University of the Philippines Diliman

Office of the Vice Chancellor for Student Affairs

CITIZEN'S CHARTER

2023 (4th edition)

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I. Mandate

Through the Republic Act 9500, otherwise known as "the University of the Philippines Charter of 2008," University of the Philippines, as the national university, a public and secular institution of higher learning, and a community of scholars dedicated for the search of truth and knowledge as well as the development of future leaders, shall perform its unique and distinctive leadership in higher education and development.

Anchoring on this mandate, the University of the Philippines Diliman Office of the Vice Chancellor for Student Affairs (UPD OVCSA) assists the UPD Office of the Chancellor in promoting the welfare of and maintaining discipline among students. The UPD OVCSA is at the forefront of crafting and providing projects and activities that concern students and student services. Such are, but not limited to, food service, guidance and counseling, learning assistance and tutorials, scholarships, student complaints and grievances, student housing, student organization, and student ethics.

II. Vision

UPD OVCSA is the leading unit for student services and programs innovation in UP Diliman to ensure the health, well-being, and safety of all students; create enabling conditions for the exercise of innovative, sustainable, and interdisciplinary knowledge production; and nurture in students a sense of social responsibility anchored on principles of ethical and service-oriented leadership.

III. Mission

UPD OVCSA upholds the University's mission of honor, excellence, love of country, and public service through providing supportive, transformative and innovative services to its diverse studentry in an environment where collaboration, social justice and holistic development are present. These are achieved by providing opportunities for leadership and student engagement in order to prepare them to take challenging responsibilities for their future world of work; nurturing individual skills, talents and abilities through academic, social and psychological support; creating a safe, healthy and holistic learning environment; providing innovative opportunities for self-awareness, student learning and social responsibility; and equipping students with necessary life skills in order for them to develop a sense of purpose.

IV. Service Pledge

Honor, excellence and democratic governance guided in decision-making: collegiality, representation, accountability, transparency, and active participation of the university's constituents.

Accessibility and responsiveness, breaking down bureaucratic walls and ensuring an administration accessible and responsive to its stakeholders.

Innovativeness and creativity in making decisions, not bounded by traditional solutions. UP shall be prepared to pursue innovative approaches in solving the problems and issues that confront the university.

One university, guided by the spirit of oneness: common standards of excellence, harmonized systems, common and shared services across constituent universities, yet decentralized decision-making and execution.

All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.

V. List of Services

Office of the Vice Chancellor for Student Affairs

External

Internal

DOST Core Group

External

Internal

Office of Counseling and Guidance

External

Internal

Office for Student Ethics

External

UNIVERSITY OF THE PHILIPPINES DILIMAN
OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

Office of the Vice Chancellor for Student Affairs (OVCSA)

External Service

1. Review and Assessment of General Inquiry (Ask UPD)

UP Diliman students, student organizations, and other individuals and organizations may seek information related to student affairs and services and other matters related to the university life of a UPD student through Ask UPD.

Ask UPD is “a One-Stop Center” for student concerns where students can seek information on student support programs offered by the University, as well as other student concerns they may have regarding academic assistance, financial assistance, student housing, and even security concerns prevalent among students. Prior to asking inquiries, clients are advised to check the compiled Frequently Asked Questions (FAQs) Sheet.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Students, Student Organizations, and other Individuals/Organizations outside UP Diliman

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. None	None

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The requesting party sends an inquiry to Ask UPD through email (ask.upd@up.edu.ph) or Facebook Messenger (https://www.facebook.com/ask.upd).	1. The Ask UPD Junior Project Associate (JPA)/Help Desk Manager acknowledges the message of the requesting party.	None	2 Minutes	*Junior Project Associate/Help Desk Manager* Ask UPD, OVCSA
	2. The Ask UPD JPA/ Help Desk Manager provides answer/s to the inquiry of the requesting party. As needed, the requesting party shall be referred to the appropriate office.	None	1 Day	*Junior Project Associate/Help Desk Manager* Ask UPD, OVCSA
	TOTAL	**None**	**1 Day, 2 Minutes**	

2. Review and Assessment of General Request/Inquiry

Aside from the Ask UPD, UP Diliman students, student organizations, and other individuals and organizations may seek information related to student affairs and services and other matters related to the university life of a UPD Student from the OVCSA.

Upon evaluation, inquiries and requests that are outside the scope of the Ask UPD will be catered by the OVCSA. General requests related to student affairs and services from clients will also be entertained.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Students, Student Organizations, and other Individuals/Organizations outside UP Diliman
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request (should bear contact information of requesting party)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party sends letter of request to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph.	1. The Receiving Officer (physical letter) or the Executive Assistant (email) acknowledges receipt of the letter.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request and provide the Vice Chancellor	None	30 minutes	*Executive Assistant* OVCSA

	for Student Affairs (VCSA) notes and additional information regarding the request. The letter is then endorsed to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions. Depending on the concern, the VCSA may directly reply to the requesting party (if request is sent via email).	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
	5. The Recording Officer or the Executive Assistant informs the requesting party of the decisions/recommendations of the VCSA. If necessary, the requesting party shall be referred to the appropriate office for assistance.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
TOTAL		**None**	**1 Day, 36 Minutes**	

3. Endorsement of Various Request

UP Diliman students and UPD Student Organizations may request endorsement from the Vice Chancellor for Student Affairs for various purposes. Supporting documents will depend on the nature of the endorsement being requested.

Endorsement from Student Affairs Official
UP Diliman Students and Students Organizations who needs official endorsement from the Student Affairs Official as a requirement from an institution may request an endorsement letter/templated certification from the OVCSA. In cases that the requesting institution requires the Certificate of Good Moral Character, the OVCSA may only provide for templated certification following the submission of needed certificates of no pending case.

Issuance of Statement of Support
UP Diliman Students and Student Organizations who are conducting events and activities may request a Statement of Support from the OVCSA. Requesting parties are expected to provide a draft document containing pertinent and relevant information.

Request for Travel Authority/Order
UP Diliman Students who are on travel using government funds may request for endorsement for Travel Authority/Order through the OVCSA. The request must be endorsed by the requesting party's the College Dean/Unit Head bearing the pertinent and relevant information.

Request for Funding
UP Diliman Students and Student Organizations needing funding for various reasons may request for funding through the OVCSA. Endorsement shall be based on the merit of the request and subject to availability of funding. The request must be endorsed by the requesting party's the College Dean/Unit Head bearing the pertinent and relevant information.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Students, and Student Organizations
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request (should bear contact information of requesting party)	Requesting Party
Additional document/s depending on nature of request for endorsement:	
A. Endorsement from Student Affairs Official	
1. Draft Endorsement Letter or Template from Requesting Institution	Requesting Party
2. Endorsement from the Requesting	College/Unit

Party's Dean/Unit Head with DRS Number 3. Certificate of No Pending Case issued by the Requesting Party's Unit, Office for Student Ethics, and Office of Anti-Sexual Harassment B. Issuance of Statement of Support 1. Draft Statement of Support 2. Approved Activity Approval Form C. Request for Travel Order/Authority 1. Endorsement from the Requesting Party's Dean/Unit Head with DRS Number (should bear the reason of travel, duration, and government funding source) D. Request for Funding 1. Breakdown of Request 2. Endorsement from College	 Office for Student Ethics Office of Anti-Sexual Harassment College Requesting Party Office of Student Projects and Activities College/Unit Requesting Party College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party sends letter of request to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph. Requests that need endorsement of the College must bear DRS number.	1. The Receiving Officer (physical letter) or the Executive Assistant acknowledges receipt of the letter.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request	None	30 minutes	*Executive Assistant* OVCSA

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UNIVERSITY OF THE PHILIPPINES DILIMAN
OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

	and provide the Vice Chancellor for Student Affairs (VCSA) notes and additional information regarding the request. The letter is then endorsed to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions. Depending on the request, the VCSA may directly reply to the requesting party or endorse to appropriate office (if request is sent via email).	None	2 Days	*Vice Chancellor for Student Affairs* OVCSA
	5. The Recording Officer or the Executive Assistant informs the requesting party of the decisions/recommendations of the VCSA. The Recording Officer or the Executive Assistant releases the OVCSA-endorsed document to the	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA

	requesting party for endorsement from Student Affairs Official and Statement of Support while Request for Travel Authority/Order and Funding will be transmitted to the Office of the Chancellor or (or to another unit as needed).			
TOTAL		**None**	**2 Days, 36 Minutes**	

4. Endorsement of Educational Development Fee (EDF) Discount

UP Diliman foreign students required to pay Educational Development Fee may request for discount through the OVCSA. The EDF Discount Form should be endorsed by the College Dean/Unit Head.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UPD Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. EDF Discount Form complete with Attachments (should bear DRS number)	Requesting Party College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party sends the EDF Discount Form to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph. Requests that need endorsement of the College must bear DRS number.	1. The Receiving Officer (physical form) or the Executive Assistant (email) acknowledges receipt of the request.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request and provide the Vice Chancellor	None	30 minutes	*Executive Assistant* OVCSA

	for Student Affairs (VCSA) notes and additional information regarding the request. The request is then endorsed to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions.	None	2 Days	*Vice Chancellor for Student Affairs* OVCSA
	5. The Recording Officer transmits the request with signature of the VCSA to the Office of the Chancellor for review and approval of the Chancellor.	None	1 hour	*Receiving Officer* OVCSA
	6. The Office of the Chancellor processes the request and is returned to the OVCSA with the Chancellor's action.	None	2 days	Office of the Chancellor
	7. The Recording Officer releases the processed request to the requesting party.	None	2 minutes	*Releasing Officer* OVCSA
TOTAL		**None**	**4 Days, 1 Hour, 36 Minutes**	

5. Request for Social Media Promotions and/or Email Blast

UP Diliman students and UPD Student Organizations may request to email blast advisory, announcement, invitations to all UPD registered students through the OVCSA Email Blast system. Sharing of social media posts may also be entertained by the OVCSA.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	Students and Student Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request (Individual students/class must be endorsed by Professor/Dean)	Requesting Party
2. Approved Activity Approval Form (for Student Organizations)	OSPA

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The requesting party sends letter of request to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph. Requests that need endorsement of the College must bear DRS number.	1. The Receiving Officer (physical letter) or the Executive Assistant (email) acknowledges receipt of the letter.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request and provide the	None	30 minutes	*Executive Assistant* OVCSA

	Vice Chancellor for Student Affairs (VCSA) notes and additional information regarding the request. The letter is then endorsed to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions.	None	2 Days	*Vice Chancellor for Student Affairs* OVCSA
	5. The Releasing Officer informs the requesting party of the decision of the VCSA.	None	2 Minutes	*Releasing Officer* OVCSA
	6. The Information and Communications Committee of the OVCSA schedules the posting/emailing of the approved request.	None	4 Hours	*Information and Communications Committee* OVCSA
TOTAL		**None**	**2 Days, 4 Hours, 36 Minutes**	

UNIVERSITY OF THE PHILIPPINES DILIMAN
OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

Office of the Vice Chancellor for Student Affairs (OVCSA)

Internal Service

1. Review and Assessment of General Request/Inquiry

UP Diliman units may seek information related to student affairs and services and other matters related to the university life of a UPD Student from the OVCSA.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Diliman Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request (should be also transmitted through DRS)	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The requesting party sends letter of request to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph.	1. The Receiving Officer (physical letter) or the Executive Assistant (email) acknowledges receipt of the letter.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request and provide the Vice Chancellor for Student Affairs (VCSA) notes and additional information regarding the request. The letter is then endorsed	None	30 minutes	*Executive Assistant* OVCSA

	to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions. Depending on the concern, the VCSA may directly reply to the requesting party (if request is sent via email).	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
	5. The Recording Officer or the Executive Assistant informs the requesting party of the decisions/recommendations of the VCSA. If necessary, the requesting party shall be referred to the appropriate office for assistance.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
TOTAL		**None**	**1 Day, 36 Minutes**	

2. Request for Social Media Promotions and/or Email Blast

UPD Units may request to email blast advisory, announcement, invitations to all UPD registered students through the OVCSA Email Blast system. Sharing of social media posts may also be entertained by the OVCSA.

Office or Division:	Office of the Vice Chancellor for Student Affairs
Classification:	Simple
Type of Transaction:	Government to Citizen, Government to Government
Who may avail:	UP Diliman Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (should be also transmitted through DRS)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party sends letter of request to the OVCSA at 2F Vinzons Hall or emails the letter to ovcsa.upd@up.edu.ph.	1. The Receiving Officer (physical letter) or the Executive Assistant (email) acknowledges receipt of the letter.	None	2 Minutes	*Receiving Officer or Executive Assistant* OVCSA
	2. The Receiving Officer records the document and endorses it to the Executive Assistant for review.	None	2 Minutes	*Receiving Officer* OVCSA
	3. The Executive Assistant reviews the letter/request and provide the Vice Chancellor for Student Affairs (VCSA) notes and additional information regarding the request. The letter is then endorsed	None	30 minutes	*Executive Assistant* OVCSA

	to the VCSA for final review and instructions.			
	4. The VCSA assesses the request and provides recommendations and instructions.	None	2 Days	*Vice Chancellor for Student Affairs* OVCSA
	5. The Releasing Officer informs the requesting party of the decision of the VCSA.	None	2 Minutes	*Releasing Officer* OVCSA
	6. The Information and Communications Committee of the OVCSA schedules the posting/emailing of the approved request.	None	4 Hours	*Information and Communications Committee* OVCSA
TOTAL		**None**	**2 Days, 4 Hours, 36 Minutes**	

DOST Core Group

External Service

1A. Request for Stipend

Request of UP Diliman DOST scholars to disburse Scholarship Fund from DOST Core Group every semester including mid-year

Office or Division:	UPD DOST CORE GROUP
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman DOST Scholars

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Form 5 2. True Copy of Grades	1. Office of the University Registrar (OUR) 2. College Secretary

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student submits Form 5 with TCG.	1. Receiving Officer receives Form 5 and True Copy of Grades	None	1 day	*Receiving Officer* DOST Core Group *Project Assistant II* DOST Core Group
	1.1 Analyst evaluate the academic performance of the DOST scholar.	None	2 days	*Analyst* DOST Core Group *Science Specialist I* DOST Core Group
	1.2 Analyst forwards Budget Request of DOST Scholar Stipend to DOST-SEI, Bicutan.	None	Pause clock (upon availability of Budget from DOST Main Office)	*Analyst* DOST Core Group *Science Specialist I* DOST Core Group
	1.3 Science Specialist prepares Disbursement Voucher (DV) and Budget Utilization Request (BUR) relative to the disbursement of scholarship funds, for signature of the DOST Coordinator	None	4 days upon receipt of Budget Approval from DOST-SEI, Bicutan	*Disbursing Officer* DOST Core Group *Science Specialist II* DOST Core Group

	and the Vice Chancellor for Student Affairs			
	1.4 Signed DV and BUR are forwarded to the Diliman Accounting Office	None	Pause Clock (Upon release of check from Diliman Cash Office)	*Releasing Officer* DOST Core Group *Project Assistant II* DOST Core Group
	1.5 Project Assistant deposits check to Landbank UP Diliman	None	1 day	*Project Assistant III* DOST Core Group
	1.6 Prepare and disburse the scholarship funds in accordance with the approved sub-line item budget	None	2 days	*Disbursing Officer* DOST Core Group *Science Specialist II* DOST Core Group
	1.7 Releasing officer submits payslip to Landbank, UP Diliman	None	1 day	*Releasing Officer* DOST Core Group *Project Assistant II* DOST Core Group
2. Student receives the stipend.	2. Releasing officer transfer the stipends to the DOST Scholar's bank account through the Financial Data Entry System (Individually)	None	4 days	*Stipend Releasing Officer* DOST Core Group *Science Specialist II* DOST Core Group
	TOTAL	**None**	**15 days**	

1B. Request for Stipend (Online)

Request of UP Diliman DOST scholars to disburse Scholarship Fund from DOST Core Group every semester including midyear term.

