UNIVERSITY OF THE PHILIPPINES BAGUIO

CITIZEN’S CHARTER

2019 (1st Edition)
I. Mandate

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

The University shall:

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

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

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

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

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

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

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

Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and
professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

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

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

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

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

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

1. Nurture the interest for the quest for knowledge by offering academic programs that are relevant and timely;

2. Actively engage in research endeavors and production of knowledge that is relevant to the region and the nation;

3. Continue strengthening and sustaining collaboration with the community and beyond;

4. Cultivate a client-centered attitude in rendering all services and to consider comments and suggestions as opportunities and channels for improvement;

5. Abide by the provisions of the Code of Conduct for Public Officials and Employees as stipulated in RA 6713 in the discharge of our duties and responsibilities.
V. List of Services

Office of the Chancellor

External Services

Action on Documents for the Chancellor’s signature/approval 28
Assist information queries from various colleges/offices and forward requests for action/s of Chancellor 29
Address daily incoming calls, refer concerned offices and the Chancellor 30
Access UIS account for approval of payment of claims 30
Preparation and issuance of memorandum to Faculty, REPS, Admin staff and students (OIC of the University, Committee assignments/Additional assignments) 31
Preparation of Petty Cash for various expenses to be incurred by the Office of the Chancellor and the University 32
Provide transportation service to faculty, REPS, admin staff and students and visitors/guests 32

Internal Services 34

Daily checking of official email account 35
Reproduce, collate and distribute documents for colleges/concerned faculty and staff for action/comment/reference/information 35
Review all incoming documents, await Chancellor’s action/s, record to logbook and forward to appropriate office/s 36
Encode, print and distribute letters, notices, memorandum and other communication documents 37
Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OC and the University 37
Prepare and issue results of admission/readmission/transfer of student 38
Issue travel order numbers of travel of all faculty, REPS, admin staff and students 39

Approve all incoming DVs/OBRs/BURs/PRs, etc. for signature of the Chancellor; double check UIS path approver before releasing DVs and PRs to other offices 39
Facilitate university clearances of faculty, REPS, admin staff and students 40
Set-up of appointment with the Chancellor by faculty, REPS, admin staff and students and visitors/guests 41
Facilitate reservation of various facilities of the University 41

College of Social Sciences-Office of the Dean

External Services 46
Reproduction and collation of syllabus, exams and other instructional materials 47
Reservation of the CSS Audio-Visual Room and classrooms 47
Preparation of travel order of CSS faculty members who are invited to be guest speakers, resource persons, paper presenters and attendees of conferences/workshops/trainings 48
Preparation of job order requests and papers for pre-repair and condemnation of non-usable equipment 48
Attend to inquiries from clients asking for meeting appointments with the dean/faculty. 49
Processing of temporary appointments/one shot appointment of professionals in aid of the academic units’ projects and activities 50
Preparation of basic appointment papers of renewed CSS faculty, lecturers, on study leave and newly hired faculty. 50
Preparation of Purchase Requests. 51
Process and submits endorsed academic personnel-related requests to higher bodies (Research dissemination grants, study leave and fellowships, special detail, faculty grants, professorial chairs, scientific productivity, and attendance in conferences as paper presenters). 52
Processes and submits faculty requests non-teaching load to be part of their regular load for the semester (e.g., Research Load Credit, Study Load Credit) to higher bodies. 53
Processes and acts upon application of students for Leave of Absence (LOA), appeals for waiver of Maximum Residence Rule (MRR), and appeals for readmission of dismissed students. 53
Signs students’ clearance forms, registration forms, change and additional matriculation. 54

**College of Social Sciences-Office of the College Secretary**

**External Services** 55
Processing of Certifications 56
Issuance of University Clearance 57
Processing of Official Documents 58
Admission, Re-admission, and Student Progress concerns 60
Shifting into BASS Program 62
Information assistance service 64

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

**External Services** 65
Signing of Clearance 66
Inquiries re: Programs offered 66
Informing qualified applicants for admission 67
Reservation of IDR classroom and Discussion Rooms 68
Inquiries and Registration for Master of Management Bridging Course 69
Prepares materials needed for the bridging courses 69
Comprehensive examination 70

**Internal Services** 71
Processing of Faculty Overload Claims 72
Processing of Lecturers’ Salary 72
Preparation of Certificates of Completion / Participation to be issued to participants and Facilitators for the bridging courses and other seminars conducted by the Institute 73
Endorsement of the Director for the Request for Research Load Credit; Request for Study Load Credit; Request for RDG; Request for Sabbatical Leave, Study Leave with Pay 73
Request for travel on official time (local and international) 74
Gathering of documents and preparation of Basic Papers for newly hired/ renewed Faculty. 75
Assisting during advance student registration and regular enrollment schedule (BSME and MM) 76

**College of Arts and Communications-Office of the Dean** 79

**External Services** 79
Preparation of Lecturer salaries 80
Preparation of Stipends, FRASDP of faculty on study leave abroad 80
Preparation of Travel Documents 81
Preparation of faculty clearances for renewal 81
Assist faculty by providing needed equipment for classes 82
Assist student by providing needed equipment for laboratory classes 82
Assist student organizations by providing needed equipment during events 83
Assist University activities for live streaming events 83
Assist non-UP activities for live streaming events 84

**Internal Services** 85
Encode, Print and Distribute Letters, Notices, Memorandum, and other Communication Documents 86

**College of Arts and Communications-Office of the College Secretary** 87

**External Services** 87
Issuance and Signing of University Clearance 88
Issuance of Certifications (General Weighted Average, # of Units Earned, Year Level Standing, # of Remaining Subjects (Not yet on MRR), Descriptive titles of Subjects taken for validation.

88

Issuance of Transfer Permit

89

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

89

Answer queries, give necessary information regarding CAC programs to clients

90

Printing and Posting of Final Class Schedules for the Regular Semester & Midyear Term

91

Assist in the Issuance of Admission slips to CAC students during the enrollment of upper-class undergraduate and graduate students

91

Process underload/overload applications, waiver of pre-requisites, substitution forms

92

Process Maximum Residency Rule (MRR) applications of graduate students on or before the deadline

92

Process Change Matriculation, Dropping of Subjects, Leave of Absence, Cross-Registration, Shifting Applications

93

Prepare, evaluate candidates for nomination to Honor Society (Phi Kappa Phi Honor Society, Inc)

94

Support Service in Scholar’s Convocation (posting of notices & names of qualified students. Assist the College Secretary and the Dean in the issuance of certificates

94

Support Service in Commencement Exercises (Checking of attendance & issuance of candles before the program proper in their official venue)

95

Preparation for freshmen orientation per college (Checking of attendance before the program proper, issuance of checklists per programs and academic handbook)

95

Issue Students’ Password for the Online Faculty Evaluation and Pre-enlistment every semester

96

Issue application for graduation to all CAC prospective candidates for graduation every semester and Midyear term

96

College of Science-Office of the Dean

External Services

98

Signing of Clearance

99

Request for Good Moral Character from the Dean

99

Reservation of IB Rooms

100

Request for the use of Laboratory Facilities and Equipment

100

Internal Services

102

Signing of Faculty Service Record and Faculty Overload Claims

103

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

103
Endorsement of the Dean for the Request for RLC; Request for Study Load Credit; Request for RDG; Request for Sabbatical Leave, Study Leave with pay and Request for travel on official time (local)  
Signing of Thesis (Hardbound copy)  
Preparation of data for annual report, PBB, THE and other reports required by CHED, OVPAA etc.  
Gathering of documents and preparation of Basic Papers for newly hired Faculty.

**College of Science-Office of the College Secretary**

**External Services**

- Issuance of Certification of GWA  
- Issuance of Certification Requests on Non- Issuance of Class Ranking; Units Earned, Remaining Subjects, Year Level Standing  
- Issuance of request for photocopy of Form 5 or TCG  
- Issuance of Certification of Course Descriptions  
- Issuance of Validation Permit or Equivalencies if any  
- Issuance and processing of Removal Permits/ Completion Permits  
- Issuance and processing of Leave of Absence  
- Issuance and processing of Shifting Forms  
- Issuance and processing of Dropping Slips  
- Issuance and processing of Change Matriculation Forms  
- Issuance of Admission Slips for undergraduate and graduate students; processing of under load/ overload forms; waiver of pre-requisites as needed  
- Processing of Cross - Registration Forms  
- Distribution of Student’s password for FEC  
- Issuance and processing of Application for Graduation and submission of list of graduating students to OUR  
- Checking of attendance during graduation

**Human Kinetics Program**

**External Services**

- Reservation for the use of HKP facilities from offices/agencies/organizations; and forward requests for action/s to Human Kinetics Program Coordinator  
- Processing of Pre-order PE uniform  
- Handle daily incoming calls, refer and await Coordinator’s action – if needed  
- Signing and issuance of clearance  
- Issuance of sporting goods for class/varisty/for recreational

**Office of Public Affairs**

**External Services**

- Address telephone inquiries (from within UP Baguio and from outside UP Baguio)
Address email inquiries (from within UP Baguio and from outside UP Baguio) 123
Address face to face inquiries 123
Encode, print and distribute letters, notices, memorandum and other communication documents 124
Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OPA-hosted activities 125
Access UIS account, provide UIS information related to payment / reimbursement of expenses charged under OPA 125
Collect, reproduce, collate and distribute documents needed in meetings 126
Layout Ti Similla (the official newsletter of the academic staff of UP Baguio) 126
Distribute copies of Ti Similla to all UPB faculty and offices 127
Mail copies of Ti Similla to regular subscribers (UP System, UP units, local government offices, universities in the locality, partner institutions, alumni and other stakeholders) and special subscribers (contributors and other partners) 128
Photo document UPB events 128
Provide UPB file photos to the colleges, UP System offices and other UPB stakeholders 129
Assistance in the production of the Chancellor’s Annual Report: Lay out, design, photography, proofreading, copy-editing 129
Assistance in the layout and design of the annual UPB Student Academic Handbook 130
Layout and design of annual Graduation Program 131
Layout and design of invites and publication materials of UPB events organized by the Office of the Chancellor 131
Promotion and information dissemination (press releases, etc.) of UPB events in traditional print media, online media and social media 132
Promotion and information dissemination of UPB events in bulletin boards (posting of posters and advertisements) in campus 132
Promotion and information dissemination of UPB events on the multimedia devices (TV) in campus 133
Sending (personal hand-carry) of invitations and programs of UPB events to the community 133
Communicating to the public about curricular matters, research and creative work, and extension services of the University through traditional print media, traditional mass media, online media and social media 134
Communicating to the public about other activities and engagements of the University and its constituents through traditional print media, traditional mass media, online media and social media 134
Assist the Office of the Chancellor and other relevant units in receiving VIPs and guests 135
Office of Alumni Relations

External Services 136
Alumni engagement/ organize events sponsored by UPB and UPBAA 137
Assist the Office of the Chancellor and other relevant units in receiving alumni visiting the campus 137
Alumni engagement/ receive donations by UPB and UPBAA 138

Budget Office

Internal Services 139
Process and Pre-Audit Supplemental Project Procurement Management Plan (SPPMP) 140
Process and Pre-Audit Purchase Request (PR) 140
Process and Pre-Audit Purchase Order (PO) 140
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Goods 141
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Salaries (Plantilla and Non-Plantilla) 141
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Honoraria/Professional Services 142
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Utilities (water, electricity, security, janitorial, telephone, internet) 142
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Government mandates/contributions (GSIS, ECC, PhilHealth, Pag-Ibig) 142
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Repairs and maintenance 143
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Infra projects 143
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Travel 144
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Other Expenses (representation during meetings and other activities) 145
Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Reimbursement of Expenses 145
Budget Clearance/Signing of Basic Paper 146
Budget Clearance/Signing of NOSA 146
Budget Clearance/Signing of NOSI 146
Budget Clearance/Signing of Contract of Service for Resource Speakers/Lecturers, etc. 147
Budget Clearance/Signing of Project Contracts of Job Orders 147
Preparation of Monthly Flash Performance Monitoring Report 147
Preparation of Financial Monitoring Report (FMR) 148
Preparation of Financial Accountability Reports (FAR) 148
Request/Inquiry of Status of Fund 149
Request for Funding 149

National Service Training Program

External Services 150
Validation of NSTP course taken in another institution 151
Submission of List of NSTP students per component 151
Ask for NSTP form 151
Equipment borrowing 152

Ugnayan ng Pahinungód

External Services 153
Issuance of Certificate of Volunteer Service 154
Communication to other offices 154
Signing-up as volunteer and getting volunteer ID 155
Equipment Borrowing 155

Legal Office

External Services 157
To prepare and review Memorandums of Agreement, Memorandum of understanding and other contracts entered into by UP Baguio 158
To handle /assist in Administrative/ Student Disciplinary cases of the University 159
Assistance for Legal Advice 160
Assist in the review and amendment of the rules and regulations of the University in relation to cases filed within the University 160
Conduct of preliminary investigations 161

Pollution Control Office

External Services 162
Attend to queries 163
Attend to queries 163
Address daily incoming calls 164
Access UIS account, provide UIS information related to payment/ reimbursement of expenses charged under the PCO 164
Coordination of Waste Pick-up from Point Source to Waste Accumulation Sites 165
Undertake Orientation/ Seminar/ Training 166
Internal Services
Daily checking of official email account
Collect, reproduce, collate and distribute documents needed in meetings
Encode, print and distribute letters, notices, memorandum and other communication documents
Preparation and processing of financial documents
Generate minutes of BCWMC meetings
Approve all financial documents

Office of the Vice Chancellor for Administration

External Services
Preparation and Issuance of Contracts for Janitorial Services, Security Services, Canteen Concessionaires
Preparation of Disbursing Vouchers for Infrastructure Projects
Issuance of UPB Balay Contact for Occupancy
Approve reservations of transient for Admins, REPs, Students and Faculty at UPB Balay
Preparation of DVs for Security and Janitorial Services
Preparation and submission of Project documents to COA
Provide billing for BID documents
Printing of BID documents for perspective bidders
Receive and endorse request of Extension of contract duration
Preparation of BID documents for infrastructure
Address daily incoming calls, refer and await VCA’s action/s

Internal Services
Receiving of billing and preparation of payment for basic utilities
Preparation and Issuance of Project Contracts for Non-UP Contractuals
Preparation of salaries for Engineers, Architects and Draftsmen (Non-UP Contractuals)
Prepare billing
Preparation and Approval of Certificate of Inspection and Acceptance, Certificate of Completion and Acceptance, and Inspection Report of UP Baguio Construction Monitoring Committee
Approve or Endorse Student, Faculty, REPS and Admin activities
Approve students’ permit
Approve Job request forms for maintenance and repairs
Preparation of Replenishment of Petty Cash UPB Balay Operations
Approve application for leave of Admin employees
Approve trip ticket for official vehicles
Approve/Endorse request letters for trainings and seminars on official time and funding support
Approve request for overtime of Admins, Jos and Utility personnel
Preparation and Issuance of Security memos
Approve checks and ADA for payments and reimbursement
Approve Disbursement Vouchers
Approve Community Chest requests for medical reimbursement.
Approve request letter for change of schedules for Admin personnel
Approve requests of Admin employees to enroll
Approve application forms for the use of facilities
Approve of Agency Estimates/ Bill of Quantities for small infra projects
Approve University Clearance
Approve cost estimates for maintenance contracts
Preparation of BAC Resolutions

Accounting Office

External Services
Certification of Net Pay/ Payslip
Clearance of Faculty Administrative Staff and REPS and Students
Request for payroll adjustment
Request for BIR Form 2316 of previous years/ Certification
Preparation of BIR Sworn Declaration Annex C

Internal Services
Processing: Preparation of PR, RIS and APP/PPMP for the Accounting Office
Processing and Pre-Audit: Preparation of monthly regular payroll for employee
Processing and Pre-Audit: Preparation of Weekly Payroll
Processing and Pre-Audit: Special Payroll for bonuses and other employee benefits
Processing and Pre-Audit: Payment of salaries of Job Order Personnel, Lecturers, Research Assistant Assistants and other regular contracted services
Processing and Pre-Audit: Payment of other personnel services including honoraria, professional services and other similar transactions
Processing and Pre-Audit: Remittance to GSIS, Pag-ibig, Philhealth, and other NGOs for mandatories and payroll deductions
Processing and Pre-Audit: Preparation of Monthly Remittance of Taxes Withheld thru Tax Remittance Advice or thru Electronic Filing and Payment System (PS, MOOE and CO/EO)
Processing and Pre-Audit: Preparation of Income Taxes Withheld on Compensation (BIR Form 2316 & 1604CF & 1604E)
MOOE and Capital/Equipment Outlay: Processing and Pre-audit of Disbursement Vouchers - Payment to Supplier of Goods procured through Alternative Mode of Procurement (Direct Payment) including payment thru LDDAP ADA
Processing and Pre-audit of Disbursement Vouchers - Payment to Supplier of Services procured through Alternative Mode of Procurement (Direct Payment) including payment thru LDDAP ADA: Catering Services (Meals and Snacks), Van/Jeepney Rentals, Venue and Accommodation, Mailing & Courier, Laundry Services, Advertising and other similar services
Processing and Pre-audit of Disbursement Vouchers - Payment of salaries of SAGA, RA, mentors stipend, other stipend, refunds, scholarships and Loan
Processing and Pre-audit of Disbursement Vouchers - Payment of Research Dissemination Grant, Scholarship Grants, Research Grant, Awards, etc.
Processing and Pre-audit of Disbursement Vouchers - Reimbursement of expenses for payment of goods and services 225
Processing and Pre-audit of Disbursement Vouchers - Replenishment of Petty Cash Fund 227
Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel 229
Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel of Invited Guest/Resource Person 230
Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Local and Foreign Travel 232
Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Time Bound Activities 233
Processing and Pre-audit of Disbursement Vouchers - Grant of Petty Cash Fund 234
Processing and Pre-audit of Disbursement Vouchers - Payment of Utilities (Electricity, Water, Internet, Telephone Services, Janitorial, Security) 235
Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Mobilization 236
Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: First Billing 238
Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Succeeding Progress Billings and Final Payment 240
Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Retention Fees 242
Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Travel 243
Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Time-bound activities 244
Processing and Pre-audit of Liquidation of Cash Advances - Review of Contracts and Purchase Orders and Issuance of Certification as to Availability of Funds 245
Preparation and submission of monthly Cash and ADA Disbursement Journals to COA 247
Preparation and submission of monthly Cash Receipts Journals to COA 248
Preparation and submission of monthly General Journals to COA 249
Preparation, Analysis and submission of Monthly Basic Financial Statements to COA and UPS 250
Preparation, Analysis and submission of monthly Bank Reconciliation Statements to COA 251
Preparation of Annual Financial Reports and Notes to Financial Statement 252
Preparation of monthly Reconciliation of Statement of Allotment and Obligation (SAOB) for Revolving Fund and General Fund 253
Preparation of monthly Flash Monitoring Report for submission to UP System 253
Preparation of Quarterly Financial Accountability Reports 254
Preparation and submission of periodic reports (monthly, quarterly, semi-annual) to Research and Development Projects for submission to funding agencies
Preparation and submission of other Demand Reports form DBM, UPS, COA, CHED and other NGOS
Preparation of Lapsing of PPE and depreciation schedule, Reconciliation of Office inventory and Issuances with SPMO

<table>
<thead>
<tr>
<th>Cash Office</th>
<th>255</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Services</td>
<td></td>
</tr>
<tr>
<td>Issuance of Official Receipts for OUR/Colleges certifications</td>
<td>258</td>
</tr>
<tr>
<td>Issuance of Official Receipts for official transcript of records related documents</td>
<td>259</td>
</tr>
<tr>
<td>Issuance of Official Receipts for verification fee of student records related documents (Local)</td>
<td>260</td>
</tr>
<tr>
<td>Issuance of Official Receipts for verification fee of student records related documents (International)</td>
<td>261</td>
</tr>
<tr>
<td>Issuance of Official Receipts for library related matters</td>
<td>262</td>
</tr>
<tr>
<td>Issuance of Official Receipts for dormitory related matters</td>
<td>263</td>
</tr>
<tr>
<td>Issuance of Official Receipts for canteen lessee related matters</td>
<td>264</td>
</tr>
<tr>
<td>Issuance of Official Receipts for other University receivables</td>
<td>265</td>
</tr>
<tr>
<td>Issuance of Official Receipts for funds issued through checks</td>
<td>266</td>
</tr>
<tr>
<td>Issuance of Official Receipts for funds issued through interbank deposit</td>
<td>267</td>
</tr>
<tr>
<td>Issuance of Official Receipts for loans</td>
<td>268</td>
</tr>
<tr>
<td>Issuance of Official Receipts for Student Academic Information System (SAIS) Computerized Registration</td>
<td>269</td>
</tr>
<tr>
<td>Processing of ATM application through the Cash Office</td>
<td>270</td>
</tr>
<tr>
<td>Walk-in release of check payments (UP Baguio Clients)</td>
<td>271</td>
</tr>
<tr>
<td>Deposit of payment for services (UP Baguio Clients)</td>
<td>272</td>
</tr>
<tr>
<td>Walk-in release issuance of check payment for goods and/or services (Other Clients)</td>
<td>273</td>
</tr>
<tr>
<td>Delivery of check payment for goods and/or services within Baguio and La Trinidad</td>
<td>274</td>
</tr>
<tr>
<td>Deposit of payment for goods and/or services of suppliers/clients outside Baguio and La Trinidad (but within the Philippines)</td>
<td>275</td>
</tr>
<tr>
<td>Deposit of payment for goods and/or services of suppliers/clients outside the Philippines</td>
<td>276</td>
</tr>
<tr>
<td>Issuance of Notice of Deposit</td>
<td>277</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supply and Property Management Office</th>
<th>288</th>
</tr>
</thead>
<tbody>
<tr>
<td>External Services</td>
<td></td>
</tr>
<tr>
<td>Provision of Data to End-Users</td>
<td>289</td>
</tr>
</tbody>
</table>

15
Request for Purchase 290
Request for Emergency Purchase Thru Petty Cash Fund 292
Request for Issuance of Supplies and Materials 293
Inventory of Government Properties 294
Insure Government Properties 294
University Clearance 295
Issuance of Newly Acquired Property, Plant and Equipment (PPE) 296
Property Transfer 297
Disposition of Waste Materials 297
Inventory and Inspection of Unserviceable Property 298
Submission of Reports/Required Documents 299

**Internal Services** 301
Processing: Preparation of PR, RIS and APP/PPMP 302
Processing and Preparation of Disbursement Voucher 302
Repair of Defective Equipment 304
Renewal of Licenses 304
Provide Assistance to the Bids and Awards Committee 305

**Human Resources Development Office**

**External Services** 307
Issuance of Certificates of Employment, Non-Pending Case, etc. (For Active Employees) 308
Issuance of Certificates (Employment, Non-Pending Case, etc. (For Inactive Employees) 308
Issuance of Certificate of employment with compensation 309
Issuance of Service Record (For Active Employees) 310
Issuance of Service Records (For Inactive Employees) 311
Issuance of University Clearance 311
Preparation of Authority to Travel/Special Detail 312
Processing and Preparation of Research Dissemination Grant (RDG) 313
Processing of Leave of Absence (Vacation Leave, Sick Leave, Special Leaves and (CTO) Compensatory Time Off) 314
Processing of Monetization of Earned Leave Credits 315
Process Daily Time Record (Administrative Staff/REPs)/Certificate of Service (Faculty)-Review DTR, Check DTR and Update leave credits per month 316
Preparation and Submission of Monthly report (Daily Time Record (Administrative Staff/REPs)/Certificate of Service (Faculty) to COA 317
Acceptance and verification of applications and supporting documents for the vacant positions
Processing of appointments (Original, Renewal, Reappointment, Promotion, Additional assignment, Tenure, Reclassification)
Processing of Application for Identification Cards
Requests for Creation of record for GSIS membership
Requests for Updating of GSIS membership records
Approval of application for GSIS and PAGIBIG loans
Processing of GSIS application for Retirement, Separation and Resignation and Funeral Benefits
Submission of Application for Terminal leave and Extended Sick leave (Faculty) and Service Recognition Pay (Administrative staff and REPS) to DBM
Processing of Terminal leave and Extended Sick leave (faculty) and Service Recognition Pay (Administrative staff and REPS)
Facilitate requests for privilege to study
Facilitate request for application for study privileges for non-earning dependents
Issuance of Statement of Return Service obligation
Process request for Thesis/Dissertation Grant
Issuance of Project Contracts
Facilitate request for financial assistance to present paper in conferences, conventions
Signing clearances
Acceptance and verification of applications and supporting documents for the vacant positions
Preparation and submission of requested data/reports from UP System Offices (OVPA, OVPPF) and other UPB offices and agencies
Processing of membership applications for UP Provident Fund and Community Chest Fund
Submission of UP Provident Fund Benefit Claim Application (for retired, separated employees)
Processing of Application for Computer Loan and UP Provident Loan
Submission of Application for Terminal leave and Extended Sick leave (Faculty) and Service Recognition Pay (Administrative staff and REPS) to DBM
Processing of Terminal leave and Extended Sick leave (faculty) and Service Recognition Pay (Administrative staff and REPS)
Processing of applications for Limited Practice of Profession
Processing of Community Chest/Medical Assistance
Signing Philhealth Forms
Processing of eHope Benefit Application (direct payment to BGH)
Issuance of Employee Number 345
Request for UIS account/ HRIS Account 346
Processing of eHope Benefit Application (For Reimbursement) 347

**Internal Services**

Orientation of new employees 350
Preparation of Learning and Development program 350
Facilitate submission and analysis of IPCRs and OPCRs 351
Preparation and submission of vacant position for publication to the Civil Service Commission 352
Preparation and posting of job vacancies to at least 3 conspicuous places 353
Process the following grants (original, renewal, extension): Local Faculty Fellowship; Foreign/ Local Study Leave with or without pay) 353
Processing of Application for Sabbatical leave 355
Preparation of Notice of Salary Adjustment (NOSA) and Notice of Step Increment (NOSI) 356
Preparation and Submission of Quarterly Summary of Foreign Official/Personal Travel Authority/Special Detail report to UP System 357
Assistance in acquiring Tax Identification Number (TIN), Philhealth and Pag-Ibig Membership Numbers 358
Recording of application of leaves for Non-UP Contractual Staff 359
Facilitate submission of SALN 359

