filed SDT Case, Certificate of Service as SA/GA)		Office of the Director for Student Affairs (ODSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets ODSA Form 4	1.1 Issues ODSA Form 4 1.2 Gives instructions to client	None	1 minute	<i>Administrative Assistant II ODSA</i>
2. Proceeds to Cash Office for payment	2.1 Receives processing fee 2.2 Issues official receipt	Php 20.00	2 minutes	<i>Personnel Cash Office</i>
3. Submits request form and official receipt of payment	3.1 Accepts official receipt and form; 3.2 Borrows UPB student ID	None	1 minute	<i>Administrative Assistant II ODSA</i>
4. Waits for certificate	4.1 Verifies from list if cleared/qualified/served	None	3 minutes	<i>Administrative Assistant II ODSA</i>
	a. Processes request of verified/cleared/qualified to be issued certification b. Encodes the certificate c. Prints the certificate	None	7 minutes	<i>Administrative Assistant II ODSA</i>
	4.5 Signs the certification	None	5 minutes	<i>Director, Office of Student Affairs</i>
5. Accepts certification and signs logbook	5. Issues certification	None	1 minute	<i>Administrative Assistant II ODSA</i>
TOTAL			20 mins	

2. Program Creation for Donor-Funded Scholarships.

To assist individuals, sponsors and corporations intending to donate or provide scholarships to UP students.

Office or Division:	Office of Scholarship and Financial Assistance (OSFA)
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Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Individuals, group or corporation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		1. Donor-client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prospective donor/s submits letter of intent	1.1 Accepts letter of intent	None	5 minutes	Scholarship Affairs Officer 1 OSFA
	1.2 Drafts MOA	None	2 days	Scholarship Affairs Officer 1 OSFA
2. Reviews drafted MOA	2.1 Forwards drafted MOA to donor 2.2 Solicits comments on the drafted MOA	None	1 day	Scholarship Affairs Officer 1 OSFA
3. Returns drafted MOA with comments from donor	3. Retrieves drafted MOA and incorporates comments and suggestion/s of donor.	None	2 days	Scholarship Affairs Officer 1 OSFA



4. Waits for the review and evaluation of the MOA	4.1 Consults with the University Legal Officer	None	1 day	<i>University Legal Officer, Legal Office</i>
	4.2 Reviews and evaluates drafted MOA	None	5 mins	
	4.3 Retrieves drafted MOA from the Legal Officer	None	1 day	<i>Scholarship Affairs Officer 1 OSFA</i>
	4.4 Revises MOA by incorporating comments and suggestions of the Legal Officer	None	30 mins	<i>Scholarship Affairs Officer 1 OSFA</i>
	4.5 Prints five (5) original copies for signature/ execution of the parties	None	1 day	<i>University Legal Officer, Legal Office</i>
	4.6 Forwards revised MOA to Legal Officer for final review	None	1 day	<i>University Legal Officer, Legal Office</i>
	4.7 Reviews revised MOA and countersigns the document			
5. Receives copy of the final draft of the MOA; approves and signs the MOA	5. Retrieves final MOA from Legal Officer and forwards to donor	None	2 days	<i>Scholarship Affairs Officer 1 OSFA</i>



6. Returns the approved and signed MOA	6.1 Retrieves final copy of MOA from donor	None	1 day	Scholarship Affairs Officer 1 OSFA
	6.2 Forwards final MOA to Chancellor for signature/ approval	None	1 day	Scholarship Affairs Officer 1 OSFA
	6.3 Facilitates notarization of the document	*P500.00	1 day	Scholarship Affairs Officer 1 OSFA
7. Receives final & notarized copy of MOA	7. Gives copy of the fully executed MOA to donor and other UPB offices	None	1 day	Scholarship Affairs Officer 1 OSFA
	TOTAL	*500.00	15 days, 40 mins	

**Notarization fee is estimated amount only; will depend on charge/s imposed by notarizing officer*

3. Assistance in Securing Student Clearance & University Clearance

To assist in the verification of client' s accountability to the University and to affix signature as clearance.

Office or Division:	Office of the Director for Student Affairs (ODSA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	1. Student Clearance - students, alumni 2. University Clearance - UP Baguio employee (permanent, contractual or job order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance Form (1 original copy)		1. Respective colleges of students: College of Arts & Communication, College of Science, College of Social Sciences		
2. University Clearance (1 original copy)		2. Human Resource & Development Office (HRDO), UP Baguio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents a duly accomplished original copy	1. Verifies/checks financial accountability in the loan ledgers and	None	2 minutes	Administrative Assistant II ODSA Scholarship Affairs Officer 1



of clearance form	master list of students with accountabilities			OSFA
2. Sign in the Client Log Book at office countertop	2. If without accountability (for Student Clearance): 2.1 Stamps name of SAO 2.2 Signs clearance; 2.3 Returns signed clearance to client	None	3 minutes	<i>Administrative Assistant II</i> ODSA <i>Scholarship Affairs Officer 1</i> OSFA
	2. If without accountability (for University Clearance) 2.1. Signs form with stamped name of SAO 1 2.2 Returns form to client	None	3 minutes	<i>Scholarship Affairs Officer 1</i> OSFA
	TOTAL		5 minutes	
1. Receives Statement of Account (2 original copies)	1. If with accountability: Issues Statement of Account and instructs client to pay at the Cash Office	None	5 minutes	<i>Administrative Assistant II</i> ODSA <i>Scholarship Affairs Officer 1</i> OSFA
2. Proceeds to Cash Office to pay accountability	2. Checks amount in the Statement of Account; 2.1 Computes interest if applicable. 2.2 Prepares and issues official receipt and posts payment on copies Statement of Account. 2.3 Releases official receipt & return one	None	10 minutes	<i>Administrative Aide III</i> Cash Office <i>Administrative Assistant III</i> Cash Office <i>Administrative Officer I</i> Cash Office <i>Administrative Officer V</i> Cash Office



	original copy of Statement of Account to client			
3. Returns to ODSA, presents official receipt/s and submits updated Statement of Account (ODSA copy)	3.1 Verifies posted entries in the Statement of Account against official receipt. 3.2 Keeps one copy of the Statement of Account; 3.3 Returns official receipt to client 3.4 Stamps name of SAO 1 3.5 Signs clearance form	None	3 minutes	<i>Administrative Assistant II</i> ODSA <i>Scholarship Affairs Officer 1</i> OSFA
5. Receives signed clearance and logs name in logbook	Issues signed clearance	None	1 minute	<i>Administrative Assistant II</i> ODSA <i>Scholarship Affairs Officer 1</i> OSFA
	TOTAL		19 minutes	

4. Student Support in Participation to U.P. National and International Forum

To provide financial support to students who wish to participate in local, national and international engagements.

Office or Division:	Office of the Director for Student Affairs (ODSA)
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	UP Baguio students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter, indicating budget request and allocation 2. Attachments: Acceptance Notice to the Conference; Program of Activities	1. Office of the Director for Student Affairs



3. Liquidation: Certificate of Participation and/or attendance; receipts; post-travel Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1.1 Receives request letter 1.2 Forwards request to OSA Director	None	1 minute	<i>Administrative Assistant II OSA</i>
	1.3 Deliberates and endorses to the Chancellor	None	1 day	<i>Director, OSA</i>
	1.4 Chancellor endorses to Budget Office	None	1 day	<i>Personnel Chancellor's Office</i>
2. Follows up response to request	2. Once endorsed, informs client about conditions for support and expected deliverables.	None	5 minutes	<i>Administrative Assistant II OSA</i>
3. Claims check	3.1 OSA processes travel request. 3.2 Forwards request to Budget, Accounting and Cash Office. 3.3 Cash Office releases check.	None	10 days	<i>Personnel Budget Office Accounting Office Cash Office</i>
4. Submits Post-Travel Reports and	4. Ensures the prompt liquidation of travel, with the submission	None	5 days	<i>Administrative Assistant II Office of Student Affairs</i>



liquidates expenses.	of receipts, certificate of participation and post-travel report.			
	TOTAL		17 days, 6 mins	

5. Assistance during Enrollment

To help UP Baguio offices needing legwork during student enrollment.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UP Baguio students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives request letter for assistance	Receives letter	None	1 minutes	<i>Administrative Assistant II ODSA</i>
2. Waits for response	Forwards letter of request to Office Head	None	1 minute	<i>Administrative Assistant II ODSA</i>
	Receives endorsed letter from office head	None	1 minute	<i>Administrative Assistant II ODSA</i>
	Submits approved letter to requesting office	None	2 min	<i>Administrative Assistant II ODSA</i>
	TOTAL		8 minutes	

6. Processing of Purchase Request for Student Needs



This systematizes the requisition for the purchase of supplies intended for the delivery of student activities.

Office or Division:		Office of the Director for Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		UP Baguio students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests assistance to make Purchase Request.	1.1 Gets list of Items to be requested. a. Categorizes items.	None	2 minutes	<i>Administrative Assistant II ODSA</i>
2. Wait for Processing	a. Logs in to UIS b. Processes purchase request	none	3 minutes	<i>Administrative Assistant II ODSA</i>
3. Receives purchase request form for signing	3.1 Prints Purchase request. 3.2 Gives to students for the signing of authorized person.	None	3 minutes	<i>Administrative Assistant II ODSA</i>
TOTAL			8 mins	

7. Approval of Student Activity

To ensure that student activities allowed by the University are reasonable, acceptable and wholesome to student development.

Office or Division:		Student Relations Officer (SRO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All recognized student organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ODSA Form 1: Student Activity Form		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Gets ODSA Form 1	1.1 Issues ODSA Form 1	None	3 minutes	<i>Administrative Assistant II</i>



	1.2 Gives instruction to client 1.3 Verifies availability of venue (for venues c/o ODSA)			ODSA
2. Submits form	a. Accepts filled up form b. Pre-screens details of information provided in ODSA Form 1	None	5 minutes	<i>Administrative Assistant II ODSA</i>
3. Waits for action	a. Forwards filled up form to Student Relations Officer (SRO) for comment/s b. SRO recommends approval	None	1-2 days (depending on SRO's comments)	<i>Student Relations Officer</i>
	3.3 Forwards filled up ODSA Form 1 for approval	None	1 day	<i>Director, OSA</i>
	3.4 Forwards ODSA Form 1 to VCA if activity is beyond working hours (5:00 pm and beyond), during weekends/holidays	None	1-2 days	<i>Administrative Assistant II ODSA</i>
	3.5 Records approved activity upon receipt	None	1 minute	<i>Student assistant</i>
4. Gets approved request	4. Puts accomplished form in respective organization's pigeon hole	None	1 minute	<i>Administrative Assistant II ODSA</i>
	TOTAL		3-5 days, 10 mins	

8. Processing of Insurance Coverage and Insurance Claims

To ensure that all students have insurance coverage and are assured that they could claim medical and accidental benefits.

Office or Division:	Office of the Director for Student Affairs (ODSA)
Classification:	Complex



Type of Transaction:		G2C – Government to Client / G2G – Government to Government		
Who may avail:		Undergraduate and graduate students who are both eligible and non-eligible to the free tuition fee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Malayan Insurance Application Form (for students who are non-eligible to the free tuition fee) 2. GSIS Insurance Application Form (for students who are eligible to the free tuition fee)		1. Office of the Director for Student Affairs 2. UP Baguio Insurance Claims Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives insurance registration form during enrollment to be filled up	1.1 Issues Insurance Registration Form 1.2 Advises students to fill up and sign registration form	None	5 mins	<i>Insurance Claims Officer ODSA</i>
2. Settles a registration fee for one-year coverage.	2.1 Receives payment from paying students 2.2 Issuance of receipt to students	*P100.00 / enrollee for one-year coverage	5 mins	<i>Insurance Claims Officer ODSA</i>
3. Waits for insurance policy	3.1 Summarizes and furnishes list of students who paid to insurance company; 3.2 Remits payment to insurance company 3.3 Waits for receipts and insurance policy.	None	15-30 days	<i>Insurance Claims Officer ODSA</i>
	TOTAL		15-30 days, 10 mins	



1. Accomplishes an insurance claims form and attaches documents when submitting to insurance company.	In case of insurance claim: 1.1 Requests student to submit incident report, receipts of expenses, and medical certificate; 1.2 Submits supporting papers to insurance company	None	15 days	<i>Insurance Claims Officer ODSA</i>
2. Waits for advisory from insurance company for claiming benefits.	2. Advises clients that the insurance company will contact student when reimbursement is available.		15-30 days	<i>Insurance Claims Officer ODSA</i>
TOTAL			30 days	

*Insurance fees vary depending on Insurance Company.