Office or Division:	UPD DOST CORE GROUP
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman DOST Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 5 2. True Copy of Grades	1. Office of the University Registrar (OUR) 2. College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits electronic copy of Form 5 and True Copy of Grades at **updilimandostcoregroup@gmail.com**	1. Project Assistant checks compliance for complete attachment of Form 5 and True Copy of Grades.	None	1 day	*Receiving Officer* DOST Core Group *Project Assistant III* DOST Core Group
	1.1 Science Specialist evaluate the academic performance of the DOST scholar per Master List	None	2 days	*Performance Evaluator* DOST Core Group *Science Specialist I* DOST Core Group
	1.2 Science Specialist prepares budget request of DOST Scholars stipend upon the availability of fund through Line-Item-Budget issued by the DOST-SEI Main Office. Submitted online:	None	Pause clock (upon availability of Budget from DOST Main Office)	*Disbursing Officer* DOST Core Group *Science Specialist II* DOST Core Group

	seischolarships@gmail.com (http://sei.dost.gov.ph)			
	1.3 Science Specialist prepares Disbursement Voucher (DV) and Budget Utilization Request (BUR) relative to the disbursement of scholarship funds, for signature of the DOST Coordinator and the Vice Chancellor for Student Affairs	None	4 days upon receipt of Budget Approval from DOST-SEI, Bicutan	*Disbursing Officer* DOST Core Group *Science Specialist II* DOST Core Group
	1.4 Signed DV and BUR are forwarded to the Diliman Accounting Office	None	Pause Clock (Upon release of check from Diliman Cash Office)	*Releasing Officer* DOST Core Group *Project Assistant II* DOST Core Group
	1.5 Prepare and disburse the scholarship funds in accordance with the approved sub-line-item budget	None	2 days upon release of check by Diliman Cash Office and credited to UPD DOST Core Group LBP Account	*Disbursing Officer* DOST Core Group *Science Specialist II* DOST Core Group
	1.6 Project Assistant submits payslip to Landbank, UP Diliman	None	1 day	*Releasing Officer* DOST Core Group *Project Assistant II* DOST Core Group
2. Student receives the stipend.	2. Science Specialist transfers the stipends to the DOST Scholar's bank account through the Financial Data Entry System (Individually)	None	5 days	*Stipend Releasing Officer* DOST Core Group *Science Specialist II* DOST Core Group
	TOTAL	**None**	**15 days**	

DOST Core Group

Internal Service

1. Request for Academic Performance of DOST Scholars

Request of the unit for UP Diliman DOST Scholar academic performance report

Office or Division:	UPD DOST CORE GROUP
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	DOST – Science Education Institute

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	1. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DOST-SEI sends letter of request regarding the Academic Performance report of UP Diliman DOST Scholars	1. Receiving Officer receives the letter.	None	5 minutes	*Receiving Officer* DOST Core Group *Project Assistant III* DOST Core Group
	1.1 Analyst monitors and evaluates the academic performance of UP DOST Scholars using the prescribed guidelines from DOST-SEI.	None	2 days	*Analyst* DOST Core Group *Science Specialist I* DOST Core Group
2. DOST-SEI receives academic Report of UP Diliman DOST Scholars	2. DOST Core Group submits the report to DOST Main Office.	None	4 days, 7 hours, 55 minutes	*Releasing Officer* DOST Core Group *Project Assistant II* DOST Core Group
	TOTAL	**None**	**7 days**	

Office of Counseling and Guidance (OCG)

External Service

1A. Counseling

Academic, personal/interpersonal, career and other concerns of the students.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Basic Information Sheet (BIS) for Individual Client	OCG Front Desk
Letter of Request addressed to the Director for group counseling and guidance with endorsement of adviser.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Services Specialist* OCG
	TOTAL	**None**	**2 hours 37 minutes**	

1B. Counseling (Online)

Academic, personal/interpersonal, career and other concerns of the students.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Student clients request for schedule through the OCG Facebook page		https://www.facebook.com/ocg.upd		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client requests for a schedule through the Facebook page of OCG (https://www.facebook.com/ocg.upd)	1. Guidance Service Specialist acknowledges the request/s of the students. Guidance Service Specialist assigned will provide information to the students and instruct the students to accomplish necessary forms.	None	5 minutes	*Guidance Service Specialist* OCG
2. Client is counselled by the assigned staff online.	2. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Service Specialist* OCG
	TOTAL	**None**	**2 hours 5 minutes**	

2. Psychological Assessment and Evaluation

Personality, mental ability, academic, aptitude, career and other psychological measures.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Basic Information Sheet (BIS) for Individual Client	OCG Front Desk
Referral Letter	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	30 minutes	*Guidance Services Specialist* OCG
5. Client takes the test.	5. Guidance Services Specialist administers the test.	None	2 hours, 30 minutes	*Guidance Services Specialist* OCG

6. Clients wait for the release of the results.	6. Guidance Services Specialist scores and evaluates the results.	None	30 minutes	*Guidance Services Specialist* OCG
7. Client reports to the Guidance Services Specialist	7. Guidance Services Specialists interpret the test results.	None	30 minutes	*Guidance Services Specialist* OCG
8. Client receives Evaluation Report	8. Guidance Services Specialist prepares and writes Evaluation Report.	None	1 hour	*Guidance Services Specialist* OCG
	TOTAL	**None**	**5 hours, 37 minutes**	

3. Referral Service

Clients perceived to be better helped by other mental health professionals will be referred with the approval of the client. Students who need more specialized support are referred to appropriate professional/offices.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished Basic Information Sheet (BIS) for Individual client	OCG Front Desk
Referral Letter	College Secretary/Dean/Professor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Services Specialist* OCG
	TOTAL	**None**	**2 hours, 37 minutes**	

4. Seminars and Workshops, Career Orientations

The Guidance Services Specialists acts as resource persons/speakers for various requests in seminar-workshop, training, stress management and college orientation by UP Diliman students.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students; Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Director The letter must contain the following information: Date and time, venue, number of participants and contact person/ number. If off-campus venue, the "pick and drop" arrangement should be specified in the letter.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	*Director* OCG
3. Client discusses the request with the Guidance Services Specialist once notified by the Receiving Officer.	3. Guidance Services Specialist attends the request.	None	30 minutes	*Administrative Assistant* OCG *Guidance Services Specialist* OCG
	TOTAL	**None**	**1 day, 32 minutes**	

5. Assistance on Personnel Assessment and Evaluation Assessment

Assessment services are provided to Non-UP clients upon request to aid in promotion, job-employee, matching and etc.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Director	Non-UP Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to ocg.updiliman@up.edu.ph.	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client pays the testing fee at the UP Diliman Cash Office.	2. Receiving Officer issues Order of Payment Form	Clerical P3,000 Technical P6,000 Supervisory and Managerial P9,000	5 minutes	*Administrative Assistant* OCG *Cashier* Diliman Cash Office
3. Client asks for the testing schedule.	3. Receiving Officer informs the client of the schedule of the test.	None	2 minutes	*Administrative Assistant* OCG
4. Client reports for testing on the scheduled date.	4. Guidance Services Specialist administers the test.	None	4 hours	*Guidance Services Specialist* OCG
5. Client waits for the test results.	5. Guidance Services Specialist scores and evaluates the	None	1 day	*Guidance Services Specialist* OCG Director

	test and prepares Test/Evaluation Report			OCG
6. Client claims the sealed Test/Evaluation Report.	6. Releasing Officer releases the Test/Evaluation Report.	None	2 minutes	*Administrative Assistant* OCG
TOTAL		**Clerical P3,000** **Technical P6,000** **Supervisory and Managerial P9,000**	**1 day, 4 hours, 11 minutes**	

6. Parent Conference

This dialogue seeks support from parents to enhance the potentials of their children in college.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Parents of UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	*Director* OCG
3. Client attends the Parent Conference on scheduled date and venue.	3. Guidance Services Specialist facilitates the conference.	None	2 hours	*Guidance Services Specialist* OCG
	TOTAL	**None**	**1 day, 2 hours, 2 minutes**	

7. Career Exploration and Job Search Assistance

The forum will empower graduating students to write career objectives, curriculum vitae, electronic curriculum vitae, interview techniques, corporate image projection, community service and admirable traits in the workplace.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	*Director* OCG
3. Client attends the Career Exploration and Job Search Event	3. Guidance Services Specialist facilitates the Career Exploration and Job Search Event.	None	1 hour	*Guidance Services Specialist* OCG
	TOTAL	**None**	**1 day, 1 hours, 2 minutes**	

8. Processing of Participation in University Job Fair (Companies)

This is an event where agencies and corporate groups set up booths in the campus to meet with graduating students to explore possible employment in their workplace.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Private Companies and Government Agencies

CHECKLIST OF RE81QUIREMENTS	WHERE TO SECURE
University Job Fair Invites/Packages	Office of Counseling and Guidance
Reply Slip/Confirmation Form	Office of Counseling and Guidance
Order of Payment	Office of Counseling and Guidance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and assist the client.	None	5 minutes	*Administrative Assistant* OCG
2. Client chooses the package they wish to avail. Client secures the Order of Payment issued.	2. Receiving Officer informs the client about the available packages and issues an Order of Payment based on the chosen package of the client.	Co-presenter P85,000 Corporate P60,000 Major Sponsor P40,000 Minor Sponsor P25,000 3-day participation P20,000 2-day participation	15 minutes	*Administrative Assistant* OCG

		P15,000 1-day participation P12,000		
3. Client pays the participation fee at the UP Diliman Cash Office.	3. Cashier receives the payment based on the Order of Payment and issued Official Receipt.	None	15 minutes	*Administrative Assistant* OCG *Cashier* Diliman Cash Office
4. Client submits Official Receipt to the OCG.	4. Receiving Officer confirms the participation and gives the booth assignment.	None	15 minutes	*Administrative Assistant* OCG
5. Clients proceeds to the Job Fair venue on the assigned schedule and installs materials, and equipment.	5. OCG supervises, mans, and facilitates the event.	None	1 day	*Director* OCG *Guidance Services Specialist* OCG *OCG Staff* *Partner Student Organizations*
	TOTAL	**Refer to the packages above.**	**1 day, 50 minutes**	

Office of Counseling and Guidance (OCG)

Internal Service

1A. Counseling

Academic, personal/interpersonal, career and other concerns of the faculty and staff

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Accomplished Basic Information Sheet (BIS) for Individual Client	OCG Front Desk
Letter of Request addressed to the Director for group counseling and guidance with endorsement of adviser.	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Services Specialist* OCG
	TOTAL	**None**	**2 hours 37 minutes**	

UNIVERSITY OF THE PHILIPPINES DILIMAN
OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

1B. Counseling (Online)

Academic, personal/interpersonal, career and other concerns of the faculty and staff.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Clients request for schedule through the OCG Facebook page	https://www.facebook.com/ocg.upd

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client requests for a schedule through the Facebook page of OCG (https://www.facebook.com/ocg.upd)	1. Guidance Service Specialist acknowledges the request/s of the students. Guidance Service Specialist assigned will provide information to the students and instruct the students to accomplish necessary forms.	None	5 minutes	*Guidance Service Specialist* OCG
2. Client is counselled by the assigned staff online.	2. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Service Specialist* OCG
	TOTAL	**None**	**2 hours 5 minutes**	

2. Psychological Assessment and Evaluation

Personality, mental ability, academic, aptitude, career and other psychological measures.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Accomplished Basic Information Sheet (BIS) for Individual Client	OCG Front Desk
Referral Letter	College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	2 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	30 minutes	*Guidance Services Specialist* OCG
5. Client takes the test.	5. Guidance Services Specialist administers the test.	None	2 hours, 30 minutes	*Guidance Services Specialist* OCG

6. Clients wait for the release of the results.	6. Guidance Services Specialist scores and evaluates the results.	None	30 minutes	*Guidance Services Specialist* OCG
7. Client reports to the Guidance Services Specialist	7. Guidance Services Specialists interpret the test results.	None	30 minutes	*Guidance Services Specialist* OCG
8. Client receives Evaluation Report	8. Guidance Services Specialist prepares and writes Evaluation Report.	None	1 hour	*Guidance Services Specialist* OCG
	TOTAL	**None**	**5 hours, 34 minutes**	

3. Referral Service

Clients perceived to be better helped by other mental health professionals will be referred with the approval of the client. Faculty and staff who need more specialized support are referred to appropriate professional/offices.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished Basic Information Sheet (BIS) for Individual client		OCG Front Desk		
Referral Letter		College Secretary/Dean/Professor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client signs-in the OCG Logbook	1. Receiving Officer gives logbook to client.	None	5 minutes	*Administrative Assistant* OCG
2. Client fills-out the Basic Information Sheet	2. Receiving Officer instructs the client to fill-out the Basic Information Sheet.	None	30 minutes	*Administrative Assistant* OCG
3. Client reports to Guidance Services Specialist	3. Receiving Officer refers the client to the Guidance Services Specialist	None	2 minutes	*Administrative Assistant* OCG
4. Client goes to the cubicle of the Guidance Services Specialist for the counseling.	4. Guidance Services Specialist counsels the client.	None	2 hours	*Guidance Services Specialist* OCG
	TOTAL	**None**	**2 hours, 37 minutes**	

4. Seminars and Workshops, Career Orientations

The Guidance Services Specialists acts as resource persons/speakers for various requests in seminar-workshop, training, stress management and college orientation by UP Diliman faculty and staff.

Office or Division:	Office of Counseling and Guidance (OCG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of request addressed to the Director The letter must contain the following information: Date and time, venue, number of participants and contact person/ number. If off-campus venue, the "pick and drop" arrangement should be specified in the letter.	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	*Director* OCG
3. Client discusses the request with the Guidance Services Specialist once notified by the Receiving Officer.	3. Guidance Services Specialist attends the request.	None	30 minutes	*Administrative Assistant* OCG *Guidance Services Specialist* OCG
	TOTAL	**None**	**1 day, 32 minutes**	

5. Assistance on Personnel Assessment and Evaluation Assessment

Assessment services are provided to Non-UP clients upon request to aid in promotion, job-employee, matching and etc.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request addressed to the Director		Non-UP Clients		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client pays the testing fee at the UP Diliman Cash Office.	2. Receiving Officer issues Order of Payment Form	SG 11 and above P500 SG 10 and below Free	5 minutes	*Administrative Assistant* OCG *Cashier* Diliman Cash Office
3. Client asks for the testing schedule.	3. Receiving Officer informs the client of the schedule of the test.	None	2 minutes	*Administrative Assistant* OCG
4. Client reports for testing on the scheduled date.	4. Guidance Services Specialist administers the test.	None	4 hours	*Guidance Services Specialist* OCG
5. Client waits for the test results.	5. Guidance Services Specialist scores and evaluates the test and prepares Test/	None	1 day	*Guidance Services Specialist* OCG *Director* OCG

	Evaluation Report			
6. Client claims the sealed Test/Evaluation Report.	6. Releasing Officer releases the Test/Evaluation Report.	None	2 minutes	*Administrative Assistant* OCG
	TOTAL	**SG 11 and above P500** **SG 10 and below Free**	**1 day, 4 hours, 11 minutes**	

6. Training Assistance

The office provides training on topics such as wholeness in the workplace, staff care, conflict resolution, etc., to units in the University upon request.

Office or Division:	Office of Counseling and Guidance (OCG)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request addressed to the Director		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends a letter of request to ocg.updiliman@up.edu.ph	1. Receiving Officer receives the document, logs in the DTS, and gives to the Director.	None	2 minutes	*Administrative Assistant* OCG
2. Client waits for the action of the Director	2. Director reviews the request and assign it to a Guidance Services Specialist.	None	1 day	*Director* OCG
3. Client attends the training.	3. Guidance Services Specialist conducts the training	None	4 hours	*Guidance Service Specialist* OCG
	TOTAL	**None**	**1 day, 4 hours, 2 minutes**	

Office for Student Ethics (OSE)

External Services

1A. Issuance of OSE Clearance

Issuance of certification that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fill up the OSE Online Clearance Application Form and provide the following details: a. Email address b. Student Number c. College d. Name e. Gender f. Purpose of clearance Incomplete details might cause delay in processing the clearance. For Representatives, provide the following: • authorization letter • ID of the representative • photocopy of ID of the student	OSE Online Clearance Application: https://bit.ly/sdcclearance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-up the OSE Online Clearance Form, https://bit.ly/sdcclearance.	1. Receiving Officer waits for the online application to queue in database.	None	1 day	Receiving Officer Office for Student Ethics
2. Clients may send an email to OSE (ose.upd@up.edu.ph) to confirm if the application is received.	2. Administrative Officer IV will check the request received using CRS, databases of student cases, and other official files on records and updates the students of the status of online application.	None	4 hours	Administrative Officer IV Office for Student Ethics

	2.1 Administrative Officer IV removes the name of students with pending disciplinary cases.	None	1 hour	Administrative Officer IV Office for Student Ethics
3. OSE notifies students excluded in the list and inform clients to claim their clearance in the OSE Office.	3.1 Administrative Officer IV notifies students excluded in the list to visit OSE Office.	None	1 hour	Administrative Officer IV Office for Student Ethics
	3.2 Administrative Assistant V prints out the OSE clearances and notifies the student on the release of the clearance.	None	2 hours	Administrative Assistant V Office for Student Ethics
	3.3 Administrative Officer IV checks the accuracy of names and student numbers, and affixes her initial in the clearance.	None	1 hour	Administrative Officer IV Office for Student Ethics
	3.4 OSE Chair signs the clearances.	None	2 hours	Chair Office for Student Ethics
	3.5 Authorized staff affixes dry seal in the clearance.	None	1 hour	Administrative Assistant II Office for Student Ethics
4. Client or representative receives the clearance.	4. Releasing Officer waits for student/ representative to claim the clearance and release it to the student once they	None	4 hours	Releasing Officer Office for Student Ethics

	sign the receiving database.			
	TOTAL	**None**	**3 days**	

1B. Issuance of OSE Clearance (Online)

Issuance of certification that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Fill up the OSE Online Clearance Application Form and provide the following details: a. Email address b. Student Number c. College d. Name e. Gender f. Purpose of clearance Incomplete details might cause delay in processing the clearance. For Representatives, provide the following: ● authorization letter ● ID of the representative ● photocopy of ID of the student	OSE Online Clearance Application: https://bit.ly/sdcclearance

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client fills-up the OSE Online Clearance Form, https://bit.ly/sdcclearance.	1. Receiving Officer waits for the online application to queue in database.	None	1 day	Receiving Officer Office for Student Ethics
2. Clients may send an email to OSE (ose.upd@up.edu.ph) to confirm if the application is received.	2. Administrative Officer IV will check the requests received using CRS, databases of student cases, and other official files on records and updates the students of the status of online application.	None	4 hours	Administrative Officer IV Office for Student Ethics