**Systems and Network Office**

**Internal Services**

WiFi Device Registration for access to Campus WiFi Network and Internet connectivity 361
IT/IS Helpdesk and General Technical Support for UP Information Systems (virtual or on-site), IT Equipment, Networking Equipment, End-users and/or campus Events 362
IT/IS Technical Support for Other UPB Offices 362
Checking/Evaluation of University owned Computers and/or IT Equipment 363
Repair of University owned Computers and/or IT Equipment 364
Deployment of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment 365
Management of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment 365

**Campus Maintenance Office**

**External Services**

Fabrication of tables, cabinets, shelves, posting boards, stands etc. including painting or varnishing 367
Replacement of broken window glass, office tabletop glass and bulletin board sliding glass covers etc. if material/s is/are readily available  368
Replacement of broken window glass, office table top glass and bulletin board sliding glass covers etc.. if material/s is/are readily available  369
Re/painting or re/varnishing (depending on quantity and area measurement), when materials needed are readily available  370
Re/painting or re/varnishing of depending on quantity and area measurement when materials needed are not available  370
Repair / replacement of Simple leaking roofs, gutters, sewer pipes and water pipe lines  371
Repair / replacement of Complicated leaking roofs, gutters, sewer pipes and water pipelines  372
Replacement of urinal cartridges, repair/replacement of leaking/defective faucets, gate/ball/float/foot valves and water closet fittings.  372
Re/tiling of floors, sinks walls etc…  373
Repair and preventive maintenance of water pumps of the university  374
Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges, offices, and janitorial services  374
Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges  375
Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc… when material/s needed is/are available  376
Trouble shoot, install/mount, or replacement of defective lights, outlets, wirings, controls, circuit breakers etc… when material/s needed is/are not available  376
Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are available  377
Repair, trouble shoot or replacement of telephone and communication system of colleges and offices of the Campus when materials needed is/are not available  378
Set-up and operate sound/lighting system for various events or activities inside or outside the University  378
Prepare/provide assessment, sketches, plans, bill of quantities and submit to requesting client  379
Welding/iron works that are simple  380
Welding/iron works that are complicated and materials needed are not available  380
Cleaning services  381
Hauling services  382

UP Baguio Day Care Center
External Services  383
Child Care and Child Minding  384
Informal Early Childhood Education  385
Others (Parenting fora; Gender Sensitivity Orientation; Parents Collective meeting; Management Assessment; Parent Conference, Management meeting)

**UP Baguio Security Office**
**External Services**
Request for assistance/make inquiries
Ask for Direction/Location
Locate Office/Department concerned or see personnel concerned

**Office of the Vice Chancellor for Academic Affairs**
**External Services**
Assist information queries from various offices and forward requests for action/s to OVPAA
Assist information queries from various offices and forward requests for action/s to OVCAA
Address daily incoming calls, refer and await VCAA's action/s
Access UIS account, provide UIS information related to payment / reimbursement of expenses charged under the OVCAA
Preparation of Ph.D. Incentive Grant Notification & Contract
Preparation of RLC / SLC / CWLC Notification
Preparation of Professorial Chair and Faculty Grant Notification and Certificate of Award

**Internal Services**
Daily checking of official email account
Collect, reproduce, collate and distribute documents needed in meetings
Review incoming documents; await VCAA's action/s, record to logbook and forward to appropriate office/s
Encode, print and distribute letters, notices, memorandum and other communication documents
Provide verification result for International Publication Awards (IPA) application in SCOPUS or Web of Science indexing
Approve all incoming DVs/OBRs/BURs/PRs, etc. for signature of the VCAA; double check UIS path approver before releasing DVs and PRs to other offices

**Office of the University Registrar**
**External Services**
Processing of certifications
Processing of true copy of grades (TCG)
Processing of certified true text of diploma (2nd copy of diploma)
Processing of Certificate of Authentication and Verification (CAV) for Department of Foreign Affairs 410
Processing of Honorable dismissal (HD) 412
Processing of Loss School ID and new alumni ID 415
Processing of Transcript of Records (TOR) 416
Processing of Request for verification / authentication of student records 418
Release of diploma 420
Answers to Queries 421
Submission of data 422
Signing of University Clearance 424

University Library

External Services 425
Borrower's Registration 426
Registration of UP User to Access and Use Library Resources 427
Registration of Non-UP Users to Access and Use Library Resources 429
Charging Library Materials 431
Discharging Library Materials 433
Paging Reserve/Serials/Cordillera Library Materials 434
Approving Overnight Loan Reservations 436
Computer/Ipad Usage 437
Computer/Ipad After Usage for UP Users 438
Computer/Ipad After Usage for Non-UP Users 439
Power Usage/Charging 441
Power After Usage/Charging for UP Users 442
Power After Usage/Charging for Non-UP Users 444
Computer Printing 445
Computer Scanning 447
Issuance of Referral Letter 449
Library Visit or Tour in the Library 450
Signing of Library Clearance without Accountability 451
Signing of Library Clearance with Accountability 453
Acquisition of Library Materials 455
Processing of Library Materials 459
Encoding of Library Materials 461
Cataloging and Classifying of Library Materials 463
Revising of Library Materials 466
Preparation and Card Production of Processed Library Materials
Binding and Repair of Library Materials

**Cordillera Studies Center**

**Internal Services**
Research Activities
Research Activities
CSC Research Grant
Institutional linkages
Research Affiliation
Publications services
Library Services (KTRC and CSC Section)
Extension Services (Resource persons/ speakers, lecturers, training and consultancy)
Use of Equipment

**Museo Kordilyera**

**External Services**
Issuance of museum entrance tickets
Booking of group tours
Conducting group tours
Selling of books and merchandise at the Bookshop
Billing of books and merchandise ordered by offices
Management of media and public relations by means of answering queries and posting announcements online
Handling incoming and outgoing correspondence within and outside the organization
Entertaining walk-in visitors of MK

**Internal Services**
Provide technical information to researchers

**Learning Resource Center**

**External Services**
Tutorial Services for Students
Printing and Photocopying Services
Scanning
Distribution of Self-Help Assistance Materials (e.g. Examination Reviewers, Course Reviewers/Modules) 491
Request for the Use of the Venue, Computers, and other Equipment of the LRC for Non-LRC Activities (e.g. Online Faculty Evaluations, Product Orientations for Newly Purchased Software) 491

**Internal Services**

Recruitment of Peer / Faculty Mentors 494

**Committee on Culture and the Arts**

**Internal Services**

Planning and Scheduling Art and Culture based performances / Exhibits within and outside the University 497
Conducting Arts and Culture based lectures and for a 498
Front-line relations for both university and outside based requests and inquiries on UP based cultural and art info and data 499
Initiate publication as well as other promotional material for UPB Culture and Arts 501

**Program for Indigenous Cultures**

**Internal Services**

Collecting and filing Indigenous Student Registrations and Information (Enrollment) 504
Collecting and filing Indigenous Student Registrations and Information (Enrollment) 504
Providing Indigenous Studies Learning Center services 506
Material/ Ritual / ethno cultural Information resource and lectures provider 506
Front-line guest relations for culture-based queries as well as visitants 508
Sponsorship of I.P. Student activities, travel allowance, etc. For attendance in Indigenous symposia and seminars 509

**Kasarian (Gender Studies Program)**

**External Services**

Anti-Sexual Harassment Orientation 511
Gender Sensitivity Orientation 511
Conduct of training-seminar on mainstreaming GAD perspectives in curriculum development and extension 512

**Office of the Director for Student Affairs (ODSA)**

**External Services**

Request for Approval of Student Activity 514
Request and Issuance of Certifications: Certificate of Good Moral Character, Not Subjected to SDT Certification) 515
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lending of ODSA Equipment</td>
<td>516</td>
</tr>
<tr>
<td>Receiving of Documents from Clients</td>
<td>516</td>
</tr>
<tr>
<td>Assist Walk-In Clients on Their Office Needs</td>
<td>517</td>
</tr>
<tr>
<td>Receiving of Letters, Official Communications and Information from Different Offices and Agencies</td>
<td>518</td>
</tr>
<tr>
<td>Signing of Student Clearance</td>
<td>518</td>
</tr>
<tr>
<td>Request for Certificate of Service (COS) for Student/ Graduate Assistant (SA/GA)</td>
<td>520</td>
</tr>
<tr>
<td>Attend to clients’ queries which may be received from walk-in clients, electronic mail, snail mail, and/or thru social media</td>
<td>521</td>
</tr>
<tr>
<td><strong>Internal Services</strong></td>
<td>523</td>
</tr>
<tr>
<td>Processing of Purchase Request for Student Needs</td>
<td>524</td>
</tr>
<tr>
<td>Assistance to faculty and staff on their needs, especially in the use of office equipment</td>
<td>524</td>
</tr>
<tr>
<td>Assistance in the Reservation of Alumni Lobby</td>
<td>525</td>
</tr>
<tr>
<td>Assistance in the Use of ODSA Conference Room</td>
<td>525</td>
</tr>
<tr>
<td>Checking of ODSA Equipment</td>
<td>526</td>
</tr>
<tr>
<td>Assistance in Enrollment</td>
<td>527</td>
</tr>
<tr>
<td>Provide Orientation to Student Assistants of the OSA, OSFA, SRO</td>
<td>527</td>
</tr>
<tr>
<td>Direct Students to Offices</td>
<td>528</td>
</tr>
<tr>
<td>Update and Checking of Student Loan Ledger</td>
<td>529</td>
</tr>
<tr>
<td>Checking and Certification of Loan/SA Paper Attachments for Processing of Loan and SA Salary</td>
<td>529</td>
</tr>
<tr>
<td>Approving and Disapproving Activities of Student Organizations</td>
<td>531</td>
</tr>
<tr>
<td>Advising Organizations on Proposed Activities and Preparation for Proposed Activities</td>
<td>532</td>
</tr>
<tr>
<td>Preparing documents for the Recognition of Student Organizations</td>
<td>532</td>
</tr>
<tr>
<td>Interviewing Student Organizations intending to be recognized as university organizations</td>
<td>534</td>
</tr>
<tr>
<td>Arrange logistics for Student Orientation on Gender Sensitivity, Anti-Sexual Harassment, Anti-Hazing and Green Campus for student organizations intending to be recognized (Morning and Afternoon Session)</td>
<td>534</td>
</tr>
<tr>
<td>Screening student organizations intending to be recognized via completeness and content of required documents submitted, completion of orientations and interview proper</td>
<td>536</td>
</tr>
<tr>
<td>Application in the Student Financial Assistance (SFA) Online</td>
<td>537</td>
</tr>
<tr>
<td>Request for Refund</td>
<td>539</td>
</tr>
<tr>
<td>Application in the Student Financial Assistance (SFA) Online</td>
<td>540</td>
</tr>
<tr>
<td>Application for Tuition Fee Loan or Institute of Management (IM) Tuition Fee Loan</td>
<td>541</td>
</tr>
</tbody>
</table>
Attendance to meetings, orientations, seminars, workshops, and conferences within and outside the university
Periodic reconciliation with Accounting Office and other offices (student loan matters, school fees collection from scholarship sponsors)
Application for Short Term, Safe Cash, UPAASV and Radwill Loans
Request for Processing of Stipend
Hiring of Student and Graduate Assistants (SA/GA)
Processing of Basic Paper of Student/Graduate Assistant (SA/GA)
Request for Processing of Salary for Student Assistants
Online appeals in the Student Financial Assistance (SFA) system
Serves as recorder/member during Baguio Committee on Scholarships and Financial Assistance (BCSFA) meetings

Office of Student and Financial Assistance
Internal Services
Process Refund Claims
Process Stipend/Allowance of Scholars/Grants-in-Aid Beneficiaries
Posting of SFA Online Schedule of Application, Results ad Appeals

UPB Ladies Residence Hall
External Services
Reservation of Residency
Accommodation of guests and transients
Approval of Late/Overnight/Home Permits
Issuance of certification of residency
Request for clearance
Request for statement of accounts/billing statement
Attendance to various requests

Office of Counseling and Guidance
External Services
Intake Interview with test interpretation and counseling
Exit Counseling (students transferring to other school or another UP campus)
Follow-up Counseling
Self- referred/ Walk –in Cases
Referred/Called –in
Group Counseling
Readmission and Transfer-in Applicants 579
Group Psychological Test for First Year Students 581
CFA Applicants 583
HRDO Request/s (Admin position applicants; agency workers) 584
Case Conferences (Inter-offices, faculty, parents, others) 585
External Clients 585
Issuance of Certificate of Good Moral Character 586
Extension Services (Invited as resource speaker, facilitator, paper presenter) 587

Health Service Office
External Services 589
Medical consultation 590
Internal Services 592
Annual Physical Laboratory Examination 593
Annual Physical Examination (Interpretation of results) 594
Pre-enrollment Physical Examination 596
Pre-participation Physical Examination (for Athletes, field work, fieldtrips, OJT, scholarship, cross registration, transfer) 599
Pre-employment Physical Examination 601
Dental Examination, consultation and treatment 602
Medical Emergency Assistance 603
Handling of patients with special cases (abuse, mental health issues) 604

Graduate Program Office
External Services 606
Provide information (i.e. program brochure, application form, etc.), answer queries on graduate programs 607
Pre-evaluate/checks application and documents 607
Inclusion of applicant in the master list 610
Submit application and documents to respective graduate program coordinator 610
Announce schedule of exam and interview 611
Proctor exam 611
Issues results of application 612
Informs accepted students of enrollment requirements 612
Internal Services 613
Marketing/Advertisement/ Website Maintenance 614
Graduate Student Orientation 614
Tribute to Graduates 615
Production of Graduate Program Kits 615
Coordination with the Office of Scholarships and Financial Assistance (OSFA) to administer graduate scholarships 616

Office of Anti-Sexual Harassment

External Services 617

Conduct of Anti-Sexual Harassment Orientation among all first year students, employees, contractual non-UP workers (construction workers, canteen concessionaires); accommodate requests for ASHO from subject teachers, SRO, and other entities as provided for in Section 30 (Anti-Sexual Harassment Orientation and Clearance Requirement) of the UP ASH Code. 618

Attend to reported cases of Sexual Harassment from any member of the UP community based on Section 16 (Procedures on the Determination of Sexual Harassment) and Section 21 (Formal Procedure under the ASH Hearing Committee) of the UP ASH Code. 619

Conduct debriefing and counseling to parties involved in SH cases as provided for in Section 13 (Support Services) of the UP ASH Code. 620

Refer parties for support services in the form of legal counsel, housing assistance, medico-legal services and other form/s of assistance based on Section 13 (Support Services) of the UP ASH Code. 621
Office of the Chancellor
External Services
1. Action on Documents for the Chancellor’s signature/approval
The documents submitted will be approved by the Chancellor as an information and give action to the request.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty/REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a written letter request and 2. Await OC’s action</td>
<td>1. Accept and receive the written request 2. OC sign and approve the request 3. Record and return document to concern offices/colleges 4. Approval of the Chancellor is needed to facilitate the documents and as requirement by higher authorities</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

2. Assist information queries from various colleges/offices and forward requests for action/s of Chancellor
To answer queries to documents submitted for the approval of the Chancellor

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty / REPS / ADMIN STAFF / STUDENTS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request and</td>
<td>1. Note the verbal request</td>
<td>None</td>
<td>3 Days</td>
<td>Senior Administrative</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>1. Call the OC’s landline 2. Await Chancellor’s action</td>
<td>1. Note the verbal request and refer it to the Chancellor 2. Chancellor makes action and 3. Inform client about Chancellor’s action</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor Administrative Aide III Office of the Chancellor Administrative Assistant III Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

### 3. Address daily incoming calls; refer concerned offices and the Chancellor

To answer phone calls as information to be addressed to office concerned and the Chancellor

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB / UPS stakeholders 2. Other government agencies of Baguio City (Mayor’s Office, CHED, DOST, etc.) 3. Other businesses</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS
- 1. Verbal request

#### WHERE TO SECURE
- NA

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Call the OC’s landline 2. Await Chancellor’s action</td>
<td>1. Note the verbal request and refer it to the Chancellor 2. Chancellor makes action and 3. Inform client about Chancellor’s action</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor Administrative Aide III Office of the Chancellor Administrative Assistant III Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

### 4. Access UIS account for approval of payment of claims

To approve payment of claims through UIS account

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
</table>
**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB stakeholders

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request</td>
<td>Note the verbal request and approve claims for payment</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

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

Memo from the Chancellor is needed for purposes of issuance of appointment and as supporting document of appointment and attachment of claim for honoraria

<table>
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<tr>
<th>Office or Division:</th>
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</tr>
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<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Complex</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>UPB Faculty, REPS, admin staff and students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Deans of colleges/heads of offices submits letter request 2. Awaits action of the Chancellor</td>
<td>1. Receive and forward to the Chancellor for action; 2. The OC will issue signed memo 2. Photocopy then record on the logbook and distribute to concerned personnel/offices/colleges 3. Copy furnish HRDO for reference</td>
<td>None</td>
<td>5 Days</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>
6. Preparation of Petty Cash for various expenses to be incurred by the Office of the Chancellor and the University
To prepare petty cash for various expenses incurred by the Office of the Chancellor and the University

<table>
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</tr>
</thead>
<tbody>
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<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty/REPS/Admin staff/Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal request/written request for reimbursement of expenses</td>
<td>1. Cash custodian releases cash</td>
<td>None</td>
<td>7 Days</td>
<td>Senior Administrative Assistant/Office of the Chancellor</td>
</tr>
<tr>
<td>2. Fill-up Petty Cash Voucher and submit to cash custodian</td>
<td>2. Prepare Cash Disbursement Record, Petty Cash Fund Record, Paid Petty Cash Vouchers, Disbursement Voucher and Obligation Requests</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Await for Chancellor’s approval</td>
<td>3. Record all expenses with receipts on the Columnar Notebook for auditing by COA</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

| NA | 7 Days |

**TOTAL:** None 7 Days

7. Provide transportation services
To provide transportation services to faculty, REPS, admin staff and students and visitors/guests to arrive in the place on or before the activity

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
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<td>G2C – Government to Client</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty,</td>
</tr>
<tr>
<td></td>
<td>2. UPB REPS,</td>
</tr>
<tr>
<td></td>
<td>3. UPB Admin Staff,</td>
</tr>
<tr>
<td></td>
<td>4. Students,</td>
</tr>
<tr>
<td></td>
<td>5. Visitors/Guests</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Written request</td>
</tr>
<tr>
<td>2.</td>
<td>Trip ticket</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

- Office of the Chancellor

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit letter request</td>
<td>None</td>
<td>2 Days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td>2.</td>
<td>Fill-out trip ticket then forward to VCA for signature</td>
<td>None</td>
<td>2 Days</td>
<td>Administrative Assistant III</td>
</tr>
<tr>
<td>3.</td>
<td>Submit to OC for driver’s reference/file</td>
<td>None</td>
<td>2 Days</td>
<td>Office of the Chancellor</td>
</tr>
</tbody>
</table>

**AGENCY ACTION**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Accept and receive the request; 2. For approval of the Chancellor; 3. Record approved request and forward to appropriate office/s 3. Instruct assigned driver;</td>
<td>None</td>
<td>2 Days</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant III</td>
</tr>
</tbody>
</table>

**TOTAL:** None 2 days
1. **Daily checking of official email account**

   To check emails accounts for the Chancellor’s Office

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:        | 1. G2C – Government to Client  
                              | 2. G2G – Government to Government  
| Who may avail:              | 1. UPB / UPB stakeholders  
                              | 2. Other government agencies (CHED, DOST, etc.)  
                              | 3. Other businesses |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invitation / Request</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit an electronic mail regarding the request | 1. Accept and send an acknowledgment email  
2. Print document that needs action/approval/information of the Chancellor  
3. Forward document to appropriate office/s through email or printed copies  
4. Immediate action is needed and immediate approval | None | 1 Day | Senior Administrative Assistant I  
Office of the Chancellor |

**TOTAL:** None 1 Day

2. **Reproduce, collate and distribute documents for colleges/concerned faculty and staff for action/comment/reference/information**

   To reproduce, collate and distribute documents for colleges/concerned faculty and staff for their action/comment/reference/information

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Documents forwarded from UP System

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit pertinent documents</td>
<td>1. Accept / receive, reproduce, and distribute the documents</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TOTAL: None</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1 Day</td>
</tr>
</tbody>
</table>

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

To review incoming documents for Chancellor's action/s for offices and personnel concern

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter request / invitations / vouchers</td>
<td>NA</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter request / invitation / vouchers</td>
<td>1. Accept and receive various office corresponded; 2. Approve /disapprove/de ny/sign the document and 3. Record in the logbook and forward to appropriate office/s</td>
<td>None</td>
<td>1 Day</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
</tbody>
</table>
4. Encode, print and distribute letters, notices, memorandum and other communication documents
To encode, print and distribute letters, notices, memorandum and other communication documents to personnel and office concern

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                      | 2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders  
                      | 2. Other government agencies (CHED, DOST, etc.)  
                      | 3. Other businesses |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>1. Letter / notices / memorandum / other communications</th>
</tr>
</thead>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Accept and receive  
  2. Issue the letter / notice / memo / other communication documents and  
  3. Record to logbook and forward to appropriate office/s for record purposes/reference/file | None | 1 Day | Senior Administrative Assistant I Office of the Chancellor  
 Administrative Aide III Office of the Chancellor  
 Administrative Assistant III Office of the Chancellor |

**TOTAL:** None 1 Day

5. Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OC and the University
To prepare and process financial documents (DV, ORS/BURS, etc.) related for payment / reimbursement of meals, honoraria and other expenses of OC and the University

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
</tbody>
</table>
### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Reimbursement of meals:</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Attendance sheet, 2) Notice of meeting, 3) PR, and 4) Certificate of emergency purchase</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Payment of Honoraria:**
1) One shot appointment, and 2) Certificate of Service rendered

**Payment of Honoraria in Meetings:**
1) Attendance sheet, 2) Notice of meeting, and 3) Copy of appointment

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| NA            | 1. Prepare the vouchers  
2. Sign  
3. Scan and attach to UIS, record to logbook and forward to appropriate office/s;  
4. For reimbursement of expenses/claims | None | 3 Days | Senior Administrative Assistant I  
Office of the Chancellor  
Administrative Aide III  
Office of the Chancellor  
Administrative Assistant III  
Office of the Chancellor |

**TOTAL:** None 3 Days

---

### 6. Prepare and issue results of admission/readmission/transfer of student

To prepare and process financial documents (DV, ORS/BURS, etc.) related for payment/reimbursement of meals, honoraria and other expenses of OC and the University for enrolment purposes

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB students and students from other universities/colleges</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Written request; endorsement from OUR</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
<td></td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. CARSP submits report/evaluation; 2. Await for VCAA action/endorsement; | None | 1 Day | Senior Administrative Assistant I  
Office of the |
3. Await for Chancellor action /approval
   3. Sign the notices;
   4. Issue the notices

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

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

To issue number of travel order for the official travel of faculty, REPS, admin staff and students

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty 2. REPS 3. Admin Staff 4. Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel Order</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit Travel Order form;</td>
<td>1. Accept &amp; receive; 2. Place number and record in the logbook of TOs;</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I</td>
</tr>
<tr>
<td>2. Await for signature of Chancellor</td>
<td>3. Approve/sign the TO; 4. Record in the logbook and forward the Travel Order to appropriate college/offices as supporting document of official/personal travel</td>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

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

For claiming salaries, honoraria, various supplies and materials

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
</table>
### Classification: Simple

#### Type of Transaction: G2C – Government to Client

Who may avail: UPB stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DVs/OBRs/BURs/PRs, etc.</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forwards the DVs/OBRs/BURs/PRs, etc. (including its attachments) to the OC</td>
<td>1. Accept and receive 2. Chancellor will sign the documents 3. Double check UIS path approver, record to logbook and forward to appropriate office/s</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

9. **Facilitate university clearances of faculty, REPS, admin staff and students**

For claiming last salaries of faculty and staff and for enrolment, filing of OTR and diploma of students

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
</table>

**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

Who may avail: UPB Faculty/admin staff and students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>University clearance form</td>
<td>HRDO, CSS, CAC, CS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit clearance; 2. Await Chancellor’s signature/staff action (for student’s clearance)</td>
<td>1. Accept and stamp name of the Chancellor; 2. Record in the logbook and release/issue to all concern</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>

Administrative Aide III Office of the Chancellor
10. Set-up of appointment with the Chancellor by faculty, REPS, admin staff and students and visitors/guests
To set-up appointment for the Chancellor from faculty, REPS, admin staff and students and visitors/guests

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty, REPS, admin staff, students and outsider/clients</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request; 2. Await availability and instruction from the Chancellor;</td>
<td>None</td>
<td>1 Day</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

11. Facilitate reservation of various facilities of the University
Reservation is needed for monitoring to avoid double reservations

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Chancellor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty, REPS, admin staff, students and external clients</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Chancellor</td>
</tr>
</tbody>
</table>

1. Written request
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter request (For students – present Activity Form from ODSA) 2. Await for action 3. Get CMO form 4. Submit CMO form for processing 5. Get file copy of CMO form 6. For outsiders (same process above) pay rental fee at the Cash Office then present OR to OC for recording</td>
<td>1. Accept and receive the request 2. waits for the approval of the Chancellor 3. Inform requesting party to get their file copy 4. Distribute other copies to appropriate office/s</td>
<td><strong>SARMIENTO HALL</strong> – P4,500.00/day P750.00/hour beyond 5:00PM P2,250.00/half-day P500.00/hour beyond 5:00 p.m  <strong>AVR (CSS, CS)</strong>- P3,000.00/day P750.00/hour beyond 5:00 pm; P1,500.00/half day P750.00/hour beyond 5:00 pm  <strong>CONFERENCE ROOMS (IM, Alumni, ODSA)</strong> P2,250.00/day P750.00/hour beyond 5:00PM P1,125.00/half-day P750.00/hour beyond 5:00 pm  <strong>MULTIPURPOSE HALLS and LARGE CLASSROOMS</strong> (Library, Basement of S-A Bldg., KA Bldg., CAC Bldg, CSC) – P2,250.00/day P750.00/hour beyond 5:00 pm</td>
<td>7 Days</td>
<td>Senior Administrative Assistant I Office of the Chancellor</td>
</tr>
<tr>
<td>Facility Type</td>
<td>Half-day Rate</td>
<td>Hourly Rate</td>
<td>Beyond 5:00 pm Rate</td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>---------------</td>
<td>-------------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td><strong>REGULAR CLASSROOMS</strong></td>
<td>P1,500.00</td>
<td>P750.00</td>
<td>P450.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>beyond 5:00 pm</td>
<td></td>
<td>beyond 5:00 pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P1,125.00</td>
<td>P450.00</td>
<td>P450.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>half-day</td>
<td>hour</td>
<td>beyond 5:00 pm</td>
<td></td>
</tr>
<tr>
<td><strong>CAMPUS GROUNDS (IM PLAZA, OPEN SPACES, GARDENS, ETC.)</strong></td>
<td>P1,500.00</td>
<td>P450.00</td>
<td>P450.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P1,125.00</td>
<td>P450.00</td>
<td>P450.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>half-day</td>
<td>hour</td>
<td>beyond 5:00 pm</td>
<td></td>
</tr>
<tr>
<td><strong>BASKETBALL COURT (OPEN/COURT A)</strong></td>
<td>P4,200.00</td>
<td>P675.00</td>
<td>P675.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>P525.00</td>
<td>hour</td>
<td>day rate;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>P675.00</td>
<td>night rate</td>
</tr>
<tr>
<td><strong>DANCE STUDIO (without Sound System)</strong></td>
<td>P3,000.00</td>
<td>P600.00</td>
<td>P600.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>hour</td>
<td></td>
</tr>
<tr>
<td>Facility</td>
<td>Daily Rate</td>
<td>Late Night Rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>--------------</td>
<td>-----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DANCE STUDIO (with Sound System)</td>
<td>P3,000.00</td>
<td>P600.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P450.00/hour</td>
<td>P450.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P600.00/hour</td>
<td>P600.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMBATIVE SPORTS ROOM</td>
<td>P1,700.00</td>
<td>P525.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(without Sound System)</td>
<td>P3,000.00</td>
<td>P600.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P450.00/hour</td>
<td>P450.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>P600.00/hour</td>
<td>P600.00/hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TABLE TENNIS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AREA –</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| P3,750.00/day  
(P150.00/hour for 1 table (day rate));  
P225.00/hour for 1 table (night rate);  
P225.00/hour for 2 tables (day rate);  
P300.00/hour for 2 tables (night rate);  
P300.00/hour for 3 tables (day rate);  
P375.00/hour for 3 tables (night rate);  
P375.00/hour for 4-5 tables  
(day rate);  
P450.00/hour for 4-5 tables (night rate)  
P525.00/hour for 6-10 tables (day rate);  
P600.00/hour for 6-10 tables (night rate) |  
| TOTAL: 7 Days |

NOTE: Minimum use of facilities is half-day  
Inclusive of the sound system and technical support services (when required) during regular office hours and sound system during off-office hours (when required/subject for overtime pay/compensatory time-off)
Exclusive of the use of LCD, overhead projector and other equipment, overtime pay of staff for the sound system and maintenance janitor during off-regular office hours.