9. Arranges logistics for Student Orientation on Gender Sensitivity, Anti-Sexual Harassment, Anti-Hazing and Green Campus for student organizations intending to be recognized (Morning and Afternoon Session)

To expose students to the university's advocacy on relevant issues on and off-campus.

Office or Division:	Student Relations Officer (SRO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Any officer of organization intending to be recognized			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for announcement from SRO regarding schedule of	1.1 Consults with coordinators of the Kasarian	None	4 hours	<i>Student Relations Officer</i>



student organizations' orientation	Committee, Office of the Anti-Sexual Harassment, Green Campus Committee, and the Office of the University Legal Counsel to inquire about availability on proposed date and time for the orientation			
	1.2 Writes letter of request to pertinent office requesting for the use of venue and equipment	None	30 minutes	<i>Student Relations Officer</i>
	1.3 Fills up and submit forms with attachments for use of venue and equipment if venue is available	None	10 minutes	<i>Student Relations Officer</i>
	1.4 Writes formal letters of request to speakers who confirmed availability on proposed date and time for the orientation	None	1 hour	<i>Student Relations Officer</i>
	1.5 Sends letters of request personally or	None	30 minutes	<i>Student Relations Officer</i>



	via e-mail to speakers			
2. Schedules attendance for student organization orientation (a.m. session or p.m. session)	2.1 Confirms availability of slots per session 2.2 Advise to transfer to another session if full	None	1 hour, 5 mins (1 min per organization)	<i>Student Relations Officer</i>
	TOTAL		9 hrs, 15 mins	

10. Request for Certificate of Service (COS) for Student/Graduate Assistants (SA/GA)

To comply with the requirement of filling up a monthly record of services rendered in the university.

Office or Division:	Office of the Director for Student Affairs (ODSA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Student Assistants and Graduate Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ODSA Form 4: Request for Certification		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets ODSA Form 4	1. Issues ODSA Form 4: Request for Certification 2. Instructs client to pay at Cash Office	None	1 minute	<i>Administrative Assistant II ODSA</i> <i>Scholarship Affairs Officer I OSFA</i>
2. Proceeds to Cash Office to pay	2. Receives & checks ODSA Form 4. 2.1 Informs client the amount payable. 2.2 Accepts payment and issues official receipt	P20.00	3 minutes	<i>Administrative Aide III Cash Office</i> <i>Administrative Assistant III Cash Office</i> <i>Administrative Officer I Cash Office</i> <i>Administrative Officer V Cash Office</i>



3. Returns to OSA and presents ODSA Form 4 and Official Receipt	3. Accepts and checks the filled-up form & official receipt.			
	3.1 Processes request: Verify from database of SA/GA if student served as student/graduate assistant. Takes note of the semester/s and academic year/s served as SA/GA.	None	10 minutes	Scholarship Affairs Officer I OSFA
	3.2 Encodes and prints certification			
	3.3 Reviews and signs certification			
4. Receives copy of certification, official receipt and signs logbook	4. Returns official receipt to client and issues certification/s	None	2 minutes	Scholarship Affairs Officer I OSFA
	TOTAL		16 minutes	

11. Advisory on Student Organizations on Proposed Activities and Preparation for Proposed Activities

To oversee student organizations in the preparation of their proposed activities.

Office or Division:	Student Relations Officer (SRO)
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All recognized student organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes clarifications on proposed activities/ projects/ programs for student organizations or student body	1. Informs organization on SOPs or other protocols or procedures, etc.	None	10 minutes	<i>Student Relations Officer</i> <i>Director, OSA</i> <i>Administrative Assistant II</i> <i>ODSA</i>
2. Submits accomplished activity form and/or letters of request	2.1 Signs accomplished activity form/s and/or request letter/s	None	5 minutes	<i>Student Relations Officer</i>
	2.2 Assesses activity forms of approved activity			
	2.3 Endorses request/s and signs approved letter of request/ accomplished activity form	None	10 minutes	<i>Director for Student Affairs</i>
3. Retrieves letter of request in respective pigeon holes	Puts letter of request in client's pigeon hole	None	1 minute	<i>Student Relations Officer</i> <i>Administrative Assistant II</i> <i>ODSA</i>
	TOTAL		26 mins	

12. Assessment and Screening of Student Organizations applying for Recognition

To establish the validity of the student activities in the university, their organizations must be recognized.

Office or Division:	Student Relations Officer (SRO)
Classification:	Complex
Type of Transaction:	G2C – Government to Client



Who may avail:		Student Organizations wanting to be recognized		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Revised ODSA Form – A: Application for Renewal of Student Recognition 2. Revised ODSA Form – B: Organization’s Financial Statement 3. ODSA Form – C1: Officer Roster 4. ODSA Form – C2: Member Roster 5. Revised ODSA Form – D1: Officer’s Data 6. Revised ODSA Form – D2: Member’s Data 7. ODSA Form – E1: Report on Past Activities 8. ODSA Form – E2: Assessment of Past Activities 9. ODSA Form – F: Proposed Activities 		Google Drive link provided by the SRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for announcement of availability of documents	1.1 Posts announcements in campus and online re: start and end of filing for recognition and availability of documents for recognition purposes	None	1 hour	<i>Student Relations Officer</i>
	1.2 Uploads ODSA Forms A, B, C, D1, D2, E1, E2 and F plus google form in google drive for downloading of students	None	5 minutes	<i>Student Relations Officer</i>



2. Downloads google forms from google drive link, answer questions in google form and uploads accomplished forms in google drive	2. Assesses completeness and content of submitted forms	None	5 days	<i>Student Relations Officer</i>
3. Schedules interview with the SRO	3. Confirms appointment on availability of time slot	None	2 days	<i>Student Relations Officer</i>
4. Arrives at scheduled appointment	4. Conducts interview	None	2 days	<i>Student Relations Officer</i>
5. Waits for feedback and evaluation results	5. Evaluates and gives feedback	None	2 days	<i>Student Relations Officer</i>
6. Schedules attendance for student organization orientation (Gender Sensitivity, Anti-Sexual Harassment, Anti-hazing, and Green Campus)	6. Confirms availability of slots per session and advise to transfer to another session if full	None	2 days	<i>Student Relations Officer</i>
7. Arrives at scheduled session (morning or afternoon)	7. Checks attendance of designated attendees	None	2 days	<i>Student Relations Officer</i>
8. Waits for announcement on status of the organization's request to be recognized as a university	8.1 Submits letter to the ODSA Director recommending organizations who met the criteria for recognition	None	1 hr	<i>Student Relations Officer</i>



<ul style="list-style-type: none"> Employee/company ID of applicant's guarantor 		3. Office of University Registrar (OUR)		
3. Preliminary enrollment form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives ODSA Form 8: Application for tuition fee loan form	1. Issues tuition fee loan form	None	1 minute	Administrative Assistant II ODSA Scholarship Affairs Officer I OSFA
2. Submits form with required attachment/s	2. Receives and checks if form is properly filled up.	None	2 minutes	Administrative Assistant II ODSA Scholarship Affairs Officer I OSFA
3. Student fills up amount fields in the loan application form.	3. Computes loanable amount and instructs applicant to fill up amount fields in the application form	None	2 minutes	Scholarship Affairs Officer I OSFA
4. Returns loan application form and presents preliminary enrollment form.	4.1. Access SAIS and post loan transaction.	None	2 minutes	Scholarship Affairs Officer I OSFA
	4.2 Retrieves accomplished tuition fee loan form;	None	1 minute	Scholarship Affairs Officer I OSFA
	4.3 Returns preliminary form with notes of approved loanable amount and partial payable school fees	None	1 minute	Scholarship Affairs Officer I OSFA
	4.4 Reminds student's terms of loan payment: free	None	1 minute	Scholarship Affairs Officer I OSFA



	of interest within four (4) months starting from date of loan grant; with 6% per annum interest after fourth month of loan grant			
	4.5 Instructs student to pay at Cash Office	None	1 minute	Scholarship Affairs Officer I OSFA
5. Proceeds to Cash Office; presents preliminary enrollment Form 5 to pay.	1.3 Checks presented preliminary enrollment form of student. 1.4 Accesses SAIS and posts payment.	* Varies from one client to another	3 minutes	Administrative Aide III Cash Office Administrative Assistant III Cash Office Administrative Officer I Cash Office Administrative Officer V Cash Office
2. Receives printed final copy of Form 5	6. Prints final Form 5 and releases copies to student	None	2 mins	
	TOTAL		16 mins	

*Computed school fees amount payable (partial school fees less approved tuition fee loan) upon enrollment period.

5. Application for Scholarship

To help facilitate the application for scholarship/financial assistance of enrolled students (Government and Private Funded Scholarships/Financial Assistance)

Office or Division:	Office of Scholarship and Financial Assistance (OSFA)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	UP Baguio students (newly admitted, enrolled, or continuing)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Scholarship application form 2. Data Privacy Consent Form	1. Office of the Director for Student Affairs, thru website: https://upb.edu.ph or to request at



		OSFA, UP Baguio FB page and email address: osfa.upbaguio@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about scholarships available to enrolled students	1.1 Announces the opening of available scholarships. 1.2 Advises applicants that forms are downloadable from upb.edu.ph	None	Not applicable	Scholarship Affairs Officer 1 OSFA
2. Secures application form and Data Privacy Consent Form	2.1 Issues forms to be filled up 2.2 Provides instructions to comply with requirements (thru email request or hard copy issuance at the ODSA)	None	10 minutes	Scholarship Affairs Officer 1 OSFA
3. Submits the accomplished application form and the required documents to ODSA or thru email	3. Accepts and screens application forms and requirements (scanned or photocopy) submitted	None	20 minutes	Scholarship Affairs Officer 1 ODSA
4. Receives acknowledgment receipt of application	4. Reviews and ranks applicants; 4.1 Prepares summary report/matrix for presentation; 4.2 Schedules applicant for interview with the	None	Up to 7 days	Scholarship Affairs Officer 1 ODSA



	Scholarship Committee			
5. Receives Notice of Scholarship Award	5. Requests that scholar: a. Writes a thank you letter to the donor; b. Processes atm account; c. Signs conforme re: Notice of Scholarship Award.	None	Up to 3 working days	Scholarship Affairs Officer 1 ODSA
	TOTAL		10 days, 30 minutes	

16. Application for Cash Loan: Short Term, Safe Cash, UPAASV and Radwill Loans

To facilitate the provision of other loan options for students needing financial assistance.

Office or Division:	Office of the Director for Student Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Needy enrolled undergraduate UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Loan Application Form in duplicate: <ul style="list-style-type: none"> • ODSA Form 9 – Application for Safe Cash Loan (for 3rd, 4th, 5th year and above) • ODSA Form 10 – Application for UPAASV Loan • ODSA Form 11 - Radwill Loan • ODSA Form 12 - Short Term Loan 2. Form 5 (2 photocopies) 3. UP Baguio ID (2 photocopies)		1. Office of the Director for Student Affairs 2. UP Student 3. UP Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets applicable loan form	1. Issues loan form	None	1 minute	Administrative Assistant II ODSA



				<i>Scholarship Affairs Officer I OSFA</i>
2. Submits form with required attachment/s	2.1 Receives and checks if form is properly filled up. 2.2. Instructs student to wait for 7 working days maximum after receipt of application for release of loan as check	None	2 minutes	<i>Administrative Assistant II ODSA</i>
3. Receives proceeds of loan thru check	3. Releases check to student	None	5 minutes	<i>Administrative Aide III Cash Office Administrative Assistant III Cash Office Administrative Officer I Cash Office Administrative Officer V Cash Office</i>
	TOTAL		7 days, 8 minutes	

17. Application to Grants-in-Aid (Socialized Tuition) Appeals Without Home Visits

Online application for higher tuition discount for paying undergraduate student and for stipend or grants- in-aid application.