3. OSE notifies students excluded in the list and inform clients that e-copy of clearances will be sent through their email.	3.1 Administrative Officer IV removes the names of students with pending disciplinary cases.	None	1 hour	Administrative Officer IV Office for Student Ethics
	3.2 Administrative Assistant V notifies the student on the release of the clearance.	None	2 hours	Administrative Assistant V Office for Student Ethics
4. Clients received the e-copy of clearance through email.	4.1 Administrative Officer IV prepares the e-copy of OSE clearances, checks the accuracy of names and student numbers, and affixes their initial in the documents.	None	3 hours	Administrative Assistant V Office for Student Ethics
	4.2 OSE Chair signs the clearances.	None	2 hours	Chair Office for Student Ethics
	4.3 Administrative Officer IV issues e-copy of OSE Clearance through email.	None	3 hours	Administrative Officer IV Office for Student Ethics
	4.4 Releasing Officer maintains a database of released clearances for monitoring purposes.	None	1 hour	Releasing Officer Office for Student Ethics
	TOTAL	**None**	**3 days**	

2A. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy

Certifying that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms	
a. Waiver of pre-requisite	Colleges
b. Property Clearance	Colleges
c. Certificate of Candidacy	Colleges and Office of Student Projects and Activities
d. University Clearance	Office of the University Registrar
Incomplete details might cause delay in the signing of the request forms.	
For Representatives, provide the following: • authorization letter • ID of the representative • photocopy of ID of the student	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the form to the OSE.	1. Receiving officer collects the request forms received.	None	1 day	Receiving Officer Office for Student Ethics
2. Clients may send an email to OSE (ose.upd@up.edu.ph) to confirm if the application is received.	2.1. Administrative Officer IV checks the requests received using CRS, databases of student cases, and other official files on records and updates the students of the status of online application.	None	4 hours	Administrative Officer IV Office for Student Ethics
	2.2. Administrative Officer IV removes the names of	None	2 hours	Administrative Officer IV Office for Student Ethics

	students with pending disciplinary cases.			
3. OSE notifies students with unsigned forms and inform clients to claim their clearance, waiver and COC in the OSE Office.	3.1 Administrative Officer IV notifies students with unsigned clearance, waiver and COC to visit OSE.	None	2 hours	Administrative Officer IV Office for Student Ethics
	3.2 Administrative Assistant V notifies the student on the release of the clearance.	None	2 hours	Administrative Assistant V Office for Student Ethics
	3.3 OSE Chair signs the clearances.	None	2 hours	Chair Office for Student Ethics
4. Client or representative receives the clearance, waiver and COC.	4. Releasing Officer wait for student/representative to claim the clearance and release it to the student once they sign the receiving database.	None	4 hours	Releasing Officer Office for Student Ethics
	TOTAL	**None**	**3 days**	

2B. Signing of Waiver of pre-requisite, University Clearance, Property Clearance, and Certificate of Candidacy (Online)

Certifying that a student has no pending disciplinary case.

Office or Division:	Office for Student Ethics
Classification:	Simple

Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms in PDF a. Waiver of pre-requisite b. Property Clearance c. Certificate of Candidacy d. University Clearance Incomplete details might cause delay in the signing of the request forms. For Representatives, provide the following in PDF: • authorization letter • ID of the representative • photocopy of ID of the student	 Colleges Colleges Colleges and Office of Student Projects and Activities Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the form in PDF to the OSE email (ose.upd@up.edu.ph).	1. Receiving Officer waits for request forms in the OSE email.	None	1 day	Receiving Officer Office for Student Ethics
2. Clients may send an email to OSE (ose.upd@up.edu.ph) to confirm if the application is received.	2.1. Administrative Officer IV checks the requests received using CRS, databases of student cases, and other official files on records.	None	4 hours	Administrative Officer IV Office for Student Ethics
	2.2. Administrative Officer IV removes the names of students with pending disciplinary cases.	None	1 hour	Administrative Officer IV Office for Student Ethics

3. OSE notifies students with unsigned forms and inform clients to claim their clearance, waiver and COC in the OSE Office.	3.1 Administrative Officer IV notifies students with unsigned clearance, waiver and COC.	None	2 hours	Administrative Officer IV Office for Student Ethics
	3.2 Administrative Assistant V notifies the student on the release of the clearance.	None	2 hours	Administrative Assistant V Office for Student Ethics
	3.3 OSE Chair signs the clearances.	None	2 hours	Chair Office for Student Ethics
4. Client or representative receives the clearance, waiver and COC.	a. Administrative Officer IV issue the forms through email.	None	3 hours	Administrative Officer IV Office for Student Ethics
	4.2 Administrative Assistant II maintains a database of released forms for monitoring purposes.	None	2 hours	Administrative Assistant II Office for Student Ethics
	TOTAL	**None**	**3 days**	

3A. Issuance of Certified True Copy of OSE Clearance

Provision of certified true copy of OSE clearance for students needing multiple copies of clearance.

Office or Division:	Office for Student Ethics

Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original and photocopy (3 copies) of OSE clearance For Representatives, provide the following: ● authorization letter ● ID of the representative ● photocopy of ID of the student		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client presents original and provides 3 photocopies of OSE clearance.	1. Administrative Officer IV verifies from records if the copies are from the original issued OSE clearance	None	10 minutes	Administrative Officer IV Office for Student Ethics
	1.1. Administrative Assistant stamps “certified true copy” and date on the photocopies of the clearance.	None	5 minutes	Administrative Assistant II Office for Student Ethics
	1.2. Administrative Officer IV signs the document.	None	5 minutes	Administrative Officer IV Office for Student Ethics
2. Client or representative receives the documents.	2. Authorized staff affixes dry seal in the clearance. Releasing personnel release the documents.	None	10 minutes	Releasing Personnel Office for Student Ethics
	TOTAL	**None**	**30 minutes**	

3B. Issuance of Certified True Copy of OSE Clearance (Online)

Provision of certified true copy of OSE clearance for students needing multiple copies of clearance.

Office or Division:	Office for Student Ethics
Classification:	Simple

Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopy (3 copies) of OSE clearance For Representatives, provide the following: • authorization letter • ID of the representative • photocopy of ID of the student	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends PDF copy of the clearance to OSE email (ose.upd@up.edu.ph.	1. Administrative Officer IV verifies from records if the copies are from the original issued OSE clearance	None	10 minutes	Administrative Officer IV Office for Student Ethics
	1.1. Administrative Officer IV stamps “certified true copy” and date on the PDF of the clearance.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.2. Administrative Officer IV signs the document.	None	5 minutes	Administrative Officer IV Office for Student Ethics
2. Client or representative receives the documents through email.	2. Administrative Officer IV release the documents through email.	None	10 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	**None**	**30 minutes**	

4A. Issuance of Certified True Copy of Case Documents

Issuance of certified true copy of case documents requested by student-respondents.

Office or Division:	Office for Student Ethics
Classification:	Complex

Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students with student disciplinary records

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request 2. Valid ID 3. Notice of Decisions and Finality, Preliminary Meeting Report, and Transcript of Recordings. 3 copies each documents. For Representatives, provide the following: ● authorization letter ● ID of the representative ● photocopy of ID of the student	Student-respondent

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits requirements to OSE.	1. Receiving Officer receive the documents.	None	5 minutes	Receiving Officer Office for Student Ethics
	2. Administrative Officer IV checks the name of the student-respondents using CRS, databases of student cases, and other official files on record.	None	4 hours	Administrative Officer IV Office for Student Ethics
	2.1. Chair review and approve the request for the release of copies of requested documents.	None	1 day	Chair Office for Student Ethics
	2.2. Administrative Assistant V retrieves the case folder.	None	(1) day	Administrative Assistant V Office for Student Ethics
	2.3. Administrative Officer IV retrieves the requested documents, verify	None	(1) day	Administrative Officer IV Office for Student Ethics

	photocopies, stamps "certified true copy" and signs the document.			
3. Client receives the documents and signs the acknowledgement receipt.	3.1 Administrative Officer IV prepares acknowledgement receipt and informs the client that the document is ready for pick-up.	None	15 minutes	Administrative Officer IV Office for Student Ethics
	3.2 Releasing Officer release the documents and retrieves acknowledgement receipt.	None	10 minutes	Releasing Officer Office for Student Ethics
	TOTAL	None	3 days, 4 hours, 30 minutes	

4B. Issuance of Certified True Copy of Case Documents (Online)

Issuance of certified true copy of case documents requested by student-respondents.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students with student disciplinary records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request 2. Valid ID 3. Notice of Decisions and Finality, Preliminary Meeting Report, and Transcript of Recordings. 3 copies each documents. For Representatives, provide the following: 4. authorization letter 5. ID of the representative 6. photocopy of ID of the student	Student-respondent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE via email (ose.upd@up.edu.ph).	1. Administrative Officer IV receive the documents.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	2. Administrative Officer IV checks the name of the student-respondents using CRS, databases of student cases, and other official files on record.	None	4 hours	Administrative Officer IV Office for Student Ethics
	2.1. Chair reviews and approves the request for the release of copies of requested documents.	None	1 day	Chair Office for Student Ethics
	2.2. Administrative Assistant V retrieves the case folder.	None	(1) day	Administrative Assistant V Office for Student Ethics
	2.3. Administrative Officer IV retrieves the requested documents, verifies photocopy, stamps	None	(1) day	Administrative Officer IV Office for Student Ethics

	"certified true copy" and signs the document.			
3. Client receives the documents and send back the acknowledgement receipt through email.	a. Administrative Officer IV send the requested document and acknowledgement receipt through email.	None	15 minutes	Administrative Officer IV Office for Student Ethics
	3.2 Retrieves acknowledgement receipt.	None	10 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	None	3 days, 4 hours, 30 minutes	

5A. Receipt of complaints against students

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	UP Diliman students, faculty members, employees, and officials
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Signed letter of complaint 2. Incident report 3. Evidence	Complainant/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE.	1. Receiving officer receives the documents.	None	5 minutes	Receiving Officer Office for Student Ethics
	1.1. Administrative Assistant V records the received documents in the incoming database of case-related communication.	None	5 minutes	Administrative Assistant V Office for Student Ethics
	1.2. Administrative Officer IV forwards the letter to Chair for review.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	Chair Office for Student Ethics
	2. Administrative Officer IV informs the client on the status of the complaint.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	None	25 minutes	

5B. Receipt of complaints against students (Online)

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	UP Diliman students, faculty members, employees, and officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed letter of complaint 2. Incident report 3. Evidence	Complainant/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE via email (ose.upd@up.edu ph.	1. Administrative Officer IV receives the documents and acknowledges the email.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.1. Administrative Assistant V records the received documents in the incoming database of case-related communication.	None	5 minutes	Administrative Assistant V Office for Student Ethics
	1.2. Administrative Officer IV forwards the letter to Chair for review.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student Conduct.	None	5 minutes	Chair Office for Student Ethics
	2. Administrative Officer IV informs the client on the status of the complaint through email.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	None	25 minutes	

6. Updating of CRS status of Students with Pending Disciplinary Cases

Student-respondents may request to update their CRS status upon submission of required documents.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 2. Copy of appeal with received stamp from office where the appeal was filed 3. Certification from the Office of the Vice President for Legal Affairs	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE office or via email at ose.upd@up.edu.ph.	1. Administrative Officer IV receives the documents and forwards to Chair for approval.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.1. Chair approves the request.	None	5 minutes	Chair Office for Student Ethics
	1.2. Administrative Officer IV checks the records of the student using the CRS, databases of student cases, official files on record. CRS status will be updated to “temporarily” eligible and allowed to enroll this semester.”	None	30 minutes	Administrative Officer IV Office for Student Ethics

2. Client may email OSE for status update at ose.upd@up.edu.ph.	2. Administrative Assistant informs the client on the status of request.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	None	45 minutes	

7A. Consultation regarding the provisions of Code of Student Conduct

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for appointment (letter, phone call)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client requests for appointment (a. letter: Room 515, Melchor Hall, College of Engineering Diliman, Quezon City b. phone call: 89818500 Local 4509 or 8426-4940).	1. Receiving officer receives the document. If through phone call, receiving officer prepares a request slip. Releasing officer forwards the request to Chair for approval.	None	1 day	Receiving Officer Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV confirms the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the consultation.	None	1 day	Chair and/or Member/s Office for Student Ethics

	TOTAL	None	4 days	

7B. Consultation regarding the provisions of Code of Student Conduct (Online)

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for appointment through email	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for appointment through email at ose.upd@up.edu.ph	1. Administrative Officer IV receives and acknowledges the email. Forwards the request to Chair for approval.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.1 Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2 Administrative Officer IV the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3 OSE conducts the consultation via video conferencing	None	1 day	Chair and/or Member/s Office for Student Ethics

	applications.			
	TOTAL	None	4 days	

8A. Request for orientation on the Code of Student Conduct

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to OSE.	1. Receiving Officer receives the document and forwards the request to Chair for approval.	None	1 day	Receiving Officer Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV confirms the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the orientation.	None	1 day	Chair and/or Member/s Office for Student Ethics

TOTAL	None	4 days	

8B. Request for orientation on the Code of Student Conduct (Online)

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends a letter of request to OSE through email at ose.upd@up.edu.ph.	1. Administrative Officer IV receives the document and forwards the request to Chair for approval.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV confirms the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics

	1.3. OSE conducts the orientation via video conferencing applications.	None	1 day	Chair and/or Member/s Office for Student Ethics
TOTAL		None	4 days	

Office for Student Ethics (OSE)

Internal Services

1A. Receipt of complaints against students

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics			
Classification:	Simple			
Type of Transaction:	Government to Citizen; Government to Government			
Who may avail:	UP Diliman students, faculty members, employees, and officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Signed letter of complaint 2. Incident report 3. Evidence		Complainant/s		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits requirements to OSE.	1. Receiving officer receives the documents.	None	5 minutes	Receiving Officer Office for Student Ethics
	1.1. Administrative Assistant V records the received documents in the incoming database of case-related communication.	None	5 minutes	Administrative Assistant V Office for Student Ethics
	1.2. Administrative Officer IV forwards the letter to Chair for review.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student	None	5 minutes	Chair Office for Student Ethics

	Conduct.			
	2. Administrative Officer IV informs the client of the status of the complaint.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	**None**	**25 minutes**	

1B. Receipt of complaints against students (Online)

Initial step in handling student disciplinary cases.

Office or Division:	Office for Student Ethics
Classification:	Simple
Type of Transaction:	Government to Citizen; Government to Government
Who may avail:	UP Diliman students, faculty members, employees, and officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed letter of complaint 2. Incident report 3. Evidence	Complainant/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to OSE via email (ose.upd@up.edu .ph).	1. Administrative Officer IV receives the documents and acknowledges the email.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.1. Administrative Assistant V records the received documents in the incoming database of case-related communication.	None	5 minutes	Administrative Assistant V Office for Student Ethics
	1.2. Administrative Officer IV forwards the letter to Chair for review.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	1.3. Chair notifies the Members to convene and discuss the complaint. The OSE follows the procedures and the prescribed timeline stipulated in the Code of Student	None	5 minutes	Chair Office for Student Ethics

	Conduct.			
	2. Administrative Officer IV informs the client of the status of the complaint through email.	None	5 minutes	Administrative Officer IV Office for Student Ethics
	TOTAL	**None**	**25 minutes**	

2A. Consultation regarding the provisions of Code of Student Conduct

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for appointment (letter, phone call)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for appointment (a. letter: Room 515 Melchor Hall, College of Engineering Diliman, Quezon City b. phone call: 89818500 Local 4509 and 84264940).	1. Receiving Officer receives the document. If through phone call, receiving officer prepares a request slip. Releasing officer endorses the request to Chair for approval.	None	1 day	Receiving Officer Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the consultation.	None	1 day	Chair and/or Member/s Office for Student Ethics
	TOTAL	None	4 days	

2B. Consultation regarding the provisions of Code of Student Conduct

(Online)

The OSE accommodates consultations regarding the provisions of Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for appointment (letter, phone call, email)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for appointment through email at ose.upd@up.edu.ph	1. Administrative Officer IV receives and acknowledges the email. Forwards the request to Chair for approval.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the consultation via video conferencing applications.	None	1 day	Chair and/or Member/s Office for Student Ethics
TOTAL		None	4 days	

3A. Request for orientation on the Code of Student Conduct

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman students, faculty, and administrative staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends a letter of request to OSE.	1. Receiving Officer receives the document and endorses the request to Chair for approval.	None	1 day	Receiving Officer Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV confirms the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the orientation.	None	1 day	Chair and/or Member/s Office for Student Ethics
	TOTAL	**None**	**4 days**	

3B. Request for orientation on the Code of Student Conduct (Online)

The OSE is mandated to conduct orientations on the Code of Student Conduct.