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

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

College of Social Sciences Office of the Dean
External Services
1. Reproduction and collation of syllabus, exams and other instructional materials.

To reproduce and collate syllabus, exams and other instructional materials as requested by the faculty.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>f1. Electronic files or printed copy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Send an electronic file or give a printed copy to the Dean’s staff | 1. Receive, reproduce and collate. | None | 1 hour | Administrative Aide IV 
College of Social Sciences or Administrative Officer III 
College of Social Sciences |

**TOTAL:** None 1 hour

2. Reservation of the CSS Audio-Visual Room and CSS classrooms.

To determine the availability of CSS-AVR and Classroom vis-a-vis pre-determined and priority activities of the college to be held in these venues.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Student Organizations 2. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request letter signed by the chairperson and adviser.</td>
</tr>
<tr>
<td>2. Accomplished request form submitted (marked received at CSS) not later than 5 working</td>
</tr>
</tbody>
</table>

| 1. Requesting Party |
| 2. Dean’s Staff |
### 3. Preparation of travel order of CSS faculty members who are invited to be guest speakers, resource persons, paper presenters and participants in conferences/ workshops/ trainings.

To facilitate the process of securing the travel order of CSS faculty members who have been invited to be guest speakers, resource persons, paper presenters and participants in conferences/ workshops/ trainings.

**Office or Division:** Office of the Dean, College of Social Sciences  
**Classification:** Complex  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** UPB Faculty

#### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

| 1. Letter of request  
| 2. Necessary attachments  
| 3. Endorsement by immediate supervisor | Requesting party provides |

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

| 1. Submit a letter of request to the Dean with necessary attachments, endorsed by immediate supervisor | 1. Evaluate request  
2. If meritorious / valid, the Dean endorses to the Chancellor.  
3. Staff attaches Travel Authority form | None | 10 Days | Dean  
College of Social Sciences  
Administrative Aide IV  
College of Social Sciences or  
Administrative Officer III  
College of Social Sciences |
4. Preparation of job order requests and papers for pre-repair and condemnation of non-usable equipment.

To facilitate the process of securing approval of job order requests, and request for pre-repair and condemnation of non-usable equipment.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

Duly accomplished Job order request form, pre-repair form and Condemnation of non-usable equipment papers.

**WHERE TO SECURE**

Dean’s staff

**CLIENT STEPS**

Requesting party informs the Dean’s staff about the request.

1. Input the request into the appropriate form.
2. Endorsed and approved by the Dean.
3. Transmit that form to the CMO for checking.

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
<td>1 Day</td>
<td>Dean</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide IV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Officer III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

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

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2C – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Students</td>
</tr>
<tr>
<td></td>
<td>2. Faculty</td>
</tr>
<tr>
<td></td>
<td>3. Other Government Agencies</td>
</tr>
</tbody>
</table>

**CHECKLIST OF**

**WHERE TO SECURE**

**TOTAL:** None 1 Day
### REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirements</th>
<th>None</th>
<th>NA</th>
</tr>
</thead>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requesting party inquires with the Dean’s staff by phone or in person</td>
<td>Check if the faculty/dean is available.</td>
<td>None</td>
<td>3 minutes</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 minutes |

---

6. **Processing of temporary appointments/one shot appointment of professionals in aid of the academic units’ projects and activities**

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Departments / Institute</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifics of the scope and duration of work of the appointee, name of project or activity, and other relevant information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Requesting party drafts and submits the specifics of the appointment not later than two weeks before the start of the activity</td>
<td>1. Finalize and print temporary appointment/one shot appointment</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Aide IV or Administrative Officer III</td>
</tr>
<tr>
<td>2. Seek signature of appropriate recommending and approving authorities.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 days |

---

7. **Preparation of basic appointment papers of renewed CSS faculty, lecturers, on study leave and newly hired faculty.**
To facilitate the processing of basic appointment papers of CSS faculty and lecturers whose renewal of appointments or new appointments have been approved by appropriate authorities, including approval and renewal of requests for study leave and related requests.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>DAPCs</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

| 1. APFC and Chancellor’s approval | 1-3: Dean’s office |
| 2. Duly accomplished Personal Data Sheet | 4: Requesting party provides |
| 3. Duly accomplished Certificate of assumption to duty |
| 4. For the new employee, 3 copies of PDS, NBI Clearance, Medical Certificate, Oath of Office, Assumption of Duty, Birth Certificate etc. |

### WHERE TO SECURE

1. Dean’s office
2. Requesting party provides

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. DAPC ensures accomplishment of necessary form and required attachments in the case of new hires</td>
<td>1. Dean’s staff prepare the basic papers</td>
<td>None</td>
<td>4 days</td>
<td>Administrative Aide IV</td>
</tr>
<tr>
<td>2. Submit to the dean’s staff</td>
<td>2. Reviews completeness of documentary requirements</td>
<td></td>
<td></td>
<td>College of Social Sciences or Administrative Officer III</td>
</tr>
<tr>
<td></td>
<td>3. Seek signature of members of the DAPC and CAPC</td>
<td></td>
<td></td>
<td>Dean</td>
</tr>
<tr>
<td></td>
<td>4. Transmit documents to the HRDO.</td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
</tbody>
</table>

**TOTAL:** none 4 days

8. **Preparation of Purchase Requests.**

To facilitate the purchase of goods and services that the concerned end-users in the college need in support of their programs and activities.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
</table>

51
### Classification
- Simple

### Type of Transaction
- G2C – Government to Client

### Who may avail
- Faculty

#### CHECKLIST OF REQUIREMENTS
- Must be included in the APP or PPMP of the year otherwise attached a SPPMP and justification.

#### Where to Secure
- Dean’s office

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
</table>
| 1. Make a purchase request using UIS, iProcurement PR Requester. 2. Attached Specifications 3. For signature by the dean. 4. Forward PR to SPMO. | None | 3 Days | Administrative Aide IV  
College of Social Sciences or Administrative Officer III  
College of Social Sciences  
Dean  
College of Social Sciences |

**TOTAL:** None 3 Days

---

9. Process and submits endorsed academic personnel-related requests to higher bodies (Research dissemination grants, study leave and fellowships, special detail, faculty grants, professorial chairs, scientific productivity, and attendance in conferences as paper presenters).

To facilitate the process of securing the higher bodies’ endorsement and approval of the CSS faculty’s requests for academic training, professional growth, and other incentives for academic productivity.

#### Office or Division
- Office of the Dean, College of Social Sciences

#### Classification
- Simple

#### Type of Transaction
- G2C – Government to Client

#### Who may avail
- Faculty

#### CHECKLIST OF REQUIREMENTS
- Request letter, application letter, accomplished forms, with endorsements by appropriate bodies and respective heads of academic units.

#### Where to Secure
- Requesting party provides

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requesting party submits the 1. Dean’s office Staff checks the</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Aide IV</td>
</tr>
</tbody>
</table>
required documents and attachments | completeness of the submitted necessary attachment and prepare the paperwork | College of Social Sciences or Administrative Officer III College of Social Sciences Dean College of Social Sciences

| TOTAL: | None | 2 Days |

10. Processes and submits faculty requests non-teaching load to be part of their regular load for the semester (e.g., Research Load Credit, Study Load Credit) to higher bodies.
To facilitate the process of securing the higher bodies’ endorsement and approval of the CSS faculty’s requests for Research Load Credit (RLC) and SLC (Study Load Credit) and other similar requests.

<table>
<thead>
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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

- Application letter accomplished forms, with endorsements by appropriate bodies or heads of academic units.

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dean checks the completeness of the submitted necessary attachment and prepare the paperwork</td>
<td>None</td>
<td>4 Days</td>
<td>Administrative Aide IV College of Social Sciences or Administrative Officer III College of Social Sciences Dean College of Social Sciences</td>
</tr>
<tr>
<td>2. Dean signs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Forward to appropriate office/s</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

| None | 3 days |
11. Processes and acts upon application of students for Leave of Absence (LOA), appeals for waiver of Maximum Residence Rule (MRR), and appeals for readmission of dismissed students.

To decide upon the applications for LOA, MRR, and readmission.

<table>
<thead>
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<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requesting party submits the required documents and attachments</td>
<td>1. Dean acts upon application as recommendation by appropriate bodies (Adviser, OCS, or CARSP)</td>
<td>None</td>
<td>12 Days</td>
</tr>
</tbody>
</table>

**TOTAL:** None 12 Days

12. Signs students' clearance forms, registration forms, change and additional matriculation.

To act upon the students' clearances

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Social Sciences</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Student</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
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</tr>
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</tbody>
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**CLIENT STEPS**

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<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requesting party submits the required documents and attachments</td>
<td>Dean acts upon application as recommendation by appropriate bodies.</td>
<td>None</td>
<td>1 hour</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 hour
College of Social Sciences Office of the Secretary
External Services
1. **Processing of Certifications**  
Issuance of certifications (GWA, Units Earned, Remaining Subjects and Year Level Standing) requested by students applying for further studies, scholarships, employment, transferring to other UP units/schools and for other legal purposes

<table>
<thead>
<tr>
<th><strong>Office or Division:</strong></th>
<th>Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Simple</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| **Who may avail:**     | 1. UPB Undergraduate Students  
2. UPB Graduate Students  
3. Alumni               |

<table>
<thead>
<tr>
<th><strong>CHECKLIST OF REQUIREMENTS</strong></th>
<th><strong>WHERE TO SECURE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request Slip</td>
<td>OCS counter</td>
</tr>
<tr>
<td>2. Official Receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
<tr>
<td>3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative Note: Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID</td>
<td>c/o requester</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CLIENT STEPS</strong></th>
<th><strong>AGENCY ACTION</strong></th>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
</table>
| 1. Secure and fill out request slip | 1. Give instructions to the client | None | 3 Minutes | College Secretary  
College of Social Sciences Administrative |
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Fee</th>
<th>Time</th>
<th>Responsible Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Pay required fees at UPB Cash Office</td>
<td></td>
<td>5 Minutes</td>
<td>College Secretary</td>
</tr>
<tr>
<td>2.</td>
<td>Accept payment for request</td>
<td>P20.00 per copy</td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Return to OCS and submit duly accomplished form and required attachments</td>
<td>None</td>
<td>5 Minutes</td>
<td>College Secretary</td>
</tr>
<tr>
<td>3.</td>
<td>Receive request form and check completeness of information and attachments</td>
<td>None</td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Wait for processing</td>
<td>None</td>
<td>30 mins to 4 hrs (NOTE: the processing time varies depending on the retrieval of archived records)</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>4.</td>
<td>Start processing request: 4.1 Retrieve student jacket, check record of student &amp; compute (if necessary) 4.2 Encode and print certification 4.3 College Secretary signs the certification</td>
<td>None</td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Claim certification</td>
<td>None</td>
<td>Following working day after submission of request OR it can be released within</td>
<td>College Secretary</td>
</tr>
<tr>
<td>5.</td>
<td>Release certification to client</td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
</tbody>
</table>

Assistant II
College of Social Sciences
2. Issuance of University Clearance
Checking deficiencies of student and signing of University Clearance

<table>
<thead>
<tr>
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<tr>
<td>Who may avail:</td>
<td>1. UPB Undergraduate Students</td>
</tr>
<tr>
<td></td>
<td>2. UPB Graduate Students</td>
</tr>
<tr>
<td></td>
<td>3. Alumni</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UPB ID</td>
</tr>
<tr>
<td>2. University clearance form</td>
</tr>
<tr>
<td>3. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative (for designated party)</td>
</tr>
</tbody>
</table>

**Note:** Valid IDs: BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Secure and fill out University clearance form and present valid ID | 1. Check for accountability | None | 2 Minutes | Administrative Assistant II  
College of Social Sciences |
| 2. Wait for the checking of records | 2. Authorized person to sign University clearance | None | 1 Minute | Administrative Assistant II  
College of Social Sciences |

**TOTAL:** None 3 Minutes
3. **Processing of Official Documents**

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Undergraduate Students</td>
</tr>
<tr>
<td></td>
<td>2. UPB Graduate Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request slip</td>
<td>OCS counter</td>
</tr>
<tr>
<td>2. Official forms</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out request slip/official forms</td>
<td>1. Give instructions to client</td>
<td>None</td>
<td>3 Minutes</td>
<td>College Secretary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Pay required fees at UPB Cash Office</td>
<td>2. Accept payment of request</td>
<td>P20.00 per copy (Transfer Permit)</td>
<td>5 Minutes</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td></td>
<td></td>
<td>P150.00 per application (LOA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>P20.00 per removal exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>P600.00 (Graduation)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Activity</td>
<td>Duration</td>
<td>Responsible Person(s)</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------</td>
<td>---------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Secure required signatures in the forms</td>
<td>None</td>
<td>5 Minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Receive request/forms and check completeness of signatures and attachments</td>
<td></td>
<td>College Secretary</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences Administrative Assistant II</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Wait for processing</td>
<td>None</td>
<td>4 Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Start processing request:</td>
<td></td>
<td>Administrative Assistant II</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.1 Retrieve student jacket, check record of student &amp; compute (if necessary)</td>
<td></td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.2 College Secretary and Dean to sign request/form (where applicable)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Claim request</td>
<td>None</td>
<td>Following working day after submission of request OR it can be released within the day of filing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Release request/form</td>
<td></td>
<td>College Secretary</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences Administrative Assistant II</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL: 1 day</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. Admission, Re-admission, and Student Progress concerns
Receiving, evaluation and processing of applications for Admission, Re-admission, and Student Progress

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:     | 1. UPB Undergraduate Students  
                      2. UPB Graduate Students      |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter of appeal addressed to the CARSP  c/o client</td>
</tr>
<tr>
<td>2. Re-admission form  OCS counter</td>
</tr>
<tr>
<td>3. Updated TCG  OUR</td>
</tr>
<tr>
<td>4. Guidance and Counseling Office testing and interview (for undergraduate students)  OCG</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Write a letter of appeal for re-admission or transfer addressed to the CARSP</td>
</tr>
<tr>
<td>2. Pay required fees at the UPB Cash Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive letter and give instructions to the client</td>
<td>None</td>
<td>3 Minutes</td>
<td>College Secretary</td>
</tr>
<tr>
<td>2. Receive payment</td>
<td>P20.00/page (TCG)</td>
<td>5 Minutes</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td></td>
<td>P100.00 (Request to transfer)</td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td></td>
<td>P225.00 (Re-admission fee from AWOL)</td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td>Step</td>
<td>Task Description</td>
<td>Duration</td>
<td>Responsible Party</td>
</tr>
<tr>
<td>------</td>
<td>------------------</td>
<td>----------</td>
<td>-------------------</td>
</tr>
</tbody>
</table>
| 3 | Secure all attachments for the application for re-admission | None | 10 Minutes | College Secretary  
College of Social Sciences  
Administrative Assistant II  
College of Social Sciences |
| 3 | Receive request form and check completeness of information and attachments | None | | |
| 4 | Wait for Processing | None | 18 Days | College Secretary  
College of Social Sciences  
Administrative Assistant II  
College of Social Sciences |
| 4.1 | Start processing request:  
Part 1 from the OCG and Check TCG and compute for GWA, total no. of units, total no. of semesters | None | | |
| 4.2 | Encode form for routing to the departments/institute | | | |
| 4.3 | Encode recommendations from Adviser and Department Chair | | | |
| 4.4 | Request for Part 2 from OCG | | | |
| 4.5 | CARSP meeting | | | |
| 4.6 | Encode summary of recommendations pre-and post-CARSP meeting | | | |
| 4.7 | Submit summary of recommendations to the Dean | | | |
| 5 | Claim result of appeal | None | | Chancellor  
Office of the Chancellor |
| 5 | Release result | None | | |
| **TOTAL:** | | | 18 Days |
5. **Shifting into BASS Program**  
Posting of notice; collecting application for shifting, releasing of results of shifting; encoding of results

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>CU Undergraduate Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Shifting Form</td>
<td>OCS counter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Wait for announcement for the schedule of accepting and processing of shifting | 1. Posting of notice for the schedule of acceptance and release of shifting forms | None | 15 Minutes | Administrative Assistant II  
College of Social Sciences |
| 2. Secure and accomplish Shifting Form | 2. Give instructions to client | None | 3 Minutes | College Secretary  
College of Social Sciences  
Administrative Assistant II  
College of Social Sciences |
| 3. Submit Shifting form | 3. Receive Shifting form and check all signatures and attachments | None | 3 Minutes | College Secretary  
College of Social Sciences  
Administrative Assistant II  
College of Social Sciences |
| 4. Wait for | 4. Start processing | None | 15 Days | College Secretary |
6. **Information assistance service**

Entertain student concerns (i.e. conflicts in schedule, courses needed offered/not offered, etc.) including parents and guardians

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:      | 1. CSS Graduate and Undergraduate Students  
|                      | 2. Parents                       |
|                      | 3. Guardians                     |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rules and documents pertinent to inquiries</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Answer</td>
<td>None</td>
<td>5</td>
<td>College</td>
</tr>
</tbody>
</table>

**TOTAL:** 15 Days, 24 Minutes
landline, send an email to the official account of the OCS or personally visit the Office of the College Secretary for concerns/queries

<table>
<thead>
<tr>
<th></th>
<th>promptly in accordance to the rules and documents pertinent to concerns/queries of the client</th>
<th>Minutes/query</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Secretary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td>College of Social Sciences</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>NA</td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

College of Social Sciences
Institute of Management, Office of the Director
External Services
1. **Signing of Clearance**  
A requirement for the issuance of OTR, TCG, Honorable Dismissal, LOA etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:     | 1. UPB Students  
                     2. UPB Graduates  
                     3. Faculty and Lecturers / Staff             |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clearance Form</td>
<td>Institute of Management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Orders of Signing: | -client gets form; IM staff issues and sign beside the “College of Social Sciences” -instructs the clients to have the clearance signed by all offices indicated in the form including Dormitory, if applicable. | 1. Receives the Clearance form once the signatures are complete and immediately signed by the Dean or Authorized person. | None | 10 seconds | Administrative Assistant II  
Institute of Management |
2. Inquiries re: Programs offered
Addressing queries of those who intends to enroll in the Master of Management Program

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:    | 1. Walk-in clients  
|                   | 2. UPB Students |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPO / downloadable from UP Baguio Website / IM</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Application for Admission Form
2. Official receipt

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| *For MM applicants. - Fills out/Submit Application for Admission Form  
2. Pays at the Cash Office | 1. Receive accomplished Application for Admission Form and indicate in the form the Official Receipt Number.  
3. Issues permit to take the exam.  
4. Furnish applicant/s with details on admission and interview dates.  
1. Refers to Office of the University or the Office of the University Registrar | P250.00 | 20 Minutes | Administrative Assistant II  
Institute of Management  
Or  
Graduate Program Office |

**TOTAL:** P250.00  
20 minutes

3. Informing qualified applicants for admission
Inform those who passed the qualifying examination and interview conducted by IM faculty/Director

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
</table>
### CHECKLIST OF REQUIREMENTS

1. Aptitude Exam Result from GPO
2. Essay and Interview results from GPO

### WHERE TO SECURE

- Guidance Office (forwarded to IM)
- IM Office

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicant receives Notice of Admission from GPO</td>
<td>None</td>
<td>3min / student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Computes total admission test rating by tallying aptitude and essay results.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>3. Informs applicant/s about admission / non-admission through text message (initial)</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>4. Prepares formal letter of admission signed by the Director and forwards the same to the GPO for release to applicants.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicant receives Notice of Admission from GPO</td>
<td>None</td>
<td>3min / student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Computes total admission test rating by tallying aptitude and essay results.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>3. Informs applicant/s about admission / non-admission through text message (initial)</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>4. Prepares formal letter of admission signed by the Director and forwards the same to the GPO for release to applicants.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicant receives Notice of Admission from GPO</td>
<td>None</td>
<td>3min / student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Computes total admission test rating by tallying aptitude and essay results.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>3. Informs applicant/s about admission / non-admission through text message (initial)</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>4. Prepares formal letter of admission signed by the Director and forwards the same to the GPO for release to applicants.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicant receives Notice of Admission from GPO</td>
<td>None</td>
<td>3min / student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Computes total admission test rating by tallying aptitude and essay results.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>3. Informs applicant/s about admission / non-admission through text message (initial)</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>4. Prepares formal letter of admission signed by the Director and forwards the same to the GPO for release to applicants.</td>
<td>None</td>
<td>3 min/letter/student</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

### 4. Reservation of IDR classroom and Discussion Rooms

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

**CHECKLIST OF REQUIREMENTS**

1. Reservation Form (students)
2. Letter of request (Faculty)
3. Activity date or reservation date must be at least one (1) week before the Activity or event.