Office or Division:	Office of Scholarship and Financial Assistance (OSFA)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All : <ul style="list-style-type: none"> • Must be Filipino • Bona fide UP Baguio undergraduate students (newly admitted, enrolled, or continuing)



		<ul style="list-style-type: none"> • Must not be serving more than 30 days suspension upon application 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • ITR/Proof of Income/BIR Certificate of Exemption • Medical Certificate/Medical Abstract - if appeal is based on illness • Utility bill for the last 3 months from the date of appeal application • Photos of the house facilities (façade, living room, kitchen, comfort room/s and bedroom), with certification from Barangay Chairman 		1. Client- Student applicant		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in at sfaonline@up.edu.ph and fills up online appeal application form, and submits application	1.1 Generates/ extracts appeal application form from sfaonline@up.edu.ph,	None	15 minutes	Scholarship Affairs Officer 1 OSFA
	1.2 SAO 1 reviews appeal generated/ extracted	None	2 days	Scholarship Affairs Officer 1 OSFA
	1.3 Sets interview	None	5 minutes	Scholarship Affairs Officer 1 OSFA
2. Appears for interview or informs SAO if landline or mobile phone interview	2.1 Conducts interview	None	30 minutes	Scholarship Affairs Officer 1 OSFA
	2.2 Informs students to submit the required documents	None	10 minutes	Scholarship Affairs Officer 1 OSFA
3. Submits complete required documents	3.1 Checks completeness and acknowledges receipt	None	30 minutes	Scholarship Affairs Officer 1 OSFA
	3.2 Sets meeting with the Baguio Committee on Scholarship and Financial	none	1 day	Scholarship Affairs Officer 1 OSFA



	Assistance (BCSFA)			
	3.3 Acknowledges appeals (email/text message) a day before the scheduled meeting of the BCSFA	None	1 day	Scholarship Affairs Officer 1 OSFA
	3.4 Prepares results	None	3 days	Scholarship Affairs Officer 1 OSFA
	3.5 Encodes results in the sfaonline	None	2 days	Scholarship Affairs Officer 1 OSFA
4. Receives result/decision on appeal	4.1 Releases decision and inform students of the decision/result 4.2 Requests scholars to submit the following: a. Five (5) photocopies of Form 5 b. Processes DBP atm c. Submits five (5) photocopies of atm card with UPB ID d. Five (5) photocopies of grades of most recent semester	None	1 day	Scholarship Affairs Officer 1 OSFA
	TOTAL		10 days, 1 hr; 30 mins	

18. Application in the Student Financial Assistance (SFA) Online

Avail tuition discount and/or stipend. For SA/GA and scholarship/grant application and other financial assistance program.

Office or Division:	Office of Scholarship and Financial Assistance (OSFA)
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Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UP Baguio students (undergraduate)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of official admission to UP Baguio & assigned student number 2. PIN (for logging-in)			1. Office of the University Registrar (OUR) 2. Office of Scholarship & Financial Assistance (OSFA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Keeps vigilant on SFA Online Application	1.1 Announce the schedule of application thru posters around campus, thru website posting, FB page posting 1.2 Logs in procedure and instructions to avail PIN	None	1 hour	<i>Scholarship Affairs Officer I OSFA</i>
2. Accesses the SFA online and log-in and proceed to apply by filling out information needed.	2.1 Issues PIN to eligible undergraduate students. 2.2 Instructs applicants to log-in to check "results" based on announced schedule.	None	5 minutes	<i>Scholarship Affairs Officer I OSFA</i>
3. Receives results by accessing SFA online or thru UP email.	3.1 Download in the SFA online the summarized results of application 3.2 disseminates information about the availability of viewing results thru online	None	5-7 days	<i>Administrative Assistant II Office of Scholarship and Financial Assistance</i> <i>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</i>
	TOTAL		5-7 days, 5 mins	



19. Processing Requests for Refund

To return excess payment of school fees due to approved application for tuition discounts and/or received scholarship benefits or overpaid loans, etc.

Office or Division:	Office of Scholarship and Financial Assistance (OSFA)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Enrolled UP students with overpayment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ODSA Form 17: Application for Refund (1 copy) 2. Form 5 (1 photocopy) 3. Official Receipt/s of payment or Certificate of Payment (1 original copy)		1. Office of the Director for Student Affairs 2. Client - UP Student 3. Client - UP Student or in lieu of lost official receipt/s; to request at Cash Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for ODSA Form 17: Application Form for Refund	1.1 Issues ODSA Form 17 1.2 Gives instruction/s to client	None	2 minutes	<i>Scholarship Affairs Officer I OSFA</i>
2. Submits filled out Application Form and required attachments	2.1 Receives and checks form and its attachment/s. 2.2 Instructs client to wait for 6 working days maximum after receipt of application for release of check.	None	6 days and 5 minutes	<i>Scholarship Affairs Officer I OSFA</i>
3. Receives proceeds of refund	3. Cash Office personnel releases check to client	None	10 minutes	<i>Administrative Aide III</i> <i>Cash Office Administrative Assistant III</i> <i>Cash Office Administrative Officer I</i> <i>Cash Office Administrative Officer V</i> <i>Cash Office</i>



	TOTAL		6 days, 17 minutes	
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20. Processing of Stipend

To facilitate release of stipend to scholars or grantees.

Office or Division:	Office of the Director for Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students awarded with scholarship or grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5, UP Baguio ID, ATM card and TCG for most recent semester (1 photocopy for each) 2. Notice or Certificate of Award (1 photocopy)		1. Client - UP Student 2. Office of Scholarship and Financial Assistance (OSFA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Notice or Certification of Award of Scholarship or Grant; requirements to claim stipend and allowance	1.1 Issues Notice or Certification of Award to client, 1.2 Informs client on the requirements to claim stipend or allowance.	None	10 minutes	<i>Scholarship Affairs Officer I OSFA</i>
2. Submits requirements for stipend or allowance claim	2.1 Receives and checks requirements. 2.2 Instructs student to wait for 20 working days maximum after receipt of documents.	None	15 minutes	<i>Administrative Assistant II ODSA Scholarship Affairs Officer I OSFA</i>
3. Receives proceeds of refund	3. Cash Office personnel releases stipend or allowance thru check or thru ATM of client	None	10 minutes	<i>Administrative Aide III Cash Office Administrative Assistant III Cash Office Administrative Officer I</i>



				Cash Office Administrative Officer V Cash Office
	TOTAL		35 mins	

21. Processing of Refund Claims

To assist in the reimbursement of student refund claims.

Office or Division:	Office of Student and Financial Assistance (OSFA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	UPB students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ODSA Form 17: Refund Form application 2. Form 5 (1 photocopy) 3. UP Baguio ID (1 photocopy)		1. Office of the Director for Student Affairs 2. Client: UP Student 3. Client: UP Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs ODSA staff of request	1.1 ODSA staff issues ODSA Form 17 to client. 1.2 Informs client of required attachments.	None	1 minute	Administrative Staff ODSA
2. Fills up ODSA Form 17 and submits to ODSA, attachments included.	2.1 Receives application. 2.2 Verifies entries and completeness of the application form, including attached documents. 2.3 Informs client to claim refund at Cash Office after 5 working days.	None	1 minute	Administrative Staff ODSA
3. Claims refund from UP	3.1 Computes refundable amount.	None	30 minutes	Administrative Staff ODSA



	check with attachments to signatories and releases check to client			
TOTAL:			4 days, 54 minutes	

22. Application for the Use of ODSA Equipment/s

To facilitate the performance and delivery of student organizational activities, and also to ease out the difficulty in the use of technology for both teachers and students.

Office or Division:		Office of the Director for Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Student organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ODSA Form 3: Request to Use ODSA Equipment Form		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ODSA Form 3	1.1 Issues ODSA Form 3 to requesting party	None	30 seconds	Administrative Assistant II ODSA
	1.2 Instructs borrowers to complete filling up the form 1.3 Instructs student borrower to have org adviser sign ODSA Form 3			
2. Submits ODSA Form 3	a. Checks if form has been completely filled up	None	2 min.	Administrative Assistant II ODSA
	b. Instructs & gets borrower's ID			
	c. Gives the equipment needed			



3. Client returns borrowed item/ equipment and waits for equipment to be checked.	1.1 Opens equipment and checks if all accessories are intact.	None	2 min	Administrative Assistant II ODSA
	1.2 Returns borrower's ID			
	1.3 Signs ODSA Form 3 for date of return			
	1.4 Files ODSA Form 3			
	TOTAL		4 mins, 30 secs	

23. Application for the Use of the ODSA Conference Room

To systematize the use of the conference room for the activities of both UP Baguio personnel and students

Office or Division:	Office of Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks on the availability of the conference room	1. Checks on the Conference room cork board on prior reservation schedule	None	2 minutes	Administrative Assistant II ODSA
2. Sets the schedule of the activity	a. Takes note of the time and date of use of the ODSA Conference room b. Posts on the Conference room cork board for reservation	None	6 minutes	Administrative Assistant II ODSA
	TOTAL		8 minutes	



**Office of Student Affairs
Internal Services**



1. Application for the Use of ODSA Equipment/s

To facilitate the performance and delivery of student organizational activities, and also to ease out the difficulty in the use of technology for both teachers and students.

Office or Division:	Office of the Director for Student Affairs			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UP Baguio personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ODSA Form 3: Request to Use ODSA Equipment Form		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get ODSA Form 3	<p>1.1 Issues ODSA Form 3 to requesting party</p> <p>1.2 Instructs borrowers to complete filling up the form</p> <p>1.3 Instructs student borrower to have org adviser sign ODSA Form 3</p>	None	30 seconds	Administrative Assistant II ODSA
2. Submits ODSA Form 3	<p>a. Checks if form has been completely filled up</p> <p>b. Instructs & gets borrower's ID</p> <p>c. Gives the equipment needed</p>	None	2 min.	Administrative Assistant II ODSA
3. Client returns borrowed item/ equipment and waits for equipment to be checked.	<p>1.1 Opens equipment and checks if all accessories are intact.</p> <p>1.2 Returns borrower's ID</p>	None	2 min	Administrative Assistant II ODSA
	<p>1.3 Signs ODSA Form 3 for date of return</p> <p>1.4 Files ODSA Form 3</p>			
	TOTAL		4 mins, 30 secs	

2. Application for the Use of the ODSA Conference Room

To systematize the use of the conference room for the activities of both UP Baguio personnel and students

Office or Division:	Office of Student Affairs
Classification:	Simple



Type of Transaction:		G2G – Government to Government		
Who may avail:		UP Faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Office of the Director for Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks on the availability of the conference room	1. Checks on the Conference room cork board on prior reservation schedule	None	2 minutes	<i>Administrative Assistant II</i> ODSA
2. Sets the schedule of the activity	a. Takes note of the time and date of use of the ODSA Conference room b. Posts on the Conference room cork board for reservation	None	6 minutes	<i>Administrative Assistant II</i> ODSA
	TOTAL		8 minutes	

3. Hiring and Screening of Student and Graduate Assistants (SA/GA) in various UP Baguio offices/units

To address the need for additional legwork in the various UP Baguio offices, and at the same time, provide opportunities for students to earn their allowance.

Office or Division:		Office of the Director for Student Affairs (ODSA)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Offices /Units in UP Baguio Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. AO No. PAEP 15-84: Consolidated Rules and Regulations for SAGA-CRR 2. Approved slots and budget from Budget Office/ Chancellor		1. Office of the Director for Student Affairs 2. Office of Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. UPB offices/units write requests for the need of SA/GAs in their respective offices or units</p>	<p>1. Before the annual budget call, ODSA determines the demand and supply of SA/GAs through a survey of units & offices, as basis in deciding on the number of slots and budgets;</p>	<p>None</p>	<p>3 days</p>	<p><i>Head of Office/Unit in UP Baguio campus</i></p>
<p>2. Waits for approval</p>	<p>2.1 Endorses to the Chancellor the number of slots and budget to cover the payments for hourly rates of SA/GAs every year;</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Director for Student Affairs</i></p>
	<p>2.2 Upon receipt of approval of slots; announces available SA/GA positions via print and electronic means;</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Scholarship Affairs Officer I ODSA</i></p>
	<p>2.3 Updates regularly units and offices regarding available SA/GA slots and budgets;</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Scholarship Affairs Officer I ODSA</i></p>



<p>3. Offices/Units may select and hire student/graduate assistant. Instruct them to get basic papers at ODSA</p>	<p>3.1 Issues basic papers and attachment to selected and hired SA/GA. Orient hired SA/GA; give SA/GA reminder/flyer 3.2 Informs offices/units to wait for 3 days maximum for approved temporary appointment of selected/hired SA/GA 3.3 Receives approved Temporary Appointment of SA/GA from Chancellor, 3.4 Informs offices/units that their hired SA/GA may report for duty</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Assistant II</i> OSFA</p> <p><i>Scholarship Affairs Officer I</i> OSFA</p>
<p>4. Receives copy of temporary appointment of hired SA/GA; Offices/Units inform hired student/graduate assistant may start to report and assume post</p>	<p>4. Issues two original copies of approved temporary appointment of SA/GA (copy for SA/GA; copy for office/unit)</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Assistant II</i> ODSA</p> <p><i>Scholarship Affairs Officer I</i> OSFA</p>
	<p>TOTAL</p>		<p>3 days, 55 minutes</p>	





UPB Ladies Residence Hall

External Services

1. Reservation of Residency

The initial step to avail the services of the only ladies' dorm in the campus, is to apply for residency. Thus, making the necessary reservation is the gateway to be accommodated.