Office or Division:	Office for Student Ethics
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students, faculty, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request with the following details: a. Date and time of orientation b. Attendees of the orientation (students, faculty members or administrative staff)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter of request to OSE through email at ose.upd@up.edu.ph.	1. Administrative Officer IV receives the document and forwards the request to Chair for approval.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.1. Chair approves the request.	None	1 day	Chair Office for Student Ethics
	1.2. Administrative Officer IV confirms the appointment with the client.	None	1 day	Administrative Officer IV Office for Student Ethics
	1.3. OSE conducts the orientation via video conferencing applications.	None	1 day	Chair and/or Member/s Office for Student Ethics
	TOTAL	**None**	**4 days**	

Office of Scholarships and Grants

External Services

1. Processing of Donations for Scholarships

Accepts and processes scholarship donations from organizations, associations, small groups, and private individuals.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Organizations, associations, small groups, and private individuals can support UP students by helping the University shoulder a portion of total cost of obtaining a degree.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request from the donor; and	Requesting Party
2. Duly accomplished memorandum of agreement/ or notarized approved implementing rules and regulations of the grant. *Note: The donor may avail of the 150% tax credit and exemption from donor's tax in the Philippines.*	Scholarship Section OSG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Memorandum of Agreement (MOA) and other related documents.	1. Check the completeness of MOA, donation, and other related documents.	None	30 Days	*Scholarship Affairs Officer and /or Scholarship Section Head* OSG
2. Donations are by cash or check.	2. Cash and check donations shall be acknowledged with a temporary receipt.	None	30 Minutes	*Scholarship Affairs Officer* OSG
	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for	None	3 Days (for local) 60 Days (for foreign)	*Accounting Clerk* UPD Cash Office

	Systemwide Scholarships.			
	2.2 Issue an official receipt.	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	3 Days (by email)	*Scholarship Affairs Officer* OSG
	TOTAL:	**None**	**36 Days, 30 Minutes (for local)** **93 Days, 30 Minutes (for foreign)**	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

The cost of studying in the University

In **UP Diliman** a full-time student is expected to incur substantial amount of expenses, which includes board and lodging expenses and school fees. The total amount is approximately Php70,000.00 per semester or Php140,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 30,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00
Total per semester Php 70,000.00
Total per year (2 semesters) Php 140,000.00

For **UP Pampanga** students, their expenses are lower due to reduced school fees charged at the start of the semester. Their expected cash outlay is approximately P60,000.00 per semester or P120,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 20,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00

Total per semester Php 60,000.00
Total per year (2 semesters) Php 120,000.00

For Graduate Students (master's and doctoral), tuition rate per graduate unit credit varies in the different colleges but the total cost per semester is almost equal to the total cost of per semester for undergraduate students. Library and laboratory fees and other school costs also vary depending on the course. In addition to these expenditures, graduate students incur student research costs, which are estimated to be:

Master's (Thesis) Php 25,000.00
Doctoral (Dissertation) Php 50,000.00

The values stated above pertain to costs shouldered by enrollees in the University. UP still covers a substantial portion of the school fees as it shares in all costs attributable to teaching, such as the salaries of faculty members and support staff, cost of office supplies and materials, utilities expenses, cost to repair of classroom or laboratory equipment, and other costs to maintain University academic facilities. UP also covers direct and indirect costs for university research and extension services, maintenance cost of land and buildings, and other costs to enable the University perform its mandate for the country.

Modes of Donation

Through UP Scholarship Programs, donors may contribute to cover a portion or the entire cost of studying in the University. Donors may opt to do so through Semestral Contribution or by setting up an Endowment Fund.

Contribution Per Semester

Donors can support UP students by contributing funds every semester to defray the entire cost shouldered by students studying in UP. The amounts are estimated to be**:**

For Undergraduate Students (18 units load)
Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga

For Graduate Students (12 units load)
Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs

Donors are requested to commit funding support for the UP Scholarship Program for at least a two-year period and whenever possible, for at least a five-year period. To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Endowment Fund

The ideal form of UP Scholarship Program is made through the creation of Endowment Funds since benefits can be enjoyed by the scholarship awardee in perpetuity. Donors can give one lump sum amount, or build such a lump sum over a short period. The minimum amount of donation is Php 2,500,000.00 to generate an annual interest income that will cover costs in perpetuity.

Donors who cannot make the minimum commitment to create endowment funds are encouraged to allow the University to pool their donations so that bigger endowments can be developed. For example, members of an alumnus family or members of a class may pool resources together to establish bigger endowment funds so adequate interest income can be generated.

To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Selection of Awardees

Donors may indicate certain qualifications of UP students to be given priority during the selection of grantees. Donors may indicate the intended courses, colleges, residences, or year level of UP students they wish to support. These conditions shall be subject to approval by the Office of the Chancellor or the Office of the President. In addition, donors may opt to support more than one (1) UP student per semester.

As a general rule, every UP Scholarship Program awardee must maintain good scholastic standing. Moreover, the awardee must not have been the subject of disciplinary action involving a five-day suspension from classes, or more serious actions.

2. Processing of Donation for Adopt-a-Student Program

Accepts and processes donations for Adopt-a-Student Program from organizations, small groups, private-individuals, UP Faculty, UP Staff and UP Students.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Organizations, small groups, private individuals, UP Faculty, UP Staff and UP students can help by contributing a portion of their income and allowance to a pool of funds to finance the allowance/tuition fee of students under the program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished pledge of donation; and	STFAP Section OSG
2. Deposited Donation *Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.*	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished pledge of donation.	1. Check the completeness of the form and donation.	None	30 Minutes	*Scholarship Affairs Officer and/or STFAP Section Head* OSG
2. Donations are by cash or check. For check donation, indicate "Adopt-a-Student Program, UP Diliman" as payee.	2. Cash and check donations shall be acknowledged with a temporary receipt.	None		*Scholarship Affairs Officer* OSG
	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	7 Days (for local) 120 Days (for foreign)	*Receiving Staff* UPD Cash Office

	2.2 Issue an official receipt.	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	45 Days (by mail) and 3 Days (by email)	Scholarship Affairs Officer OSG
	TOTAL:	**None**	**10 Days, 30 Minutes (for local via email)** **52 Days, 30 Minutes (for local via mail)** **123 Days, 30 minutes (for foreign via email)** **165 Days, 30 minutes (for foreign via mail)**	

The Student Assistantship and Graduate Assistant (SAGA) Program provides undergraduate and postgraduate students the opportunity to work and earn on-campus while pursuing their studies in the University.

The Adopt-a-Student Program is a financial assistance program which serves as safety net for low income students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

Adopt-a-Student Program Packages

Option 1 - Giving a supplementary living allowance ranging from Php3,000.00 to Php7,000.00 monthly (for 5 months during a semester / for 2 months during midyear term).

Option 2 - Giving a one-time donation

Donations abroad may be remitted through the UP Diliman Trust Account using the following information:

Account Name: UP Diliman Trust Account;
Bank Name: Development Bank of the Philippines (DBP); **Address:** Commonwealth Branch;
City/Country: Quezon City, Philippines;
Account No. 0455-010531-030;
Swift Code: DBPHPHMM;
Bank Address: DBP Bldg., Commonwealth Avenue, Diliman, Quezon City, Philippines.

On the transaction slip, indicate that the donation is intended for the Adopt-a-Student Program, UP Diliman and send a copy of the slip to the Office of Scholarships and Grants (OSG) (osgadopt.upd@up.edu.ph).

3. Processing of Appointment for Student/Graduate Assistantships

Accepts and processes appointments for Student/Graduate Assistantships.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All Colleges and Units of UP Diliman; and UP System Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Paper	OSG
2. Current UP Form 5;	Requesting Party
3. Copy of Grades/ True Copy of Grades;	Office of College Secretary (of enrolled College)
4. Work Schedule; and	Requesting Party
5. Photocopy of LBP ATM Card.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SAGA requirements completely.	1. Check and receive the requirements for approval of appointment.	None	5 Minutes	*Scholarship Affairs Officer* OSG
	1.1 Preparation of appointment.	None	15Minutes	*Scholarship Affairs Officer* OSG
	1.2 Check, evaluate, and certify SAGA slots.	None	4Days	STFAP Head, and OSG Officer-in-Charge
	1.3 Approval of budget of SAGA slots.	None	4 Days	Receiving Staff UPD Budget Office

	1.4 Approval of the SAGA appointment.	None	3 Days	Vice Chancellor for Student Affairs
2. Receives the appointment paper	2. Release appointment paper	None	5 Minutes	Scholarship Affairs Officer
	TOTAL:	**None**	**11 Days, 25 Minutes**	

B. Via Email

Office or Division:	**Office of Scholarships and Grants (OSG)**
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	All Colleges and Units of UP Diliman; and UP System Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Paper	OSG
2. Current UP Form 5;	Requesting Party
3. Copy of Grades/ True Copy of Grades;	Office of College Secretary (of enrolled College)
4. Work Schedule; and	Requesting Party
5. Photocopy of LBP ATM Card.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the SAGA requirements to osgsaga.upd@up.edu.ph	1. Check and receive the requirements for approval of appointment.	None	5 Minutes	*Scholarship Affairs Officer* OSG
	1.2 Preparation of appointment.	None	15 Minutes	*Scholarship Affairs Officer*

	1.3 Check, evaluate, and certify SAGA slots.	None	4 Days	STFAP Head, and OSG Officer-in-Charge
	1.4 Approval of budget of SAGA slots.	None	4 Days	Receiving Staff UPD Budget Office
	1.5 Approval of the SAGA appointment.	None	3 Days	Vice Chancellor for Student Affairs
3. Receives the appointment paper	3. Release appointment paper	None	5 Minutes	Scholarship Affairs Officer
	TOTAL:	**None**	**11 Days, 25 Minutes**	

Aside from compensation, student under SAGA Program are able to gain work experience that could help prepare them employment, entrepreneurship, and community service after they leave the University. The University, on the other hand, is able to engage the student in fulfilling its academic and operational functions.

While there is no employer-employee relationship between UP and the SAGAs, the University is nonetheless committed to policies for the elimination of child labor and forced labor, and shall not tolerate any form of abuse or exploitation.

Prescribed Work Hours and Academic Load Per Semester

Student Assistant	**Graduate Assistant**	**Prescribed Work-Hours Per Month**
12 units or less	6 units or less	30 hours to 120 hours
13 units to 18 units	7 units to 9 units	30 hours to 90 hours
19 units to 21 units	10 units to 12 units	30 hours to 60 hours

Hourly Rates for Student and Graduate Assistants

Category	Program Level	Hourly Rates
Student Assistant (SA)	Undergraduate	P60.00
Graduate Assistant (GA)	Master's	P100.00
	Doctoral	P130.00

Appointment

1. SAGAs appointments shall be for a period of six (6) month, subject to renewal.
2. Students are not allowed to render service while their appointment papers as SAGAs are still in process. No appointment shall take effect earlier than the date of approval of appointment papers.

4. Processing of Application for Scholarship

Evaluate and processes scholarships application.

Office or Division:	Office of Scholarships and Grants (OSG)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All undergraduate and graduate students of UP.			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Duly Accomplished application forms; and 2. Matrix of Scholarship Ranking.			*Scholarship Section* OSG	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished scholarship application form and other related document.	1. Check, evaluate and accept the application otherwise it will be returned.	None	5 Minutes	*Scholarship Affairs Officer* OSG
	1.1 Evaluate the requirements, tabulate the indicators needed for the ranking and rank the scholarship applicants after two weeks from the last day of filing.	None	15 Minutes	*Scholarship Affairs Officer* OSG

	1.2 For UP funded, the Office of Scholarships and Financial Assistance will approve the recipients. For private scholarships, the DCSFA Committee will approve the recipient/s.	None	4Days	Committee on *UCSA* UP Systemwide /or *DCSFA* UP Diliman
2. Recipient receives the notice of the award	2. Prepare and send the recipient/s notice of award through the College Dean.	None	4 Days After Approval	*Receiving Staff* Office of the Dean of Recipient of Scholarships
	TOTAL:	**None**	**8 Days, 20 Minutes**	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

UNIVERSITY OF THE PHILIPPINES DILIMAN
OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

5. Processing of Application for Student Loan

Accepts and process student loan application.

Office or Division:	Office of Scholarships and Grants
Classification:	**For tuition fee loan:** Simple **For Short-term cash loan:**Complex
Type of Transaction:	Government to Citizen
Who may avail:	**For tuition fee loan:** All UP Diliman students except cross-enrollees and those taking up CPE courses. **For short term cash loan:** Enrolled Filipino undergraduate and graduate students. **For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND**: Undergraduate Filipino students with good moral and scholastic standing **For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN:**Undergraduate Filipino students with good moral and scholastic standing **For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN**: Undergraduate Filipino students with good moral and scholastic standing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

For tuition fee loan: Print two (2) sets of the tuition loan application: student will sign both copies as debtor and put his/her thumbmark; parent, relative, spouse will sign both copies as co-debtor; attach the following: one (1) 1"x1" ID picture for each set, one (1) photocopy each of co-debtor's valid ID and student's UP ID card (if available) as attachment for verification of the signature. **For short term cash loan:** Validated UP Form 5; 1x1 ID photo of student; GSIS / SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available). **For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND**: Validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available). **For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN:** Must be enrolled in CHED-identified COE courses in UP Diliman. During application must present validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available). **For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN:** Must be enrolled in CHED Priority Courses (CMO No.4, s. 2011) in UP Diliman. During application must present validated UP Form 5; TCG or CRS printout of grades; good moral certificate from SDT; 1x1 ID photo of student; GSIS/SSS ID (or any valid ID) of parent/relative as co-debtor; photocopy of student's UP ID card (if available).	Student Loan, STFAP Section OSG

A. Office Transaction

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Tuition Free Loan				
1. Submit duly accomplished loan application and attachments	1. Check and receive the requirements for student loan.	None	5 Minutes	*Scholarship Affairs Officer* OSG

2. Received loan approval	2. Stamp "Approved" for approved loan and countersigned by Student Loan staff and release approved form to student.	None	10Minutes	*Scholarship Affairs Officer* OSG
3. Bring approved form to the Cashier's Office for payment	3. Release approved loan form to student.	None	5 Minutes	Cashier UP Cash Office
	TOTAL:	**None**	**20 Minutes**	

B. Via Email				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For Tuition Free Loan				
1. Send application form and requirements to osgstudentloan.upd.@up.edu.ph	1. Check and receive the requirements for student loan.	None	5 Minutes	*Scholarship Affairs Officer* OSG
2. Check CRS for loan approval	2. Approved by Student Loan staff in the CRS	None	10 Minutes	*Scholarship Affairs Officer* OSG
3. Bring approved form to the Cashier's Office for payment	3. Release approved loan form to student.	None	5 Minutes	Cashier UP Cash Office
	TOTAL:	**None**	**20 Minutes**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Short Term Cash Loan				
1. Submit duly accomplished loan application and attachments	1. Provide and receive accomplished short term application form.	None	30 Minutes	*Scholarship Affairs Officer* OSG
	1.1. Processing of short term application.	None	3 Days	*Scholarship Affairs Officer* OSG
	1.2. Approval of short term loan	None	3 Days	OSG Officer-in-Charge; and Vice Chancellor for Student Affairs
	1.3. Release of the approval of short term loan	None	15 Minutes	*Scholarship Affairs Officer* OSG
2. Bring the voucher to the UP Cash office and receive loan in cash.	2. Check the voucher and release the loan	None	5 Minutes	*Cashier* UP Cash Office
	TOTAL:	**None**	**6 Days, 50 Minutes**	

For tuition loan: Availed during the registration period until the last day of payment of each term. Log-in your UP Webmail username and password at http://www.crs.upd.edu.ph

For educational loan: Availed one month after Registration Period

Short term cash loan

UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDEN
CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN
CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN

Loanable amount
For tuition fee loan: Up to 100% of assessed fees (except student fund) upon approval of the Chancellor.
For short term cash loan: P3,000.00 / semester

For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND: P5,000.00 / semester

For CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN: P5,000.00 / semester

For CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN: P5,000.00 / semester

6. Processing of Claims for Medical Reimbursement (Under Financial Assistance of Student Contingencies Program)

Accepts and processes claims for medical reimbursement for injuries sustained from on/off campus activities, academic or otherwise.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished FASCP Claim Form; 2. Original Medical Certificate; 3. Original official receipts of medicines/hospital bills; 4. Original Doctor's Prescription; and 5. Valid ID/Official Form.	STFAP Section Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FASCP application form	1. Check and receive the requirements and claim form.	None	15 Minutes	Frontline staff

and attachments.				
	1.1 Route the claim form for signature.	None	5 Days	Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs
	1.2 Present the claim to DCSFA for approval.	None	14–21 Days (depending on the scheduled DCSFA meeting)	DCSFA Meeting
	1.3 Preparation of disbursement voucher for reimbursement.	None	30 Minutes	Scholarship Affairs Officer OSG
	1.4 Check, evaluate, certify and approve the preparation of disbursement voucher for reimbursement.	None	5 Days	OSG Officer-in-Charge and Office of the Vice Chancellor for Student Affairs
	1.5 Approval of budget and payment.	None	8 Days	UPD Accounting Office and Cash Office UP Diliman
2. Receives the claim.	2. Prepare the check for reimbursement	None	2 Days	Receiving Staff Cash Office
	TOTAL:	**None**	**34 – 41 Days, 45 Minutes**	

B. Via Online

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished FASCP Claim Form; 2. Original Medical Certificate; 3. Original official receipts of medicines/hospital bills; 4. Original Doctor's Prescription; and 5. Valid ID/Official Form.	STFAP Section Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished FASCP application form and attachments via *bitly/OSGfascp*	1. Check and receive the requirements and claim form.	None	15 Minutes	Frontline staff
	1.2 Present the claim to DCSFA for approval.	None	14 –21 Days (depending on the scheduled DCSFA meeting)	DCSFA Meeting
	1.3 Preparation of disbursement voucher for reimbursement.	None	30 Minutes	Scholarship Affairs Officer OSG
	1.4 Check, evaluate, certify and approve the preparation of disbursement voucher for	None	5 Days	OSG Officer-in-Charge and Office of the Vice Chancellor for Student Affairs

	reimbursement.			
	1.5 Approval of budget and payment.	None	8 Days	UPD Accounting Office and Cash Office UP Diliman
2. Receives the claim.	2. Prepare the check for reimbursement	None	2 Days	Receiving Staff Cash Office
TOTAL:		**None**	**34 – 41 Days, 45 Minutes**	

Financial Assistance for Student Contingencies Program (FASCP) is for financial assistance for medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Coverage

Medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Medical expenses incurred during illness shall not be covered.