**WHERE TO SECURE**

IM Office

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fills out Reservation form (for students) 2. Submits letter of request addressed to the Director for faculty and staff.</td>
<td>1. Checks the availability of the room. 2. Affixes initial in the activity reservation form if rooms are available. 3. Submits to the Director for approval.</td>
<td>None</td>
<td>10 Minutes (students)</td>
<td>Administrative Assistant II Institute of Management Or Director Institute of Management</td>
</tr>
</tbody>
</table>

**TOTAL:** None 10 Minutes

---

### 5. Inquiries and Registration for Master of Management Bridging Course

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

**Office or Division:** Office of the Director, Institute of Management

**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:**
1. Walk in clients from UP and other organizations
2. Incoming MM students

**CHECKLIST OF REQUIREMENTS**

1. Registration Form

**WHERE TO SECURE**

IM Office

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Secures from IM and fills out Registration Form 2. Pays registration fee</td>
<td>1. IM Admin staff issues, receives registration form and receives payment then issues official receipt</td>
<td>P 4,000 for 42 hours bridging course / P2,000.00 for 16 hours bridging course</td>
<td>5 Minutes</td>
<td>Administrative Assistant II Institute of Management</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 Minutes

---

69
6. Prepares materials needed for the bridging courses
For use of participants as hand-outs and reference material during the course

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Walk-in clients from UP or other organizations \ 2. Incoming MM students required to take bridging courses</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>FACILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Original copies from facilitators</td>
<td>Facilitators</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

**AGENCY ACTION**

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II Institute of Management</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

---

7. Comprehensive examination
Requirement for graduation to the Program

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NA</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>FACILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application to take Comprehensive Examination</td>
<td>IM Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Issues application for comprehensive form and checks that it is properly filled up. 2) Issues cases on specified date (2 dates with 2</td>
<td>P 500.00</td>
<td>2 Minutes</td>
<td>Administrative Assistant II Institute of Management</td>
</tr>
<tr>
<td>30 sec / taker</td>
<td>5 minutes/examinee</td>
<td>Director Institute of Management or IM Faculty</td>
<td></td>
</tr>
</tbody>
</table>

---

70
<table>
<thead>
<tr>
<th>different cases) 3) Prints answer sheets and distribute to checkers 4) Print certificate for the takers (PASS/FAIL)</th>
<th>2 minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL:</strong> None</td>
<td>9 minutes, 30 seconds</td>
</tr>
</tbody>
</table>

College of Social Sciences
Institute of Management Office of the Director
Internal Services
1. Processing of Faculty Overload Claims

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Duly accomplished Faculty Service Record. (ie. Disbursement voucher, obligation request, etc)

**WHERE TO SECURE**

Office of the College Secretary / Download form from the UP Baguio website

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inquires about overload payment</td>
<td>1. IM Director endorses claims</td>
<td>None</td>
<td>7 Days</td>
<td>Director Institute of Management</td>
</tr>
<tr>
<td></td>
<td>2. College Dean approves claim</td>
<td></td>
<td></td>
<td>Administrative Assistant II Institute of Management</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

2. Processing of Lecturers’ Salary

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
</table>
### Classification:
**Simple**

### Type of Transaction:
**G2C – Government to Client**

### Who may avail:
1. UPB Lecturer

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM Administrative Assistant</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fills out DTR completely</td>
<td>1. IM Director signs DTR 2. College Dean signs DTR.</td>
<td>None</td>
<td>1 Day</td>
</tr>
<tr>
<td>3. Preparation of Certificates of Completion / Participation to be issued to participants and Facilitators for the bridging courses and other seminars conducted by the Institute.</td>
<td>1. Prepares Certificate of Completion or</td>
<td>None</td>
<td>2 Days</td>
</tr>
</tbody>
</table>

### Office or Division:
Office of the Director, Institute of Management

### Type of Transaction:
**G2C – Government to Client**

### Who may avail:
1. Walk-in clients from UP and other organizations
2. Incoming MM students

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>IM Administrative Assistant</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Completes required attendance to the</td>
<td>1. Prepares Certificate of Completion or</td>
<td>None</td>
<td>2 Days</td>
</tr>
<tr>
<td>3. Preparation of Certificates of Completion / Participation to be issued to participants and Facilitators for the bridging courses and other seminars conducted by the Institute.</td>
<td>1. Prepares Certificate of Completion or</td>
<td>None</td>
<td>2 Days</td>
</tr>
</tbody>
</table>
4. Endorsement of the Director for the Request for Research Load Credit; Request for Study Load Credit; Request for RDG; Request for Sabbatical Leave, Study Leave with Pay

Endorsement of the Director must be done to be Official

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of request to the Director.</td>
<td>1. IM Director endorses request 2. DAPC/CAPC &amp; APFC endorses request 3. Chancellor approves request</td>
<td>None</td>
<td>10 Days</td>
<td>DAPC  CAPC  APFC  Chancellor  Office of the Chancellor  Administrative Assistant II  Institute of Management  Director  Institute of Management</td>
</tr>
</tbody>
</table>

**TOTAL:** None 10 Days

5. Request for travel on official time (local and international)

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

**Office or Division:** Office of the Director, Institute of Management
### Classification: Complex
### Type of Transaction: 1. G2C – Government to Client
### Who may avail: 1. UPB Faculty / Staff and Students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter of request</td>
<td>Faculty requesting</td>
</tr>
<tr>
<td>2. Necessary attachments.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of request to the Director</td>
<td>*For foreign travel&lt;br&gt;1. IM Director endorses request&lt;br&gt;2. DAPC, CAPC &amp; APFC endorses request of faculty&lt;br&gt;3. ADPFC endorses request of staff&lt;br&gt;4. HRDO prepares and releases Travel Authority&lt;br&gt;*For local travel&lt;br&gt;1. IM Director endorses request&lt;br&gt;2. Dean approves request&lt;br&gt;3. IM Admin Asst prepares Travel Order&lt;br&gt;4. Chancellor approves Travel order</td>
<td>None</td>
<td>10 Days</td>
<td>DAPC&lt;br&gt;CAPC&lt;br&gt;APFC/ADPFC&lt;br&gt;Chancellor&lt;br&gt;Office of the Chancellor&lt;br&gt;HRDO</td>
</tr>
</tbody>
</table>

| TOTAL:                    | None | 10 Days |

6. Gathering of documents and preparation of Basic Papers for newly hired/renewed Faculty.
Attachment/s for the issuance and approval of Appointment

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NA</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

*Renewal
1. Personal Data Sheet
2. Assumption of Duty
3. Approval of Appointment

*New Faculty/Lecturer
1. Personal Data Sheet
2. NBI Clearance
3. Medical Certificate
4. Assumption of Duty
5. Birth Certificate
6. Notice of Approval

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENTY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits requirements</td>
<td>1. IM Admin Assistant collects and collates documents for preparation of basic paper</td>
<td>None</td>
<td>5 Days</td>
</tr>
<tr>
<td></td>
<td>2. Director signs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Staff forwards to the Office of Dean for CAPC and Dean’s Signature.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. CSS Staff forwards the same to other signatories until documents are forwarded to the HRDO for the processing of Original appointment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** | None | 5 Days |
7. Assisting during advance student registration and regular enrolment schedule  EXTERNAL SERVICE

Advance registration for BSME freshmen and regular enrolment for MM

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director, Institute of Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NA</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearance form duly signed by the Dean</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| (BSME) Advance enrolment – Present admission slip (BSME Regular enrolment) – | 1. Issues Admission Slip 2. Adviser checks on the subjects pre-enlisted and makes sure that GE’s required are taken/enrolled. 3. Staff / Director tags ADVISED in the SAIS 3. Student proceeds with the enrollment process | None | 2 Minutes | Administrative Assistant II Institute of Management  
director  
Adviser |
| - Form 5 - Secures clearance form | | | | |
| (MM) - Secures clearance form - Fill up IM Directory | 1. Issues clearance form and Directory 2. Adviser checks on the subjects to be taken and makes sure that prerequisites are taken. 3. Staff / Director tags ADVISED in the | | 3 Minutes / student | |
| | | | | |

77
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Staff enlist subjects in the SAIS.</td>
</tr>
<tr>
<td>4.</td>
<td>Student proceeds to form 5 printing and pay tuition fee.</td>
</tr>
<tr>
<td>5.</td>
<td>Returns to IM staff for class cards</td>
</tr>
<tr>
<td>6.</td>
<td>Staff issues class cards and forward enrolment documents to OUR after collating/after enrolment period</td>
</tr>
</tbody>
</table>

**TOTAL:** None 8 minutes
College of Arts and Communications Office of the Dean

External Services
1. Preparation of Lecturer salaries

Processing of CAC lecturer salaries every end of the month.

**Office or Division:** College of Arts and Communication  
**Classification:** Simple  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** CAC Faculty

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily Time Record, Appointment, Faculty Service Record</td>
<td>CAC Dean’s Staff Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit DTR, Appointment and Faculty Service Record | 1. Accept and process the submitted DTR, Appointment and Faculty Service Record | None | 3 Days | Administrative Assistant II  
College of Arts and Communication |

**TOTAL:** None  
3 Days

2. Preparation of Stipends, FRASDP of faculty on study leave.

Processing of transportation and book allowance of faculty on study leave every end of the month.

**Office or Division:** College of Arts and Communication  
**Classification:** Complex  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** CAC Faculty

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Fellowship /FRASDP contract, report of grades and progress report.</td>
<td>CAC Dean’s Staff Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY</th>
<th>FEES</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Fellowship / FRASDP contract, report of grades and progress report.</td>
<td>CAC Dean’s Staff Office</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>FEES</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAC Dean’s Staff Office</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. **Preparation of travel documents**

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

<table>
<thead>
<tr>
<th>ACTION</th>
<th>TO BE PAID</th>
<th>TIME</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit local fellowship/FRASDP contract.  
2. Submit report of grades every end of semester.  
3. Submit progress report every end of the semester | Accept submitted documents and process every end of the month | None | 7 Days |
| **TOTAL:** | None | 7 Days | Administrative Assistant II  
College of Arts and Communication |

**Office or Division:** College of Arts and Communication
### Preparation of faculty clearances for renewal

Processing of CAC temporary faculty clearances for renewal of contract.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>CAC Faculty</td>
</tr>
</tbody>
</table>

#### Checklist of Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearance form and DAPC/CAPC approval for faculty renewal</td>
<td>CAC Dean’s Staff Office</td>
</tr>
</tbody>
</table>

#### Client Steps

<table>
<thead>
<tr>
<th>Steps</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Fill-out clearance form and submit to college/office concerned</td>
<td>Facilitate accomplishment of clearances</td>
<td>None</td>
<td>20 Days</td>
</tr>
</tbody>
</table>

**TOTAL:** None  20 Days

---

5. Preparation of faculty clearances for renewal

Processing of CAC temporary faculty clearances for renewal of contract.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
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</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
<tr>
<td>Who may avail:</td>
<td>CAC Faculty</td>
</tr>
</tbody>
</table>

#### Checklist of Requirements

<table>
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<tr>
<th>Requirements</th>
<th>Where to Secure</th>
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<tbody>
<tr>
<td>Clearance form and DAPC/CAPC approval for faculty renewal</td>
<td>CAC Dean’s Staff Office</td>
</tr>
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</table>

#### Client Steps

<table>
<thead>
<tr>
<th>Steps</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Fill-out clearance form and submit to college/office concerned</td>
<td>Facilitate accomplishment of clearances</td>
<td>None</td>
<td>20 Days</td>
</tr>
</tbody>
</table>

**TOTAL:** None  7 Days
6. Assist faculty by providing needed equipment for classes
Providing equipment needed for classes as requested by faculty concerned.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>CAC Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE | CAC Technician’s Office. |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit equipment request form – indicate equipment to borrow</td>
<td>Accept submitted form-for Dean’s approval</td>
<td>None</td>
<td>3 Days</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

7. Assist student by providing needed equipment for laboratory classes
Assisting students for setting-up laboratory equipment e.g. video camera, audio console, microphone, speakers and computers as requested by students concerned.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE | CAC Technician’s Office. |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit request letter and equipment reservation form</td>
<td>Accept submitted request letter and equipment reservation form-for Dean’s</td>
<td>None</td>
<td>3 Days</td>
</tr>
</tbody>
</table>
8. Assist student organizations by providing needed equipment during events
Assisting students by setting-up lighting equipment and audio equipment e.g. spotlights, audio console, microphones and speakers.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

- Request letter, equipment reservation form

**WHERE TO SECURE**

- CAC Technician’s Office.

**CLIENT STEPS**

- Submit request letter and equipment reservation form (5 days before the event)
- Accept submitted letter request and equipment reservation form-for Dean’s approval

**FEES TO BE PAID**

- None

**PROCESSING TIME**

- 3 Days

**PERSON RESPONSIBLE**

- Administrative Aide III
- College of Arts and Communication

---

9. Assist University activities for live streaming events
Setting-up visual equipment and audio equipment e.g. video camera, tripod, spotlights, audio console, microphones and speakers for live streaming events as requested by UP Baguio concerned offices.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB / UPS stakeholders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

- Request letter, equipment reservation form, facility reservation form

**WHERE TO SECURE**

- CAC Technician’s Office.

**CLIENT STEPS**

- Submit request letter, equipment reservation form, facility
- Accept submitted letter request, equipment

**FEES TO BE PAID**

- None

**PROCESSING TIME**

- 7 Days

**PERSON RESPONSIBLE**

- Administrative Aide III
- College of Arts and Communication
reservation form (5 days before the event)  
reservation form, facility reservation form – for Dean’s approval  
Communication

| TOTAL: | None | 7Days |

10. Assist non-UP activities for live streaming events
Setting-up visual equipment and audio equipment e.g. video camera, tripod, spotlights, audio console, microphones and speakers for live streaming events as requested by non-UP organizations.

Office or Division: College of Arts and Communication

Classification: Complex

Type of Transaction:  
G2C – Government to Client  
G2G – Government to Government  
G2B – Government to Business

Who may avail:  
UPB / UPS stakeholders  
Other government agencies (CHED, DOST, etc.)  
Other businesses

CHECKLIST OF REQUIREMENTS  
WHERE TO SECURE

Request letter, equipment reservation form, facility reservation form  
CAC Technician’s Office.

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

Submit request letter, equipment reservation form, facility reservation form (5 days before the event)  
Accept submitted letter request, equipment reservation form, facility reservation form – for Dean’s approval  
Overtime pay for Weekends (1,000.00 8:00AM-5:00PM)  
7 Days  
Administrative Aide III  
College of Arts and Communication

| TOTAL: | 7 Days |
1. Encode, print and distribute letters, notices, memorandum and other communication documents.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB / UPS stakeholders</td>
</tr>
<tr>
<td></td>
<td>2. Other government agencies</td>
</tr>
<tr>
<td></td>
<td>3. Other businesses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter / notices / memorandum / other communications</td>
<td>CAC Dean’s Staff Office.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept and receive; draft the letter, notice, memo, other communication documents; and record to logbook and forward to appropriate office/s</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II College of Arts and Communication</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide III College of Arts and Communication</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>None</th>
<th>3 Days</th>
</tr>
</thead>
</table>
1. **Issuance and Signing of University Clearance** - Issued to students and Alumni to be cleared of any accountability/ies from the university.

| Office or Division: | College of Arts and Communication |
2. Issuance of Certifications (General Weighted Average, # of Units Earned, Year Level Standing, # of Remaining Subjects (Not yet on MRR), Descriptive titles of Subjects taken for validation) - Certifications needed by students, Alumni applying for scholarship, employment, transferring to other UP units/schools, for further studies, and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Undergraduate, graduate students, Alumni</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit accomplished request form, pay fees at the Cashier’s Office</td>
<td>Accept, check student records, process the request</td>
<td>P20.00/page</td>
<td>Half day/1 day depending on the request</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** P20.00/page Half day/1 Day

3. Issuance of Transfer Permit - Issued to students who are qualified to transfer to other UP units.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Undergraduate, graduate students, Alumni</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit accomplished request form, pay fees at the Cashier’s Office</td>
<td>Accept, check student records, process the request</td>
<td>P20.00/page</td>
<td>Half day/1 day depending on the request</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** P20.00/page Half day/1 Day
### 4. Process Talent Determination Test (TDT) applications for the Fine Arts Program -

Processing of TDT forms to take the qualifying examination for the Fine Arts program.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>New undergraduate Freshmen (Outsiders), Shiftees, Transferees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TDT application form, PSA Birth Cert., OTR, Senior High School card, ID pictures</td>
<td>Office of the College Secretary/Download from the UPB website</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit duly</td>
<td>1. Accept, print</td>
<td>None</td>
<td>1 month</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>P20.00/page</th>
<th>Half day/1 Day</th>
</tr>
</thead>
</table>
accomplished application form online or personal, attached other requirements

| submitted applications for the College Secretary’s approval-process & inform the applicant online 2..Coordinate with the Office of Guidance & Counseling for Psychological Test schedule, 3..Issue Test permits A and B for CFA/BFA applicants. 4.Submit final list of qualified applicants to the FA Faculty |
| received applications either online/personal everyday within the period specified on or before the TDT exam |

TOTAL: None 1 month

5. Answer queries, give necessary information regarding CAC programs to clients
Dissemination of official information to clients either by way of formal or informal communication.

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB students, Alumni, outsiders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| Brochure and CAC program checklists | Office of the College Secretary |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Client either make a call thru official CAC telephone, email to CAC UPB email add or</th>
<th>Receive immediately the call and answer the client with 100% satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
6. **Printing and Posting of Final Class Schedules for the Regular Semester & Midyear Term**

The ability to inform/disseminate class schedules to students in advance.

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty, students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Bulletin Boards for announcements/updates</td>
<td>Answers other queries related to course offerings based on final list submitted by the Dept. Chairs</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 minutes

---

7. **Assist in the Issuance of Admission slips to CAC students during the enrolment of upper-class undergraduate and graduate students.**

Assistance to the College Secretary during regular enrolment to ensure efficiency.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secure college</td>
<td>Admit student in</td>
<td>None</td>
<td>3 - 5</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 minutes
8. Process underload/overload applications, waiver of pre-requisites, substitution forms. - Processing of academic requirements needed by students during enrolment.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

*Preliminary Form 5A, underload/overload, waiver of pre-req, substitution forms*  
Office of the College Secretary

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit accomplished forms</td>
<td>Accept, check and sign by Adviser, Dept Chair, College Sec, Dean</td>
<td>None</td>
<td>3 - 5 minutes/for 3 days duration of enrolment</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 - 5 minutes/for 3 days duration of enrolment

9. Process Maximum Residency Rule (MRR) applications of graduate students on or before the deadline  
Processing of academic requirements for readmission of some students dismissed from the program/university.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td></td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

*Maximum Residency Rule (MRR) applications of graduate students*  
Office of the College Secretary

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit accomplished forms</td>
<td>Accept, check and sign by Adviser, Dept Chair, College Sec, Dean</td>
<td>None</td>
<td>3 - 5 minutes/for 3 days duration of enrolment</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 - 5 minutes/for 3 days duration of enrolment
### Classification: Complex

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB CAC graduate students

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MRR application form, letter of request</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit request letter</td>
<td>Accept letter of request, issue MRR application form for approval by the Dean, and process MRR upon endorsement to the OCS by the program Head.</td>
<td>None</td>
<td>7 Days</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

---

10. Process Change Matriculation, Dropping of Subjects, Leave of Absence, Cross-Registration, Shifting Applications

Processing of forms related to student academic load and status of enrolment.

### Classification: Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB CAC students

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Matriculation form, Dropping slip, LOA forms, Cross-reg forms, university clearance</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit accomplished forms</td>
<td>Accept forms for checking and approval by the Inst/Prof., Adviser, College Secretary, Dean</td>
<td>Dropping Fee = P30.00 LOA Fee = P150.00</td>
<td>1 Day</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day
11. Prepare, evaluate candidates for nomination to Honor Society (Phi Kappa Phi Honor Society, Inc) - Submission of related information/documents pertaining to scholastic records of a student for membership.

<table>
<thead>
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<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB CAC students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>Students with good scholastic records (GWA as specified)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter of request addressed to the Dean</td>
<td>Accept request, check student records, prepare final list and send electronic copy to Phi Kappa Phi, Inc.</td>
<td>None</td>
<td>2 Days</td>
</tr>
</tbody>
</table>

| Administrative Assistant II |
| College of Arts and Communication |

**TOTAL:** None 2 Days

12. Support Service in Scholar’s Convocation (posting of notices & names of qualified students. Assist the College Secretary and the Dean in the issuance of certificates

Awareness of student participation/attendance during the college scholar’s convocation, assistance & support to the College Secretary and Dean.

<table>
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<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB CAC students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>Students with good scholastic records (GWA as specified)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check bulletin board of list of</td>
<td>Accept queries, verification from</td>
<td>None</td>
<td>3 minutes</td>
</tr>
</tbody>
</table>

| Administrative Assistant II |
| College of Arts and Communication |
qualified students | students, check masterlist/records of student | College of Arts and Communication

**TOTAL:** None 3 minutes

13. **Support Service in Commencement Exercises (Checking of attendance & issuance of candles before the program proper in their official venue)**

Provide support service to the university during Commencement exercises.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB CAC students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the College Secretary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Follow proper arrangement of line-up as specified during orientation/practice</td>
<td>Check attendance, distribute candles to graduates, issue graduation token from CAC before the graduation rites</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 minutes

14. **Preparation for Freshmen orientation per college (Checking of attendance before the program proper, issuance of checklists per programs and academic handbook)**

Provide support service to the college during Freshmen orientation.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
### New Transaction

**Who may avail:** UPB CAC students

#### CHECKLIST OF REQUIREMENTS

| Final list of Freshmen blocks per program | Office of the College Secretary |

#### WHERE TO SECURE

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proceed to venue of orientation and sign up attendance sheets</td>
<td>Issue academic handbook and program checklists</td>
<td>None</td>
<td>3 minutes</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 minutes

---

**15. Issue Students’ Password for the Online Faculty Evaluation and Pre-enlistment every semester**

To ensure efficient and effective processes of online Faculty evaluation and student’s pre-enlistment.

---

### New Office or Division

**Office or Division:** College of Arts and Communication

**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB CAC students

#### CHECKLIST OF REQUIREMENTS

| Final list of CAC students and their computerized passwords | Office of the College Secretary |

#### WHERE TO SECURE

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students will present their Ids to claim their password</td>
<td>Issue passwords immediately</td>
<td>None</td>
<td>3 minutes</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 minutes

---

**16. Issue application for graduation to all CAC prospective candidates for graduation every semester and Midyear term**
To ensure proper monitoring of all prospective candidates for graduation every semester & Midyear.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Arts and Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB CAC students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduation forms, Alumni, Data Privacy Consent forms</td>
</tr>
<tr>
<td>Office of the College Secretary</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students will get application forms</td>
<td>Issue graduation application, Alumni &amp; Data Privacy Consent Forms</td>
<td>P600.00</td>
<td>Administrative Assistant II College of Arts and Communication</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 -3 minutes per student for a period of 1 month</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** P600.00 1 month
College of Science Office of the Dean
External Services
### 1. Signing of Clearance

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Science</th>
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</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:    | 1. UPB Students  
|                   | 2. UPB Graduates |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biology Instruments Room</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Received the Clearance form once the signatures are complete and immediately signed by the Dean or Authorized person. | None | 1 Minute | Administrative Assistant II  
College of Science/ Administrative Aide III  
College of Science  
Dean  
College of Science |

**TOTAL:** None  
1 Minute

### 2. Request for Good Moral Character from the Dean

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:    | 1. UPB Students  
|                   | 2. UPB Graduates |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean’s Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill out Request of GMC form.  
2. Pay at the Cash Office | P20.00 | 1 Day | Administrative Aide III  
College of Science |
### 3. Reservation of IB Rooms

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

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<th>WHERE TO SECURE</th>
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<tbody>
<tr>
<td>Dean’s Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get an Activity Form from ODSA 2. Fill out Reservation form from the Dean’s Office.</td>
<td>None</td>
<td>2 Days</td>
<td>Administrative Assistant II College of Science/ Administrative Aide III College of Science</td>
</tr>
</tbody>
</table>

#### TOTAL:

| None | 2 Days |

### 4. Request for the use of Laboratory Facilities and Equipment

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Dean, College of Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:     | 1. UPB Students  
2. Students from other schools |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter of request addressed to</td>
</tr>
</tbody>
</table>

#### TOTAL:

| None | 2 Days |

---

101
1. Submit a letter request to the Dean for Endorsement; and
2. Await for the Person In-charge’s approval.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Person in charge will schedule the best time to use the Laboratory.</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II&lt;br&gt;College of Science/Administrative Aide III&lt;br&gt;College of Science&lt;br&gt;&lt;br&gt;Dean&lt;br&gt;College of Science</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>None</th>
<th>7 Days</th>
</tr>
</thead>
</table>
1. Signing of Faculty Service Record and Faculty Overload Claims.

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<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Duly accomplished Faculty Service Record.
2. Necessary attachments for Faculty overload claims.

**WHERE TO SECURE**

Office of the College Secretary

**CLIENT STEPS**

1. Fill out completely and accurately the FSR form.
2. Complete attachments for overload claims.

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Endorsed by the College Secretary. 2. Approved by the Dean.</td>
<td>None</td>
<td>7 days</td>
<td>College Secretary College of Science Dean College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

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

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Students 3. Teachers from Public and Private Schools 2. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Must complete the number of hours of training/seminar.

**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Organizer and the Dean will sign the</td>
<td>None</td>
<td>2 days</td>
<td>Dean College of</td>
</tr>
</tbody>
</table>

1. Organizer
certificates.

| TOTAL:     | None | 2 Days |

3. Endorsement of the Dean for the Request for RLC; Request for Study Load Credit; Request for RDG; Request for Sabbatical Leave, Study Leave with pay and Request for travel on official time (local).

<table>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

1. Letter of request
2. Necessary attachments.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of request to the Dean, endorsed by DAPC.</td>
<td>1. Endorsed by the Dean. 2. Endorsed by APFC. 3. Approved by the Chancellor</td>
<td>None</td>
<td>14 days</td>
<td>1.DAPC 2. Dean 3. APFC 4.Chancellor</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 14 days |

4. Signing of Thesis (Hardbound copy)

<table>
<thead>
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<th>Office or Division:</th>
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<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

2. Must at least have 3 copies; 1 for the Student, 1 for the College of Science and 1 for the Library.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit to the Dean’s Office the</td>
<td>1. Signed by the Dean.</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>
5. Preparation of data for annual report, PBB, THE and other reports required by CHED, OVPAA etc.

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UP System</td>
</tr>
<tr>
<td></td>
<td>2. Other Government Agencies (CHED, DOST)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Letter or email requesting Data of Research, Extensions, Publications, Conferences attended and RDGs.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit letter or email request to the Dean’s Office containing required data needed and the due date of submission. | 1. The Dean will delegate the data gathering and collation to the designated Staff. 2. Once gathered and collated, the Dean will approve the data for submission. | None | 2 Weeks | Administrative Aide III  
College of Science  
Dean  
College of Science |

**TOTAL:** None 2 Weeks

6. Gathering of documents and preparation of Basic Papers for newly hired Faculty.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of</td>
<td>NA</td>
</tr>
<tr>
<td>Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NA</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

The new employee must submit 3 copies of PDS, NBI Clearance, Medical Certificate, Oath of Office, Assumption of Duty, Birth Certificate etc. to the Dean’s office for the preparation of his/her Basic Paper.

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit requirements for the basic paper</td>
<td>Collated by the Dean’s Office Staff and submit to HRDO for the processing of Original appointment.</td>
<td>None</td>
<td>one week</td>
<td>Administrative Assistant II College of Science 2.DAPC 3.CAPC</td>
</tr>
</tbody>
</table>

**TOTAL:** None One week
College of Science Office of the Secretary
External Services
1. Issuance of Certification of GWA

For medical school application; master’s application; employment purposes; scholarship purposes

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<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
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<tr>
<td>Who may avail:</td>
<td>Students/ alumni</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up request form; 2. Attach photocopy of True Copy of Grades or OTR; 3. Pay certification fee to cashier’s office.</td>
<td>1. The OCS will accept and receive the request; 2. The OCS will compute the GWA 3. The OCS will prepare the Certification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.00</td>
<td>3 Days</td>
</tr>
</tbody>
</table>

TOTAL: 20.00 2 Days

2. Issuance of Certification Requests on Non-Issuance of Class Ranking, Units Earned, Remaining Subjects, Year Level Standing - for medical school application; master’s application; employment purposes; scholarship purposes.

<table>
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<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up request</td>
<td>1. The OCS will</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.00</td>
<td>1 Day</td>
</tr>
</tbody>
</table>

TOTAL: 20.00 1 Day
### 3. Issuance of request for photocopy of Form 5 or TCG – for student’s requesting a 2\(^{nd}\) copy for the reason of lost Form 5 or TCG.