Office or Division	UPB Ladies Residence Hall
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Interested UPB incoming freshmen and qualified upper class female students
CHECKLIST OF REQUIREMENTS	
1. Checklist form (1 original copy)	UP Baguio Website (https://web.upb.edu.ph/)
2. Application form (1 original copy)	UP Baguio Website (https://web.upb.edu.ph/)



3. Rules and Regulations (1 original copy)	UP Baguio Website (https://web.upb.edu.ph/)
4. UP Admission Notice (1 photocopy)	UP Office of Admissions
5. Parents' ITRs (1 photocopy)	Employer/Bureau of Internal Revenue (BIR)
6. Information & Instruction Sheet (1 original copy)	UPB Ladies Residence Hall
7. Agreement Sheet (1 original copy)	UPB Ladies Residence Hall
8. Record of Payment (1 original copy)	UPB Ladies Residence Hall
9. Appliance Declaration Form (1 original copy)	UPB Ladies Residence Hall
10. Acknowledgement of Accountability (1 original copy)	UPB Ladies Residence Hall
11. 1.5 x1.5 ID pictures (2 copies)	Incoming student-resident
12. Official receipt of reservation fee (1 original copy)	UPB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download at UPB website all necessary forms and accomplish/fill up all necessary information at home	1.1. Request to post announcement at UPB website thru its administrator	None	3 days	<i>Dormitory Manager</i> UPB Ladies Residence Hall
2. Submit filled up forms and required attachments via courier or personally hand carry to the Ladies Residence Hall office within the set deadline	2.1 Accept/receive required forms	None	12 days	<i>Dormitory Manager</i> UPB Ladies Residence Hall
	2.2 Evaluate completeness of all required forms	None	1 day	<i>Dormitory Manager</i> UPB Ladies Residence Hall



	2.3 Check if all information are completely filled up	None	1 day	<i>Dormitory Manager</i> UPB Ladies Residence Hall
	2.4 Summarize list according to annual income and regional location	None	2 days	<i>Dormitory Manager</i> UPB Ladies Residence Hall
	2.5 Meet with ODSA Committee for deliberation and approval	None	1 hour	<i>Dormitory Manager</i> UPB Ladies Residence Hall
3. Follow up status of application at the office of Ladies Residence Hall	3. Post list of qualified applicants during enrolment	None	5 minutes	<i>Dormitory Manager</i> UPB Ladies Residence Hall
4. If accepted, statement of account will be issued for payment of reservation fee at Cashier's Office	4.1 Issue statement of account	PHP 500.00 per student - Reservation Fee	1 minute	<i>Dormitory Manager</i> UPB Ladies Residence Hall
	4.2 Receive payment and issue Official Receipt		3 minutes	Cashier's Office
5. Submit official receipt at the office of Ladies Residence Hall	5.1 Accept official receipt for recording	None	2 minutes	<i>Dormitory Manager</i> UPB Ladies Residence Hall
6. Receive another required set of forms for accomplishment from the office of Ladies	6.1 Issue another required set of forms to be submitted upon checking in.	None	1 minute	<i>Dormitory Manager</i> UPB Ladies Residence Hall



Residence Hall	6.2 Advise proper filling out of forms signed by their parents and orient him/her on the advisory re: Submission and Guidelines on checking in		1 minute	<i>Dormitory Manager</i> UPB Ladies Residence Hall
TOTAL		PHP 500.00 per student	19 days 1 hour & 13 minutes	

2. Accommodation of guests and transients

Another service of the ladies' dorm is the accommodation of guests and transients. Three (3) apartment guest rooms at the Walk-Up building, two (2) guest rooms and several ordinary rooms at the ladies' dorm are readily available for such purpose.

Office or Division	UPB Ladies Residence Hall				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen				
Who may avail	UP students, UP alumni, parents & guardians of residents, delegates or representatives to seminars, conferences, meetings and activities of similar nature conducted at UP Baguio.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Reservation list (computerized copy)			UPB Ladies Residence Hall		
2. Official receipt (3 copies)			UPB Ladies Residence Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



RESERVATION				
1. Clients call at the UPB Dormitory landline or come personally at the Ladies Residence Hall office for reservation	1.1. Answer the telephone calls/ or entertain individuals who come for reservation	None	3 minutes	<i>Household Attendant or Dorm Manager UPB Ladies Residence Hall</i>
2. Provide detailed information (complete name, number of transients, date and time of arrival, date and time of departure and preferred type of room)	2.1. Get details of call/ information and relay other information (type of available room, transient fee rates, time of check in/out, etc.)	None	5 minutes	<i>Household Attendant or Dorm Manager UPB Ladies Residence Hall</i>
CHECKING-IN				
3. Personally log at the transient logbook indicating full name, address, signature, date and time in at the Ladies Residence Hall office	3.1. Provide transient logbook and check very well that all information was properly filled up	None	2 minutes	<i>Household Attendant / Dorm Manager Residence Hall</i>
4. Claim door key of reserved room at Ladies Residence Hall office	4.1. Issue door key and other instructions (if necessary)	None	1 minute	<i>Household Attendant / Dorm Manager Residence Hall</i>



<p>PAYMENT OF TRANSIENT FEE</p> <p>5. Pay applicable dorm/guest or apartment transient fee rate at the Ladies Residence Hall office</p> <p>6. Accept official receipt of payment from the Ladies Dorm Staff</p>	<p>5.1 Receive Payment</p> <p>6.1. Issue the Official receipt to the client</p>	<p>Transient Fees Dormitory Room: UP Employee/ Student - PHP150.00/night/pax Non UP - PHP200.00/night/pax Guest Room: UP Employee/ Student - PHP250.00/night/pax Non UP - PHP300.00/night/pax Apartment: UP Employee/ Student - PHP400.00/night/pax Non UP - PHP500.00/night/pax</p> <p>None</p>	<p>3 minutes</p> <p>1 minute</p>	<p><i>Dorm Manager Residence Hall</i></p> <p><i>Dorm Manager Residence Hall</i></p>
<p>CHECKING OUT</p> <p>7. Surrender key issued and fill up date and time of checking out at the transient logbook at the office of UPB Ladies Residence Hall</p>	<p>7.1 Provide the transient logbook and accept the door key</p> <p>7.2 Check logbook if properly filled out</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>Household Attendant / Dorm Manager Residence Hall</i></p> <p><i>Household Attendant / Dorm Manager</i></p>



				Residence Hall
	TOTAL	Transient Fee = (Rate per night) x (No. of day) x (No. of Person)	17 Minutes	

3. Approval of Late/Overnight/Home Permits

While there are rules to follow, a privilege being enjoyed by the student-residents is to avail of late permit (if going home until 11:00pm), overnight permit (if going on overnight) and home permit (if going home to families during weekends). Thus, they must seek prior approval from the dorm manager on duty to monitor their whereabouts.

Office or Division		UPB Ladies Residence Hall		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UPB Ladies Residence Hall residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Permit form (1 original copy)			UPB Ladies Residence Hall	
2. Daily Attendance sheet (1 original copy)			UPB Ladies Residence Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Home Permit Form at Ladies Residence Hall Lobby	1.1. Evaluate if form was properly filled up (Name and signature, date and purpose)	None	2 minutes	<i>Dorm Manager</i> Residence Hall
2. Log properly in the appropriate logbook at the Ladies Residence Hall office counter	2.1. Approve the permit and update attendance sheet.	None	1 minute	<i>Dorm Manager</i> Residence Hall



3. Indicate whereabouts in the locator chart at Ladies Residence Hall's reception	3.1. Turn over approved permit/s to the guard on duty for arrival monitoring	None	1 minute	<i>Dorm Manager Residence Hall</i>
TOTAL		None	4 minutes	

4. Issuance of Certification of Residency

There are instances when student-residents request for certificate of residency, a document mostly required with their initial bank transaction. As such, to be of help in facilitating their bank transactions, the office issues this kind of certification.

Office or Division		UPB Ladies Residence Hall		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UPB Ladies Residence Hall residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Residency form (1 copy)			UPB Ladies Residence Hall	
2. Logbook (Clearance/Waiver/etc.)			UPB Ladies Residence Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask/Request the certificate of residency from the Ladies Residence Hall office and log at the appropriate logbook	1.1. Conduct short interview with the requester	None	2 minutes	<i>Dorm Manager Residence Hall</i>
2. Claim certificate	1.2. Prepare and print certificate of residency	None	2 minutes	<i>Dorm Manager Residence Hall</i>
	2.1. Issue the certificate to the requesting resident	None	1 minute	<i>Dorm Manager Residence Hall</i>
TOTAL		None	5 minutes	

5. Request for Clearance



One basic requirement which all UPB students need to comply to when requesting for several credentials from the Registrar's Office is the clearance form. Included in the said form is the Ladies Dormitory where all female students are required to seek clearance from the ladies' dorm.

Office or Division	UPB Ladies Residence Hall			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPB Female Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. UPB ID 2. Logbook for clearance 3. List of student with accountabilities			UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance form at the UPB Ladies Residence Hall office counter	1.1 Verify UPB ID and List of Accountabilities. If with accountability, require to settle	None	2 minutes	<i>Dorm Manager Residence Hall</i>
	1.2. Let the student sign at the Logbook for clearance	None	1 minute	<i>Dorm Manager Residence Hall</i>
2. Retrieve duly signed clearance form	1.3. Stamp name of Dormitory Manager, then affix signature on the clearance form	None	1 minute	<i>Dorm Manager Residence Hall</i>
	2.1. Return duly signed clearance form	None	1 minute	<i>Dorm Manager Residence Hall</i>
TOTAL		None	5 minutes	

6. Request for statement of accounts/billing statement

A means to collect dorm fees and collectible transient fees is the issuance of statements of accounts. The said statement of account is the basis of the Cashier's Office to collect and issue official receipt while the billing statement is a



required attachment in processing payments through the usual procurement procedure.

Office or Division		UPB Ladies Residence Hall		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G - Government to Government		
Who may avail		UPB Ladies Residence Hall residents Concerned Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. UPB ID 2. Statement of account form (1 copy) 3. Billing statement form (1 original copy)			UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask/Request for the statement of account (dorm fees, etc.), billing statement (transient fees) at the Ladies Residence Hall office	1.1. Countercheck documents: students' record of payment (dorm fees, etc.), Transient logbook (transient fee)	None	2 minutes	<i>Dorm Manager</i> Residence Hall
2. Accept the billing statement	1.2 Fill up billing form manually or prepare and print billing statement	None	2 minutes	<i>Dorm Manager</i> Residence Hall
	2.1. Countersign billing and issue to the requester.	None	1 minute	<i>Dorm Manager</i> Residence Hall
TOTAL		None	5 minutes	



7. Attendance to various request

The office staff oversees the various needs/requests (parcel delivery, medicines, borrowing of flat iron & master keys, water deliveries, etc.) of the residents. This has to be systematically placed in order for an efficient delivery of services to them.

Office or Division		UPB Ladies Residence Hall		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G - Government to Government		
Who may avail		UPB Ladies Residence Hall residents Concerned Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Flat Iron Log sheet (1 folder) 2. Master Key Log sheet (1 folder) 3. Letter/Deliveries Log sheet (1 folder) 4. Medicines Log Sheet (1 folder) 5. Drinking water deliveries Log sheet (1 folder)			UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office UPB Ladies Residence Hall Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask/request to borrow flat iron/master keys, to claim parcel deliveries, over the counter medicines, drinking water deliveries, etc. at the office of Ladies Residence Hall	1.1. Require residents to fill up appropriate log sheet for the said purpose	None	2 minutes	<i>Household Attendant or Dorm Manager</i> UPB Ladies Residence Hall
2. Fill up necessary log sheet/s at the office of Ladies	2.1. Issue/ Handover the item/s being requested/ claimed	None	1 minute	<i>Household Attendant or Dorm Manager</i> UPB Ladies



Residence Hall				Residence Hall
TOTAL		None	3 minutes	



UPB Ladies Residence Hall

Internal Services

1. Accommodation of guests and transients

Another service of the ladies' dorm is the accommodation of guests and transients. Three (3) apartment guest rooms at the Walk-Up building, two (2) guest rooms and several ordinary rooms at the ladies' dorm are readily available for such purpose.