Death resulting from injuries sustained during academic activities officially sanctioned by the University, e.g. field trips, lantern parade, laboratory experiments, group meetings and other related activities shall be eligible for financial assistance.

Benefits

Financial assistance shall be given on a reimbursement basis not exceeding P20,000.00 per student per academic year.

Death due to accident related to academic activities shall be eligible to receive the full amount of P20,000.00 as financial assistance.

Total financial assistance due to accident and death shall not exceed P20,000.00 per student.

7. Processing of Claims for Medical Reimbursement (Under GSIS)

Accepts and process claims for medical reimbursement for injuries sustained from on/off campus activities, academic or otherwise.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate and Graduate Students, Second Degree, Cross-Registrants, Juris Doctor, Diploma/Certificate Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For all incidents, the claimant must submit the following: 1. Original Copy of Medical Certificate issued by the Patient's Medical Doctor 2. Print Images of Bodily Injuries 3. Original Copy of Medical Doctor's prescription (for over the counter medicines), if applicable 4. Original Copy of Official Receipt (for medicines paid, Doctor's fees paid, hospitalization cost paid), if applicable 5. Copy of Statement of Account issued by Hospital, if applicable	Requesting Party

6. Copy of Hospital Records (e.g., Clinical Abstract, Laboratory Results, X-ray), if applicable

0. For Vehicular related incidents, the claimant must also provide a copy of the Traffic or Police Report.

   - Original copy of Police/Traffic Investigation Report
   - Photocopy of student's valid ID, with signature and picture

0. For Non-Vehicular incidents, the claimant must provide the following:

   - Notarized affidavit on the circumstances of the accident, with Photocopy of valid ID, signature, and picture
   - Notarized affidavit of two (2) disinterested witnesses, with a photocopy of their valid IDs, signature, and picture

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1. Check and receive the documents	None	15 Minutes	Frontline staff
	1.1 Prepare the Notice of Insurance Claim.	None	15 Minutes	Scholarship Affairs Officer, OSG Liaison Officer, OSG

				Head, College Dean, Vice Chancellor for Student Affairs
	1.2 Send the documents to GSIS office	None	5 Minutes	Scholarship Affairs Officer, OSG Liaison Officer, OSG Head, College Dean, Vice Chancellor for Student Affairs
2. Receives the claim.	2. Give Instruction to the claimants on how to claim to GSIS			
	TOTAL:	**None**	**35 Minutes**	

Insurance for students under R.A. 10931 is for financial assistance for medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Coverage

Medical expenses for injuries sustained from on/off campus activities, academic or otherwise.

Medical expenses incurred during illness shall not be covered.

Death resulting from injuries sustained during academic activities officially sanctioned by the University, e.g. field trips, lantern parade, laboratory experiments, group meetings and other related activities shall be eligible for financial assistance.

Benefits

Financial assistance shall be given on a reimbursement basis not exceeding P23,750.00 per student per academic year.

Death due to accident related to academic activities shall be eligible to receive the full amount of P2370,000.00 as financial assistance and bereavement assistance is P10,000.00.

Total financial assistance due to accident and death shall not exceed P237,000.00 per student.

8. Processing of Benefits for Scholarships

Accepts and processes stipends for UP funded, Private funded and Other Government funded scholarships.

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Recipients of Scholarships

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card; 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number. ***Note***: *Must be submitted at least two weeks after enrollment/or from receiving the notice of award.*	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit the requirements completely.	1. Check and receive the requirements for Scholarships stipends.	None	5 Days	*Frontline staff* OSG
	1.1 Preparation of benefits.	None	2 Hours*(Preparation for the first release of benefits or stipends)* and 15 Minutes (Preparation of the succeeding month's benefits or stipends) (maximum of 100 students)	*Scholarships* Affairs Officer OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	Scholarships Section Head, Officer-in-Charge, OSG and OVCSA
	1.3 Certification, approval of budget and payment.	None	8 Days	UPD Budget Office, UPD Accounting Office, and Cash Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.	None	7 Days /or on before the 15 of the Month	Land Bank of the Philippines
	TOTAL:	**None**	**19 Days, 2 Hours, 5 Minutes**	

			(*release of stipend)* **19 Days, 20 Minutes** *(For the succeeding months of benefits or stipend.*	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

9. Processing of Benefits for Full Discount Plus Stipend (FDS)

Accepts requirements and processes benefits for Full Discount plus Stipend (FDS) recipients.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	FDS grantees through ST Online application and appeal.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card (front only);	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	5 Minutes	*Frontline staff*

1. Submit the requirements completely.	1. Check and receive the requirements for FDS stipends.			
	1.1 Preparation of benefits.	None	2 Hours preparation for the first release of benefits or stipends;and 15 Minutes preparation for the succeeding month's benefits or stipends. (maximum of 100 students)	*Scholarships Affairs Officer* OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	STFAP Head, OSG Officer-in-Charge,and Office of the Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Budget Office, UPD Accounting Office, and Cash Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.		7 Days and on or before the 10th of the month	Land Bank of the Philippines
	TOTAL:	**None**	**19 Days, 2 Hours, 5 Minutes** *(For the first release of stipend)* **19 Days, 20 Minutes** *(For the succeeding*	

		months of or stipend)	

B. Via Email

Office or Division:	Office of Scholarships and Grants	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	FDS grantees through ST Online application and appeal.	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
1. Photocopy of Official UP Form 5; 2. Photocopy of UP ID; 3. Photocopy of LBP ATM Card (front only);		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely via email. sts.diliman@up.edu.ph	1. Check and receive the requirements for FDS stipends.	None	5 Minutes	*Frontline staff* OSG
	1.1 Preparation of benefits.	None	2 Hours preparation for the first release of benefits or stipends; and 15 Minutes preparation for the succeeding month's benefits or stipends. (maximum of 100 students)	*Scholarships Affairs Officer* OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.	None	4 Days	STFAP Head, OSG Officer-in-Charge, and Office of the Vice Chancellor for Student Affairs
			8 Days	UPD Budget Office, UPD Accounting

	1.3 Approval of budget and payment.			Office
2. Receive the benefits.	2. Credit the benefits to the student LBP ATM Account.		7 Days and on or before the 10th of the month	Land Bank of the Philippines
	TOTAL:	**None**	**19 Days, 2 Hours, 5 Minutes** *(For the first release of stipend)* **19 Days, 20 Minutes** *(For the succeeding months of benefits or stipend)*	

UP created the Socialized Tuition System (ST System) to reduce the cost paid by students during enrollment, based on the paying capacity of the household to which a student belongs. Through the ST System, UP may subsidize a portion or the full cost required during enrollment and, in certain cases, grant additional subsidy to waive miscellaneous fees and grant monthly cash allowances.

The ST System is open to undergraduate students, including students enrolled in Law and Medicine. The ST System was approved by the UP Board of Regents on 16 December 2013.

Payment of benefits

Full Discount plus Stipend (FDS) recipients must submit FDS requirements to the STFAP Section. Stipend will be credited to recipients Landbank in a monthly basis. On the other hand, discount such as Full Discount (FD), Partial Discounts: PD80%, PD60% and PD30% will be posted in the recipients CRS account.

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OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

10. Processing of Benefits for Adopt-a-Student Program

Accepts requirements and processes assistance for the recipient of Adopt-a-Student Program.

<u>A. Office Transaction</u>

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Adopt-a-Student Program grantees selected by the Diliman Committee for Scholarships and Financial Assistance (DCSFA) from a list of students appealing for higher tuition discount or in need of additional support as referred by different UP Diliman units.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Photocopy of Official UP Form 5; 2. Photocopy of LBP ATM Card; 3. Photocopy of UP ID; and 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number.	**Requesting party**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements completely.	1. Check and receive the requirements for adopt stipends.	None	10 Minutes	*Frontline staff* OSG
	1.1 Preparation of benefits	None	4 Hours preparation for the first release of benefit/s or stipend/s; and 30 Minutes preparation for the succeeding month's benefits or stipends.	*Scholarship Affairs Officer* OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.		5 Days	STFAP Head, OSG Officer-in-Charge, and Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Accounting Office and Cash Office.
2. Receives the benefits	2. Credit the benefits to the student LBP ATM Account.	None	2 Days	Land Bank of the Philippines
	TOTAL:	**None**	**15 Days, 4 Hours, 5 Minutes**	

		(For th *release of stipend)* **15 Days, 40 Minutes** *(For the succeeding months of benefits or stipend)*	

B. Via Email

Office or Division:	Office of Scholarships and Grants
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Adopt-a-Student Program grantees selected by the Diliman Committee for Scholarships and Financial Assistance (DCSFA) from a list of students appealing for higher tuition discount or in need of additional support as referred by different UP Diliman units.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Official UP Form 5; 2. Photocopy of LBP ATM Card; 3. Photocopy of UP ID; and 4. Contact details: Permanent Address, Temporary City Address, Email Address and Contact Number.	**Requesting party**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send complete requirements (scanned copies) at *osgadopt.upd@up.edu.ph*	1. Check and receive the requirements for adopt stipends.	None	10 Minutes	*Frontline staff* OSG

	1.1 Preparation of benefits	None	4 Hours preparation for the first release of benefit/s or stipend/s; and 30 Minutes preparation for the succeeding month's benefits or stipends.	*Scholarship Affairs Officer* OSG
	1.2 Check, evaluate, certify and approve the preparation of benefits.		5 Days	STFAP Head, OSG Officer-in-Charge, and Vice Chancellor for Student Affairs
	1.3 Approval of budget and payment.		8 Days	UPD Accounting Office and Cash Office.
2. Receives the benefits	3. Credit the benefits to the student LBP ATM Account.	None	2 Days	Land Bank of the Philippines
	TOTAL:	**None**	**15 Days, 4 Hours, 5 Minutes** *(For the first release of stipend)* **15 Days, 40 Minutes** *(For the succeeding months of benefits or stipend)*	

The Adopt-a-Student Program is a financial assistance program which ser
students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

11. Issuance of Certification (Scholarships, ST Bracket, No ST Bracket, and for SAGA Employment)

Prepares and issues certification for Scholarships (UP Funded, Private Funded and Other Government Funded, Socialized Tuition (ST) Bracket, No Socialized Tuition (ST), and Student and Graduate Assistantships.

A. Office Transaction

Office or Division:	Office of Scholarship and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID/Official Form 5; and 2. Official receipt.	**Office of Scholarships and Grants**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a payment slip for the certification.	1. Provide payment slip.	None	5 Minutes	*Frontline Staff* OSG
2. Pay the certification fee at the Cash Office.	2. Process the payment and issue Official Receipt.	None	10Minutes	Cashier UPD Cash Office
3. Present UP ID, UP Form 5 and official receipt.	3. Prepare the certification.	None	10Minutes	Scholarships Affairs Officer
	3.1 Check and Sign the certification.	None	5Minutes	STFAP Head; OSG Officer-in-Charge
4. Receive the certification	4. Release the certification	None	2 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**32 Minutes**	

B. Via Email

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID/Official Form 5; and 2. Official receipt.			**Office of Scholarships and Grants**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send a request to *sts. diliman@ up.edu.ph*	1. Prepare the certification	None	10 Minutes	*Scholarship Affairs Officer* OSG
	1.1 Check and Sign the certification.	None	5 Minutes	STFAP Head; OSG Officer-in-Charge
2. Receive the certification	2. Release the certification by sending soft copy to the student	None	5 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**20 Minutes**	

12. Issuance of Letter of Instruction for Landbank Enrollment for New Account

Prepares and issues letter of instruction for Landbank enrollment for new accounts: for new recipients of scholarships; financial assistance; and student and graduate assistantships.

A. Office Transaction

Office or Division:	Office of Scholarship and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Students			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Valid ID/Official Form 5; and 2. Official receipt.			**Office of Scholarships and Grants**	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request a payment slip for the certification.	1. Provide payment slip.	None	5 Minutes	*Frontline Staff* OSG
2. Pay the certification fee at the Cash Office.	2. Process the payment and issue Official Receipt.	None	10 Minutes	Cashier UPD Cash Office
3. Present UP ID, UP Form 5 and official receipt.	3. Prepare the certification.	None	10 Minutes	Scholarships Affairs Officer
	3.1 Check and Sign the certification.	None	5 Minutes	STFAP Head; OSG Officer-in-Charge
4. Receive the certification	4. Release the certification	None	2 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**32 Minutes**	

B. Via Email

Office or Division:	Office of Scholarships and Grants
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID/Official Form 5	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UP ID, UP Form 5 and official receipt.	1. Prepare the certification.	None	5 Minutes	*Scholarships Affairs Officer* OSG
	1.1 Check and Sign the certification.	None	5 Days	*STFAP Head; OSG Officer-in-Charge OSG*
2. Receive the certification	2. Release the certification.		2 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**5 Days, 15 Minutes**	

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13. Issuance of Statement of Account for Student Loan

Prepares and issues statement account: for those students (undergraduate and graduate studies) who avail the programs of student loan.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students who avails student loans like: **Tuition fee loan,** **Short Term Cash Loans**, **For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND**, **CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN**, and **CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN.**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID/Official Form 5	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check loan balance.	None	5 Minutes	*Scholarships Affairs Officer* OSG
2. Receive billing statement	2. Compute loan balance plus interest and issue a billing statement.	None		
3. Bring the billing statement to the Cashier's Office for payment and	3. Check the billing statement, count the payment and issue an official receipt.	None	15 Minutes	*Receiving Staff* UP Cash Office

receive official receipt				
4. Bring the official receipt back to OSG to mark payment and removed accountability on the loan.	Mark payment on the loan and encode the OR No. and date as reference of payment.	None	15 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**35 Minutes**	

B. Via Email

Office or Division:	Office of Scholarships and Grants
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students who avails student loans like: **Tuition fee loan,** **Short Term Cash Loans**, **For UPAA SACRAMENTO & VICINITIES, USA (UPAASV) STUDENT LOAN FUND**, **CHED - CENTERS OF EXCELLENCE (COE) STUDENT LOAN**, and **CHED - STUDENT ASSISTANCE FUND FOR EDUCATION (SAFE) LOAN.**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID/Official Form 5	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to osgstudentloan.upd@up.edu.ph regarding your existing loan.	1. Check loan balance.	None	3 Days	*Scholarships Affairs Officer* OSG

2. Receive billing statement	2. Compute loan balance plus interest and issue a billing statement.	None		
3. Deposit your payment through LBP. Revolving Fund *Account No. 3072-1006-96* *Swift code: TLBPPHMMXXX*	3. Check deposit slip, count the payment and issue an official receipt.	None	3 Days	*Bank Teller* LBP Bank
4. Scan or send picture of the receipt to *osgstudentloan.upd@up.edu.ph.*	4. Mark payment on the loan and encode the OR No. and date as reference of payment.	None	1 Day	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**7 Days**	

14. Issuance of Scholarship Application

Prepares and issues for scholarships application: For UP Funded, Other Government Funded and Private Funded scholarships.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All undergraduate and graduate students of UP.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 x 2 Picture; 2. Parent's Income Tax Return (BIR Form 2316)/or SALN of parents from the previous year and other proof of income; Certificate of Employment and Compensation, Contract with Employer, Notarized Affidavit of Unemployment, Notarized Affidavit of Source of Income, BIR Certificate of Tax Exemption, and Certificate of Indigency from Barangay with income indicated; 3. True Copy of Grades (including grades from previous semester) or CRS print-out. 4. Certificate of Good Moral Character from Student Disciplinary Council. 5. Certificate of year level standing from college (for upperclassmen only); If applicable: 6. Pictures of permanent residence (front and back of the house, dining kitchen, comfort room, bedroom, living room, and other parts of the house duly certified by the Barangay Captain. 7. Monthly billing of electricity and water for the last three months. **Additional requirements:** 8. For graduate student: Transcript of Academic Records, Program of Study, Notice of Admission (if new graduate student); 9. For Presidential Scholarship, Tuition, Foreign, etc.; a. Letter of recommendation from the head of institute; b. Certification od study leave with pay; c. Nomination from home government; d. Letter of financial support; e. Letter/s of Recommendation form former professors; f. Recommendation/certificate of Good moral character from current employer/s;	Requesting Party

g. List of accomplishments arranged by levels, i.e. in high school, college and community duly authenticated by the appropriate authority; and for UP Employee: submit certificate of Good Moral form the unit where he/she is currently employee.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit OSG for scholarship advising.	1. Provide scholarship application formand provide scholarship advise	None	5 Minutes	*Scholarships Affairs Officer* OSG
2. Submit the scholarship application form with complete requirements	2. Check, evaluate and accept the application otherwise it will be returned.	None	5 Minutes	Scholarships Affairs Officer OSG
TOTAL:		**None**	**20 Minutes**	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

15.Tagging of Scholarship Assignment for Scholarships

Tagging and Untagging scholarship assignment: UP Funded, Other Gov't Funded and Private Funded in the CRS module.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP funded, private funded and government funded scholarshipUP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Form 5A/UP ID; 2. OSE Certification; 3. Verification of previous grades in the CRS; and 4. Tagging and Untagging of grades in the CRS.	Requesting Party OSG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check and assign scholarship in the CRS.	None	5 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**5 Minutes**	

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16. Tagging and Untagging of Scholarship Assignment for Socialized Tuition (ST) Bracket

Tagging and Untagging scholarship assignment: ST brackets in the CRS module.