<table>
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<td>Who may avail:</td>
<td>Students/ alumni</td>
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</thead>
</table>

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<th><strong>CLIENT STEPS</strong></th>
<th><strong>AGENCY ACTION</strong></th>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up request form; 2. Pay photocopy fee to cashier’s office.</td>
<td>1. The OCS will accept and receive the request; 2. The OCS will photocopy the CS-OCS copy of Form 5 or TCG.</td>
<td>20.00</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** 20.00 1 Day

### 4. Issuance of Certification of Course Descriptions – request of students who are transferees.

<table>
<thead>
<tr>
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**CHECKLIST OF REQUIREMENTS**

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<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up request</td>
<td>1. The OCS will</td>
<td>20.00</td>
<td>1 Day</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

**TOTAL:** 20.00 1 Day
1. Fill up validation or equivalencies Form;
2. Pay Validation fee/ Equivalencies fee to the Cashier’s office.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The OCS will accept and receive the request; 2. The OCS will prepare the Certification.</td>
<td></td>
<td>40.00</td>
<td>7 Days</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** 40.00 7 Days

5. **Issuance of Validation Permit or Equivalencies if any** – request of transfer students from other school.

- **Office or Division:** College of Science - Office of the College Secretary
- **Classification:** Complex
- **Type of Transaction:** G2C – Government to Client
- **Who may avail:** Students

<table>
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<tr>
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<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Validation/ Equivalencies Form</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<th>PROCESSING TIME</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up validation or equivalencies Form; 2. Pay Validation fee/ Equivalencies fee to the Cashier’s office.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<tbody>
<tr>
<td>1. The OCS will accept and receive the request; 2. The OCS will prepare the Certification.</td>
<td></td>
<td>40.00</td>
<td>7 Days</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** 40.00 7 Days

6. **Issuance and processing of Removal Permits/ Completion Permits** – for removal or completion of grades of students who incurred a grade of 4.0 or Inc.

- **Office or Division:** College of Science - Office of the College Secretary
- **Classification:** Highly Technical
- **Type of Transaction:** G2C – Government to Client
- **Who may avail:** Students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Removal/Completion Permit Form</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up removal or completion permits Form; 2. Pay removal or completion permits fee to the Cashier’s office.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The OCS will accept and receive the request; 2. The OCS will prepare the Certification.</td>
<td></td>
<td>40.00</td>
<td>7 Days</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** 40.00 7 Days
1. Fill up removal/completion permit;  
2. Pay the removal/completion fee at the Cashier’s Office.

<table>
<thead>
<tr>
<th>BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. The OCS will process the removal/completion permit;  
2. The instructor and the College Secretary will sign the removal/completion permit; | 20.00 | 3 Days |

**TOTAL:** 20.00 2 Days

### 7. Issuance and processing of Leave of Absence

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill up Leave of Absence Form and have it signed by his/her parents;  
2. If enrolled, have all his/her instructors sign the LOA Form and indicate class standing;  
3. Attach University Clearance;  
4. Have the Adviser sign the LOA form;  
5. Pay the LOA Fee at the Cashier’s Office. | 1. The OCS will accept the Leave of Absence Form;  
2. The OCS will check all the attachments in filing LOA.  
3. The OCS will process the LOA Form and have the College Secretary sign and the Dean.  
4. The OCS will issue to the client the student’s copy of LOA Form. | 150.00 | 2 Days |

**TOTAL:** 150.00 2 Days
8. Issuance and processing of Shifting Forms – for students who want to shift to from other Colleges to CS or from another CS program.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE | CS-OCS |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up Shifting Form; 2. Have the adviser of old program and adviser of the new program sign and endorsed the Shifting form.</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Day

9. Issuance and processing of Dropping Slips

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE | CS-OCS |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up Dropping Slip Form; 2. Have the Instructor sign the dropping slip form and indicate class standing;</td>
<td>1. The OCS will accept the dropping slip form; 2. The OCS will process the dropping slip form and have it</td>
<td>30.00 per subject</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>
3. Have the adviser sign the dropping form. signed by the College Secretary and the Dean. 3. The OCS will forward the dropping slip to the OUR for Registrar’s signature.

| TOTAL: | 30.00 | 1 Day |

### 10. Issuance and processing of Change Matriculation Forms

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up Change Matriculation Form; 2. For class authorized, have the subject signed by the Instructor; For class cancelled, the instructor initial the subject to be cancelled.</td>
<td>1. The OCS will accept the Change Matriculation Form; 2. The OCS will check filled up change matriculation form. The form should be initialled by the instructors for cancelled, change matriculation and add matriculation. For add matriculation, the instructor should print his/her name and signed in the authorized class portion.</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

| CS-OCS |

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Administrative Assistant II  
College of Science |
### 11. Issuance of Admission Slips for undergraduate and graduate students; processing of Underload/Overload forms; Waiver of Pre-requisites as needed

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The student will present his/her student ID and True Copy of Grades before OCS will issue an admission slip.</td>
<td>1. The OCS will issue Admission Slip to student. 2. The OCS will process the underload/overload forms; waiver of pre-requisites as needed by the student.</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** None | 1 Day

---

### 12. Processing of Cross-Registration Forms

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The student will process the Cross-</td>
<td>1. The OCS will process the filled – up cross-</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

**TOTAL:** None | 1 Day
Registration Form together with the University Clearance.  
2. The student will have the form signed by signatories. 

| registration form and indicate the grades of the student with pre-requisites. | Science |

| TOTAL: | None | 1 Day |

13. **Distribution of Student's password for FEC** – the student passwords are issued to student’s for Faculty Evaluation before pre-enlistment.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
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<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Student Password</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The student will present to CS-OCS student ID or Form 5 to claim his/her student password.</td>
<td>1. CS-OCS will issue student password to the student.</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 1 Day |

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>College of Science - Office of the College Secretary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application for Graduation</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The student will process application for</td>
<td>1.CS-OCS will check and process the</td>
<td>600.00</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>
graduation and alumni information card.
2. The student will pay the graduation fee and alumni fee to the cashier’s office.

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List of graduating student for 1 Academic Year from the OUR</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Graduating students will have to be at the venue before the program for checking of his/her attendance.</td>
<td>CS-OCS will highlight the name of the graduating student. After the checking of attendance, the list will be forwarded to the CS Dean.</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 1 Day |

15. Checking of attendance during graduation

- Office or Division: College of Science - Office of the College Secretary
- Classification: Simple
- Type of Transaction: G2C – Government to Client
- Who may avail: Graduating students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List of graduating student for 1 Academic Year from the OUR</td>
<td>CS-OCS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>PROCESSING TIME</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Graduating students will have to be at the venue before the program for checking of his/her attendance.</td>
<td>CS-OCS will highlight the name of the graduating student. After the checking of attendance, the list will be forwarded to the CS Dean.</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Assistant II College of Science</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 1 Day |
Human Kinetics Program
External Services
1. Reservation for the use of HKP facilities from offices/agencies/organizations; and forward requests for action/s to Human Kinetics Program Coordinator

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Kinetics Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
                       | 2. G2C – Government to Government |
| Who may avail:     | Non-UP personnel       |

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

<table>
<thead>
<tr>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
|              | 1. Submit a written letter request address to Program Coordinator 
2. When approved, requester must pay the rental fee at the Cashier's Office 
3. Requesting party shall then present the official receipt to the HKP office 
4. Fill-up reservation form | 1. Accept and receive the written request 
2. When request is approved, paid necessary fees, HKP office will contact the requester & issue a reservation form (3 copies) | Rate varies | 3 Days | Administrative Aide IV Human Kinetics Program |

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>Rate varies</th>
<th>3 Days</th>
</tr>
</thead>
</table>

119
2. Processing of Pre-order PE uniform

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Kinetics Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB students / stakeholders</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UP ID / Form 5</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Choose what size of t shirts and/or shorts to order</td>
<td>1. Issue receipt once paid 2. Finalize order, contact and pay the supplier 3. Supplier will ship the order; HKP staff will claim 4. For printing, HKP will contact and pay another supplier 5. Supplier will deliver finish product</td>
<td>Price varies</td>
<td>7 Days</td>
<td>1. Client Administrative Aide IV Human Kinetics Program</td>
</tr>
<tr>
<td>2. Enlist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Pay fees</td>
<td></td>
<td></td>
<td></td>
<td>3. Supplier</td>
</tr>
<tr>
<td>4. Await for notification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>Price varies</th>
<th>3 Days</th>
</tr>
</thead>
</table>

3. Handle daily incoming calls, refer and await Coordinator's action – if needed

The extent to ensure that the caller's needs are responded and achieve a high level of satisfaction.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Kinetics Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB stakeholders 2. Other government agencies 3. Other businesses (BBEAL)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request</td>
<td></td>
</tr>
</tbody>
</table>

120
4. Signing and issuance of clearance
Clearance is necessary to check for any accountability acquired by the concern requester

Office or Division: Human Kinetics Program
Classification: Simple
Type of Transaction: G2C – Government to Client
Who may avail: UPB students/stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clearance form &amp; UP ID</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 2. Attach Authorization letter if the concern student are not able to process his/her clearance 2. Log in the record book | | | | Administrative Aide III Human Kinetics Program

TOTAL: None 3 Days

5. Issuance of sporting goods for class/varsity/for recreational
Sporting goods are usually needed during PE classes, Varsity training and for recreational

Office or Division: Human Kinetics Program
Classification: Simple
Type of Transaction: G2C – Government to Client
### Who may avail:
UPB students/stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UP ID</td>
<td></td>
</tr>
<tr>
<td>2. HKP Borrower’s form</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-in borrower’s form and surrender UP ID  
2. Return borrowed equipment after use – a fine of Php50.00 will be charged for unreturned / damaged item/s | 1. Property Custodian will sign the form & issue the request equipment | None | 3 Days | Administrative Aide III  
Human Kinetics Program |

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td>3 Days</td>
</tr>
</tbody>
</table>
Office of Public Affairs
External Services
1. Address telephone inquiries (from within UP Baguio and from outside UP Baguio)

<table>
<thead>
<tr>
<th>Classification:</th>
<th>Simple</th>
</tr>
</thead>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail: | 1. UPB / UPS stakeholders, Alumni  
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
3. Media and other stakeholders |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept and note the verbal request</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>3 Days</td>
<td></td>
</tr>
</tbody>
</table>

2. Address email inquiries (from within UP Baguio and from outside UP Baguio)

<table>
<thead>
<tr>
<th>Classification:</th>
<th>Simple</th>
</tr>
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</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail: | 1. UPB / UPS stakeholders, Alumni  
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
3. Media and other stakeholders |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept and note the verbal request</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>3 Days</td>
<td></td>
</tr>
<tr>
<td>electronic mail regarding the request</td>
<td>send an acknowledgment email</td>
<td>Assistant II Office of Public Affairs</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------</td>
<td>----------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>3 Days</td>
<td></td>
</tr>
</tbody>
</table>

### 3. Address face to face inquiries

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                        | 2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders, Alumni  
                        | 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
                        | 3. Media and other stakeholders |

#### CHECKLIST OF REQUIREMENTS

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#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inquire at OPA 1. Accept and note the verbal request</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                        | 2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders, Alumni  
                        | 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
                        | 3. Media and other stakeholders |

#### CHECKLIST OF REQUIREMENTS

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<thead>
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</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter request / invitation 1. Accept / receive, reproduce, and distribute the documents and</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>
2. OPA will record to logbook and forward to appropriate office/s

| TOTAL: | None | 3 Days |

5. Preparation and processing of financial documents (DV, ORS/BURS, etc.) related to the payment / reimbursement of meals, honoraria and other expenses of OPA-hosted activities

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
                       | 2. G2G – Government to Government  

| Who may avail: | 1. UPB / UPS stakeholders, Alumni  
                       | 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
                       | 3. Media and other stakeholders |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reimbursement of meals</strong>:</td>
<td>1) Attendance sheet, 2) Notice of meeting, 3) PR, and 4) Certificate of emergency purchase</td>
</tr>
<tr>
<td><strong>Payment of Honoraria</strong>:</td>
<td>1) One shot appointment, and 2) Certificate of Service rendered</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Preparation of the vouchers  
2. The OPA Director will sign  
3. OPA will scan and attach to UIS, record to logbook and forward to appropriate office/s | None | 3 Days | Administrative Assistant II Office of Public Affairs  
Direct Office of Public Affairs  
Administrative Assistant II Office of Public Affairs |

| TOTAL: | None | 3 Days |

6. Access UIS account, provide UIS information related to payment / reimbursement of expenses charged under OPA
Office or Division: Office of Public Affairs

Classification: Simple

Type of Transaction:
1. G2C – Government to Client

Who may avail: UPB stakeholders

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request in person or via phone call</td>
<td>1. Note the verbal request</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

7. Collect, reproduce, collate and distribute documents needed in meetings

Office or Division: Office of Public Affairs

Classification: Simple

Type of Transaction: G2C – Government to Client

Who may avail: UPB stakeholders

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit pertinent documents</td>
<td>1. Accept / receive, reproduce, and distribute the documents</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

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

Office or Division: Office of Public Affairs

Classification: Highly Technical

Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

Who may avail: 1. UPB / UPS stakeholders, Alumni
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
3. Media and other stakeholders

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit articles via electronic mail</td>
<td>1. Accept and note the submission</td>
<td>None</td>
<td>20 days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td>2. Screen submission, do editing</td>
<td></td>
<td></td>
<td>Office of Public Affairs/ Director</td>
</tr>
<tr>
<td></td>
<td>3. Layout the issue, provides photos</td>
<td></td>
<td></td>
<td>Office of Public Affairs</td>
</tr>
<tr>
<td></td>
<td>4. Caption the photos, minor edit the draft</td>
<td></td>
<td></td>
<td>Director</td>
</tr>
<tr>
<td></td>
<td>5. Input the edits</td>
<td></td>
<td></td>
<td>Office of Public Affairs</td>
</tr>
<tr>
<td></td>
<td>6. Do editing</td>
<td></td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td>7. Input the edit. Do final draft</td>
<td></td>
<td></td>
<td>Office of Public Affairs</td>
</tr>
<tr>
<td></td>
<td>8. Send to printing press, upload efile to UPB website and facebook official page</td>
<td></td>
<td></td>
<td>Director</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 20 days |

9. Distribute copies of Ti Similla to all UPB faculty and offices

<table>
<thead>
<tr>
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<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
### Type of Transaction:
1. G2C – Government to Client

### Who may avail:
1. UPB faculty, REPS, administrative staff, students, alumni, UPB stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ti Similla monthly issue</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. None</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>1. Labels Ti Similla copies then distribute to all faculty and offices</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB / UPS stakeholders, Alumni</td>
</tr>
<tr>
<td></td>
<td>2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions</td>
</tr>
<tr>
<td></td>
<td>3. Media and other stakeholders</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

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<thead>
<tr>
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<tbody>
<tr>
<td>1. Ti Similla monthly issue</td>
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</table>

### CLIENT STEPS

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<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. None</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>1. Fold, labels Ti Similla copies and envelope then distribute to all subscribers</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

---

11. Photo document UPB events

<table>
<thead>
<tr>
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<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
### Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

### Who may avail:
1. UPB faculty and offices
2. Other government agencies (DOT, PIA, etc.)

### CHECKLIST OF REQUIREMENTS
1. Submit an electronic mail regarding the request

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td>1. Accept request and give copy of photos to offices who requested</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II, Office of Public Affairs/Director, Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
                      | 2. G2G – Government to Government |
| Who may avail:     | 1. UPB faculty and offices  
                      | 2. Other government agencies (DOT, PIA, etc.) |

### CHECKLIST OF REQUIREMENTS
1. Submit an electronic mail regarding the request

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td>1. Accept request and give copy of photos to offices who request</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II, Office of Public Affairs/Director, Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
</table>

### Classification:
Highly Technical

### Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

### Who may avail:
1. UPB / UPS stakeholders, Alumni
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
3. Media and other stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. The PDA/ Executive Assistant Secretary to the Chancellor submit to OPA the draft of collated report from all the colleges and offices. | 1. Selects and chooses appropriate photos for the report 2. Works with the layout artist for the design and layout 3. Provide captions for the photos used in the layout 4. Edits captions and texts of the layout | None | 20 Days | Administrative Assistant II Office of Public Affairs  
Administrative Assistant II Office of Public Affairs  
Director Office of Public Affairs  
Director Office of Public Affairs |

**TOTAL:** None 20 Days

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14. Assistance in the layout and design of the annual UPB Student Academic Handbook

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
2. G2B – Government to Business |
| Who may avail:      | 1. UPB faculty, REPS, administrative staff, students, alumni, UPB stakeholders  
2. Other government agencies (CHED) |

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY</th>
<th>FEES TO</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Student Academic Handbook</td>
<td></td>
<td></td>
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131
<table>
<thead>
<tr>
<th>ACTION</th>
<th>BE PAID</th>
<th>TIME</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Office of the University Registrar submits to OPA draft of the handbook.</td>
<td>1. Selects and chooses appropriate photos for the handbook 2. Layout handbook</td>
<td>None</td>
<td>20 Days</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 Days</td>
<td></td>
</tr>
</tbody>
</table>

15. **Layout and design of annual Graduation Program**

<table>
<thead>
<tr>
<th>Office or Division:</th>
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<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB faculty, REPS, administrative staff, students, alumni, UPB stakeholders 2. Other government agencies (CHED)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the University Registrar</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The Office of the University Registrar submits to OPA the list of graduating students, updated list of faculty, speakers, performers and guests</td>
<td>1. Layout handbook</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant II Office of Public Affairs/</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 Days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

16. **Layout and design of invites and publication materials of UPB events organized by the Office of the Chancellor**

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<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
</tbody>
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132
Who may avail: 1. UPB / UPS stakeholders, Alumni  
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
3. Media and other stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>AGENCY ACTION</td>
<td>WHERE TO SECURE</td>
</tr>
<tr>
<td>1. Layout invites and publication materials</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>20 Days</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>20 Days</td>
<td>CLIENT STEPS</td>
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<tr>
<td>20 Days</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>20 Days</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>20 Days</td>
<td>CLIENT STEPS</td>
</tr>
</tbody>
</table>

TOTAL: None 20 Days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client 
2. G2G – Government to Government 
| Who may avail:      | 1. UPB / UPS stakeholders, Alumni 
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3. Media and other stakeholders |

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<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Submit an electronic mail regarding the request</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>1. Write press release of the event</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>None</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>7 days</td>
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<td>7 days</td>
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<td>7 days</td>
<td>CLIENT STEPS</td>
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<tr>
<td>7 days</td>
<td>CLIENT STEPS</td>
</tr>
<tr>
<td>7 days</td>
<td>CLIENT STEPS</td>
</tr>
</tbody>
</table>

TOTAL: None 7 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Simple</td>
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</table>
| Type of Transaction:| 1. G2C – Government to Client 
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Who may avail:
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</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request or submit an electronic mail regarding the request</td>
<td>1. Post press releases and publication materials in bulletin boards</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>

TOTAL: None 3 days

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Public Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
                      | 2. G2G – Government to Government  
| Who may avail:     | 1. UPB / UPS stakeholders, Alumni  
                      | 2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
                      | 3. Media and other stakeholders |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit an electronic mail regarding the request; sign OPA equipment request form  
  2. Submit an electronic file, mp4 file of the publication material | 1. Play electronic file, mp4 file of the publication material in the TV lobby | None | 3 days | Administrative Assistant II Office of Public Affairs |

TOTAL: None 3 days

---

20. Sending (personal hand-carry) of invitations and programs of UPB events to the community
### Office or Division:
Office of Public Affairs

### Classification:
Simple

### Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

### Who may avail:
1. UPB / UPS stakeholders, Alumni
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
3. Media and other stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Invitation cards, program of events, publication materials</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Distribute invites, programs and publication materials</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II Office of Public Affairs</td>
</tr>
</tbody>
</table>

### TOTAL:
None 3 days

---

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

### Office or Division:
Office of Public Affairs

### Classification:
Highly Technical

### Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

### Who may avail:
1. UPB / UPS stakeholders, Alumni
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
3. Media and other stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Communicating to the public about curricular matters, research and creative work, and extension services of the University through traditional print media, traditional mass media, online media and social media</td>
</tr>
</tbody>
</table>

---

135
1. Verbal/ written request

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit an electronic mail regarding the request</td>
<td>1. Write press release of the event</td>
<td>None</td>
<td>20 days</td>
<td>Director Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

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

- **Office or Division:** Office of Public Affairs
- **Classification:** Highly Technical
- **Type of Transaction:**
  1. G2C – Government to Client
  2. G2G – Government to Government
- **Who may avail:**
  1. UPB / UPS stakeholders, Alumni
  2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
  3. Media and other stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit an electronic mail regarding the request</td>
<td>1. Write press release of the event</td>
<td>None</td>
<td>20 days</td>
<td>Director Office of Public Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

23. Assist the Office of the Chancellor and other relevant units in receiving VIPs and guests

- **Office or Division:** Office of Public Affairs
- **Classification:** Simple
- **Type of Transaction:**
  1. G2C – Government to Client
  2. G2G – Government to Government
- **Who may avail:**
  1. UPB / UPS stakeholders, Alumni
  2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions
  3. Media and other stakeholders
<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>1. Assist VIPs, guests within campus</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II Office of Public Affairs/ Director Office of Public Affairs Alumni Relations Officer</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

---

Office of Alumni Relations
External Services
1. **Alumni engagement/ organize events sponsored by UPB and UPBAA**

<table>
<thead>
<tr>
<th>Office Division: or</th>
<th>Office of Alumni Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>1. G2C – Government to Client</td>
<td></td>
</tr>
<tr>
<td>2. G2G – Government to Government</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
<tr>
<td>1. UPB / UPS stakeholders, Alumni</td>
<td></td>
</tr>
<tr>
<td>2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions</td>
<td></td>
</tr>
<tr>
<td>3. Media and other stakeholders</td>
<td></td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>1. Organize events for UPB Alumni</td>
<td>None</td>
<td>20 Days</td>
<td>Alumni Relations Officer</td>
</tr>
</tbody>
</table>

**TOTAL:**

|                  | None | 20 Days |

2. **Assist the Office of the Chancellor and other relevant units in receiving alumni visiting the campus**
### Office or Division:
Office of Alumni Relations

### Classification:
Simple

### Type of Transaction:
1. G2C – Government to Client  
2. G2G – Government to Government  

### Who may avail:
1. UPB / UPS stakeholders, Alumni  
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
3. Media and other stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request from the Chancellor</td>
<td>1. Welcome alumni and tour them around campus</td>
<td>None</td>
<td>3 Days</td>
<td>Alumni Relations Officer</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 Days |

### 3. Alumni engagement/ receive donations by UPB and UPBAA

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Alumni Relations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail:     | 1. UPB / UPS stakeholders, Alumni  
2. Partner institutions, government agencies (Baguio City Hall, DOT, PIA, etc.) and non-government institutions  
3. Media and other stakeholders

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal/ written request</td>
<td>1. Receives donations and document the event</td>
<td>None</td>
<td>3 Days</td>
<td>Alumni Relations Officer</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 Days |

139
1. Process and Pre-Audit Supplemental Project Procurement Management Plan (SPPMP)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees/offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Approved justification
2. UIS encoded and end-user initiated for approval in the UIS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td>Accept for budget clearance</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II Budget Office</td>
</tr>
</tbody>
</table>

**TOTAL:**

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
<td>3 Days</td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>

2. Process and Pre-Audit Purchase Request (PR)
<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

1. PPMP/SPPMP
2. UIS encoded and end-user initiated for approval in the UIS

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td>Accept for budget clearance</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant II Budget Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

---

### 3. Process and Pre-Audit Purchase Order (PO)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

1. Purchase Request (to include requirements of PR)
2. Abstract of canvass
3. Request for Quotation
4. Obligation or Utilization Request

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td>Accept for budget clearance</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II Budget Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

---

### 4. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Goods

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees/offices and suppliers</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

1. Purchase Order (to include requirements of PO)
2. Charge Invoice/Delivery Receipts
3. Inspection and Acceptance Report

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

**TOTAL:** NA
4. Official Receipts
5. UIS number and end-user initiated for approval in the UIS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for processing and audit</td>
<td>Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>

5. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Salaries (Plantilla and Non-Plantilla)

Office or Division: Budget Office
Classification: Complex
Type of Transaction: G2C – Government to Client
Who may avail: UPB employees/Non UPB employees

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment/Contract of Services</td>
<td>NA</td>
</tr>
<tr>
<td>2. Certificate of Service/completion</td>
<td></td>
</tr>
<tr>
<td>3. Obligation or Utilization Request</td>
<td></td>
</tr>
<tr>
<td>4. UIS number and end-user initiated for approval in the UIS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for processing and audit</td>
<td>Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>

6. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Honoraria/Professional Services

Office or Division: Budget Office
Classification: Complex
Type of Transaction: G2C – Government to Client
Who may avail: UPB employees/Non UPB employees/clients

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment/Contract of Services</td>
<td>NA</td>
</tr>
<tr>
<td>2. Certificate of Service/completion</td>
<td></td>
</tr>
<tr>
<td>3. Obligation or Utilization Request</td>
<td></td>
</tr>
<tr>
<td>4. UIS number and end-user initiated for approval in the UIS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for processing and audit</td>
<td>Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>
7. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Utilities (water, electricity, security, janitorial, telephone, internet)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Offices and suppliers</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Statement of Account/Billing Statement
2. Contract (if applicable)
3. Certification (if applicable)
4. Obligation or Utilization Request
5. UIS number and end-user initiated for approval in the UIS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Submit for processing and audit

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II Budget Office</td>
</tr>
</tbody>
</table>

**TOTAL:**

| None | 7 Days |

8. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Government mandates/contributions (GSIS, ECC, PhilHealth, Pag-Ibig)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Schedule of deductions
2. Billing statement

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Submit for processing and audit

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II Budget Office</td>
</tr>
</tbody>
</table>

**TOTAL:**

| None | 7 Days |

9. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Repairs and maintenance

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td></td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

| None | 7 Days |
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | UPB Offices and suppliers |

**CHECKLIST OF REQUIREMENTS | WHERE TO SECURE**

| 1. Purchase Order (to include requirements of PO) | NA |
| 2. Pre-repair and post-repair inspection report | NA |
| 3. Charge Invoice | NA |
| 4. Inspection and acceptance | NA |
| 5. Obligation or Utilization Request | NA |
| 6. UIS number and end-user initiated for approval in the UIS | NA |