Office or Division	UPB Ladies Residence Hall	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	UP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Reservation list (computerized copy)		UPB Ladies Residence Hall
2. Official receipt (3 copies)		UPB Ladies Residence Hall



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>RESERVATION</p> <p>1. Clients call at the UPB Dormitory landline or come personally at the Ladies Residence Hall office for reservation</p> <p>2. Provide detailed information (complete name, number of transients, date and time of arrival, date and time of departure and preferred type of room)</p>	<p>1.1. Answer the telephone calls/ or entertain individuals who come for reservation</p> <p>2.1. Get details of call/ information and relay other information (type of available room, transient fee rates, time of check in/out, etc.)</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 minutes</p>	<p><i>Household Attendant or Dorm Manager</i> UPB Ladies Residence Hall</p> <p><i>Household Attendant or Dorm Manager</i> UPB Ladies Residence Hall</p>
<p>CHECKING-IN</p> <p>3. Personally log at the transient logbook indicating full name, address, signature, date and time in at the Ladies Residence Hall office</p>	<p>3.1. Provide transient logbook and check very well that all information was properly filled up</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Household Attendant / Dorm Manager</i> Residence Hall</p>



4. Claim door key of reserved room at Ladies Residence Hall office	4.1. Issue door key and other instructions (if necessary)	None	1 minute	<i>Household Attendant / Dorm Manager Residence Hall</i>
PAYMENT OF TRANSIENT FEE				
5. Pay applicable dorm/guest or apartment transient fee rate at the Ladies Residence Hall office	5.1 Receive Payment	Transient Fees Dormitory Room: UP Employee/ Student - PHP150.00/night/pax Non UP - PHP200.00/night/pax Guest Room: UP Employee/ Student - PHP250.00/night/pax Non UP - PHP300.00/night/pax Apartment: UP Employee/ Student - PHP400.00/night/pax Non UP - PHP500.00/night/pax	3 minutes	<i>Dorm Manager Residence Hall</i>
6. Accept official receipt of payment from the Ladies Dorm Staff	6.1. Issue the Official receipt to the client	None	1 minute	<i>Dorm Manager Residence Hall</i>
CHECKING OUT				



7. Surrender key issued and fill up date and time of checking out at the transient logbook at the office of UPB Ladies Residence Hall	7.1 Provide the transient logbook and accept the door key	None	1 minute	<i>Household Attendant / Dorm Manager Residence Hall</i>
	7.2 Check logbook if properly filled out	None	1 minute	<i>Household Attendant / Dorm Manager Residence Hall</i>
TOTAL		Transient Fee = (Rate per night) x (No. of day) x (No. of Person)	17 Minutes	

2. Attendance to various requests

The office staff oversees the various needs/requests (parcel delivery, medicines, borrowing of flat iron & master keys, water deliveries, etc.) of the residents. This has to be systematically placed in order for an efficient delivery of services to them.

Office or Division		UPB Ladies Residence Hall		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		UPB Ladies Residence Hall residents Concerned Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Flat Iron Log sheet (1 folder)			UPB Ladies Residence Hall Office	
2. Master Key Log sheet (1 folder)			UPB Ladies Residence Hall Office	
3. Letter/Deliveries Log sheet (1 folder)			UPB Ladies Residence Hall Office	
4. Medicines Log Sheet (1 folder)			UPB Ladies Residence Hall Office	
5. Drinking water deliveries Log sheet (1 folder)			UPB Ladies Residence Hall Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Ask/request to borrow flat iron/master keys, to claim parcel deliveries, over the counter medicines, drinking water deliveries, etc. at the office of Ladies Residence Hall</p> <p>2. Fill up necessary log sheet/s at the office of Ladies Residence Hall</p>	<p>1.1. Require residents to fill up appropriate log sheet for the said purpose</p> <p>2.1. Issue/ Handover the item/s being requested/ claimed</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p>	<p><i>Household Attendant or Dorm Manager</i> UPB Ladies Residence Hall</p> <p><i>Household Attendant or Dorm Manager</i> UPB Ladies Residence Hall</p>
TOTAL		None	3 minutes	



Office of Counseling and Guidance

External Services



I. COUNSELING

1. Intake Interview with test interpretation and counseling – this service is a one-on-one session wherein test results (UPCAT, IQ and Personality) are interpreted and aligned to academic, career, psycho-social and other concerns. Counseling is conducted when concerns emerge from test results and from information obtained during intake session.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All First Year Students and new students ; All Other students who were not able to avail of the service during their first year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment on the log sheet at the Office of Counseling & Guidance.	1.1. Retrieve student personal file, write the time and day of chosen appointment and put it in the file box of the Guidance Counselor whom they set appointment with	none	2 minutes	Merjerie P. Ticag
	1.2. Conduct psychological test interpretation and intake interview	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.3. Record and return the student personal file in the box for filing	none	5 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.4. File back the student personal file	none	1 minute	Merjerie P. Ticag
TOTAL:			1 hour and 8 minutes	



2. Exit Counseling (students transferring to other school or another UP campus) – extended to students who wish to leave UP Baguio, they are interviewed and counseled, to evaluate with them their decision and discuss options, if needed. They are also counseled regarding their reason/s for leaving.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students who are transferring to other school or another UP campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades –if transferring to other school/university, one copy 2. Letter of Acceptance – if transferring to another UP campus, one copy 3. Exit counseling form, one copy		- Office of University Registrar - UP campus transferring to - Office of Counseling and Guidance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student comes for exit counseling	1. Ask client where is he/she transferring.	none	1 minute	Merjerie P. Ticag
2. Present true copy of grades or letter of acceptance and fill- out the exit counseling form	2. Accept and instruct the client to fill-out an exit counseling form and retrieve student personal file	none	8 minutes	Merjerie P. Ticag
3. Return to the Administrative Staff the properly filled-out exit counseling form	3.1. Refer to the Guidance Counselor	none	1 minute	Merjerie P. Ticag
	3.2. Conduct exit counseling and issue “exit counseling complied with “ stub	none	20 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay



	3.4. Record and return the student personal file in the box for filing	none	5 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	3.5. File back the student personal file; record and file the exit counseling form	none	2 minutes	Merjerie P. Ticag
TOTAL:			37 minutes	

3. Follow-up Counseling – This service accommodates students who are in need of further counseling sessions to resolve their issues, or were monitored because of their probation or re-admitted status.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students for follow-up (regular follow-up and readmission and transfer-in follow-ups); referred students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Send thru text message or issue an appointment slip, the schedule of follow-up session to readmitted/transferee students to discuss their conditions	none	10 minutes	Merjerie P. Ticag
1. Come for appointment or present call-in slip	2.1. Retrieve student personal file, write the time and day of chosen appointment and put it in the file box of his/her Guidance Counselor	none	1 minutes 7 minutes	Merjerie P. Ticag



	For readmitted/transferee students: Retrieve student personal file, write their appointment schedule and conditions for the reference of the Guidance Counselor.			
	2.3. Conduct counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	2.4. Record and return the student personal file in the box for filing	none	5 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	2.5. File back the student personal file	none	1 minute	Merjerie P. Ticag
TOTAL:			1 hour and 24 minutes	

4. Self- referred/ Walk –in Cases – There are students, who on their own volition, come to seek assistance from the counselors regarding various concerns/issues being experienced or challenged with.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	All Students; External clients – alumni, employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment on the log sheet at the Office of Counseling & Guidance	1. Retrieve student personal file, write the time and day of chosen appointment and put it in	none	2 minutes	Merjerie P. Ticag



	the file box of his/her Guidance Counselor * Urgent concerns are attended to immediately.			
	2. Conduct counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	3. Record and return the student personal file in the box for filing	none	5 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	4. File back student personal file	none	1 minute	Merjerie P. Ticag
TOTAL:			1 hour and 8 minutes	

5. Referred/Called –in – There are counselees who are referred to the OCG by teachers, personnel and other students. They are either accompanied to the OCG by their referrer, or were called in after the attention of the OCG is called regarding their situation.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Referred Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral (letter (one copy), phone call)		From the person referring a client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer a student to the Office of Counseling & Guidance	1. Request a copy of Form 5 of the student from the OUR to know his/her	none	5 minutes	Merjerie P. Ticag



	class schedule , contact number and classroom			
	1.2. Issuance of call-in slip/ send a text message to the student	none	10 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
2. Present the call-in slip to the Admin Staff at the Office of Counseling & Guidance	2.1. Retrieve student personal file and refer to Guidance Counselor	none	1 minute	Merjerie P. Ticag
	2.2. Conduct of counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	2.3. Record and return the student personal file in the box for filing	none	5 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	2.4. File back student personal file	none	1 minute	Merjerie P. Ticag
TOTAL:			1 hour and 22 minutes	

6. Group Counseling – When a group of students have similar concerns, then group counseling sessions are conducted.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment on	1.1. Retrieve student	none	2 minutes	Merjerie P. Ticag



the log sheet at the Office of Counseling & Guidance	personal files and refer to the Guidance Counselor			
	1.2. Conduct of counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.3. Record and return the student personal file in the box for filing	none	10 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.4. File back the student personal file	none	1 minute	Merjerie P. Ticag
TOTAL:			1 hour and 13 minutes	

II. TESTING

7. Readmission and Transfer-in Applicants – individual or group test administered to students seeking transfer to UPB and students seeking readmission as part of the admission/re-admission process.

Office or Division:	Office of Counseling and Guidance			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students who are dismissed, AWOL, transferring from other school or another UP campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of appeal duly received by the OUR, with contact number and email address, one copy		- Personal Letter from the student applying for readmission or transfer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a personal letter of appeal duly received by the OUR to the Office of Counseling & Guidance	1.1. Accept and check if the contact number and email address are provided , if not, ask the student; relay the test schedule to the	none	2 minutes	Merjerie P. Ticag



	student if already available			
	1.2. Retrieve student personal file	none	1 minute	Merjerie P. Ticag
	1.3. Make the Part I CARSP report and submit to the OUR	none	5 minutes	Merjerie P. Ticag Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.4. Inform the student about the test schedule thru the students' mobile number and email address	none	10 minutes	Merjerie P. Ticag
	1.5. Prepare the testing materials needed	none	1 hour	Merjerie P. Ticag
	1.6. Look for a possible venue of testing and fill-out request form or prepare a letter of request whichever is applicable	none	30 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.7. Conduct testing	none	2 hours	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.8. Individual interview of the readmission/transfer-in applicant after the testing	none	40 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.9 Prepare tests scoring key for checking	none	10 minutes	Merjerie P. ticag
	1.10. Checking and scoring of answer sheets	none	7 minutes per answer sheet	Merjerie P. Ticag Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.11. Preparation of the Part II CARSP report	none	2 hours	Liza A. Ngiao Aurora P. Parcasio



				Julie E. Tuguinay
	1.12. Submission of Part II CARSP report to OUR	none	5 minutes	Merjerie P. Ticag
TOTAL:			6 hours and 43 minutes	

8. Group Psychological Test for First Year Students - a battery of tests administered to all freshmen to provide an objective measure of students' abilities, aptitudes, interests, traits and needs utilized during Intake Interview cum counseling

Office or Division:	Office of Counseling and Guidance			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All First Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Letter soliciting support from the Colleges for the wide dissemination of the test schedule and request for a venue	none	30 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	2. Request the total number of first year students per block from the three colleges	none	45 minutes	Merjerie P. Ticag
	2. Printing and Posting of notices about the schedule of tests on the different conspicuous places in the university	none	16 hours	Merjerie P. Ticag



	3. Inventory, reproduction and collation of answer sheets and preparation of the same including the background information sheet	none	16 hours	Merjerie P. Ticag
	4. Orientation of Support staff and students who will serve as proctors	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	5. Conduct of testing	none	3 hours per session	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	6. Organize tests scoring key	none	10 minutes	Merjerie P. Ticag
	7. Checking and scoring of answer sheets (10 sheets X 4 minutes)	none	40 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	8. Attach Form 1C (Survey form floated during their medical) in their respective student personal file	none	2 minutes	Merjerie P. Ticag
	9. Print the name of the student on their respective student personal file	none	3 minutes	Merjerie P. Ticag
TOTAL:			35 hours and 10 minutes	

*** Group psychological testing for first year students is considered as Highly Technical service because in order to be able to accommodate all the first year students, the office conducts the test in two days with morning and afternoon sessions, and an average of 7 administrations per session.**



9. CFA Applicants – group psychological test administered to CFA applicants as requested by the College of Arts and Communication

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Incoming First Year Students applying for CFA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request from CAC, one copy 2. List of names of CFA applicants, one copy		- College of Arts and Communication - College of Arts and Communication		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request and provide list of names of CFA applicants to the Office of Counseling & Guidance	1. Prepare the test materials	none	1 hour	Merjerie P. Ticag
	1.2. Conduct of testing	none	4 hours	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.3. Prepare tests scoring key for checking	none	10 minutes	Merjerie P. Ticag
	1.3. Checking and scoring of answer sheets (7 sheets X 4 minutes)	none	28 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.4. Make and submit test report to CAC	none	2 hours	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay



TOTAL:		7 hours and 38 minutes	
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*** The testing for CFA applicants is considered as a complex service of the office because the time in checking and scoring is computed on per answer sheet basis.**

10. HRDO Request/s (Admin position applicants; agency workers) – The OCG is requested by HRDO for the conduct of test for placement purposes in relation to UPB job openings.