A. Office Transaction

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	FDS grantees through ST Online application and appeal.			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Valid ID/Official Form 5; 2. Verification of ST Bracket in the SFA Online (https://slasonline.up.edu.ph); and 3. Assign ST bracket in the CRS Module (https://crs.upd.edu.ph).			Requesting Party STFAP Section	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements.	1. Check and assign scholarship in the CRS.	None	5 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**5 Minutes**	

B. Via Email

Office or Division:	Office of Scholarships and Grants			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	FDS grantees through ST Online application and appeal.			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Valid ID/Official Form 5; 2. Verification of ST Bracket in the SFA Online (https://slasonline.up.edu.ph); and 3. Assign ST bracket in the CRS Module (https://crs.upd.edu.ph).			Requesting Party STFAP Section	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Request through sts.diliman @up.edu.ph or phone.	2. Check and assign scholarship in the CRS.	None	5 Minutes	*Scholarships Affairs Officer* OSG
	TOTAL:	**None**	**5 Minutes**	

17.Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Signing of clearances: for student, faculty and staff in UP Diliman.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Students, Faculty, Non-Teaching staff who is about to graduate, exit and retire in UP Diliman.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPD Clearance Form	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement/s to the OSG Staff.	1. Check if the client has an existing loan/s or arrears or as debtor or a co-debtor for student.	None	15 Minutes	*Scholarships Affairs Officer* OSG
2. Receive the clearance.	2. Sign Clearance if the client is cleared from accountability and issues billing statements in case of existing loan, arrears as debtor or co debtor.			

Office of Scholarships and Grants (OSG)

Internal Services

1. Processing of Donation for Scholarships

Accepts and processes scholarship donations from organizations, associations, small groups and private individuals.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Organizations, associations, small groups and private individuals can support UP students by helping the University shoulder a portion of total cost of obtaining a degree.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request from donor; and	Requesting Party
2. Duly accomplished memorandum of agreement/ or notarized approved implementing rules and regulations of the grant. *Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.*	Scholarship Section OSG

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Memorandum of Agreement (MOA) and other related documents.	1. Check the completeness of MOA, donation and other related documents.	None	30 Days	*Scholarship Affairs Officer and/or Scholarship Section Head* OSG
2. Donations are by cash or check.	2. Cash and check donations shall be acknowledged with a temporary receipt.	None	30 Minutes	*Scholarship Affairs Officer* OSG

	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	3 Days (for local) 60 Days (for foreign)	*Accounting Clerk* UPD Cash Office
	2.2 Issue an official receipt.	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	3 Days (by email)	*Scholarship Affairs Officer* OSG
	TOTAL:	**None**	**36 Days, 30 Minutes (for local)** **93 Days, 30 Minutes (for foreign)**	

UP Scholarship Programs provide financial assistance to students through the granting of allowances and stipends to cover their tuition and other school fees, books, board and lodging, and transportation.

The cost of studying in the University

In **UP Diliman** a full-time student is expected to incur substantial amount of expenses, which includes board and lodging expenses and school fees. The total amount is approximately Php70,000.00 per semester or Php140,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 30,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00
Total per semester Php 70,000.00
Total per year (2 semesters) Php 140,000.00

For **UP Pampanga** students, their expenses are lower due to reduced s at the start of the semester. Their expected cash outlay is approximately P60,000.00 per semester or P120,000.00 per year, broken down as follows:

School fees per semester (18 units plus miscellaneous fees) Php 20,000.00
Monthly stipend (approximately Php7,000 for board and lodging) Php 35,000.00
Book allowance Php 5,000.00
Total per semester Php 60,000.00
Total per year (2 semesters) Php 120,000.00

For Graduate Students (master's and doctoral), tuition rate per graduate unit credit varies in the different colleges but the total cost per semester is almost equal to the total cost of per semester for undergraduate students. Library and laboratory fees and other school costs also vary depending on the course. In addition to these expenditures, graduate students incur student research costs, which are estimated to be:

Master's (Thesis) Php 25,000.00
Doctoral (Dissertation) Php 50,000.00

The values stated above pertain to costs shouldered by enrollees in the University. UP still covers a substantial portion of the school fees as it shares in all costs attributable to teaching, such as the salaries of faculty members and support staff, cost of office supplies and materials, utilities expenses, cost to repair of classroom or laboratory equipment, and other costs to maintain University academic facilities. UP also covers direct and indirect costs for university research and extension services, maintenance cost of land and buildings, and other costs to enable the University perform its mandate for the country.

Modes of Donation

Through UP Scholarship Programs, donors may contribute to cover a portion or the entire cost of studying in the University. Donors may opt to do so through Semestral Contribution or by setting up an Endowment Fund.

Semestral Contribution

Donors can support UP students by contributing funds every semester to defray the entire cost shouldered by students studying in UP. The amounts are estimated to be**:**

For Undergraduate Students (18 units load)
Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga

For Graduate Students (12 units load)
Php 70,000.00 per semester for UP Diliman, UP Manila, and UP Los Baños plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs
Php 60,000.00 per semester for UP Baguio, UP Cebu, UP Mindanao, and UP Pampanga plus Php 25,000 to Php 50,000 for Master's/Doctoral research costs

Donors are requested to commit funding support for the UP Scholarship Program for at least a two-year period and whenever possible, for at least a five-year period. To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Endowment Fund

The ideal form of UP Scholarship Program is made through the creation of Endowment Funds since benefits can be enjoyed by the scholarship awardee in perpetuity. Donors can give one lump sum amount, or build such a lump sum over a short period. The minimum amount of donation is Php 2,500,000.00 to generate an annual interest income that will cover costs in perpetuity.

Donors who cannot make the minimum commitment to create endowment funds are encouraged to allow the University to pool their donations so that bigger endowments can be developed. For example, members of an alumnus family or members of a class may pool resources together to establish bigger endowment funds so adequate interest income can be generated.

To cover the cost of administering the Program, fees may be charged from the donation based on the total contribution made by the donor.

Selection of Awardees

Donors may indicate certain qualifications of UP students to be given priority during the selection of grantees. Donors may indicate the intended courses, colleges, residences, or year level of UP students they wish to support. These conditions shall be subject to approval by the Office of the Chancellor or the Office of the President. In addition, donors may opt to support more than one (1) UP student per semester.

As a general rule, every UP Scholarship Program awardee must maintain good scholastic standing. Moreover, the awardee must not have been the subject of disciplinary action involving a five-day suspension from classes, or more serious actions.

2. Processing of Donation for Adopt-a-Student Program

Accepts and processes donations for Adopt-a-Student Program from organizations, small groups, private-individuals, UP Faculty, UP Staff and UP Students.

Office or Division:	Office of Scholarships and Grants (OSG)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Organizations, small groups, private individuals, UP Faculty, UP Staff and UP students can help by contributing a portion of their income and allowance to a pool of funds to finance the allowance/tuition fee of students under the program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished pledge of donation; and	STFAP Section OSG
2. Deposited Donation *Note: The donor may avail the 150% tax credit and exemption from donor's tax in the Philippines.*	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished pledge of donation.	1. Check the completeness of the form and donation.	None	30 Minutes	*Scholarship Affairs Officer and/or STFAP Section Head* OSG
2. Donations are by cash or check. For check donation, indicate "Adopt-a-Student Program, UP Diliman" as payee.	2. Cash and check donations shall be acknowledged with a temporary receipt.	None		*Scholarship Affairs Officer* OSG

	2.1 Donations will be deposited to the UP Diliman Cash Office for Diliman Scholarships and UP System Accounting for Systemwide Scholarships.	None	3 Days (for local) 60 Days (for foreign)	*Receiving Staff* UPD Cash Office
	2.2 Issue an official receipt.	None		
3. Donors receive the official receipt.	3. The official receipt shall be sent to the donor's mailing address.	None	45 Days (by mail) and 3 Days (by email)	Scholarship Affairs Officer OSG
	TOTAL:	**None**	**10 Days, 30 Minutes (for local via email)** **52 Days, 30 Minutes (for local via mail)** **123 Days, 30 minutes (for foreign via email)** **165 Days, 30 minutes (for foreign via mail)**	

The Adopt-a-Student Program is a financial assistance program which
net for low income students of UP Diliman. It aims to help students whose award/grant benefits are not sufficient to sustain their school needs while studying.

Adopt-a-Student Program Packages

Option 1 - Giving a supplementary living allowance ranging from Php3,000.00 to Php7,000.00 monthly (for 5 months during a semester / for 2 months during midyear term).
Option 2 - Giving a one-time donation

Donations abroad may be remitted through the UP Diliman Trust Account using the following information:

Account Name: UP Diliman Trust Account;
Bank Name: Development Bank of the Philippines (DBP);
Address: Commonwealth Branch;
City/Country: Quezon City, Philippines;
Account No. 0455-010531-030;
Swift Code: DBPHPHMM;
Bank Address: DBP Bldg., Commonwealth Avenue, Diliman, Quezon City, Philippines.

On the transaction slip, indicate that the donation is intended for the Adopt-a-Student Program, UP Diliman and send a copy of the slip to the Office of Scholarships and Grants (OSG) (osgadopt.upd@up.edu.ph).

3. Signing of Clearances for UP Diliman (Student, Faculty and Non-Teaching Staff)

Signing of clearances: for student, faculty and staff in UP Diliman.

Office or Division:	Office of Scholarships and Grants
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Students, Faculty, Non-Teaching staff who is about to graduate, exit and retire in UP Diliman.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPD Clearance Form	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement/s to the OSG Staff.	1. Check if the client has an existing loan/s or arrears or as debtor or a co-debtor for student.	None	15 Minutes	*Scholarships Affairs Officer* OSG
2. Receive the clearance.	2. Sign Clearance if the client is cleared from accountability and issues billing statements in case of existing loan, arrears as debtor or co debtor.			
	TOTAL:	**None**	**15 Minutes**	

Office of Student Housing

External Service

1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Inquiry letter/email		Requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits inquiry letter about OSH's services to its official email address osh.updiliman@up.edu.ph and/or dorm application inquiries at dormapp.upd@up.edu.ph	1.1 OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action. 1.2 OSH Admin/ Dorm Personnel replies to client's inquiry with appropriate action via email or phone call.	None	1 day	*OSH Admin Personnel/ Dorm Personnel* *Dormitory Managers/ OSH OIC*
	TOTAL	**None**	**1 day**	

2. Processing of Dorm Application

Processing of students' dorm applications

Office or Division:	Office Student Housing
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CRS/Dilnet Account	Computer Center
1. PDF copy of the following documents: Full-Year Application: a. Proof of Income b. True Copy/Screenshot of Grades for continuing students c. Validated Form 5 or Admission Slip d. Vaccination Card e. Certification of F2F Classes (if applicable) Transient Application: a. Validated Form 5 or Admission Slip b. Certification of F2F Classes from the College c. Vaccination Card d. Proof of Payment	Apply via www.dormapplication.upd.edu.ph Secure the document from the department/colleges with F2F classes Apply via https://studenthousing.upd.edu.ph/?page_id=1160 Secure the document from the department/colleges with F2F classes

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs in the Dorm Application portal using Dilnet Account (if freshmen, can use student number as User ID and their temporary PIN for their passwords) answers the required fields, and uploads a copy of all requirements.	1.1 Dormitory Admissions Committee (DAC) Secretariat checks and validates submission of all requirements.	None	5 minutes	*DAC Secretariat* UP Diliman
	1.2 DAC Secretariat consolidates all accepted		5 days	*DAC Secretariat* UP Diliman

	applications and forwards it to DAC with recommendations , for the committee's final evaluation. 1.3 DAC secretarial consolidates and application for DAC agenda setting 1.4 DAC evaluates the applications based on the UPD Dormitory Guidelines.		15 days 1 day	*DAC Secretariat* UP Diliman *DAC* UP Diliman
2. Client waits for the official email of Dorm Application Secretariat for updates on application.	2. DAC Secretariat notifies students of the results of the application.	None	1 day	*DAC Secretariat* UP Diliman
	TOTAL	**None**	**22 days, 5 minutes**	

3. Submission of Appeal Letter for disapproved/late applicants

Processing of appeal letters of disapproved and late dorm applications

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appeal letter for disapproved dorm applications	Requesting Party
2. Other supporting documents	Concerned Units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the documents to Dorm App Email dormapp.upd@up.edu.ph	1.1 DAC Secretariat receives the documents, checks completeness of submission for late applicants, and acknowledges the email.	None	15 minutes	*DAC Secretariat*
	1.2 OIC reviews the applications and forwards the appeals to DAC with recommendations, for the committee's final evaluation.			*Dormitory Application Committee*
	1.3 DAC Secretariat informs the student of the results of application.		3 minutes	*DAC Secretariat*
	TOTAL	**None**	**1 day, 3 minutes**	

4. Processing of Approved Dorm Application and Checl...

Processing approved dorm application in preparation/during check-in period

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved dorm application 2. Residence Hall Primer and signed New Normal Guidelines of the UPD Residence Halls 3. Dormer's Instruction Sheet 4. Property and Accountability Form	Concerned Residence Hall

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client confirms slot by responding to the email of the DAC Secretariat. Slot allocated is forfeited if the student fails to confirm it within 3 days. Confirmed client follows the check-in process provided by their assigned residence hall	1. DAC notes the confirmation of slot.	None	1 minute	*DAC members and Secretariat* UP Diliman
2. Client submits the Residence Hall's requirements during check-in	2. Houseparent receives and checks submitted documents.	None	10 minutes	*Houseparent* Residence Hall, OSH
3. Client receives room key upon validation of complete requirements	3. Houseparent issues/room key.	None	1 minute	*Houseparent* *Residence Hall,* OSH
4. Client checks in to the assigned room.	4. Houseparent assists student settle in the assigned room.	None	10 minutes	*Household Attendant* Residence Hall, OSH

TOTAL	**None**	**22 minutes**	

5. Issuance of Billing Form/Record

Issuance of student's billing which issue every 7th day of the month

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Resident's Dorm ID 2. Resident's Record of Payment 3. Late Payment Appeal Form		Assigned Residence Hall		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client checks and accepts dorm billing. Surcharge of 1% per month is charged on late acceptance of billing form.	1. Houseparent issues billing form every 7th day of the month.	Depending on the outstanding balance due for payment	2 minutes	*Houseparent Residence Hall,* OSH
2. Client pays the dorms fees at the Diliman Cash Office or via online payment modes provided by the same office. Client secures official receipt from transaction.	2. Cashier officer receives payment and issues official receipt.	Depending on the outstanding balance due for payment	3 minutes	*Cashier Officer Diliman Cash Office*
3. Client submits copy of official receipt to dorm management	3. Houseparent receives official receipt of payment.	None	1 minute	*Houseparent Residence Hall,* OSH

	3.1 Houseparent encodes the official receipt in the record of payment, Excel file, and dorm database.	None	2 minutes	*Houseparent Residence Hall,* OSH
TOTAL		**Depending on the outstanding balance due for payment**	**8 minutes**	

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6. Checking out of the residents

Preparation for checking-out period

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dorm Clearance 2. Check-out form 3. Room Key	Assigned residence hall and resident

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives and fills out checkout form (for permanent or temporary check-out)	1. Houseparent issues checkout form.	None	3 minutes	*Houseparent Residence Hall,* OSH
2. Client awaits approval of checkout form (Clearance from accountabilities)	2. Houseparent checks resident's record of payment.	None	5 minutes	*Houseparent Residence Hall,* OSH
3. Tagged resident settles accountability and secures clearance from accountabilities/deficiencies. Settle payment at Diliman Cash Office. Dialogue with Dormitory Manager for dorm violations.	3. Houseparent receives clearance form.	None	1 day	*Houseparent Residence Hall,* OSH

4. Resident with approved checkout form gets their personal belongings and checks out from the residence hall.	4. Household attendant assists resident during checkout.	None	15 minutes	*Household Attendant Residence Hall,* OSH
5. Client surrenders dorm key.	5. Authorized staff receives dorm key.	None	1 minute	*Houseparent/ Household Attendant/ Security Guard Residence Hall,* OSH
	TOTAL	**None**	**1 day, 24 minutes**	

7. Online tagging and untagging of residents during enrolment period

Online tagging and un-tagging of residents' accountabilities (long overdue bills, dorm violation, and broken or lost dorm property) during enrolment period.