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

| 1. Submit for processing and audit | 1. Accept for processing and audit | None | 7 Days | Administrative Assistant II Budget Office |

**TOTAL:**

None | 7 Days |

10. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Infra projects

| Office or Division: | Budget Office |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | UPB Offices and suppliers |

**CHECKLIST OF REQUIREMENTS | WHERE TO SECURE**

| 1. Purchase Order (to include requirements of PO) or Contract whichever is applicable | NA |
| 2. Notice of Award | NA |
| 3. Notice to Proceed | NA |
| 4. Abstract | NA |
| 5. BAC resolutions | NA |
| 6. Obligation or Utilization request | NA |
| 7. Statement of work accomplished | NA |
| 8. Billing statement | NA |
| 9. Certificate of acceptance/completion | NA |
| 10. UIS number and end-user initiated for approval in the UIS | NA |

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

| 1. Submit for processing and | 1. Accept for processing and | None | 20 Days | Administrative Assistant II Budget Office |
### 11. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Travel

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees/ students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Approved request
2. Invitation
3. Travel Order
4. Itinerary of travel
5. Certificate of travel completed
6. Bus tickets
7. Boarding Pass if travelled via Plane
8. Official receipts if applicable (registration fees)
9. Certificate of appearance/participation/attendance
10. Travel report
11. Obligation or Utilization Request
12. UIS number and end-user initiated for approval in the UIS

**WHERE TO SECURE**

NA

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for processing and audit</td>
<td>1. Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
</tr>
</tbody>
</table>

**TOTAL:**

None | 7 Days

### 12. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Other Expenses (representation during meetings and other activities)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees/students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Approved request
2. Purchase Order (to include requirements of PO)

**WHERE TO SECURE**

NA
3. Abstract of quotation
4. Statement of account/Billing statement
5. Notice of meeting/Activity/Program
6. Attendance
7. Obligation or Utilization Request
8. UIS number and end-user initiated for approval in the UIS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for processing and audit</td>
<td>1. Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>

TOTAL: | None | 7 Days |

13. Process and Pre-Audit Disbursement Voucher – Payment to Suppliers of Services: Reimbursement of Expenses

Office or Division: Budget Office
Classification: Complex
Type of Transaction: G2C – Government to Client
Who may avail: UPB employees/ students

CHECKLIST OF REQUIREMENTS WHERE TO SECURE
1. Approved request letter
2. Justification/ Certificate of Emergency Purchase
3. Purchase Request (if applicable)
4. Official receipts
5. Other documentary requirements depending on the nature of expense
6. Obligation or utilization request
7. UIS number and end-user initiated for approval in the UIS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for processing and audit</td>
<td>1. Accept for processing and audit</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Budget Office</td>
</tr>
</tbody>
</table>

TOTAL: | None | 7 Days |

14. Budget Clearance/Signing of Basic Paper

Office or Division: Budget Office
Classification: Complex
Type of Transaction: G2C – Government to Client
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for budget clearance</td>
<td>1. Accept for budget clearance</td>
<td>None</td>
<td>7 days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td></td>
</tr>
</tbody>
</table>

**15. BUDGET CLEARANCE/SIGNING of NOSA**

Office or Division: Budget Office  
Classification: Complex  
Type of Transaction: G2C – Government to Client  
Who may avail: UPB employees

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for budget clearance</td>
<td>1. Accept for budget clearance</td>
<td>None</td>
<td>7 days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td></td>
</tr>
</tbody>
</table>

**16. BUDGET CLEARANCE/SIGNING of NOSI**

Office or Division: Budget Office  
Classification: Complex  
Type of Transaction: G2C – Government to Client  
Who may avail: UPB employees

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit for budget clearance</td>
<td>1. Accept for budget clearance</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>None</td>
<td>7 Days</td>
<td></td>
</tr>
</tbody>
</table>

**17. BUDGET CLEARANCE/SIGNING of Contract of Service for Resource Speakers/Lecturers, etc.**
Office or Division: Budget Office  
Classification: Complex  
Type of Transaction: G2C – Government to Client  
Who may avail: UPB employees/Non UPB employees/clients

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved request</td>
</tr>
<tr>
<td>2. Invitation</td>
</tr>
<tr>
<td>3. Basis of honoraria/professional service fee</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td>Accept for budget clearance</td>
<td>None</td>
<td>7 Days</td>
</tr>
</tbody>
</table>

TOTAL: None  
7 Days

---

**18. BUDGET CLEARANCE/SIGNING of Project Contracts of Job Orders**

Office or Division: Budget Office  
Classification: Complex  
Type of Transaction: G2C – Government to Client  
Who may avail: Non UPB employees

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved project proposal with LIB from the funding agency</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td>Accept for budget clearance</td>
<td>None</td>
<td>7 Days</td>
</tr>
</tbody>
</table>

TOTAL: None  
7 Days

---

**19. Preparation of Monthly Flash Performance Monitoring Report**

Office or Division: Budget Office  
Classification: Highly Technical  
Type of Transaction: G2G – Government to Government  
Who may avail: UP System, DBM, COA

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Statement of Obligations, Disbursements and Balances</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE TO</th>
<th>PROCESSING</th>
<th>PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit for budget clearance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 20. Preparation of Financial Monitoring Report (FMR)

<table>
<thead>
<tr>
<th>Action</th>
<th>Be Paid</th>
<th>Time</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of memo indicating deadline of submission</td>
<td>Preparation and submission on the prescribed deadline</td>
<td>None</td>
<td>20 days</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>20 Days</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Office or Division:** Budget Office  
**Classification:** Highly Technical  
**Type of Transaction:** G2G – Government to Government  
**Who may avail:** UP System, DBM, COA  

**Checklist of Requirements**

<table>
<thead>
<tr>
<th>Monthly Statement of Obligations and Balances, SARO, SUB-SARO, Cash Releases</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

**Client Steps**

<table>
<thead>
<tr>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Preparation and submission on the prescribed deadline</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>20 Days</strong></td>
<td></td>
</tr>
</tbody>
</table>

### 21. Preparation of Financial Accountability Reports (FAR)

<table>
<thead>
<tr>
<th>Action</th>
<th>Be Paid</th>
<th>Time</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issuance of memo indicating deadline of submission</td>
<td>Preparation and submission on the prescribed deadline</td>
<td>None</td>
<td>20 days</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>20 Days</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Office or Division:** Budget Office  
**Classification:** Highly Technical  
**Type of Transaction:** G2G – Government to Government  
**Who may avail:** UP System, DBM, COA  

**Checklist of Requirements**

<table>
<thead>
<tr>
<th>Monthly Statement of Obligations, Disbursements and Balances</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

**Client Steps**

<table>
<thead>
<tr>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Preparation and submission on the prescribed deadline</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>20 Days</strong></td>
<td></td>
</tr>
</tbody>
</table>

### 22. REQUEST/INQUIRY of STATUS of FUND

**Office or Division:** Budget Office
### Classification: Complex
#### Type of Transaction: G2C – Government to Client
#### Who may avail: UPB Offices

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request letter</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit request letter</td>
<td>1. Accept and prepare the requested service</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 7 Days |

#### 23. REQUEST for Funding

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Budget Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved funding by the BOR/UP President</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit proposal/DV for funding request</td>
<td>1. Accept and prepare the requested service</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer V Budget Office</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 20 Days |
1. Validation of NSTP course taken in another institution

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>NSTP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NSTP Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE**
--- | ---
1. Validation Form | Front Desk
2. Transcript of Records/Report of Grades

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit requirements to front desk</td>
<td>1. Take requirements submitted Validate records or Interview 2. Sign the form</td>
<td>None</td>
<td>5 minutes</td>
<td>Senior office aide National Service Training Program</td>
</tr>
</tbody>
</table>

**TOTAL:** None

2. Submission of list of NSTP students per component

**Office or Division:** NSTP  
**Classification:** Simple  
**Type of Transaction:** G2G – Government to Government  
**Who may avail:** CHED

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Memo</td>
<td>Front Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

**TOTAL:** None 3 Days

3. Ask for NSTP form

**Office or Division:** NSTP  
**Classification:** Simple  
**Type of Transaction:** G2G – Government to Client  
**Who may avail:** NSTP STUDENTS

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Memo</td>
<td>Front Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>None</td>
<td>3 Days</td>
<td>Senior office aide National Service Training Program</td>
</tr>
</tbody>
</table>
1. Inquire at front desk

1. Validate student enrollment

None

3 Minutes

Senior office aide
National Service Training Program

| TOTAL: | None | 3 Minutes |

### 4. Equipment borrowing

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>NSTP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NSTP STUDENTS and FACILITATORS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inquire at front desk and submit request form</td>
<td>1. Check availability of Equipment</td>
<td>None</td>
<td>3 Minutes</td>
<td>Senior office aide</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Minutes
1. Issuance of Certificate of Volunteer Service

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Ugnayan ng Pahinungód UP Baguio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>

155
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** Volunteers

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request Letter</td>
<td>Front Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit Request letter to front desk | 1. Validate request letter and day of volunteer program  
2. Gather signatures from key persons (Project Assoc, Director, Chancellor)  
3. Issue Certificate | n/a | 2 Days | Senior office aide  
National Service Training Program |

**TOTAL:** 2 Days

**2. Communication to other offices**

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Ugnayan ng Pahinungód UP Baguio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admin and staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Communication letter</td>
<td>Front Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit communication letter to front desk | Receive letter and issue action | None | 3 Minutes | Senior office aide  
National Service Training Program |

**TOTAL:** None 3 Minutes

**3. Signing-up as volunteer and getting volunteer ID**

The sign-up form is for us to keep a record of our volunteers’ data; whereas, the ID is for us to identify our volunteers easier.
<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sign-up form</td>
<td>Front Desk</td>
</tr>
<tr>
<td>2. ID Picture</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

TOTAL: None 30 minutes

4. Equipment Borrowing

This is for our volunteers only.

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request Letter</td>
<td>Front Desk</td>
</tr>
<tr>
<td>2. Volunteer ID</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit Request letter to front desk</td>
<td>1. Validate request letter 2. Validate volunteer ID 3. Check for availability</td>
<td>None</td>
<td>5 Minutes</td>
<td>Senior office aide National Service</td>
</tr>
<tr>
<td>Training Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>5 Minutes</th>
</tr>
</thead>
</table>

158
Legal Office
External Services
1. To prepare and review Memorandums of Agreement, Memorandum of Understanding and other contracts entered into by UP Baguio

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Legal Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
</tbody>
</table>
| Type of Transaction:| G2G- Government-to-Government  
                      G2B- Government-to-Business |
| Who may avail:      | All Colleges and Units |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Sends request for preparation/review of a contract | 1. Prepares/reviews the contract  
2. Returns the prepared/reviewed draft to the requesting unit for review and approval  
3. Incorporates comments and suggestions of the requesting unit/College  
4. Finalizes the contract and prints seven (7) original copies for signature/execution of the parties  
5. Affixes initials to the contract  
6. Forwards the contract to the Chancellor  
7. Facilitates notarization of the document  
8. Forwards the contract for signing of the | None | 2 Days | Legal Officer |
|              |               | None | 15 Minutes | Senior Administrative Assistant I \  
Chancellor’s Office |
|              |               | None | 1 Hour | Legal officer |
|              |               | None | 30 Minutes | Legal Officer \  
Senior Administrative Assistant I \  
Chancellor’s Office |
|              |               | None | 1 Day | Legal Officer |
|              |               | None | 2 Days | Legal Officer |
|              |               | P200.00 for notarization | 1 Day | Senior Administrative Assistant I \  
Chancellor’s office |
9. Gives copy of the fully executed contract to the requesting unit and other party/ies.

<table>
<thead>
<tr>
<th>Total:</th>
<th>P200.00</th>
<th>14 Days, 1 Hour, 45 Minutes</th>
</tr>
</thead>
</table>

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

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Legal Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G- Government-to-Government</td>
</tr>
<tr>
<td></td>
<td>G2C- Government-to-Citizen</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All employees and students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter from the College Dean/ University Official</td>
<td>Colleges or Units</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Consults the Legal Office regarding the case</td>
<td>2. Requests for the creation of an administrative/stu- dent tribunal</td>
<td>None</td>
<td>1 day</td>
<td>Legal Officer</td>
</tr>
<tr>
<td></td>
<td>3. Facilitates the appointment of an independent prosecutor for the case to act on behalf of the University</td>
<td>None</td>
<td>5 days</td>
<td>Legal officer</td>
</tr>
<tr>
<td></td>
<td>4. Drafts the final</td>
<td>None</td>
<td>14 days</td>
<td>Legal Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Chair of the</td>
</tr>
</tbody>
</table>
3. Assistance for Legal Advice

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

Office or Division: Legal Office  
Classification: Simple  
Type of Transaction: G2C- Government-to-Citizen  
Who may avail: Chancellor and University Officials

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal /written request for legal advice/opinion</td>
<td>1. Gives legal advice/opinion regarding the request</td>
<td>None</td>
<td>1 Day</td>
<td>Legal Officer</td>
</tr>
</tbody>
</table>

TOTAL: 1 Day

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

Office or Division: Legal Office  
Classification: Complex  
Type of Transaction: G2C- Government-to-Citizen  
Who may avail: University Officials

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal /written request for legal advice/opinion</td>
<td>1. Reviews the rules and regulations of the University and gives</td>
<td>None</td>
<td>5 Days</td>
<td>Legal Officer</td>
</tr>
</tbody>
</table>
5. Conduct of preliminary investigations

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Legal Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government-to-Citizen</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>University Officials</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Files a case</td>
<td>1. Review and evaluate merits of the case</td>
<td>None</td>
<td>2 Days</td>
<td>Legal Officer</td>
</tr>
<tr>
<td></td>
<td>2. Conduct preliminary investigation</td>
<td>None</td>
<td>17 Days</td>
<td>Legal Officer</td>
</tr>
<tr>
<td></td>
<td>3. Write a preliminary investigation report</td>
<td>None</td>
<td>1 Day</td>
<td>Legal officer</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

| Verbal or written request | University Officials |

**TOTAL:** None 2 Days
Pollution Control Office
External Services
1. Attends to queries

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB REPS / Faculty/ Non-academic Employees</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written letter request</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit a written letter request; and 2. Await PCO's action | None | 2 Days | Junior Office Aide  
Pollution Control Office  
Pollution Control Officer |

### TOTAL:

| None | 2 Days | |

2. Attends to queries

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
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</thead>
<tbody>
<tr>
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<td>Type of Transaction:</td>
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<tr>
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### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal</td>
<td>None</td>
<td>1 Day</td>
<td>Junior Office</td>
</tr>
</tbody>
</table>
request; and
2. Await PCO’s action

verbal request;
2. Forward request to PCO; and
3. Inform client about the PCO’s action

TOTAL: None 2 Days

Aide
Pollution Control Office
Pollution Control Officer

3. Address daily incoming calls

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client
2. G2G – Government to Government
| Who may avail:      | 1. UPB / UPS stakeholders
2. Other government agencies (DENR, REC)
3. Other businesses (TSD facilities and transporters) |

CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
1. Verbal request | NA

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Call the PCO’s landline/ text mobile phone
2. Await PCO’s action | 1. Note the verbal request and refer it to PCO;
2. PCO makes action; and
3. Inform client about PCO’s action | None | 2 Days | Junior Office Aide
Pollution Control Office
Pollution Control Officer |

TOTAL: None 2 Days

4. Access UIS account, provide UIS information related to payment / reimbursement of expenses charged under the PCO

PCO spends money for payment of permit fees required by DENR-EMB, payment of meals during trainings and seminars, and payment of honoraria and honoraria in meetings.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td></td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
1. Verbal request | NA

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Call the PCO’s landline/ text mobile phone
2. Await PCO’s action | 1. Note the verbal request and refer it to PCO;
2. PCO makes action; and
3. Inform client about PCO’s action | None | 2 Days | Junior Office Aide
Pollution Control Office
Pollution Control Officer |

TOTAL: None 2 Days
### Classification:
- Simple

### Type of Transaction:
- G2C – Government to Client

### Who may avail:
- UPB stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request in person or via phone call</td>
<td>1. Note the verbal request and provide the UIS information needed</td>
<td>None</td>
<td>3 Days</td>
<td>Junior Office Aide, Pollution Control Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None | 3 Days

---

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

Wastes from different offices and laboratories will be coordinated by the PCO with the utility personnel to be taken properly to the dumpsites.

### Office or Division:
- Pollution Control Office

### Classification:
- Complex

### Type of Transaction:
- G2C – Government to Client

### Who may avail:
- UPB stakeholders

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Laboratory instructor/ Research assistants/Office administrator should file the appropriate PCO form</td>
<td>1. The PCO evaluates the list; 2. The PCO will return approved PCO form indicating schedule of waste pick-up; 3. Waste pick-up will be coordinated with utility personnel.</td>
<td>None</td>
<td>7 Days</td>
<td>Junior Office Aide, Pollution Control Office, Utility Personnel</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE
- PCO forms (PCOCS-1/ PCOCS-2/ PCOCS-3/ PCO Form A)
- PCO
6. Undertake Orientation/ Seminar/ Training

PCO was required by DENR-EMB to conduct orientations, seminars, and trainings on proper handling and management of hazardous chemicals and biohazardous materials in order to prevent accidents involving mishandling of chemicals.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Utility personnel, Laboratory Instructors, Researchers (Faculty and RA's), NSTP, and students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| 1. Request letter to Chancellor |
| 2. PR for speaker/ facilitator honorarium, food and non-food materials |
| WHERE TO SECURE | NA |

**CLIENT STEPS**

| 1. Sign in the registration form |
| 2. Listen to the speakers and participate during hands-on activities |
| AGENCY ACTION | 1. PCO to organize event and invite speaker/s if necessary. |
| FEES TO BE PAID | None |
| PROCESSING TIME | 7 Days |
| PERSON RESPONSIBLE | Junior Office Aide, Pollution Control Office, BCWMC members, Pollution Control Officer |

**TOTAL:** None | 7 Days
1. Daily checking of official email account

Updates email accounts for transactions with other offices or agencies regarding permits, wastes disposal, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                        2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders  
                        2. Other government agencies (DENR-EMB, REC)  
                        3. Other businesses (TSD facilities and transporters) |

CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Invitation / request</td>
</tr>
</tbody>
</table>

CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit an electronic mail regarding the request | 1. Accept and send an acknowledgment email | None | 2 Days | Junior Office Aide  
Pollution Control Office |

TOTAL: None 2 Days

2. Collect, reproduce, collate and distribute documents needed in meetings

Organizing things needed during meetings is necessary so that there will be no lapses of topics needed to be discussed.

<table>
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<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders, REC members</td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Documents forwarded from college/office concerned</td>
</tr>
</tbody>
</table>

CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit pertinent documents | 1. Accept / receive, reproduce, and distribute the documents | None | 3 Days | Junior Office Aide  
Pollution Control Office |
3. Encode, print and distribute letters, notices, memorandum and other communication documents

Communication documents include letters addressed to the Chancellor or VCA regarding the conduct of trainings or seminars inside the campus, application of DENR Hazardous Waste Generator ID for the University of the Philippines Baguio addressed to the regional director of DENR-EMB CAR, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>PCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail:     | 1. UPB / UPS stakeholders/ BCWMC members  
2. Other government agencies (DENR-EMB, REC)  
3. Other businesses |

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit letter request / invitation | 1. Accept and receive;  
2. Draft the letter / notice / memo / other communication documents; and  
3. Record to logbook and forward to appropriate office/s | None | 2 Days | Junior Office Aide  
Pollution Control Office |

**TOTAL:** None 2 Days

4. Preparation and processing of financial documents

These financial documents include DV, ORS/BURS, etc. which are related to the payment / reimbursement of meals, honoraria, and other expenses of PCO-hosted activities.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of</td>
<td>NA</td>
</tr>
</tbody>
</table>
### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reimbursement of meals: 1) Attendance sheet, 2) Notice of meeting, 3) PR, and 4) Certificate of emergency purchase</td>
</tr>
<tr>
<td>Payment of Honoraria: 1) One shot appointment, and 2) Certificate of Service rendered</td>
</tr>
<tr>
<td>Payment of Honoraria in Meetings: 1) Attendance sheet, 2) Notice of meeting, and 3) Copy of appointment</td>
</tr>
<tr>
<td>Payment of DENR-EMB Fees: 1) PR 2) Voucher 3) Official Receipt 4) Obligation request 5) Certificate of emergency purchase</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>None</td>
<td>3 Days</td>
<td>Junior Office Aide</td>
</tr>
<tr>
<td>NA</td>
<td>None</td>
<td>4 Days</td>
<td>Pollution Control Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None

### 5. Generate minutes of BCWMC meetings

Minutes of meetings will be compiled and kept for future references of the committee.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>NA</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>NA</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording of discussions during meetings</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Minutes of meeting to be distributed electronically to all BCWMC members

| NA | None | 3 Days | Junior Office Aide  
Pollution Control Office |
|----|------|--------|----------------------|

**TOTAL:** None 5 Days

### 6. Approve all financial documents

These financial documents include DVs/OBRs/BURs/PRs, etc. which will be signed by the PCO and UIS path approver will be double checked before releasing DVs and PRs to other offices.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Pollution Control Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. The PCO will accept and receive; 2. PCO will sign the documents; and 3. The PCO will double check UIS path approver, record to logbook and forward to appropriate office/s | None | 3 Days | Junior Office Aide  
Pollution Control Office |

**TOTAL:** None 3 Days
Office of the Vice Chancellor for Administration
External Services
1. Preparation and Issuance of Contracts for Janitorial Services, Security Services, Canteen Concessionaires

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Winning Bidders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Notice of Award</td>
</tr>
<tr>
<td>2.Performance Security</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Receive Notice of Award</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Secure performance Security</td>
<td>2. Receive the Performance Security</td>
<td>None</td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>3.Submit the Performance Security</td>
<td>3.Prepare and print the Contract (3 copies)</td>
<td>None</td>
<td>Vice Chancellor for Administration</td>
</tr>
<tr>
<td>4.Receive and Notarize the contract</td>
<td>4.Contracts to be signed by Vice Chancellor for Administration and the Chancellor</td>
<td>None</td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>5.Submit notarized contract (1 copy)</td>
<td>4.Issue the Contract for notarization</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None | 20 Days

175
## 2. Preparation of Disbursing Vouchers for Infrastructure Projects

Project billings are payments of projects.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Contractor/s</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Billing statement</td>
<td>Contractor/s / Agency VCA</td>
</tr>
<tr>
<td>3. Statement of work accomplishment (SWA)</td>
<td></td>
</tr>
<tr>
<td>4. Contractor’s affidavit</td>
<td></td>
</tr>
<tr>
<td>5. Pictures</td>
<td></td>
</tr>
<tr>
<td>6. Material testing</td>
<td></td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit request of billing and Statement of work accomplishment (SWA), Contractor’s affidavit, pictures and material testing</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Aide IV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>2. Receive the documents and verify with Project Engineers if SWA is true and correct</td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>Chancellor for signature.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Forward to Budget Office for processing</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None  20 Days

---

### 3. Issuance of UPB Balay Contact for Occupancy

<table>
<thead>
<tr>
<th><strong>Office or Division:</strong></th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Simple</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>Faculty</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

1. Approved request letter or letter of intent

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Show the approved letter and fill out the Occupancy form</td>
<td>1. Receive and check the approved letter, print and give the contract occupancy form for filling out the necessary information</td>
<td>None</td>
<td>3 Days</td>
</tr>
<tr>
<td>2. Return the form at the OVCA</td>
<td>2. Receive and check the details</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. After VCA’s approval, issue the approved contract to the applicant.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Give 1 copy to Accounting office and 1 copy to House caretaker at UPB Balay.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Administrative Aide III
Office of the Vice Chancellor for Administration

Administrative Aide VI
Office of the Vice Chancellor for Administration

Vice Chancellor for Administration
Office of the Vice Chancellor for Administration
4. Approve reservations of transient for Admins, REPs, Students and Faculty at UPB Balay

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admins, REPs, Students and Faculty</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application form for transient (attached travel order is Official Business)</td>
<td>OVCA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out the application form for transient</td>
<td>1. Receive the application form and check the completeness of details</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>2. VCA will approve the request</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. Call the UPB Balay caretaker for the information on transients</td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 Days |

5. Preparation of DVs for Security and Janitorial Services

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Agency</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request for payment</td>
<td></td>
</tr>
<tr>
<td>2. Billing statement or charging invoice</td>
<td></td>
</tr>
<tr>
<td>3. Signed payroll</td>
<td></td>
</tr>
<tr>
<td>4. SSS, PhilHealth, Pag-ibig</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

| TOTAL: | None | 3 Days |
1. Submit the documents with receiving copy.