Office or Division:	Office of Counseling and Guidance
Classification:	Simple
Type of Transaction:	G2C – Government to Client ; G2G – Government to Government
Who may avail:	Admin Applicants; agency workers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from HRDO, one copy 2. List of names of examinees with the corresponding vacant position they are applying for, one copy		- HRDO (as the requester) - HRDO (as the requester)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from HRDO	1.1. Prepare the test materials	none	1 hour	Merjerie P. Ticag
	1.2. Conduct of testing	none	4 hours	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.3 Prepare tests scoring key for checking	none	10 minutes	Merjerie P. Ticag
	1.3. Checking and scoring of answer sheets (19 sheets X 4 minutes)	none	1 hour & 16 minutes * Interpretation of the personality test not included	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.4. Make and submit	none	4 hours	Liza A. Ngiao Aurora P. Parcasio



	test report to HRDO			Julie E. Tuguinay
TOTAL:			6 hours and 26 minutes	

III. OTHER SERVICES

11. CASE CONFERENCES (Inter-offices, faculty, parents, others) – At times, the counselors, get together to debrief after a particularly grueling case and to evaluate together a counseling case. Thus, unusual or difficult cases are discussed in order to arrive at a better and deeper understanding of a case, as well as affirmation of interventions that were undertaken.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client ; G2G – Government to Government			
Who may avail:	Faculty, parents, inter-offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment to the Office of Counseling & Guidance	1.1. Set schedule as the need arises or upon request	none	1 minute	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.2. Conduct of counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
TOTAL:			1 hour and 1 minute	

12. COUNSELLING SERVICES TO EXTERNAL CLIENTS - At times, non-UP Baguio clients are accommodated and provided counseling services within the boundaries of resources, time and ethical considerations.

Office or Division:	Office of Counseling and Guidance
Classification:	Simple
Type of Transaction:	G2C – Government to Client ; G2G – Government to Government
Who may avail:	Alumni, employees, dependents/ward



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment to the Office of Counseling & Guidance	1.1. Set schedule as the need arises or upon request	none	1 minute	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
	1.2. Conduct of counseling	none	1 hour	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
TOTAL:			1 hour and 1 minute	

13. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER – issues certificate upon request of student seeking admission to law or medical school; for scholarship and internship purposes.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form, one copy 2. Official Receipt cleared by OUR staff, one copy		- Office of Counseling and Guidance - CASH Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- out request form of Certificate of Good Moral Character at the Office of Counseling & Guidance	1.1. Instruct the student to pay to the cashier and have the form cleared at the OUR	PHP 20.00 per copy	5 minutes	CASH Office/ OUR
2. Submit fully filled –out and cleared request form	1.2. Receive and check the completeness of information on the form and	none	1 minute	Merjerie P. Ticag



	the official receipt; Retrieve student personal file			
	1.3. Prepare certificate of good moral character for validation and signature of attending counselor	none	5 minutes	Merjerie P. Ticag Liza A. Ngiao Aurora P. Parcasio Julie E. Tuguinay
3. Receives certificate from the Admin Staff of the Office of Counseling & Guidance	1.4. Let the student acknowledge receipt by signing in the request form	none	1 minute	Merjerie P. Ticag
	1.5. Record and file the request form	none	5 minutes	Merjerie P. Ticag
TOTAL:		PHP 20.00 per copy	17 minutes	

14. EXTENSION SERVICES (invited as resource speaker, facilitator, paper presenter)

The counselors get invited by agencies or organizations either from outside or within UP Baguio, to extend professional expertise as resource speakers, trainers or facilitators.

Office or Division:	Office of Counseling and Guidance			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2C – Government to Client; G2B – Government to Business			
Who may avail:	Individuals; private or government agency/organization;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of invitation from requesting individual/ agency/organization, one copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send letter of invitation to the Office of Counseling & Guidance	1.1. Accept/acknowledge and write a letter of request to accommodate the invitation addressed to the Chancellor thru channels for approval	none	30 minutes	Liza A. Ngiao Aurora P. Parcasio Julie E. Tuginay
	1.2. When approved by the Chancellor, prepare a travel order or locator as the case maybe	none	5 minutes	Merjerie P. Ticag
	1.3. Facilitate the processing of necessary travel documents	none	16 hours	Merjerie P. Ticag
TOTAL:			16 hours, 35 minutes	



Health Service Office

External and Internal Services



1. Medical Consultation

Medical consultation is conducted to detect and treat illnesses promptly thus preventing the progression of such, rendering the patient physically and medically well.

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client (UPB students, dependents, retirees) G2G – Government to Government (UPB employees)			
Who may avail:	UPB Students, employees, dependents, retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO FORM 2B (1 original)		HSO – Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches nurse and if new, gets UPB-HSO FORM 2B.	1. Receives patient and gives UPB-HSO FORM 2B to new patients.	none	30 secs - 1 min	Abigail E. Daculan, RN
2. Waits for UPB-HSO FORM 2B, while new patient submits the filled- up UPB-HSO FORM 2B.	2. Retrieves UPB-HSO FORM 2B of old patients while she accepts filled-up UPB-HSO FORM 2B of new patients and reviews accurateness of data needed. 2.1 Gets the chief complaint/s	none	1 min	Abigail E. Daculan, RN



	and vital signs of the patient 2.2. Instructs patient to proceed to the consultation room with the UPB-HSO FORM 2B.			
3. Proceeds to the consultation room.	3.Examines the patient. Treatment is then prescribed and explained.	none	5-15 mins	Laila G. Jara. MD or Jeanette Tina F. Delizo, MD
4. Goes back to the nurse station, gets initial dose of prescribed medication and receives further instruction	4. Carries out the physician's orders, gives 1 day dose of medicine prescribed from the clinic stock subject to availability, and instruct properly on the intake of the medicines.	none	2-5 mins	Abigail E. Daculan, RN
TOTAL:			15-20 mins	

2. Annual Physical Laboratory Examination

Annual Physical Laboratory Examination is conducted to ensure the wellness and good health of UPB employees through early detection of medical conditions before they progress into more serious and debilitating illnesses.

Office or Division:	Health Service Office	
Classification :	Highly Technical	
Type of Transaction:	G2C – Government to Client (UPB dependents, retirees) G2G – Government to Government (UPB employees)	
Who may avail:	UPB employees, dependents, retirees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Checklist of laboratory tests required for the Annual	HSO – Nurse Station Laboratory technicians of service provider	



Physical Examination to include Routine tests: Chest Xray, CBC, Urinalysis, ECG Special tests (35 yrs. & older): FBS, Uric acid, Lipid Profile, SGOT/SGPT, BUN/Creatinine, PSA (male 40 yrs. old and older), pap's smear, (female) Optional: abdominal and pelvic ultrasound, sonomammogram (1original, 1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets the checklist of laboratory tests to be availed of and advised to fill up all the necessary information needed in the form 1.1 Gets specimen containers for urinalysis and fecalalysis from the HSO.	1. Provides all employees, dependents and retirees with laboratory checklist of laboratory tests to be done. Nurse checks the accuratenes s of information needed in the form 1.1 Gives specimen containers for urinalysis and fecalalysis	none	30 secs-1 min	Abigail E. Daculan, RN Laboratory technicians of service provider
2. Gets instruction for 8-12 hours of fasting prior to extraction of blood for blood chemistry	2. Instructs patients 8-12 hours fasting prior to extraction of blood	none	1-3 mins	Abigail E. Daculan, RN



tests (FBS, Lipid profile)				
3. Proceeds to the designated areas for the laboratory tests (in-plant). The laboratory technician in charge of each test affixes his signature opposite each test completed on the checklist.	3. Laboratory technicians of service provider will perform tests needed and affix their signatures opposite each tests completed	Amount in excess of PHP 1,500.00 (regular/contractual employees, retirees); dependents: full costs of laboratory tests	45 mins-1 hour	Laboratory technicians of service provider
4. Submits the checklist to the nurse station upon completion of all laboratory tests availed of	4. Collects all accomplished laboratory checklists from patients	none	30 secs-1 min	Abigail E. Daculan, RN
TOTAL:			45 mins-1 hr.	

3. Annual Physical Examination (Interpretation of results)

Annual Physical Examination is conducted after the laboratory results are released by the service provider. This will enable the medical personnel to interpret the laboratory results, prescribe appropriate treatment and refer to specialists when necessary

Office or Division:	Health Service Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client (UPB dependents, retirees) G2G – Government to Government (UPB employees)



Who may avail:	UPB employees, dependents, retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO Medical Form 2 (1 original) 2. Laboratory results (1 original)		HSO – Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the nurse station	1. Retrieves patient's UPB-HSO Medical Form 2. (New employees fill up UPB-HSO Medical Form 2)	none	30 secs-1 min	Abigail E. Daculan, RN
2. Subjects oneself for anthropometric, body fat analysis, visual acuity and vital signs measurement.	2. Updates and records the anthropometric measurements (height, weight), body fat analysis, visual acuity, and vital signs. 2.1. Attaches all laboratory results to UPB-HSO Form 2. 2.2. Instructs patient to proceed to the consultation room	none	1=2 mins	Abigail E. Daculan, RN



3.Proceeds to the consultation room for the examination	3. Performs physical examination and interprets the laboratory results 3.1 Prescribes necessary treatment, advises on Healthy Lifestyle and/or referral to specialists or other health institution when necessary.	none	10-15 mins	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			10-15 mins	

4.Pre-enrollment Physical Examination

Pre-enrollment Physical Examination is conducted to establish the physical and medical status of all incoming freshmen in both undergraduate and graduate programs and determine their physical fitness to study in the University.