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Dorm Clearance 2. Student ID 3. Student's CRS Account		Office of Student Housing		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client requests for un-tagging of dorm accountability from their residence hall.	1. Dormitory Manager sends letter requesting tagging/un-tagging of resident with client's information to OIC/Director 1.1 OIC/Director instructs staff in-charge to tag/un-tag student. 1.2 Staff tags/un-tags student.	None	5 minutes	*Dormitory Manager Residence Hall* *OIC Director OSH* *Staff OSH*
2. Client verifies completion of untagging request via their CRS account.	2. Residence Hall updates their student records after completion of the request.	None	1 minute	*CRS Online OUR*
	TOTAL	**None**	**6 minutes**	

8. Submission of appeal/request letter to waive dorm fee, change of dorm assignment and dorm concerns

Processing of appeal/request letter to waive dorm fee, change of dorm assignment, and dorm concerns

Office or Division:	Office Student Housing			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Appeal/Request Letter		Requesting party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits appeal/request letter (e.g. request to waive dorm fees) endorsed by the Dormitory Manager. 2. Client submits a letter of concern to OSH official email osh.updiliman@up.edu.ph	1. OSH Admin Personnel receives, records, and forwards the letter to OIC/Director.	None	1 minute	*OSH Admin Personnel*
	1.1 OIC/Director recommends appropriate action on the resident's appeal.	None	2 days	*OIC Director OSH*
2. Client receives letter with recommendation/s from OSH.	3. OSH Admin Personnel releases the letter to concerned residents via email.	None	1 minute	*OSH Admin Personnel*

TOTAL	**None**	**2 days, 2 minutes**	

Office of Student Housing

Internal Service

1. Attends to inquiry letters

Answers inquiries pertaining to dormitory application and other OSH Services

Office or Division:	Office Student Housing
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Inquiry letter	Requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits inquiry letter about OSH's services to its official email address osh.updiliman@up.edu.ph and/or dorm application inquiries at dormapp.upd@up.edu.ph	1. OSH Admin Personnel acknowledges the email and forwards it to concerned OSH/dorm personnel for appropriate action. 1.1 OSH Admin/Dorm Personnel replies to client's inquiry with appropriate action via email or phone call.	None	1 day	*OSH Admin/ Dorm Personnel* *Dormitory Managers/ OSH OIC*
	TOTAL	**None**	**1 day**	

Office of Student Projects and Activities

External Services

1. Request of Student Organization for University Grounds

To seek approval in the use of University Grounds, e.g. Academic Oval, Sunken Garden, Lagoon, and parking lots, for student-initiated activities.

Office or Division:	Office of Student Projects and Activities (OSPA)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Activity Approval Form (AAF) GForm (QR Code)			OSPA FB Page	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

2. Request of Student Organization for Security Assistance

Request for additional security assistance in a student-initiated activity to ensure the safety of attendees/participants.

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

3. Request of Student Organization for Posting of Posters

Posting of publicity materials and/or promotional posters for student-initiated activities

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicabl e)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF; Bring poster for stamping	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

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4. Request of Student Organization for Tarpaulin Posting

Request to post tarpaulin to promote student-initiated activity.

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF)	OSPA Facebook page and website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

5. Request of Student Organization for using UP Trademarks

Secure approval from the UP Technology Transfer and Business Development Office (TTBDO) in the use of UP trademarks of student organizations/individual students/class.

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
5. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**7 Days and 20 minutes**	

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6. Request of Student Organization for use of College Venue

To seek approval from college/school/institute administration in the use of college venues i.e. conference hall, classrooms and college lobby, for student-initiated activities

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

7. Request of Student Organization for Vehicle Entry

To seek approval for vehicle entry of sponsors, participants in student-initiated activities.

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.2 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA
	TOTAL	**None**	**2 Days and 20 minutes**	

8. Request of Student Organization for Dry-Goods Sale / Brand Sale

Secure approval from the Office of the Vice Chancellor for Community Affairs in selling dry-goods for Income Generating Projects (IGP) of students.

Office or Division:	Office of Student Projects and Activities (OSPA)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	University–registered Student Organizations, College–registered Student Organizations, Individual Student/Class Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Approval Form (AAF) GForm (QR Code)	OSPA Facebook page

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up AAF through GForm (QR Code)	1. Receive filled up AAF	None	5 Minutes	*Receiving Personnel* OSPA
2. Receive response that AAF is being processed	2. Evaluate submitted AAF	None	10 Minutes	*Receiving Personnel* OSPA
3. Wait for the approved AAF	3. Secure endorsement from OSPA Coordinator	None	1 Day	*Coordinator OSPA*
	3.1 Secure approval of VCSA (if applicable)	None	1 Day	*Vice Chancellor for Student Affairs* OVCSA
4. Receive approved AAF	4. Pick-up approved AAF in OSPA	None	5 minutes	*Receiving Personnel* OSPA

	TOTAL	**None**	**2 Day minutes**	

University Food Service (UFS)

External Services

1A. Provision of Meals for Student-Athletes

Request of student-athletes for provision of meals.

Office or Division:	University Food Service (UFS Cafeteria)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman Student-Athletes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of request from the Chancellor	UPD Varsity Sports Office
2. Budget Clearance	Diliman Budget Office
3. List of student-athletes	UPD Varsity Sports Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits duly approved request to UFS.	1. Staff receives duly approved request.	P215/day per athlete	5 minutes	*Supervisor-in-Charge* UFS
	TOTAL	**P215/day per athlete**	**5 minutes**	

1B. Provision of Meals for Student-Athletes (During Pandemic)

Request of student-athletes for provision of meals through delivery service.

Office or Division:	University Food Service (UFS Cafeteria)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman Student-Athletes

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished digital order form	University Food Service

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client sends duly accomplished digital form through private message/email. ufs.upd@up.edu.ph	1. Staff receives duly approved request.	Refer to table of fees	5 minutes	*Supervisor-in-Charge* UFS
	1.1 Staff records and consolidates orders per dormitory.	None	10 minutes	*Supervisor-in-Charge* UFS
2. Client submits delivery receipt and cash payment.	2. Staff issues official receipt.	Refer to table of fees	1 minute	*Special Collecting Officer* UFS
	TOTAL		**16 minutes**	

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2. Preparation of payment for suppliers/dealers

Request of suppliers/dealers for payment of goods.

Office or Division:	University Food Service (UFS Administrative Office)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Suppliers and Dealers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sales invoice	Requesting party
2. Price quotation	Quotations from UFS or from requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits requirements to UFS-Purchasing Unit.	1. Staff receives duly approved request.	None	10 minutes	*Receiving Officer* UFS
	1.1 Accountant prepares DV, BUR, PR, PO, and IAR.	None	10 minutes	*Accountant* UFS
	1.2 Accountant attaches APP, ICS, PAR, Stock Position Sheet, Waste material, Pre-repair, and Trip Ticket Reports	None	10 minutes	*Accountant* UFS
	TOTAL	**None**	**30 minutes**	

3. Preparation of billing

For payment of food ordered by requesting parties

Office or Division:	University Food Service (UFS Administrative Office)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Organizations and other requesting parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Delivery Receipt	UFS Bakeshop, Catering, Cafeteria, Law Canteen

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client receives, acknowledges receipt (signs), and returns to UFS the delivery receipt.	1. Staff receives acknowledged delivery receipt.	None	1 minute	*Administrative Officer* UFS
	1.1 Administrative Officer prepares billing.	None	3 minutes	*Administrative Officer* UFS
	TOTAL	**None**	**4 minutes**	

4. Issuance of Official Receipt

For acknowledgement of payment received.

Office or Division:	University Food Service (UFS Administrative Office)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Organizations and other requesting parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipt/Order Slip/Billing	UFS Bakeshop, Catering, Cafeteria, Law Canteen

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client brings the document with cash payment to UFS.	1. Special Collecting Officer issues official receipt.	None	1 minute	*Special Collecting Officer* UFS
	TOTAL	**None**	**1 minute**	

5. Practical Training for Students

Processing of requests for practical training for students enrolled in food and nutrition and business and entrepreneur-related courses.

Office or Division:	University Food Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	UP Diliman students enrolled in food and nutrition and business and entrepreneur-related courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter submitted one (1) month before actual training	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request to UFS. ufs.upd@up.edu.ph	1. Staff acknowledges receipt of request.	None	5 minutes	*Supervisor-in-Charge* UFS
2. Client attends orientation based on agreed schedule.	2. Food supervisor conducts orientation to trainees	None	1 hour	*Food Supervisor* UFS
	TOTAL	**None**	**1 hour 5 minutes**	

University Food Service

Internal Services

1. Provision of Catering Services

Request of UPD offices and colleges for provision of catering orders.

Office or Division:	University Food Service (UFS Catering)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units and Colleges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form/letter/email sent two (2) prior actual service	Requesting party
2. Signed Conforme	UFS Catering
3. Budget clearance	Diliman Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request to UFS (email is accepted). ufs.upd@up.edu.ph	1. Receiving Officer receives the request.	Refer to table of fees	5 minutes	*Receiving Officer* UFS
	1.1 Staff discusses with client the details of their request (food preference, schedule, number of guests, etc.)	None	30 minutes	*Reservation-in-Charge* UFS
2. Client submits signed conforme and budget clearance to UFS.	2. Staff receives signed conforme and budget clearance.	None	5 minutes	*Reservation-in-Charge* UFS
	TOTAL	**Refer to table for fees**	**40 minutes**	

2. Provision of Meals/Snacks for walk-in customers

Request of UPD offices and colleges for provision of meals and snacks in small volume

Office or Division:	University Food Service (UFS Catering)
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	UP Diliman Units and Colleges

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request form/letter/email if to be pain on credit	Requesting party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits request to UFS (email is accepted). ufs.upd@up.edu.ph	1. Receiving Officer receives the request.	Refer to table of fees	5 minutes	*Receiving Officer* UFS
	1.1 Staff discusses with client the details of their request (food preference, schedule, number of guests, etc.)	None	10 minutes	*Supervisor-in-Charge* UFS
	TOTAL	**Refer to table for fees**	**15 minutes**	

3. Preparation of billing

For payment of food ordered by requesting parties

Office or Division:	University Food Service (UFS Administrative Office)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Diliman Units and Colleges			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Delivery Receipt		UFS Bakeshop, Catering, Cafeteria, Law Canteen		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client receives, acknowledges receipt (signs), and returns to UFS the delivery receipt.	1. Staff receives acknowledged delivery receipt.	None	1 minute	*Administrative Officer* UFS
	1.1 Administrative Officer prepares billing.	None	3 minutes	*Administrative Officer* UFS
	TOTAL	**None**	**4 minutes**	

University Food Service
Table of Fees

Catering

Buffet Breakfast (with Waiter Service)
P185.00 per cover

SET A
Pork Tocino
Cheesy Hotdog
Scrambled Egg
Rice
Fruit
Bottled Water

SET B
Burger Patties w/ Gravy
Hungarian Sausage
Sunny Side Up
Rice
Fruit
Bottled Water

SET C
Corned Beef Guisado
Skinless Longanisa(2#)
Scramble Egg
Rice
Fruit
Bottled Water

SET D
Chicken nuggets
Skinless Longanisa(2#)
Egg Omelet
Rice
Fruit
Bottled Water

SET E
Ham Steak
Swedish Hotdog
Sunny Side Up
Rice
Fruit
Bottled Water

SET F
Fried Tinapa
Ham Steak
Red Egg w/ Tomatoes
Rice
Fruit
Bottled Water

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University Food Service
Table of Fees

Catering

Buffet Lunch (with waiter service) and 2 packed snacks
P470.00 per cover

Set	AM Snack	Buffet Lunch	PM Snack
A	Banana Cake Bottled Juice	Creamy Beef Stroganoff Parmesan Crusted Chicken Pinakbet Tagalog Rice Coffee Jelly Cucumber Juice Bottled Water	Baked Mac Garlic Bread Bottled Juice
B	Ube Ensaymada Bottled Juice	Beef Mechado Daing Na Bangus Chopsuey w/ Chicken Liver Rice Brazo De Mercedes Iced Tea w/ Lemon Juice Bottled Water	Pancit Bihon Guisado Garlic Bread Bottled Juice
C	Pande España Bottled Juice	Spicy Buffalo Wings Grilled Fish w/ Leek Sauce Fried Vegetable Lumpia W/ Vinegar Dip Rice Buko Pandan Salad Pineapple Juice Bottled Water	Blueberry Muffin Bottled Juice
D	Adobo Pandesal Bottled Juice	Chicken Caldereta Pinaputok Na Tilapia Sitaw At Kalabasa Guisado Rice Cream Puff Cucumber Juice Bottled Water	Ham And Cheese Baguette w/ TLC Bottled Water
E	Taisan Cake Bottled Juice	Beef Steak w/ Onion Rings Roasted Chicken Chopsuey w/ Chicken Liver Rice Baked Cheesecake Iced Tea w/ Lemon Juice Bottled Water	Siopao Asado Bottled Juice

SET: PACKED SNACKS @ 65.00/COVER

- Ube Ensaymada + Bottled Juice (350 ml)
- Ham and Cheese Roll + Bottled Juice (350 ml)
- Pineapple Pie Slice + Bottled Juice (350 ml)
- Pineapple Upside-down + Bottled Juice (350 ml)
- Taisan Cake w/ Cheese + Bottled Juice (350 ml)
- Cinnamon Roll + Bottled Juice (350 ml)
- Cheese Roll + Bottled Juice (350 ml)
- Corned Beef Pandesal + Bottled Juice (350 ml)
- Adobo Roll + Bottled Juice (350 ml)
- Hotdog Roll + Bottled Juice (350 ml)
- Pande España w/ Ham and Cheese + Bottled Juice (350 ml)
- Choco Vanilla Mamon + Bottled Juice (350 ml)
- Mocha vanilla Mamon + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 90.00/COVER

- Chicken Sotanghon w/ Garlic Bread + Bottled Juice (350 ml)
- Golden Pancit w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Canton Guisado w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Miki Bihon w/ Garlic Bread + Bottled Juice (350 ml)
- Bam-I w/ Garlic Bread + Bottled Juice (350 ml)
- Pancit Lomi w/ Garlic Bread + Bottled Juice (350 ml)
- Baked Mac w/ Garlic Bread + Bottled Juice (350 ml)
- Meaty Spaghetti w/ Garlic Bread + Bottled Juice (350 ml)
- Chicken Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Tuna Baguette Sandwich w/ TLC + Bottled Juice (350 ml)
- Ham and Cheese Baguette Sandwich w/ TLC + Bottled Juice (350 ml)

SET: PACKED SNACKS @ 110.00/COVER

- Penne Putanesca w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Arabiatta w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Carbonara w/ Garlic Bread + Bottled Juice (350 ml)
- Tuna Linguine w/ Garlic Bread + Bottled Juice (350 ml)
- Fresh Tomato w/ Mango Salsa Pasta w/ Garlic Bread + Bottled Juice (350 ml)
- Fettucine Alfredo w/ Garlic Bread + Bottled Juice (350 ml)
- Pasta Marinara w/ Garlic Bread + Bottled Juice (350 ml) (vegetarian)
- Italian Pasta w/ Garlic Bread + Bottled Juice (350 ml)

Other Snacks (per cover)

• Roast Beef Wheat Bread Sandwich + Bottled Juice (350 ml)	P155
• Lasagna w/ Garlic Bread + Bottled Juice (350ml)	P155
• Cheeseburger + Bottled Juice (350ml)	P120
• Burger + Bottled Juice (350 ml)	P110
• Clubhouse Sandwich + Bottled Juice (350ml)	P110
• Muffin with bottled juice	P85

- Chocolate muffin, Blueberry muffin, Carrot muffin
- Banana muffin, Cheese muffin, Strawberry muffin

University of the Philippines Diliman
Office of the Vice Chancellor for Student Affairs

University Food Service
Table of Fees

Menu Offerings

Cafeteria and Law Canteen

BREAKFAST	PRICE (Php)
Beef Tapa w/ Rice	85
Cheesedog w/ Rice	50
Chicken Hotdog w/ Rice	50
Chicken Longganisa w/ Rice	50
Chicken Tocino w/ Rice	50
Corned Beef w/ Rice	50
Fried Eggplant w/ Rice	55
Garlic Longganisa w/ Rice	50
Ham Roll w/ Rice	50
Ham Steak w/ Rice	50
Hungarian Sausage w/ Rice	50
Jumbo Hotdog w/ Rice	50
Omelette	35
Pork Tapa w/ Rice	75
Pork Tocino w/ Rice	50
Regular Hotdog w/ Rice	50
Salted Egg w/ Tomatoes	30
Salted Egg w/ Tomatoes and Rice	45
Sauteed Tuna w/ Rice	50
Scrambled Egg	30
Scrambled Egg w/ Rice	45
Skinless Longganisa w/ Rice	50
Sunny Side Up Egg	20
Swedish Sausage w/ Rice	50
Tinapa w/ Rice	50
Tortang Talong w/ Rice	55
Tuyo w/ Rice	50
Arroz caldo	35
Arroz caldo w/ Egg	45
Bihon Guisado	50
Canton Guisado	50
Champorado	35
Chicken Sopas	35
Chicken Sotanghon Soup	35
Golden Pancit	50
Lomi Soup	50
Lomi Guisado	50
Lugaw, plain	25
Lugaw w/ Boiled Egg	35

Sotanghon Guisado	
Boiled Saba	15
Boiled Camote	20
Boiled Egg	15

SNACKS	**PRICE (Php)**
Baked Mac	60
Carbonara	60
Chicken Pesto Pasta	60
Palabok	60
Pasta Alfredo	60
Pasta Marinara	60
Spaghetti	50
Banana Cue	25
Biko	20
Camote Fritters	20
Cassava Cake	20
Ginataang Bilo-Bilo	35
Maja de Mais	20
Maruya	20
Palitaw	10
Pichi-pichi	20
Puto, plain	8
Puto w/ Cheese	10
Sweetened Saba	20
Sweetened Camote	20
Turon	20
Nilagang Mais	35
Clubhouse Sandwich	80
Plain Sandwich	45
Baguette w/ TLC	60

LUNCH	**PRICE (Php)**
Vegetable Dish (ala carte)	Note: Add Php 15 (with rice)
Ampalaya con Carne	35
Ampalaya w/ Egg	35
Buttered Vegetables	35
Cabbage Guisado w/ Chicken	35
Cabbage Guisado w/ Tuna	35
Baguio Beans Guisado	35
Chopsuey	35
Corn and Carrots Guisado	35
Ensaladang Labanos	35
Ensaladang Talong	35
Fresh Lumpia Ubod	40
Ginataang Kalabasa	35
Ginataang Langka	35
Ginataang Puso ng Saging	35

LUNCH	**PR**
Ginataang Sitaw at Kalabasa	35
Ginataang Papaya	35
Gising Gising	35
Kilawing Puso ng Saging	35
Labong	35
Laing	35
Lumpia Togue, fried	20
Mongo Guisado	35
Pakbet Ilocano	35
Pakbet Tagalog	35
Papaya w/ Sardines	35
Patola con Misua	35
Pechay Guisado w/ Tofu	35
Sayote and Carrots Guisado	35
Sayote Guisado	35
Steamed Vegetables w/ Bagoong	35
Stir-fried Kangkong w/ Tofu	35
Suam na Mais	35
Togue Guisado	35
Upo Guisado	35
Upo Picadillo	35
Sayote Picadillo	35
Stir-fried Vegetables	35
Pork Dishes (ala Carte)	Note: Add Php 15 (with rice)
Batchoy	60
Bicol Express	60
Breaded Porkchop	60
Lechon Kawali	60
Lechon Paksiw	60
Embutido	60
Lumpia Shanghai	60
Pork Giniling	60
Grilled Liempo	70 (60 for small cut)
Grilled Porkchop	70 (60 for small cut)
Pork Pochero	60
Pork Adobado	60
Pork Adobo	60
Pork Afritada	60
Pork ala Cubana	60
Pork ala Pobre	60
Pork Asado	60
Pork Barbecue	60
Pork Binagoongan	60
Pork Caldereta	60
Pork Curry	60

LUNCH	PRI
Pork Estofado	60
Pork Hamonado	60
Pork Hawaiian	60
Pork Humba	60
Pork Igado	60
Pork Kare-Kare	60
Pork Mechado	60
Pork Menudo	60
Pork Nilaga	60
Pork Sinigang	60
Pork Sisig	60
Pork Steak	60
Pork Tokwa con Tausi	60
Pork w/ Oyster Sauce	60
Roast Pork	60
Sweet and Sour Pork Meatballs	60
Sweet and Sour Pork Strips	60
Tokwa't Baboy	60
Chicken Dishes (ala Carte)	Note: Add Php 15 (with rice)
Buffalo Chicken Wings	60
Chicken Adobo	60
Chicken Adobo sa Gata	60
Chicken Afritada	60
Chicken Asado	60
Chicken Barbecue	60
Chicken ala King	60
Chicken Caldereta	60
Chicken Casserole	60
Chicken Cordon Bleu	60
Chicken con Cassi	60
Chicken Curry	60
Chicken Estofado	60
Chicken Hamonado	60
Chicken Inasal	70 (60 for small cut)
Chicken Liver Adobo	60
Chicken Lollipop	60
Chicken Mechado	60
Chicken Pochero	60
Chicken Teriyaki	60
Chicken Tinola	60
Chicken w/ Cashew	60
Chicken w/ Mushroom	60
Chicken w/ Pineapple	60
Chicken w/ tausi and tokwa	60
Chicken in Oyster Sauce	60

LUNCH	PRI
Crusted Chicken Parmesan	60
Fried Chicken	60
Garlic Chicken	60
Honey Lemon Chicken	60
Roasted Chicken	60
Rosemary Chicken	60
Sinampalukang Manok	60
Chicken Tinola sa Gata	60
Beef Dishes (ala Carte)	Note: Add Php 15 (with rice)
Beef ala Cubana	70
Beef w/ Broccoli	70
Beef Caldereta	70
Beef Nilaga	70
Beef Salpicao	70
Beef Kare-Kare	70
Beef Mechado	70
Beef Steak	70
Beef Stroganoff	70
Beef Teriyaki	70
Beef w/ Mushroom	70
Beef w/ Oyster Sauce	70
Burger Steak	70
Roast Beef	70
Beef Sinigang	70
Korean Beef Stew	70
Beef ala Pobre	70

Beverages	PRICE (Php)
Bottled Water	15
Brewed Coffee (Law Canteen)	20
3-in-1 Coffee	15
Sola in Can (Law)	30
Calamansi Soda in can (Law Canteen)	30
Dalandan Soda in can (Law Canteen)	30
Smart C	25
Yakult	15
Chuckie	35
Milo (tetra)	35
Milo (sachet)	15
Bear Brand (Tetra)	40
Bear Brand (sachet)	18
Gatorade	40

Others	PRICE (Php)
Garden Salad w/ Dressing	40

BREADS	**PRI**
Adobo Pandesal or Roll	30/pc
Baguette Loaf	40/lf
Baguette w/ Garlic	45/lf
Bitsu-bitsu, fancy	3/pc
Breadsticks (cinnamon or cheese)	25/pk
Cheese Roll	12.50/pc; 25/pc; 50/pk
Cinnamon Roll	30/pc
Cinnamon Roll, special	55/pc
Corned Beef (pandesal or roll)	30/pc
Dinner Roll	65/pk
Doughnut	20/pc
Ensaymada	30/pc
Ensaymada, special fluffy	55/pc
French Bread	40/lf
Garlic Bread	45/lf
Ham and Cheese Roll	30/pc
Hotdog Roll	30/pc
Classic Pandesal	35;50;60/pk
Egg Pandesal	50;60;75/pk
Malunggay Pandesal	35;50;60/pk
Wheat Pandesal	35;50;60/pk
Pan de Siosa w/ Cheese	75/pk
Pan de España	30/pc
Raisin Loaf	35/lf
Spanish Bread	50/pk
Steamed Siopao	60/pc
Tuna Pandesal or Roll	35/pc
Wheat Monay	45/pc
COOKIES	**PER PACK**
Butter Cookies	100
Chocolate Chips Cookies	100
Chocolate Crinkles	100
Cornstarch Cookies	75
Peanut Butter Cookies	100
Sesame Seeds Cookies	75
Raisin Oatmeal Cookies	115
Choco Chips Oatmeal Cookies	110
DEDICATION CAKES	
Yema Cake	375; 475; 900
Avocado Cake	575
Chocolate Moist Cake	750
Carrot Cake w/ Icing	750
Mango Cake w/ Butter Icing	575
Choco Chiffon w/ Choco Icing	550
Choco Moist Cake w/ Choco Icing	850
NON-DEDICATION CAKES AND ROLLS	

Black Forest Cake	
Cheese Cake (Blueberry; Strawberry)	850
Oreo Cheese Cake	950
Choco Mousse Cake	850
Choco Moist Cake	750
Mango Mousse Cake	850
Chocolate Bomb Cake	950
Chocolate Marble Cake	300
Coffee Crumble Cake	750
Mango Torte Cake	950
Sansrival Cake	850
Tiramisu Cake	850
Ube Cake	750
Brazo de Mercedes	450
Chocolate Roll (Double Dutch)	400
FANCY CAKES	**PER PIECE**
Brazo de Mercedes	15
Butter Scotch	18
Carrot Cake	15
Chocolate Brownies	15
Cream Puff	15
Decadent Cake	18
Macaroons	8
Revel Bar	20
ASSORTED PASTRIES, PIES AND MUFFINS	
Tarts (Pineapple; Yema; Ube)	100/pk
Adobo Pie	50/pc
Pineapple Pie	200/whl
Tuna Pie	45/pc
Chicken Empanada	18;25;40/pc
Banana Muffin	55/pc
Blueberry Muffin	60/pc
Carrot Muffin	55/pc
Chocolate Muffin	60/pc
Cheese Muffin	55/pc
Strawberry Muffin	60/pc

Diliman Learning Resource Center (DLRC)

External Service

1. Borrowing of Sample Exams

Students may borrow sample exam materials through photocopying.

Office or Division:	Diliman Learning Resource Center (DLRC)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP ID or Form 5A	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents student ID/Form 5A to staff assigned at the counter and fills-out borrowers slip.	1. Administrative staff collects ID/Form 5A and issues borrowers slip. 2. Admin staff releases sample exam/s for photocopying.	None	5 Minutes	*Administrative Staff* DLRC
2. Client photocopies borrowed sample exam papers and returns the borrowed sample exam papers after.	3. Admin staff collects and checks completeness of borrowed sample exam papers. Once verified, administrative staff will stamp the borrower's slip as "returned."	None	30 Minutes *assumes max photocopying time	*Administrative Staff* DLRC
3. Client claims ID/Form 5A	4. Administrative staff releases ID/Form 5A.	None	None	*Administrative Staff* DLRC
	TOTAL	**None**	**35 Minutes**	

2. Reading of Books and Modules

Students may borrow and read books / modules to aid difficult topics in their studies.

Office or Division:	Diliman Learning Resource Center (DLRC)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP ID or Form 5A	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents student ID/Form 5A to staff assigned at the counter and fills-out borrowers slip.	1. Administrative staff collects ID/Form 5A and issues borrowers slip. 2. Administrative staff assists in the release of the borrowed reading materials.	None	5 Minutes	*Administrative Staff* DLRC
2. Client returns borrowed reading materials.	3. Administrative staff collects borrowed reading materials and stamps borrowers slip as "returned".	None	3 Hours *assumes max reading hours	*Administrative Staff* DLRC
3. Client claims ID/Form 5A.	4. Administrative staff releases ID/Form 5A.	None	None	*Administrative Staff* DLRC
	TOTAL	**None**	**3 Hours, 5 Minutes**	

3. Computer Rental Services

Students may rent and use computers for research and academics.

Office or Division:	Diliman Learning Resource Center (DLRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. UP ID or Form 5A		Office of the University Registrar		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client presents student ID/Form 5A to staff assigned at the counter and fills-out computer rent slip.	1. Administrative staff collects ID/Form 5A and issues computer rent slip. 2. Administrative staff assigns and issues computer number tag.	None	5 Minutes	*Administrative Staff* DLRC
2. Client returns and presents computer number tag after use.	3. Administrative staff collects number tag. 4. Administrative staff computes rental hours and fee/s.	P15.00/Hour	3 Hours *assumes max rental hours	*Administrative Staff* DLRC
3. Client pays rental fee.	5. Administrative staff collects fee and issues provisionary receipt 6. Admin staff releases ID/Form 5A	None	5 Minutes	*Administrative Staff* DLRC
	TOTAL	**P15.00/ Hour**	**3 Hours 10 Minutes**	

4. Printing Services

Students may avail printing services at a minimum cost.

<table>
<tr><td colspan="2">Office or Division:</td><td colspan="3">Diliman Learning Resource Center (DLRC)</td></tr>
<tr><td colspan="2">Classification:</td><td colspan="3">Simple</td></tr>
<tr><td colspan="2">Type of Transaction:</td><td colspan="3">Government to Citizen</td></tr>
<tr><td colspan="2">Who may avail:</td><td colspan="3">All UP Diliman students</td></tr>
<tr><th colspan="2">CHECKLIST OF REQUIREMENTS</th><th colspan="3">WHERE TO SECURE</th></tr>
<tr><td colspan="2">1. Document from Flash Drive / USB / Email</td><td colspan="3">Requesting Party</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
<tr><td>1. Client gives flash drive/USB/ download file to staff assigned at the counter.</td><td>1. Administrative staff receives and checks flash drive/USB and/or downloads file for printing</td><td>None</td><td>3 Minutes</td><td>Administrative Staff
DLRC</td></tr>
<tr><td>2. Client checks file/document to be printed</td><td>2. Administrative staff prints file/document

3. Administrative staff computes fee from printed file/document</td><td>P3.00/page
*assumes black and white</td><td>5 Minutes</td><td>Administrative Staff
DLRC</td></tr>
<tr><td>3. Client pays printing fee.</td><td>4. Administrative staff collects fee and issues provisionary receipt

5. Administrative staff returns flash drive/USB to the client.</td><td>None</td><td>2 Minutes</td><td>Administrative Staff
DLRC</td></tr>
<tr><td colspan="2">TOTAL</td><td>P 3.00/ page</td><td>10 Minutes</td><td></td></tr>
</table>

<table>
<tr><td colspan="2">*** PRINTING RATES:</td></tr>
<tr><td>Black and white</td><td>P3.00/page</td></tr>
<tr><td>Graphics (minimal color)</td><td>P5.00/page</td></tr>
<tr><td>Graphics (half page color)</td><td>P10.00/page</td></tr>
</table>

Graphics (full page color)	P20.00/page

5. Scanning Services

Students may avail scanning services at a minimum cost.

Office or Division:	Diliman Learning Resource Center (DLRC)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	All UP Diliman students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Document for scanning	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client gives document to staff assigned at the counter	1. Administrative staff receives and checks document for scanning.	None	2 Minutes	*Administrative Staff* DLRC
	2. Administrative staff scans document. 3. Administrative staff computes fee from scanned document	P5.00/page	5 Minutes	*Administrative Staff* DLRC
2. Client pays scanning fee	4. Administrative staff collects fee and issues provisionary receipt. 5. Administrative staff returns document.	None	3 Minutes	*Administrative Staff* DLRC
	TOTAL	**P5.00/page**	**10 Minutes**	

6. CD Burning Services

Students may avail CD burning services at a minimum cost.

Office or Division:	Diliman Learning Resource Center (DLRC)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. CD and File		Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client gives CD and file to staff assigned at the counter	1. Administrative staff receives checks file to be copied	None	2 Minutes	*Administrative Staff* DLRC
	2. Administrative staff copies file to CD 3. Administrative staff computes fee from copied CD.	P25.00/CD	3 Minutes	*Administrative Staff* DLRC
2. Client pays scanning fee	4. Administrative staff collects fee and issues provisionary receipt. 5. Administrative staff returns CD and file	None	3 Minutes	*Administrative Staff* DLR
	TOTAL	**P 25.00/CD**	**8 Minutes**	

7. Tutorial Services

Students may avail of the tutorial services who may be in need of academic assistance.

Office or Division:	Diliman Learning Resource Center (DLRC)			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All UP Diliman students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. UP ID or Form 5A		Office of the University Registrar		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client inquires schedule of tutorial services to staff assigned at the counter.	I. Administrative staff gives list of subjects and tutor schedule.	None	5 Minutes	*Administrative Staff* DLRC
2. Client coordinates with Tutor on tutorial schedule	II. Tutor discusses schedule of tutorial services on 1-on-1 or by group. III. Tutor finalizes schedule (period/time/day).	None	1 Day	*Tutors* DLRC
3. Client attends tutorial services	IV. Tutor meets with client V. Administrative staff ensures completeness of tutorial	None	10 Days (max) *depends on given schedule	*Administrative Staff* DLRC *Tutors* DLRC

	materials/cleanliness of rooms, etc.			
4. Client informs and thanks admin staff on finished tutorial services schedule	VI. Administrative staff takes note of finished/ended tutorial service.	None	5 Minutes	Administrative Staff
	TOTAL	**None**	**11 Days, 10 Minutes**	

VII. Feedbacks and Complaint

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC. For inquiries and follow-up, clients may contact ovcsa.upd@up.edu.ph or (02) 8981-8500 loc. 2587.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in every unit/office. Complaints can also be field via telephone. Make sure to provide the following information ● Name of person being complained ● Incident ● Evidence For inquiries and follow-up, clients may contact ovcsa.upd@up.edu.ph or (02) 8981-8500 loc. 2587.
How complaints are processed	The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the UARTFP shall start the investigation and forward the complaint to the relevant office for their explanation. The UARTFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC. The UARTFP will give feedback to the client. For inquiries and follow-up, clients may contact ovcsa.upd@up.edu.ph or (02) 8981-8500 loc. 2587.
Contact Information of OVCSA Anti Red Tape Committee	ovcsa.upd@up.edu.ph (02) 8981-8500 loc. 2587.

VIII. List of Offices

Office	Address	Contact Information
Office of the Vice Chancellor for Student Affairs	2F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc. 2587-2588 Direct Line: (02) 8928-2886 Email: ovcsa.upd@up.edu.ph
Diliman Learning Resource Center	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc. 4622 Email: lrc.upd@up.edu.ph
Office for Student Ethics	2F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc 4509 Email: ose.upd@up.edu.ph Cellphone: 0981 850 0450
Office of Counseling and Guidance	4F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc 4501/4502 Direct Line: (02) 8929-5835 Email: ocg.updiliman@up.edu.ph
Office of Scholarships and Grants	3F, Vinzons Hall University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc. 4504-4506 Email: osg.upd@up.edu.ph
Office of Student Housing	2/F Acacia Residence Hall, Jose P. Laurel Sr. Avenue cor. Apacible St, UP Diliman	Trunkline: (02) 8981-8500 loc. 4510 Email: osh.updiliman@up.edu.ph
Office of Student Projects and Activities	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	Direct Line: (02) 8981-8671, (02) 8981-8672 Email: ospa.upd@up.edu.ph
University Food Service	3F Student Union Building University of the Philippines Diliman 1101 Quezon City, Philippines	Trunkline: (02) 8981-8500 loc 4638 Email: ufs.upd@up.edu.ph