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Incoming UPB Freshmen students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO Form 1A & 1B (1 Original) 2. Chest X-ray result (1 original)		HSO – Nurse Station Laboratory of Choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p><i>For incoming Freshmen who wish to have the physical examination at the UPB HSO follow these steps:</i></p> <p>1. Downloads UPB-HSO Medical Form 1A and accomplish the <u>Medical History</u> part (front page). If unable to download, gets the UPB-HSO Medical Form 1A and accomplish the <i>Medical history</i> portion.</p>	<p>1. Receives the accomplished UPB-HSO Form 1A. If the client is unable to download form, provides the UPB-HSO Form 1A and instructs patient to accomplish the personal data on the form. 1.1 Checks the completeness of data provided in the form</p>	<p>none</p>	<p>30 secs - 1 min</p>	<p>Abigail E. Daculan, RN</p>
<p>2.Presents the Chest Xray result and accomplished UPB-HSO Medical Form 1A</p>	<p>2.Receives the Chest X ray results and UPB Medical Form 1A 2.1Checks the completeness of the data provided in the form</p>	<p>none</p>	<p>2-3 mins</p>	<p>Abigail E. Daculan, RN</p>
<p>3.Subjects oneself for measurement of anthropometric measurements, visual acuity and vital signs.</p>	<p>3. Takes the anthropometric measurements, visual acuity and vital signs.</p>	<p>none</p>	<p>2-3 min</p>	<p>Abigail E. Daculan, RN</p>



4.Proceeds to the Dental Clinic for Dental Examination.	4. Performs dental examination and gives advise	none	3-5 mins	Ronald A. Hidalgo, DMD
5.Proceeds to the Consultation room for the Complete Physical Examination. 5.1 Medical Certificate is then issued and forwarded to the Office of the Registrar.	5. Conducts physical examination 5.1 Issues medical certificate to be forwarded to the Office of the University Registrar.	none	5-10 mins	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
<p><i>For those who prefer to have the Physical examination by other government or private health facilities, follow these steps:</i></p> <p>1.Download UPB-HSO Medical Form 1A & 1B.</p> <p>1.1 Accomplish the Medical History part (front page) of UPB-HSO Medical Form 1A.</p> <p>1.2 Medical examination may be done by any government physician, private family medicine & pediatrics</p>	<p><i>For Physical examination done outside UPB:</i></p> <p>1.Advises and instructs patient thru UPB website or personal email to download UPB-HSO Medical Form 1A & 1B</p> <p>1.1 Instruct patient to accomplish Medical History part of UPB-HSO Medical Form 1A</p> <p>1.2 Inform patient that they may have their medical examination by any government</p>	none	2-3 mins	



<p>specialist. Use the official UPB-HSO Medical Form 1A.</p> <p>1.3 Dental examination may be done by any licensed dental practitioner. Use the official UPB-HSO Medical Form 1B.</p>	<p>physician, private family medicine & pediatric specialist and to use the official UPB-HSO Medical Form 1A</p> <p>1.3 Inform patient that dental examination may be done by any licensed practitioner and to use the official UPB-HSO Medical Form 1B</p>			
<p>2. Submits <u>UPB-HSO Medical Form 1A & 1B, Chest Xray results and Medical and Dental Certificates</u> to the UPB HSO on or before the scheduled Freshmen Registration date.</p>	<p>2. Receives UPB-HSO Form 1A & 1B and the Chest Xray result</p>	<p>none</p>	<p>30 secs – 1 min</p>	<p>Abigail E. Daculan, RN</p>
<p>3. Proceeds to the Dental clinic for validation of UPB-HSO Medical Form 1B and dental certificate.</p>	<p>3. Validates UPB-HSO Medical Form 1B and dental certificate issued by the examining dentist.</p>	<p>none</p>	<p>2-3 mins</p>	<p>Ronald A. Hidalgo, DMD</p>



4. Proceed to the Consultation room for validation of UPB-HSO Medical Form 1A and medical certificate from examining physician. 4.1. Get Medical Certificate for enrolment.	4. Validates UPB-HSO Medical form 1B and Medical certificate issued by the examining physician. 4.1 Issues medical certificate for enrolment to be forwarded to the Office of the Registrar.	none	3-5 mins	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			20-34 mins	

5. Pre-participation Physical Examination (for Athletes, field work, fieldtrips, OJT, scholarship, cross registration, transfer)

Pre-participation Physical Examination is conducted to determine the physical fitness of students to participate in academic activities.

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client (UPB students) G2G – Government to Government (UPB employees)			
Who may avail:	UPB Students, employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO FORM 2B		HSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UPB-HSO Form 2B (new patients)	1. Retrieves patient's UPB-HSO Form 2B. New patients are given and asked to fill up this form.	none	30 secs – 1 min	Abigail E. Daculan, RN
2. Subjects oneself for measurements of anthropometric,	2. Gets the anthropometric measurements, visual acuity and vital signs.	none	2-3 mins	Abigail E. Daculan, RN



visual acuity and vital signs.				
3. Proceeds to the consultation room for examination. 3.1. Gets UPB-HSO Form 3A	3. Performs physical examination. 3.1 Issues UPB-HSO Form 3A	none	5-10 mins	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			5-10 mins	

6. Pre-employment Physical Examination

Pre-employment Physical Examination is conducted to determine the medical fitness of the applicant to perform the function inherent to the job being applied for; to ensure that the applicant has no pre-existing medical condition that will put the individual or his/her co-workers at risk in the performance of his/her functions; and, to establish the basic health data of the individual for future reference in determining the effects of occupational exposure to present health status.

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	UPB employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory examination results: Chest Xray, CBC, Urinalysis, Drug test; for 40 yrs. old and older: Lipid profile, FBS, SGOT/SGPT, Uric acid, BUN/Creatinine, ECG (1 original)		Medical Laboratory of choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all laboratory results. 1.1 Gets and fills up CSC FORM NO. 211, UPB-HSO Medical Form 2A and UPB-HSO Form 1B.	1.Receives patient's laboratory test results. 1.1Asks patient to fill up CSC Form 211, UPB-HSO Form 1B	none	2-3 mins	Abigail E. Daculan, RN



	and UPB-HSO 2A.			
2. Subjects oneself for measurements of anthropometric, visual acuity and vital signs.	2. Gets the anthropometric measurements (height and weight), visual acuity and vital signs.	none	2-3 min	Abigail E. Daculan, RN
3. Proceeds to the dental clinic for examination with the UPB-HSO Form 1B.	3. Performs dental examination using UPB-HSO Form 1B.	none	3-5 mins	Ronald A. Hidalgo, DMD
4. Proceeds to the consultation room for medical examination. 4.1. Gets accomplished CSC Form 211.	4. Conducts medical examination using the CSC Form 211 and UPB-HSO Medical Form 2A. 4.1 Issues the accomplished CSC Form 211.	none	5-10 mins	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			12-21mins	

8. Dental Examination, consultation and treatment

Dental Examination, consultation and treatment is done to maintain good oral health through prevention and control of oral diseases with improved access to preventive oral care and interventional oral health procedures.

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client (UPB students, dependents, retirees) G2G - Government to Government (UPB employees)			
Who may avail:	UPB Students, employees, dependents, retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO FORM 1B		HSO – Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fills up UPB-HSO Form 1B (new patient).	1. Asks patient to fill up UPB-HSO Form 1B then directs the patient to the dental clinic.	none	30 secs-1 min	Abigail E. Daculan, RN
2. Proceeds to the dental clinic for the examination, consultation and treatment.	2. Examines patient and prescribes treatment and/or perform dental procedure	none	5 mins - 1 hour	Ronald A. Hidalgo, DMD
3. Gets initial dose of prescribed medications	3. Gives 1 day dose of medicine prescribed from the clinic stock subject to availability, and instruct properly on the intake of the medicines	none	1-2 mins	Abigail E. Daculan, RN or Ronald A. Hidalgo, DMD
TOTAL:			6.5 mins-1 hour	

9. Medical Emergency Assistance

Medical Emergency assistance is done inside the campus in order to prevent the worsening of the condition/injury that could lead to temporary or permanent disability

Office or Division:	Health Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client (UPB students, dependents, retirees, non-UPB personnel) G2G- Government to Government (UPB employees)			
Who may avail:	UPB Students, employees, dependents, retirees, non-UPB personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO FORM 1B		HSO – Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Subjects oneself for initial examination and assessment	1. Receives patient. If patient is non-ambulatory, health personnel proceeds to where the patient is. 1.1 Gets name and age and chief complaint/s. 1.2 Gets vital signs, makes initial examination and assessment on the patient's condition. 1.3 Provides first aid to the patient.	none	3-5 mins	Abigail E. Daculan, RN and Laila G Jara, MD or Jeanette Tina F. Delizo, MD
2. Subjects oneself for further management and treatment.	2. Conducts further evaluation and management then prescribes treatment. 2.1 Refers patient to specialist of another health facility when necessary	none	5-15 mins	Laila G, Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			8-20 mins	

9. Handling of patients with special cases (abuse, mental health issues)

Handling of patients with special cases is done to ensure that the victim will receive appropriate treatment, provided with a safe environment and referred to proper authorities when necessary.

Office or Division:	Health Service Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client (UPB students) G2G – Government to Government (UPB employees)



Who may avail:		UPB Students, employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPB-HSO FORM 1B		HSO – Nurse station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UPB-HSO Form 2B.	1. Asks patient to fill up UPB-HSO Form 1B. 1.1. Gets the patient's vital signs and gets chief complaint/s.	none	1-5 mins	Abigail E. Daculan, RN
2. Proceeds to the consultation room	2. Examines patient and makes initial assessment and prescribes treatment. 2.1 Refers patient to the Office of Guidance and Counselling for further evaluation and management. 2.2 May refer patient to a specialist when necessary	none	30 mins-1 hour	Laila G. Jara, MD or Jeanette Tina F. Delizo, MD
TOTAL:			31 mins – 1 hr.	



Graduate Program Office
External and Internal Services



1. Provide assistance to clients and UPB Employees

Provide information (i.e. program brochure, application form, etc.), answer queries on graduate programs

Office or Division			Graduate Program Office	
Classification			Simple	
Type of Transaction			G2C – Government to Citizen G2G - Government to Government	
Who may avail			Interested persons, UPB Employees	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NONE			NONE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Visit to Graduate Program Office	1. Personally attend to client at GPO office	None	5 minutes	Graduate Program Office Head / Junior Office Aide Graduate Program Office
2. Make an e-mail query	2. Respond to client email and refer to concerned graduate program coordinator	None	5 minutes	Graduate Program Office Head / Junior Office Aide Graduate Program Office
TOTAL		None	10 minutes	

2. Process Application to the Graduate Programs of the University

To assist applicant who seek admission to a graduate degree program of the university.

Office or Division			Graduate Program Office	
Classification			Highly Technical	
Type of Transaction			G2C – Government to Client G2G - Government to Government	
Who may avail:			Applicants for UPB graduate programs	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Application Form (1 Original Copy)			1. Graduate Program Office or can be downloaded at the GPO Office Website (http://gpo.upb.edu.ph/)	



<p>2. Accomplished Reference Forms (UP-GP Form 2) (1 Original Copy Accomplished by Immediate Supervisor and 2 Original Copies Accomplished by 2 Former Teachers)</p> <p>3. Accomplished Consent Form (in compliance with the Data Privacy Act) (1 Original Copy)</p> <p>4. NSO/PSA Birth Certificate (2 Photocopies)</p> <p>5. Recent 2”x 2” photo (4 copies)</p> <p>6. Transcript of Records (1 Original Copy and 1 Photocopy)</p> <p>Additional Requirement for Employed Students:</p> <p>7. Official permit from their employer/supervisor indicating the maximum number of units they are allowed to enroll. (1 Original Copy)</p> <p>Additional Requirement for Married Women:</p> <p>8. Marriage Contract (2 Photocopies)</p>			<p>2. Graduate Program Office</p> <p>3. Graduate Program Office</p> <p>4. PSA Office</p> <p>5. Photo Studio</p> <p>6. Last HEI that applicant attended/ completed a degree</p> <p>7. Applicant's Workplace</p> <p>8. PSA Office</p>	
<p>Additional Requirement for Foreign Students:</p> <p>9. TOEFL Certification having at least a score of 500 or equivalent (1 Original Copy and 2 Photocopies)</p>			<p>9. Educational Testing Service (ETS)</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Accomplish the specific <i>Graduate Program Application Form</i> together with the <i>Consent Form</i> then submit together with the following requirements at the <i>Graduate Program Office</i>:</p> <ul style="list-style-type: none"> a. <i>Transcript of Records</i> b. <i>Accomplished THREE Reference forms</i> c. <i>4 copies of recent 2"x2" Photos</i> d. <i>Birth Certificate</i> e. <i>An official permit from their employer/ supervisor indicating the maximum number of units they are allowed to enroll per semester. (if available)</i> f. <i>Marriage contract (if available)</i> g. <i>TOEFL Certification (if available)</i> 	<p>1.1. Accept submitted documents.</p> <p>1.2. Assess completeness of requirements for specific graduate program</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>5 minutes</p>	<p><i>Junior Office Aide</i> <i>Graduate Program Office</i></p> <p><i>Junior Office Aide</i> <i>Graduate Program Office</i></p>
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<p>2. Pay Application Fee at the Cashier's Office.</p>	<p>2. Cash Office Staff will receive the payment and issue Official Receipt.</p>	<p>PHP 250.00 - Application Fee</p> <p>For foreign applicant – PHP 250.00 and \$20 - Application Fee</p>	<p>3 minutes</p>	<p><i>Administrative Staff Cash Office</i></p>
<p>3. Present Official Receipt to the staff at the GPO</p>	<p>3.1. The Staff will validate the Official Receipt then input OR Number at the Application Form.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Junior Office Aide Graduate Program Office</i></p>
	<p>3.2. The Applicant's name will be included in the master list for the semester.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Junior Office Aide Graduate Program Office</i></p>
	<p>3.3 Endorsement of complete application packet to concerned graduate program coordinator</p>	<p>None</p>	<p>1 day</p>	<p><i>Junior Office Aide Graduate Program Office</i></p>
<p>4. Wait for the announcement of schedule of exam and interview.</p>	<p>4.1. Prepare announcement of schedule of exam and interview for qualified applicants through GPO website and</p>	<p>None</p>	<p>3 days</p>	<p><i>Junior Office Aide Graduate Program Office</i></p>



	UP Baguio website			
5. Take the exam and interview on the scheduled date then wait for the result	4.2. Inform applicants of the schedule of the Exam and the Interview thru email/ text	None	15 minutes	<i>Junior Office Aide Graduate Program Office</i>
	5.1. Graduate Program Coordinator notifies the applicant and the GPO of the result of the Exam and the Interview thru email	None	30 minutes	<i>Graduate Program Coordinator CS/CSS/CAC/ OCG and Other Concern Offices</i>
	5.2. Prepare the print Notice of Acceptance/ Non-Acceptance	None	15 minutes	<i>Junior Office Aide Graduate Program Office</i>



6. Claim Notice of Acceptance/ Non-Acceptance at the Graduate Program Office.	5.3. Head of GPO will sign printed Notice of Acceptance / Non-Acceptance.	None	10 minutes	<i>Head, GPO Graduate Program Office</i>
	6.1. Issue copy of Notice of Acceptance (for qualified applicants only including Conditions for Enrollment, Information on Courses & Tuition Fee and Enrollment Date) and Notice of Non-Acceptance for unqualified applicants.	None	3 minutes	<i>Junior Office Aide Graduate Program Office</i>
Note: Notice of Acceptance is a requirement for qualified applicants who will enroll in the University.				
TOTAL		PHP 250.00 / PHP 250.00 and \$ 20	4 days, 1 hour and 33 minutes	



**Office of Anti-Sexual Harassment
External and Internal Services**



1. **Anti-Sexual Harassment Orientation (ASHO) among all first year students, employees, contractual non-UP workers (construction workers, canteen concessionaires); accommodate requests for ASHO from subject teachers, SRO, and other entities as provided for in Section 30 (Anti-Sexual Harassment Orientation and Clearance Requirement) of the UP ASH Code.**

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to government			
Who may avail:	Students; employees; agency workers; construction workers; canteen concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		- Office of Anti-Sexual Harassment - Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule of ASH orientation maybe checked	1.1 Posting of schedule of Anti-Sexual	none	8 hours	Office of Anti-sexual Harassment



from the schedule posted in the different conspicuous areas in the university	Harassment Orientation in the different conspicuous areas in the university for widest dissemination			
	1.2 Preparation of logistics: letter of request to conduct the orientation as a mandate of the office; request form for the use of the venue; Purchase request; Disbursement voucher; attendance sheet	none	8 hours	Office of Anti-sexual Harassment
Total			16 hours	
2. Submit letter of request to the Office of Anti-sexual Harassment	2.1. Accept and accommodate request	none	1 minute	Office of Anti-sexual Harassment
	2.2. Conduct of orientation	none	2 hours	Office of Anti-sexual Harassment
TOTAL:			2 hours and 1 minute	

2. Attend to reported cases of Sexual Harassment from any member of the UP community based on Section 16 (Procedures on the Determination of Sexual Harassment) and Section 21 (Formal Procedure under the ASH Hearing Committee) of the UP ASH Code.

Office or Division:	Office of Anti-Sexual Harassment
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to government
Who may avail:	Any member of the UP Baguio Community who have experienced any form of sexual harassment
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Report (made orally, in written format (one copy), thru text messages, or other non-written means)		Office of Anti-sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a complaint/report to the Office of Anti-sexual Harassment	1.1. Reduce the report in writing using a prescribed case in-take form and signed by the aggrieved party	none	1 hour	OASH person-in-charge
	1.2. Interview the complainant to determine the particulars of the incident/report	none	1 hour	OASH person-in-charge
	1.3. Within 5 days from receipt of the report, OASH shall serve a notice of report to the person complained of (and his/her parents or guardian if below 18) , with copies of all pertinent documents	none	1 hour	OASH person-in-charge
2. Within a period of 5 days from receipt of the report, person complained of shall submit written and notarized response	2.1 Upon receipt of response to the report, all pertinent documents will be forwarded to ASH Council for evaluation & determination of the case.	none	10 hours	OASH person-in-charge
	2.2. ASH Committee shall submit to the Chancellor its report and recommendation/s	none	[Within 30 days from receipt of response to the report as per ASH Code]	ASH Committee



TOTAL:		13 hours	
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3. Conduct debriefing and counselling to parties involved in SH cases as provided for in Section 13 (Support Services) of the UP ASH Code.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Both aggrieved party and person complained of/respondent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an Appointment schedule to the Office of Anti-sexual Harassment	1. Conducts counseling/debriefing	none	1 hour	OASH Coordinator Guidance Services Specialist
TOTAL:			1 hour	

4. Refer parties for support services in the form of legal counsel, housing assistance, medico-legal services and other form/s of assistance based on Section 13 (Support Services) of the UP ASH Code.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Both aggrieved party and person complained of/respondent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signify request/s				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	1. Coordination with pertinent office	none	1 hour	OASH Coordinator
TOTAL:			1 hour	

VII. Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISM	
How are feedbacks submitted?	<p>Secure Feedback Forms (white color) that are available on the suggestion boxes located at different conspicuous areas of the University. Drop the duly accomplished form at the suggestion/complaint boxes or submit it at the Human Resources Development Office.</p> <p>Follow ups on the action taken can be done after 3 days and using the number and email address below.</p>



	<p>Contact number: 074-445-0785 hrdo.upbaguio@up.edu.ph</p>
<p>How are feedbacks processed?</p>	<p>The Administrative Aide of the HRDO opens all suggestion boxes every Friday of the week. All reports are reviewed by the HRDO Chief and recorded by the Administrative Aide of the Office.</p> <p>Feedbacks are forwarded to the Offices concerned. Where feedbacks need answers, offices are given 3 days to respond by indicating their action.</p> <p>HRDO communicates to the citizen the action of the concerned office.</p> <p>Follow ups on the action taken can be done using the number and email address below.</p> <p>Contact number: 074-445-0785 hrdo.upbaguio@up.edu.ph</p>
<p>How are complains filed?</p>	<p>Secure Complaint Forms (green color) that are available on the complaint boxes located at different conspicuous areas of the University. Drop the duly accomplished form at the suggestion/complaint boxes or submit it at the Human Resources Development Office.</p> <p>Please make sure that you answer the following fields in the complaint form:</p> <ul style="list-style-type: none"> • Name of the person being complained • Office concerned (if applicable) • Short description of the incident • Evidence and/or witnesses <p>Follow ups on the action taken can be done after 3 days and using the number and email address below.</p> <p>Contact number: 074-445-0785 hrdo.upbaguio@up.edu.ph</p>
<p>How are complaints processed</p>	<p>The complaint boxes shall be opened two times a week (Tuesday and Thursday).</p> <p>Complaints will be sorted and will be sent to the Office concerned. The Head of office where the complaint is directed shall conduct an inquiry and shall submit a report of its findings for submission to the HRDO within 3 days.</p> <p>Depending on the seriousness of the complaint, the HRDO shall further conduct an inquiry on the</p>



	<p>incident after which recommends action on the case to the Chancellor through the Vice Chancellor for Administration/ Academic Affairs and Legal Officer.</p> <p>Feedback shall be given to the complainant.</p> <p>For inquiries and follow ups, please contact the following number and/or email address.</p> <p>Contact number: 074-445-0785 hrdo.upbaguio@up.edu.ph</p>
<p>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA(2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

VIII. List of Offices

Office	Address	Contact Information
Office of the Chancellor	2 nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-3888 oc.upbaguio@up.edu.ph
Office of the Dean College of Social Sciences	3 rd Floor CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-2427 css.upbaguio@up.edu.ph
Office of the College Secretary College of Social Sciences	3 rd Floor CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-2427 css.upbaguio@up.edu.ph



Office of the Director Institute of Management	2 nd Floor, Isabelo De Los Reyes Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-5703 im.upbaguio@up.edu.ph
Office of the Dean College of Arts and Communication	2 nd Floor Kolehiyo ng Sining at Komunikasyon, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8393 cac.upbaguio@up.edu.ph
Office of the College Secretary College of Arts and Communication	2 nd Floor Kolehiyo ng Sining at Komunikasyon, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8393 cac.upbaguio@up.edu.ph
Office of the Dean College of Science	2 nd Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City	(074) 442-7231 cs.upbaguio@up.edu.ph
Office of the College Secretary College of Science	2 nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-7231 cs.upbaguio@up.edu.ph
Human Kinetics Program	2 nd Floor, HKP Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-7231 hkp.upbaguio@up.edu.ph
Office of Public Affairs	1 st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8719 opa.upbaguio@up.edu.ph
Alumni Relations Desk	1 st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8719 opa.upbaguio@up.edu.ph
Budget Office	1 st Floor, Isabelo De Los Reyes Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 447-0797 budget.upbaguio@up.edu.ph
National Service Training Program (NSTP)	2 nd Floor Student Alumni Center, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 nstp.upbaguio@up.edu.ph
Ugnayan ng Pahinungod	2 nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 pahinungod.upb@up.edu.ph
Legal Office	2 nd Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City	(074) 442-3888
Pollution Control	Kolehiyo ng Agham, UP Baguio, Gov. Pack road, 2600 Baguio City	(074) 442-3888
Office of the Chancellor for Administration	2 nd Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City	(074) 446-9973 ovca.upbaguio@up.edu.ph



Accounting Office	1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City	(074) 446-5231 acctg.upbaguio@up.edu.ph
Cash Office	1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City	(074) 420-9105 cash.upbaguio@up.edu.ph
Supply and Property Management Office	1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City	(074) 442-3484 spmoo.upbaguio@up.edu.ph
Human Resources and Development Office	1 st Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City	(074) 445-0785 hrdo.upbaguio@up.edu.ph
Systems and Network Office	1 st Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio Ci	(074) 444-8606 sysnet.upbaguio@up.edu.ph
Campus Maintenance Office	Balay Panganan, Gov. Pack Road, 2600 Baguio City	(074) 444-7645
Batang Oble	Basement, HKP Bldg., Gov. pack Road, 2600 Baguio City	(074) 446-5230
Security Office	UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 446-5232
Office of the Vice Chancellor for Academic Affairs	2nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 424-7545 ovcaa.upbaguio@up.edu.ph
Office of the University Registrar	1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-5592 our.upbaguio@up.edu.ph
University Library	Main Library, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-5750 mainlibrary.upbaguio@up.edu.ph
Cordillera Studies Center	3 rd Floor, CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-5794 csc.upbaguio@up.edu.ph
Museo Kordilyera	Museo Kordilyera, UP Baguio, Gov. pack Road, 2600 Baguio City	0945-803-6165 museokordilyera.upbaguio@up.edu.ph
Learning Resource Center	Main Library, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8720
Committee on Culture and the Arts	Ground Floor, Student Alumni Center, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-7645 cca.upbaguio@up.edu.ph
Program for Indigenous Cultures	Ground Floor, Student Alumni Center, UP Baguio,	pic.upbaguio@up.edu.ph



	Gov. Pack Road, 2600 Baguio City	
Kasarian Gender Studies Program	1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 444-8719 kasarian.upbaguio@up.edu.ph
Office of Student Affairs	2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 osa.upbaguio@up.edu.ph
Office of the Director of Student Affairs	2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 odsa.upbaguio@up.edu.ph
Student Relations Office	2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 sro.upbaguio@up.edu.ph
Office of Student and Financial Assistance	2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City	(074) 446-5230 osfa.upbaguio@up.edu.ph
UPB Residence Hall	UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-6178
Office of Counseling and Guidance	Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-0363 ocg.upbaguio@up.edu.ph
Health Service Office	Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-0363 hso.upbaguio@up.edu.ph
Graduate Program Office	UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-2460 gpo.upbaguio@up.edu.ph
Office of Anti-Sexual Harrassment	Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City	(074) 442-0363 oash.upbaguio@up.edu.ph