1. Receive the documents and check billing statement, the completeness of attachments

2. Prepare DV and OR or BUR and attached the complete documents

3. VCA will sign the DV on the box A

4. Forward the BUR or OBR to the Chancellor’s office for signature on box A.

5. After Chancellor’s signature, all the documents will be scan and attach to UIS and forward to Budget Office for processing.

| TOTAL: | None | 20 Days |

6. Preparation and submission of Project documents to COA

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration/ BAC Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>COA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request letter for the needed documents</td>
<td>COA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------</td>
<td>----------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>1. Request to buy BID documents</td>
<td>1. Get the complete name and address of the company/agency</td>
<td>None</td>
<td>1 Day</td>
<td>Administrative Aide III Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>2. Prepare the billing access in the UIS.</td>
<td></td>
<td></td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. Issue the billing</td>
<td></td>
<td></td>
<td>Administrative Aide V Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>
8. Printing of BID documents for perspective bidders

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration/ BAC office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Bidders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Show the official receipt</td>
<td>1. Receive the official receipt and photo copy</td>
<td>None</td>
<td>3 Days</td>
<td>BAC Secretariat Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>2. Print the needed documents</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

9. Receive and endorse request of Extension of contract duration

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Contractor/s</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the request letter of extension of contract duration</td>
<td>1. Receive the request letter</td>
<td>None</td>
<td>7 Days</td>
<td>Project Engineers Technical Team Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>2. Forward to the Technical team (Engineers) for comments/</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
recommendations
3. After technical team suggestion, VCA will forward the request to the Chancellor for final action

<table>
<thead>
<tr>
<th>Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

### 10. Preparation of BID documents for infrastructure

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration/ BAC Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

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<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>1. Enter details of project on the BID documents (Project title, approved budget for the contract, project duration, PCAB license category scope of works, plans for the project (Architectural, Electrical, Structural, etc.)</td>
<td>None</td>
<td>20 days</td>
<td>BAC Secretariat Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 Days

### 11. Address daily incoming calls, refer and await VCA’s action/s

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. UPB or UPS Stakeholders</td>
</tr>
<tr>
<td></td>
<td>2. Other Government Agencies</td>
</tr>
<tr>
<td></td>
<td>3. Other businesses</td>
</tr>
</tbody>
</table>

182
<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal Request</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Call the OVCA’s landline 2. Await VCA’s action</td>
<td>1. Note the verbal request and refer it to VCA; 2. VCA makes action; and 3. Inform client about VCA’s action</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Aide III Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 days |
Office of the Vice Chancellor for Administration
Internal Services
1. Receiving of billing and preparation of payment for basic utilities
Basic utilities are water (Baguio Water District), electricity (BENECO), internet (INNOVE) and telephone services (PLDT Inc. and SMART) use in the University.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td></td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP offices and Utility Companies</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Statement of Account</td>
<td>Baguio Water District, PLDT, BENECO, INNOVE, SMART</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Send through email or deliver Statement of Account</td>
<td>1.Receive the statement of account</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Aide III Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>2.Prepare DV, OBR, BUR and Certification, VCA will sign and attach to UIS</td>
<td></td>
<td></td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3.Forward to Budget Office for processing</td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

| TOTAL:     | None | 6 Days |

2. Preparation and Issuance of Project Contracts for Non-UP Contractuals
The Project Contracts are issued to Engineers, Architects and Draftsmen who are hired and qualified for renewal as Job Order personnel.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
</table>
Classification: Complex  
Type of Transaction: G2C – Government to Client  
Who may avail: Engineers, Architects, Draftsmen

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit 2 (two) copies of Personal Data sheet.</td>
<td>1. Receive Personal Data Sheet/ temporary clearance and check the completeness of the fill out details and give a copy at the HRDO.</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>2. For renewal they will submit their temporary clearance</td>
<td>2. Prepare the Project Contract</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. VCA will endorse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Forward to the Budget Office for Budget Clearance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. After approval of the Chancellor, issue the original document to Engineers, Architects and Draftsmen.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 7 Days |

3. Preparation of salaries for Engineers, Architects and Draftsmen (Non-UP Contractuals)
The preparation of salaries for Engineers, Architects and Draftsman is per 1-15 and 16-30 per month.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Engineers, Architects, Draftsman</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Certificate of Service</td>
<td>OVCA</td>
</tr>
<tr>
<td>2. Accomplishment report</td>
<td>HRDO</td>
</tr>
<tr>
<td>3. DTR</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit Certificate of Service, Accomplishment Report and DTRs</td>
<td>1. Receive the documents and check the completeness</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>2. VCA will sign in the Certificate of Service and forward to Chancellor for approval</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. Accomplishment report will be sign by VCA</td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td>4. Prepare DV, OBR, attach Contracts, Accomplishment report, DTRs, Certificate of service and upload in the UIS.</td>
<td>None</td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>5. Forward to Budget Office for processing</td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

| TOTAL:       | None            | 7 Days         |

4. Prepare billing

Billing is issued for the Canteen concessionaires and contractors for their water and electric consumptions, Parents who avail the service at the Day Care Center, rental of UPB Balay.
<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
</tbody>
</table>
| Type of Transaction: | G2B – Government to Business  
                              G2C – Government to Client |
| Who may avail:    | Canteen concessionaires, Contractors of UP Baguio, Admin, Faculty, Reps, Students |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| 1. Summary of water and electricity consumption  
2. List of transient  
2. UP Balay  
3. Day Care Center |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Secure the summary of water and electricity consumption, Summary of Day Care fees, List of transient | 1. Receive the summary of water and electricity consumption from CMO, summary of fees from the Day Care Center, list of transient from UPB Balay  
2. Prepare and print each billing  
3. Provide billing copies to the Cash office  
4. Forward the billing of water and electric to CMO, billing of fees at the Day Care Center, | None | 7 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration  
Administrative Aide VI  
Office of the Vice Chancellor for Administration |
and issue billing statement who avail the service at UPB Balay

| TOTAL: | None | 8 Days |

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Contractor/s</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Billing Statement</td>
<td></td>
</tr>
<tr>
<td>2. Statement of work accomplishment (SWA)</td>
<td></td>
</tr>
<tr>
<td>3. Contractor’s affidavit</td>
<td></td>
</tr>
<tr>
<td>4. Pictures</td>
<td></td>
</tr>
<tr>
<td>5. Material testing</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit request of billing and Statement of work accomplishment (SWA), Contractor’s affidavit, pictures and material testing | 1. Receive the documents and forward to the Technical (Engineers) for review and confirmation that the SWA is true and correct 2. Prepare the Certificates, indicate details of the project and forward to the Technical for signature. 3. VCA will approve the Certificates and forward to the Chancellors office | None | 20 Days | Administrative Aide IV  
Office of the Vice Chancellor for Administration  
Administrative Assistant II  
Office of the Vice Chancellor for Administration  
Vice Chancellor for Administration  
Office of the Vice Chancellor for Administration |
6. Approve or Endorse Student, Faculty, REPS and Admin activities

All activities that will held in the University needs approval.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS and Admin Personnel</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit Request Letter | 1. Receive and check the completeness of the signatories and endorsement of the ODSA and SRO (student activity) | None | 3 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration |
| | 3. After Vice Chancellor for Administration action forward to Chancellor’s office | | | Administrative Aide VI  
Office of the Vice Chancellor for Administration |
| | | | | Vice Chancellor for Administration  
Office of the Vice Chancellor for Administration |

### TOTAL:

| None | 3 Days |

7. Approve students' permit

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY</th>
<th>FEES</th>
<th>PROCESSING</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.ODSA form 1</td>
<td>ODSA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.ODSA form 2</td>
<td>ODSA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### TOTAL:

<p>| None |            |</p>
<table>
<thead>
<tr>
<th>ACTION</th>
<th>TO BE PAID</th>
<th>TIME</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit ODSA form 1 – Permit to stay on campus after 7:00PM; ODSA</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Aide III Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>form II - Student Request for permission to stay on campus during</td>
<td></td>
<td></td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>weekends</td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
<tr>
<td>1. Receive and check the completeness of the signatories</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. After Vice Chancellor for Administration action forward to ODSA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>4 Days</td>
<td></td>
</tr>
</tbody>
</table>

8. Approve Job request forms for maintenance and repairs

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Job request form</td>
<td>Campus Maintenance Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out the necessary information on the job request form</td>
<td>1. Receive and check the completeness of the information and signatories</td>
<td>None</td>
<td>5 Days</td>
<td>Administrative Aide III Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>2. Forward to Campus Maintenance Office</td>
<td></td>
<td></td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>5 Days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9. Preparation of Replenishment of Petty Cash UPB Balay Operations

Replenishment of UPB Balay includes the daily expenses for its daily operation like basic utilities and supplies.

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

**CHECKLIST OF REQUIREMENTS**

1. Official receipts
2. Petty Cash Vouchers
3. Reimbursement Expense receipt

**WHERE TO SECURE**

UPB Balay

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send all official receipts with signed Petty Cash Voucher and reimbursement expense receipt.</td>
<td>1. Receive and check the completeness of the documents 2. Prepare DV, BUR, Certificate of emergency purchase, PR, Petty Cash fund record, report on paid petty cash vouchers, petty cash fund register, report on cash disbursement, cash disbursement record.</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Aide VI Office of the Vice Chancellor for Administration Vice Chancellor for Administration Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 Days

10. Approve application for leave of Admin employees

| Office or Division: | Office of the Vice Chancellor for Administration |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | Admin employees |

**CHECKLIST OF REQUIREMENTS**

1. Application for Leave form

**WHERE TO SECURE**

HRDO

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Trip ticket form</td>
<td>Give the trip ticket form</td>
<td>1. Receive and check the details and signatory&lt;br&gt;2. After VCA’s approval, record to log book and forward to HRDO</td>
<td>None</td>
<td>None&lt;br&gt;None&lt;br&gt;None</td>
</tr>
</tbody>
</table>

**TOTAL:** <br>None<br>None<br>None | 3 Days<br>3 Days<br>3 Days |

11. Approve trip ticket for official vehicles

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admin, REPS, Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**<br>**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip ticket form</td>
<td>1. Receive and check the details and signatory&lt;br&gt;2. After VCA’s approval, record to log book and forward Chancellor’s Office</td>
<td>None</td>
<td>3 Days</td>
<td>None&lt;br&gt;None&lt;br&gt;None</td>
</tr>
</tbody>
</table>

**TOTAL:** <br>None<br>None<br>None | 3 Days<br>3 Days<br>3 Days |
12. Approve/Endorse request letters for trainings and seminars on official time and funding support

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admin</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Forward the request letter with attached invitation</td>
<td>1. Receive the request letter</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>2. Forward the letter to the cluster HRDC</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. After cluster HRDC action, secure recommendation of the CU HRDC members (Human Resource Development Committee) for comment and recommendation.</td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td>4. VCA will endorse/not endorsing, forward CU HRDC recommendation to the Chancellor for the final action</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 7 Days |

13. Approve request for overtime of Admins, JOs and Utility personnel

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** Admin, JO’s, Utility personnel

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Forward the application to render overtime form | 1. Receive the overtime request form and check the completeness of signatories  
2. VCA will approve the box VIII of the form.  
3. Forward the form at the Chancellor’s Office | None | 3 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration  
Administrative Aide VI  
Office of the Vice Chancellor for Administration  
Vice Chancellor for Administration |

**TOTAL:** None 3 Days

### 14. Preparation and Issuance of Security memos

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

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. The guard will submit the daily report | 1. Receive the security daily report  
2. Read the report and prepare memo for the office/s or college/s who did not turn off the lights or lock the door. | None | 3 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration  
Administrative Aide VI  
Office of the Vice Chancellor for Administration  
Vice Chancellor for Administration |
3. VCA will sign the memo and forward to Chancellor’s office for notation

4. After Chancellor’s signature, OVCA will issue the memo to the corresponding office/s or college/s

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>None</th>
<th>3 Days</th>
</tr>
</thead>
</table>

15. Approve checks and ADA for payments and reimbursement

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

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved DV, BUR, OR and complete attachments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive and check the completeness and correctness of attachments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. VCA will sign/approve the check/s or ADA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. OVCA will record to log book and forward to Cash Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>None</td>
<td>3 Days</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>None</th>
<th>3 Days</th>
</tr>
</thead>
</table>

16. Approve Disbursement Vouchers
**Office or Division:** Office of the Vice Chancellor for Administration  
**Classification:** Complex  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:**

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Disbursement Voucher and attachments</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Receive the DV and check the completeness of attachments and signatories | None | 7 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration |
| 2. VCA will approve UIS and sign box D | | | |
| 3. OVCA will record to log book and forward to Cash Office | | | Administrative Aide VI  
Office of the Vice Chancellor for Administration |
| | | | Vice Chancellor for Administration  
Office of the Vice Chancellor for Administration |

**TOTAL:** None  
7 Days

17. Approve Community Chest requests for medical reimbursement.

| Office or Division: | Office of the Vice Chancellor for Administration  
| Classification: | Simple  
| Type of Transaction: | G2C – Government to Client  
| Who may avail: | Admin, REPs and Faculty  

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Community Chest form with attachments (medical certificate, official receipts)</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clinic will</td>
<td>1. Receive the</td>
<td>None</td>
<td>3 Days</td>
<td></td>
</tr>
</tbody>
</table>
forward the form with attachment  
document and write the specific amount for reimbursement  
2. Approve of the request by the VCA  
3. Record to the log book and forward to Chancellor's Office  

| TOTAL: | None | 3 Days |

18. Approve request letter for change of schedules for Admin personnel

| Office or Division: | Office of the Vice Chancellor for Administration |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | Admins, JOs |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request letter</td>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. HRDO will forward the request letter after HRDO action or endorsing | 1. Receive the request letter from the HRDO.  
2. VCA will approve the request  
3. OVCA will photo copy 2 copies of the approved request and forward to the client the original copy.  
4. Give a copy to the HRDO and a file copy | None | 3 Days | Administrative Aide III  
Office of the Vice Chancellor for Administration  
Administrative Aide VI  
Office of the Vice Chancellor for Administration  
Vice Chancellor for Administration  
Office of the Vice Chancellor for Administration |
19. Approve requests of Admin employees to enroll

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Admins</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Request letter
2. Photo copy of grades

**WHERE TO SECURE**

CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
--------------|---------------|-----------------|-----------------|----------------------
1. Submit the request letter and copy of grades | 1. Receive the letter and check the attachments | None | 3 Days | Administrative Aide III (Office of the Vice Chancellor for Administration) |
| | 2. Refer to Cluster HRDC | | | Administrative Aide VI (Office of the Vice Chancellor for Administration) |
| | 3. Secure recommendation on CU HRDC | | | Vice Chancellor for Administration (Office of the Vice Chancellor for Administration) |
| | 3. VCA will forward CU HRDC recommendation to the Chancellor. | | | |

TOTAL: None | 3 Days

20. Approve application forms for the use of facilities

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Admins, Students, Faculty, Outsiders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. CPDMO form 1
2. Approved activity form (ODSA form 1) – for students
3. Approved Request letter (for outsiders)

**WHERE TO SECURE**

CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
--------------|---------------|-----------------|-----------------|----------------------
1. CPDMO form 1 | | | | Chancellors Office |
2. Approved activity form (ODSA form 1) – for students | | | | |
3. Approved Request letter (for outsiders) | | | | |
1. Submit the CPDMO form 1 with attachments

1. Receive the documents and check the completeness of attachments and signatories

2. VCA will approve/ not approve the request

3. OVCA will record to the log book and forward to the Chancellor’s Office

None

3 Days

Administrative Aide III
Office of the Vice Chancellor for Administration

Administrative Aide VI
Office of the Vice Chancellor for Administration

Vice Chancellor for Administration
Office of the Vice Chancellor for Administration

TOTAL: None

3 Days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio Units/ Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the Agency Estimate or Bill of Quantities</td>
<td>1. Receive and forward to the General Engineering Consultant for technical review and confirmation</td>
<td>None</td>
<td>7 days</td>
<td>Administrative Aide IV</td>
</tr>
<tr>
<td></td>
<td>2. Forward to the Budget Office for budget clearance</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. For endorsement of the VCA and forward to the Chancellor for approval</td>
<td></td>
<td></td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>
22. Approve University Clearance
For resignation, retirement, separation

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admin, Reps, Faculty, RAs</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the form</td>
<td>1. Receive the form and check the completeness of the signatories</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>2. If faculty/REPs/Admin who avail the UPB housing, check the accountability if cleared. VCA will approve as the head of Housing Committee and as VCA</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td>4. After VCA’s approval forward to OUR (faculty), forward to VCAA (RAs and REPs), forward to Chancellors Office (Admins)</td>
<td>None</td>
<td>3 days</td>
<td>Vice Chancellor for Administration</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 days

23. Approve cost estimates for maintenance contracts

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio offices/colleges</td>
</tr>
</tbody>
</table>
24. Preparation of BAC Resolutions
   Attachment/ support to the declaration of Lowest Calculated Responsive Bidder

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>HT</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Post Qualification Evaluation Report from Technical Working Group

**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit Agency Estimate or Bill of Quantities</td>
<td>1. Receive the document</td>
<td>None</td>
<td>20 days</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>2. Forward the Estimate or Bill of quantities to the Project Engineers or Consultant Engineers and Architects for review.</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>3. After the review and approval of the consultants forward to the Budget office for budget clearance.</td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td>4. After the budget clearance, VCA will approve and forward to the Chancellor’s Office.</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td></td>
<td>TOTAL:</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

202
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Time</th>
<th>Responsible Party</th>
</tr>
</thead>
</table>
| 1. TWG will forward the report                                       | 1. Receive the report from the TWG and prepare BAC Resolution  
2. Forward to the BAC members as recommending approval  
3. After Bac members signature, VCA will approve as the chair of BIDS and Awards Committee  
4. Forward to Chancellor for final approval as Head of the Procuring Entity | None  | 20 Days                                                                          |
|                                                                      | **BAC Secretariat**  
Office of the Vice Chancellor for Administration  
**BAC Members**  
**Chair of BIDS and Awards Committee**  
Office of the Vice Chancellor for Administration                                                                 |       |                                                                                  |
| **TOTAL:**                                                           | None  | 20 Days                                                                          |
1. Certification of Net Pay/ Payslip

To issue certification of net take home pay for Faculty, REPs and Administrative Staff

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

| Copy of Original Payslip | Individual File or Accounting Office |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written or Verbal Request</td>
<td>1. Receive request and validate entries from the General Payroll. 2. Print copy of payslip from the PaySys if no Payslip is presented. Certifies the copy.</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Accounting Office</td>
</tr>
<tr>
<td>2. Submit copy of Payslip if available</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

2. Clearance of Faculty Administrative Staff and REPS and Students

To issue clearance on financial accountability of Faculty, REPs and Staff and students

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
</table>
## Classification
- **Simple**

## Type of Transaction
- **G2C** – Government to Client

## Who may avail:
- UPB Employees/ Offices

### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE

| 1. Clearance Form, Promissory note if any, | 1. HRDO |
| 2. Copy of OR for Settled Accountabilities, | 2. Applicant |
| 3. Authority to deduct accountability if any | 3. Applicant |

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

| 1. Present Clearance together with applicable requirements, | 1. Receives Clearance, 2. Check for unsettled accountabilities or Cash Advances from the Subsidiary Ledgers or Schedules | None | 3 Days | Administrative Assistant V Accounting Office |
| 2. Signs in the logbook and signs comments slip if wanted | | | | Administrative Assistant III Accounting Office (Faculty, Staff & REPs) |
| 3. Request for payroll adjustment | To received authorization for deduction and addition to regular payroll |

| Office or Division: | Accounting Office |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | UPB Employees/ Offices |

### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE

| Request Form and attachment if any | Individual File or Accounting Office |

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

| 1. Submit Request or Fill up pro-forma request slip | 1. Receives request and validate | None | 3 Days | Administrative Assistant V Accounting Office |
### Request for BIR Form 2316 of previous years/ Certification

To issue duplicate copies of income tax returns for previous years

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request, Form 2316 (if certification only)</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written or Verbal Request</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Accounting Office</td>
</tr>
<tr>
<td>2. Submit copy of Prior Years 2316, if available</td>
<td>1. Receives request and copy of Form 2316. 2. Validate entries from file/ or Photocopy file. Sign certification.</td>
<td>3 Days</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

### Preparation of BIR Sworn Declaration Annex C

For the Job Order personnel and other contracted individual to avail of tax exemption/ determination of tax to be withheld from the salary

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
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</thead>
<tbody>
<tr>
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<tr>
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<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
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</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment</td>
</tr>
<tr>
<td>2. Notarized BIR Sworn Declaration B-2/B-2 whichever is applicable</td>
</tr>
<tr>
<td>3. Duly filed BIR Form 0605</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written or Verbal Request</td>
<td>1. Receives document, 2. Prepare BIR Sworn Statement Form C 3. Forward the</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant I Accounting</td>
</tr>
<tr>
<td>2. Submit Requirements</td>
<td>complete set to client for notarization</td>
<td></td>
<td></td>
<td>Office</td>
</tr>
<tr>
<td>3. Wait for the Form C to be</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>forwarded to respective office.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

**Accounting Office**

**Internal Services**
6. Processing: Preparation of PR, RIS and APP/PPMP for the Accounting Office
   For the MOOE of the Unit

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Issue memo for the submission indicating deadlines</td>
<td>1. Prepare request/document on or before deadline</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

7. PROCESSING AND PRE-AUDIT: Preparation of monthly regular payroll for employee
   To process in the payroll system the salaries and wages of UPB regular and contractual employees

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Accounting Office</td>
</tr>
</tbody>
</table>

1. Approved request for payroll
deductions, billing statement from government agencies and various NGOs
2. Approved BUR/OBR for additions to regular payroll
3. NORSA/NBURSA, if applicable
4. Duly signed Appointments, Certificate of Service, Accomplishment Report, Basis for honoraria, attendance for standing committee,
5. Approved DTR, Request for Overtime, Summary and computation of overtime, computation of night shift differential
Additional for First Salary:
6. Certified True copy of approved appointment,
7. Oath of Office,
8. Certificate of Report for Duty, 
9. SALN,
10. BIR form 2305,
11. Informations on TIN, GSIS BP No., Philhealth No., Pag-ibig No., Employee No. Birthday and complete middle name

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit required documents | 1. Receiving and pre-auditing of Obligation Request and Budget Utilization Request for additional payroll transactions. 2. Downloading/receiving billing statement for payroll deductions. 3. Computation of salary differential and other payroll | None | 20 Days | Administrative Assistant V Accounting Office  
Accountant III Accounting Office |
|              |               |                 |                 | End User/Requesting Office |
|              |               |                 |                 | End User/Requesting Office |
|              |               |                 |                 | End User/Requesting Office |
|              |               |                 |                 | HRDO/College/responsible Unit |
|              |               |                 |                 | HRDO/College/responsible Unit |
|              |               |                 |                 | HRDO/College/responsible Unit |
|              |               |                 |                 | BIR |
|              |               |                 |                 | HRDO/Employee |
adjustments.
4. Posting/Encoding in the Payroll system.
5. Recording of salary inclusions/adjustments at the Abstract of Payroll.
6. Checking individual payslips not below the minimum take home pay and immediately informing the employee to fill up payroll request slip for possible adjustment.
7. Printing of Abstract of Payroll to be forwarded to the head of office for validation together with the ObR's, BUR's, billing statement and payroll adjustments request.
8. Printing of General Payroll to be signed by the payroll-in-charge, Accounting Chief for review and certification and forward the same to the Deans of Colleges, VCA and the Chancellor for approval.
9. Printing of Payslips to be distributed in the colleges and offices on the 7th day of the month.
or at the scheduled release of the week 1 salary.

**TOTAL:** None 20 Days

## 8. PROCESSING AND PRE-AUDIT: Preparation of Weekly Payroll
To initiate payment of weekly net take home pay of Faculty, REPs and Administrative Staff

<table>
<thead>
<tr>
<th><strong>Office or Division:</strong></th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Complex</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
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<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

1. Print the remittance list from the payroll system.
2. Prepare DV
3. Prepare UIS and Pre-audit the UIS Invoice
4. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers
5. Forwarding to the next approving officer for review and certification

**TOTAL:** None 7 Days
9. **PROCESSING AND PRE-AUDIT: Special Payroll for bonuses and other employee benefits**
To process in the payroll system the benefits, allowances and other bonuses of UPB regular and contractual employees

<table>
<thead>
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</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th></th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved Special Payroll</td>
<td>Accounting Office</td>
</tr>
<tr>
<td>2. Guidelines for the Special Payroll</td>
<td>UP System or Funding Agency</td>
</tr>
<tr>
<td>3. Obligation Request/Budget Utilization Request</td>
<td>Accounting Office</td>
</tr>
<tr>
<td>4. Annualization of employee taxes for the current year</td>
<td></td>
</tr>
<tr>
<td>5. Funding Check Memo or Notice of Cash Availability</td>
<td></td>
</tr>
<tr>
<td>6. Necessary document as required in the guidelines</td>
<td></td>
</tr>
<tr>
<td>7. Journal Entry Voucher</td>
<td></td>
</tr>
<tr>
<td>8. Disbursement Voucher with UIS invoice Number.</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

**AGENCY ACTION**

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant V Accounting Office</td>
</tr>
<tr>
<td></td>
<td>Administrative Officer II Accounting Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accountant III Accounting Office</td>
<td></td>
</tr>
</tbody>
</table>

Forward to accounting office copy of guidelines

1. Receiving of Guidelines for the released of Special Payroll and list of qualified employees from the HRDO.
2. Processing of bonuses/other employee benefits at the payroll system.
3. Printing of Bonus Report to be signed by the payroll-in-charge, Chief of Accounting Office, Dean's of Colleges, VCA and the Chancellor.
5. Preparation of ObR/BUR and DV. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers
6. Certification of Box C of DV, review of JEV and forward to the next approving officer.
7. Releasing of payslips on the scheduled release of bonuses/other employee benefits.

TOTAL: None 7 Days

10. PROCESSING AND PRE-AUDIT: Payment of salaries of Job Order Personnel, Lecturers, Research Assistant Assistants and other regular contracted services

To ensure payment of salaries of Job Order personnel and other contracted services for special projects

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<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation Request/Budget Utilization Request</td>
<td>1. End user/Responsible Unit</td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td>2. HRDO</td>
</tr>
<tr>
<td>3. Disbursement Voucher with UIS invoice Number and complete information on TIN</td>
<td>3. End user/Responsible Unit</td>
</tr>
<tr>
<td>5. Daily Time Record</td>
<td></td>
</tr>
<tr>
<td>6. Appointment and Accomplishment Report</td>
<td></td>
</tr>
<tr>
<td>7. Approved payroll for various payees</td>
<td></td>
</tr>
<tr>
<td>8. Approved Request for overtime, if any</td>
<td></td>
</tr>
<tr>
<td>9. Copy of BIR Sworn Statement B1 or B2 whichever is applicable, if any</td>
<td></td>
</tr>
</tbody>
</table>
10. Clearance, for last salary and/ 
end of appointment
11. Faculty Service Record for 
Lecturers
12. Journal Entry Voucher

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ 
Responsible 
Unit create 
invoice in the 
UIS, print DV 
and signs box A (for 
DVs originating 
from RC) 
2. Scan all 
documents 
and attach to UIS 
3. Submit DV 
with complete 
supporting 
documents. | 1. Received document, stamp received que for pre-audit 
2. Preparation of payroll summary, Obr and DV for regular Job Order Personnel 
3. Prepare UIS and Pre-audit the UIS Invoice 
4. Printing of BIR Form 2307 for withholding tax. 
5. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers 
6. Certification of Box C of DV, review of JEV and forward to the next approving officer. | None | 7 Days | Administrative Assistant V 
Accounting Office 
Administrative Officer II 
Accounting Office 
Accountant III 
Accounting Office |

**TOTAL:** None 7 Days

11. PROCESSING AND PRE-AUDIT: Payment of other personnel services 
including honoraria, professional services and other similar transactions

To ensure payment of honoraria and other professional services of lecturers and 
other resource persons

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**CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE**
1. Obligation Request/Budget Utilization Request
2. NORSA/NBURSA, if applicable
3. Disbursement Voucher with UIS invoice Number and complete information on TIN
4. Approved request for the activity with funding requirement.
5. Invitation to render service & Program of Activity
6. Duly Approved Appointment
7. Basis of honoraria or professional fee/computation
8. Accomplishment Report/ Certificate of Completion of Deliverables
9. Certificate of Service for lecturers, resource person
10. Approved payroll for various payees
11. Copy of BIR Sworn Statement B1 or B2 whichever is applicable, if any
12. Journal Entry Voucher

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A 2. Scan all documents and attach to UIS 3. Submit DV with complete supporting documents. | 1. Pre-audit disbursement vouchers received. (scan completeness of necessary documents attached) 2. Prepare UIS and Pre-audit the UIS Invoice 3. Printing of BIR Form 2307 for withholding tax withheld and attached to DV to be signed by the | None | 7 Days | Administrative Assistant V Accounting Office  
Administrative Officer II Accounting Office  
Accountant III Accounting Office |
Chief Accountant.

4. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers

5. Certification of Box C of DV, review of JEV and forward to the next approving officer.

**TOTAL:** None 7 Days

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12. PROCESSING AND PRE-AUDIT: Remittance to GSIS, Pag-ibig, Philhealth, and other NGOs for mandatories and payroll deductions

To ensure compliance to various government and nongovernment requirements

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**CHECKLIST OF REQUIREMENTS**

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<tr>
<th>WHERE TO SECURE</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation Request/Budget Utilization</td>
<td></td>
</tr>
<tr>
<td>Request and Disbursement Voucher</td>
<td></td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td></td>
</tr>
<tr>
<td>3. Completed payroll for the</td>
<td></td>
</tr>
<tr>
<td>previous/current month</td>
<td></td>
</tr>
<tr>
<td>4. Approved Summary of Payroll</td>
<td></td>
</tr>
<tr>
<td>Deductions and mandatories</td>
<td></td>
</tr>
<tr>
<td>5. Uploaded Remittance to GSIS, Pag-ibig, Philhealth whichever is applicable</td>
<td></td>
</tr>
<tr>
<td>6. Journal Entry Voucher</td>
<td></td>
</tr>
</tbody>
</table>

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

|                  | 1. Prepare OBR/BUR for UP Share and Disbursement Voucher | None | 7 Days | Administrative Assistant V Accounting Office |
provide information for invalid files.

2. Download remittance list from respective agency program, if available and from general payroll
3. Upload payment to eGov if applicable
4. Pre-audit and process remittance
5. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers
6. Certification of Box C of DV, review of JEV and forward to the next approving officer.

| TOTAL: | None | 7 Days |

13. PROCESSING AND PRE-AUDIT: Preparation of Monthly Remittance of Taxes Withheld thru Tax Remittance Advice or thru Electronic Filing and Payment System (PS, MOOE and CO/EO)

To ensure compliance to the BIR requirements of remittances and reporting

| Office or Division: | Accounting Office |
| Classification:     | Highly Technical  |
| Type of Transaction:| G2C – Government to Client |
| Who may avail:      | UPB Employees/Offices |

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<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Completed payroll for the applicable period</td>
<td>Accounting Office</td>
</tr>
<tr>
<td>2. Paid Disbursement Vouchers for the applicable period</td>
<td></td>
</tr>
<tr>
<td>3. Reconciled and approved</td>
<td></td>
</tr>
</tbody>
</table>
4. Tax Certificates and Schedules of Alphabetical List of Payees including the generating of DAT File for BIR eSubmission
5. Proof of filing thru the EFPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| To validate file or to provide information for invalid files. | 1. Preparation of monthly remittance of taxes withheld on compensation; print remittance list; identifies withheld taxes to be remitted under revolving fund and trust fund and prepare separate listings. 2. To process TRA through the e-Filing Payment System of BIR, printing of BIR Form 1601-C, 0619E (Monthly), 1601EQ (Quarterly), and 1600, Filing Reference No., EFPS Payment Form and Tax | None | 20 Days | Administrative Assistant V Accounting Office  
Administrative Assistant I Accounting Office  
Accountant III Accounting Office |
Remittance Advice to be signed by the Chief Accountant and the Chancellor.

3. Prepare OBR/BUR and Disbursement Voucher
4. Upload remittance to EFPS
5. Pre-audit and process remittance
6. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers
7. Certification of Box C of DV, review of JEV and forward to the next approving officer.

| TOTAL: | None | 20 Days |

To ensure compliance to the BIR requirements of remittances and reporting

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</thead>
<tbody>
<tr>
<td>1. Encoded monthly compensations and other benefits, non-taxable deductions in the annualization report.</td>
<td>Accounting Office</td>
</tr>
</tbody>
</table>
2. Abstract of Payroll/General Payroll
3. Monthly Tax remittance Advice/Payment
4. TIN of employees

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To validate file or to provide information for invalid files.</td>
<td>1. Encoding monthly compensations and other benefits, non-taxable deductions in the Annualization Report. Encoding of payment to supplier to goods and services and the taxes withheld to the working paper 2. Encoding at the BIRALPHA. 3. Email Alphalist through <a href="mailto:esubmission@bir.gov.ph">esubmission@bir.gov.ph</a> 4. Printing of BIR Form 2316 for compensation 5. Distribution to respective offices of 2316 6. Preparation of BIR Form 1604CF &amp; 1604 E and printing of Alphalist of separated and active employees. 7. Scanning signed BIR Form 2316, create DVD copy, prepare transmittal list to BIR</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant V Accounting Office Administrative Assistant I Accounting Office Accountant III Accounting Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 Days

15. MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment to Supplier of Goods procured through Alternative Mode of Procurement (Direct Payment) including payment thru LDDAP ADA

To certify completeness of documents and cash availability to payment to suppliers of goods and services

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<tr>
<td>Classification:</td>
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</table>
**Type of Transaction:** G2B – Government to Business  
**Who may avail:** UPB Employees/ Offices  

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</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td></td>
</tr>
<tr>
<td>3. Purchase Request</td>
<td></td>
</tr>
<tr>
<td>4. Duly signed Abstract of Canvass</td>
<td></td>
</tr>
<tr>
<td>5. Duly signed Request for Quotation</td>
<td></td>
</tr>
<tr>
<td>6. BAC resolutions as applicable</td>
<td></td>
</tr>
<tr>
<td>7. Notice to Award (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>8. Purchase Order</td>
<td></td>
</tr>
<tr>
<td>9. Transmittal of Purchase Orders/Contract to COA, if PO/Contract is not stamped received by COA</td>
<td></td>
</tr>
<tr>
<td>10. Billing Statement/ Delivery Receipt and/ Sales Invoice</td>
<td></td>
</tr>
<tr>
<td>11. Inspection and Acceptance Report</td>
<td></td>
</tr>
<tr>
<td>12. Property Acknowledgement Receipt (PAR) for equipment (15k and above) and/or ICS for semi-expandable items (below 15k)</td>
<td></td>
</tr>
<tr>
<td>13. Warranty Security, if applicable</td>
<td></td>
</tr>
<tr>
<td>14. PHILGEPS, Bid Notice Abstract (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>15. PHILGEPS, Award Notice Abstract (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>16. Notice to Proceed (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>17. Result of Test/Analysis by Proper Government Agency (if articles purchased are subject to test)</td>
<td></td>
</tr>
<tr>
<td>18. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding</td>
<td></td>
</tr>
<tr>
<td>19. Approved request for extension of delivery period or suspension, if applicable</td>
<td></td>
</tr>
<tr>
<td>20. Computation of Liquidated Damages, if applicable</td>
<td></td>
</tr>
</tbody>
</table>
21. Certificate of Exclusive Distributorship, if applicable
22. Pre/Post Repair Inspection for replacement
24. Approved Project Proposal (for projects)
25. DTI Certificate, if payee is an individual or the owner
26. Duly signed LDDAP-ADA Form
27. Bank Account Number, if thru LDDAP

<table>
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<tr>
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<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>2. Scan all documents and attach to UIS</td>
<td>2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td></td>
<td></td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td>3. Submit DV with complete supporting documents.</td>
<td>3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
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</table>

TOTAL: None 20 Days

16. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment to Supplier of Services procured through Alternative Mode of Procurement (Direct Payment) including payment thru LDDAP ADA: Catering Services (Meals and Snacks), Van/Jeepney Rentals, Venue and Accommodation, Mailing & Courier, Laundry Services, Advertising and other similar services
To certify completeness of documents and cash availability to payment to suppliers of goods and services

Office or Division: Accounting Office
Classification: Highly Technical
Type of Transaction: G2B – Government to Business
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<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
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<tr>
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<tr>
<td>3. Purchase Request</td>
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<td>4. Duly signed Abstract of Canvass</td>
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<td>6. BAC resolutions as applicable</td>
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<tr>
<td>7. Notice to Award (for goods &amp; services 50k and above for the year)</td>
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<td>9. Transmittal of Purchase Orders/Contract to COA, if PO/Contract is not stamped received by COA</td>
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<tr>
<td>10. Billing Statement/ Delivery Receipt and/ Sales Invoice</td>
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</tr>
<tr>
<td>11. Inspection and Acceptance Report or Certificate of Completion and Acceptance of Service whichever is applicable</td>
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<tr>
<td>12. PHILGEPS, Bid Notice Abstract (for goods &amp; services 50k and above for the year)</td>
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<tr>
<td>17. Approved request for extension of delivery period or suspension, if applicable</td>
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</tr>
<tr>
<td>18. Computation of Liquidated Damages, if applicable</td>
<td></td>
</tr>
<tr>
<td>19. Pre/Post Repair Inspection Report</td>
<td></td>
</tr>
<tr>
<td>20. Approved Project Proposal (for projects)</td>
<td></td>
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</tbody>
</table>
21. Copy of newspaper clippings, evidence of publication/ CD in case of TV/radio commercial (for advertisement)
22. Attendance (for Catering Services, Venue and Accommodation)
23. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office's meetings
24. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental)
25. OR/CR for jeepney rentals
26. DTI Certificate, if payee is an individual or the owner
27. Duly signed LDDAP-ADA Form
28. Bank Account Number, if thru LDDAP

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<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A</td>
<td>1. Pre-audit and process payment&lt;br&gt;2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers&lt;br&gt;3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant III Accounting Office&lt;br&gt;Administrative Assistant I Accounting Office&lt;br&gt;Administrative Officer II Accounting Office&lt;br&gt;Accountant III Accounting Office</td>
</tr>
<tr>
<td>2. Scan all documents and attach to UIS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Submit DV with complete supporting documents.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 Days
17. MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment of salaries of SAGA, RA, mentors stipend, other stipend, refunds, scholarships and Loan

To certify completeness of documents and cash availability for the release of stipends and other benefits

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td></td>
</tr>
<tr>
<td>NORSA/NBURSA, if applicable</td>
<td></td>
</tr>
<tr>
<td>Form 5</td>
<td></td>
</tr>
<tr>
<td>Payroll (if payment for stipend should indicate Certification from OSFA for the STS bracket and GWA of student duly approved by the director of ODSA)</td>
<td></td>
</tr>
<tr>
<td>Appointment/ Office Order/Basic Paper / Contract</td>
<td></td>
</tr>
<tr>
<td>DTR, for SAGA Salaries</td>
<td></td>
</tr>
<tr>
<td>Photocopy of student ID</td>
<td></td>
</tr>
<tr>
<td>Application for Refund or Loan whichever is applicable</td>
<td></td>
</tr>
<tr>
<td>Copy of Fund Transfer for scholarship and stipend from outside sources</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>2. Scan all documents and attach to UIS</td>
<td></td>
<td></td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td>3. Submit DV with complete</td>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td>1. Pre-audit and process payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Certification of Box C of DV, review of JEV</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
supporting documents. and forward to the next approving officer. Accountant III Accounting Office

| TOTAL: | None | 7 Days |

18. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment of Research Dissemination Grant, Scholarship Grants, Research Grant, Awards, etc.

To certify completeness of documents and cash availability for the release of grants and other faculty awards

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.
2. NORSA/NBURSA, if applicable
3. Document for the Approval of the Grant
4. Contract/ Memorandum of Agreement
5. Copy of Fund Transfer, for outside grants Additional for CSC Grants
6. Liquidation Report for previous release
7. Cash Disbursement Record with the attachment as approved by CSC Board Additional Document for RDG
8. Original Boarding Pass
9. Plane tickets and itinerary
10. Properly filled-up Input Sheet (HRDO Form)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and</td>
<td>1. Pre-audit and process payment 2. Preparation of JEV and distribution of</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Administrative</td>
</tr>
</tbody>
</table>
2. Scan all documents and attach to UIS
3. Submit DV with complete supporting documents.

<table>
<thead>
<tr>
<th>Assistant I Accounting Office</th>
<th>Administrative Officer II Accounting Office</th>
<th>Administrative Assistant V Accounting Office</th>
<th>Accountant III Accounting Office</th>
</tr>
</thead>
</table>

**TOTAL:** None

### 19. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Reimbursement of expenses for payment of goods and services

To certify completeness of documents and cash availability for the reimbursements of claims for Faculty, REPs and Administrative Staff

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Complex</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th><strong>WHERE TO SECURE</strong></th>
<th><strong>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>2. NORSA/NBURSA, if applicable</strong></td>
</tr>
<tr>
<td></td>
<td><strong>3. Purchase Request</strong></td>
</tr>
<tr>
<td></td>
<td><strong>4. Duly signed Request for Quotation for single items 2k and above</strong></td>
</tr>
<tr>
<td></td>
<td><strong>5. Inspection and Acceptance Report</strong></td>
</tr>
<tr>
<td></td>
<td><strong>6. Property Acknowledgement Receipt (PAR) for equipment (15k and above) and/or ICS for semi-expandable items (below 15k)</strong></td>
</tr>
<tr>
<td></td>
<td><strong>7. Approved APP/PPMP or Supplemental PPMP with approved justification for non inclusion and/or request for funding</strong></td>
</tr>
</tbody>
</table>
8. Pre/Post Repair Inspection Report, if applicable
10. Approved Project Proposal (for projects)
11. Certificate of Emergency Purchase
12. Original copy of Official Receipt or acceptable proof of payment based on COA Circular 2004-006 and 2017-001
13. Copy of newspaper clippings, evidence of publication/ CD in case of TV/radio commercial (for advertisement)
14. Attendance (for Catering Services, Venue and Accommodation)
15. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/ invitation for catering services of meals and snacks of regular committee or office’s meetings
16. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental)
17. Summary of Expenses for various receipts duly signed and certified

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A 2. Scan all documents and attach</td>
<td>1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office  Administrative Assistant I Accounting Office  Administrative Officer II Accounting Office</td>
</tr>
</tbody>
</table>
to UIS  
3. Submit DV with complete supporting documents.  
3. Certification of Box C of DV, review of JEV and forward to the next approving officer.  

<table>
<thead>
<tr>
<th>Accountant III</th>
<th>Accounting Office</th>
</tr>
</thead>
</table>

**TOTAL:** None  
7 Days

---

20. **PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY:** Processing and Pre-audit of Disbursement Vouchers - Replenishment of Petty Cash Fund

To certify completeness of documents and cash availability for the expenses paid under PCF

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td></td>
</tr>
<tr>
<td>4. Cash Disbursement Record (CDR)</td>
<td></td>
</tr>
<tr>
<td>5. Petty Cash Vouchers (PCV)</td>
<td></td>
</tr>
<tr>
<td>6. Purchase Request</td>
<td></td>
</tr>
<tr>
<td>7. Duly signed Request for Quotation for single items 2k and above</td>
<td></td>
</tr>
<tr>
<td>8. Inspection and Acceptance Report</td>
<td></td>
</tr>
<tr>
<td>9. ICS for semi-expandable items</td>
<td></td>
</tr>
<tr>
<td>10. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding</td>
<td></td>
</tr>
<tr>
<td>11. Pre/Post Repair Inspection Report, if applicable</td>
<td></td>
</tr>
<tr>
<td>13. Approved Project Proposal (for projects)</td>
<td></td>
</tr>
<tr>
<td>14. Certificate of Emergency Purchase</td>
<td></td>
</tr>
<tr>
<td>15. Original copy of Official Receipt or acceptable proof of payment based on COA Circular 2004-006</td>
<td></td>
</tr>
</tbody>
</table>
2017-001
16. Copy of newspaper clippings, evidence of publication/CD in case of TV/radio commercial (for advertisement)
17. Attendance (for Catering Services, Venue and Accommodation)
18. Approved program of activity and funding for workshops, seminar, FGDs, Fieldtrip and other similar events (for Catering Services, Venue and Accommodation) or Notice of meeting/invitation for catering services of meals and snacks of regular committee or office’s meetings
19. Travel Order and Certificate of Travel Completed (for Van/Jeepney Rental)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A  
2. Scan all documents and attach to UIS  
3. Submit DV with complete supporting documents. | 1. Pre-audit and process payment  
2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers  
3. Certification of Box C of DV, review of JEV and forward to the next approving officer. | None | 7 Days | Administrative Assistant III Accounting Office  
Administrative Assistant I Accounting Office  
Administrative Officer II Accounting Office  
Accountant III Accounting Office |

21. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel
To certify completeness of documents and cash availability for the reimbursement travel expenses
<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td></td>
</tr>
<tr>
<td>3. Approved Travel Order/ Authority to Travel</td>
<td></td>
</tr>
<tr>
<td>4. Approved Actual Itinerary of Travel</td>
<td></td>
</tr>
<tr>
<td>5. Notice/ Invitation</td>
<td></td>
</tr>
<tr>
<td>6. Letter request to attend meetings, seminars, workshops, trainings etc.</td>
<td></td>
</tr>
<tr>
<td>7. Certificate of Travel Completed</td>
<td></td>
</tr>
<tr>
<td>8. Narrative Travel Report</td>
<td></td>
</tr>
<tr>
<td>9. Certificate of Appearance/ Attendance/ Participation</td>
<td></td>
</tr>
<tr>
<td>10. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fees</td>
<td></td>
</tr>
<tr>
<td>11. Official Receipts for fare and accommodation (in accordance with COA Circular 2006-004 and 2017-001</td>
<td></td>
</tr>
<tr>
<td>12. Certification from the Head Of Agency as to the absolute necessity of claiming actual accommodation.</td>
<td></td>
</tr>
<tr>
<td>13. Original copy of Hotel or lodging bills and receipts - if claiming for actual cost</td>
<td></td>
</tr>
<tr>
<td>Additional for Foreign Travel:</td>
<td></td>
</tr>
<tr>
<td>14. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence</td>
<td></td>
</tr>
</tbody>
</table>
15. Document to show the dollar to peso exchange rate at the date of grant of cash advance
16. Acceptance of the nominees as participants (issued by the foreign country)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A | 1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers 3. Certification of Box C of DV, review of JEV and forward to the next approving officer. | None | 7 Days | Administrative Assistant III Accounting Office
Administrative Assistant I Accounting Office
Administrative Officer II Accounting Office
Accountant III Accounting Office |
| 2. Scan all documents and attach to UIS | | | | |
| 3. Submit DV with complete supporting documents. | | | | |

**TOTAL:** None 7 Days

22. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Reimbursement for Local and Foreign Travel of Invited Guest/Resource Person
To certify completeness of documents and cash availability for the reimbursement travel expenses of invited resource persons, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

| 1. | Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number. |
| 2. | NORSA/NBURSA, if applicable |
| 3. | Approved Travel Order/ Authority to Travel if from other government agency |
| 4. | Approved Actual Itinerary of Travel, if from other government agency |
| 5. | Approved request for the activity with funding requirement. |
| 6. | Invitation to render service & Program of Activity |
| 7. | Duly Approved Appointment |
| 8. | Accomplishment Report/ Certificate of Completion of Deliverables |
| 9. | Certificate of Service for lecturers, resource person |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>End User/ Responsible Unit create invoice in the UIS, print DV and signs box A</td>
</tr>
<tr>
<td>Scan all documents and attach to UIS</td>
</tr>
<tr>
<td>Submit DV with complete supporting documents.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days
23. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Local and Foreign Travel

To certify completeness of documents and cash availability for the grant of cash advances for local and foreign travel

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. Approved Travel Order/ Authority to Travel</td>
<td></td>
</tr>
<tr>
<td>3. Approved Itinerary of Travel</td>
<td></td>
</tr>
<tr>
<td>4. Notice/ Invitation of host/sponsoring country/agency/organization</td>
<td></td>
</tr>
<tr>
<td>5. Letter request to attend meetings, seminars, workshops, trainings, etc.</td>
<td></td>
</tr>
<tr>
<td>6. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books</td>
<td></td>
</tr>
<tr>
<td>Additional for Foreign Travel:</td>
<td></td>
</tr>
<tr>
<td>7. Plane fare quotations of three travel agencies or its equivalent</td>
<td></td>
</tr>
<tr>
<td>8. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation DSA to be claimed</td>
<td></td>
</tr>
<tr>
<td>9. Document to show the dollar to peso exchange rate at the date of grant of cash advance</td>
<td></td>
</tr>
<tr>
<td>10. Acceptance of the nominees as participants (issued by the foreign country)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting</td>
</tr>
</tbody>
</table>
invoice in the UIS, print DV and signs box A
2. Scan all documents and attach to UIS
3. Submit DV with complete supporting documents.

2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers
3. Certification of Box C of DV, review of JEV and forward to the next approving officer.

TOTAL: None 7 Days

24. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Grant of cash advances for Time Bound Activities
To certify completeness of documents and cash availability for the grant of cash advances for time bound activities and other operating expenses

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th></th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books</td>
<td></td>
</tr>
<tr>
<td>3. Authority of the Accountable Officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance</td>
<td></td>
</tr>
<tr>
<td>4. Purchase Request if applicable</td>
<td></td>
</tr>
<tr>
<td>5. Approved Budget for the Operating Expenses of the Activity</td>
<td></td>
</tr>
<tr>
<td>6. Approved application for Bond of Accountable Officer</td>
<td></td>
</tr>
<tr>
<td>7. Designation as disbursing officer</td>
<td></td>
</tr>
</tbody>
</table>
## CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. Authority of the Accountable Officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance</td>
<td></td>
</tr>
<tr>
<td>3. Approved application for Bond of Accountable Officer</td>
<td></td>
</tr>
<tr>
<td>4. Designation as disbursing officer</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A 2. Scan all documents and attach to UIS 3. Submit DV with complete supporting documents.</td>
<td>1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers 3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 Days

26. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment of Utilities (Electricity, Water, Internet, Telephone Services, Janitorial, Security)

To certify completeness of documents and cash availability for the payment of UPB monthly Utilities

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</td>
</tr>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
</tr>
<tr>
<td>3. Bill/Statement of Account</td>
</tr>
<tr>
<td>4. Summary of Statement of Accounts if more than 1 Additional for Telephone Bill: &gt; Certification from head of office/unit that the long distance calls are official calls (that the same was used for official calls only)</td>
</tr>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>
> If part of the telephone bill was used for personal call of an employee, attach a photocopy of the Official Receipt representing payment of such personal call to the UP Cashier.

Additional for Security and Janitorial
1. Contract for First Payment, Cost Distribution for succeeding payments within the contract period
2. Monthly Payroll indicating all deductions and mandatories
3. Proof of remittance of employee contributions to SSS, Pag-ibig and Philhealth (OR and remittance list). Should be remittance for the previous month
4. Approved request for additional security guard or for overtime, if any
5. Notice of deduction for any violation, if any

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A | 1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers 3. Certification of Box C of DV, review of JEV and forward to the next approving officer. | None | 7 Days | Administrative Assistant III  
Accounting Office  
Administrative Assistant I  
Accounting Office  
Administrative Officer II  
Accounting Office  
Accountant III  
Accounting Office |
| 2. Scan all documents and attach to UIS | | | | |
| 3. Submit DV with complete supporting documents. | | | | |

**TOTAL:**

None

7 Days

27. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Mobilization
To certify completeness of documents and cash availability for the payment of mobilization for infrastructure projects

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. NORSA/NBURSA, if applicable</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>3. Purchase Request</td>
<td></td>
</tr>
<tr>
<td>4. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding</td>
<td></td>
</tr>
<tr>
<td>5. PHILGEPS, Bid Notice Abstract (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>6. Duly signed Abstract of Canvass</td>
<td></td>
</tr>
<tr>
<td>7. Duly signed Request for Quotation</td>
<td></td>
</tr>
<tr>
<td>8. BAC Resolutions</td>
<td></td>
</tr>
<tr>
<td>9. Notice to Award (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>10. Contract</td>
<td></td>
</tr>
<tr>
<td>11. PHILGEPS, Award Notice Abstract (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>12. Copy of Performance Security/Bond</td>
<td></td>
</tr>
<tr>
<td>13. Notice to Proceed (for goods &amp; services 50k and above for the year)</td>
<td></td>
</tr>
<tr>
<td>14. Transmittal to COA of bidding and contract documents</td>
<td></td>
</tr>
<tr>
<td>15. Certification from BAC Secretariat duly noted by the Chairman that the bidding documents are in order and on file</td>
<td></td>
</tr>
<tr>
<td>16. Approved Request for payment/billing statement</td>
<td></td>
</tr>
<tr>
<td>17. Justification for variation order - for variation order</td>
<td></td>
</tr>
<tr>
<td>19. DTI Certificate, if payee is an individual or the owner</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A  
2. Scan all documents and attach to UIS  
3. Submit DV with complete supporting documents. | 1. Pre-audit and process payment  
2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers  
3. Certification of Box C of DV, review of JEV and forward to the next approving officer. | None            | 20 Days         | Administrative Assistant III            |
|                                                  |                                                                                |                 |                 | Accounting Office                       |
|                                                  |                                                                                |                 |                 | Administrative Assistant I              |
|                                                  |                                                                                |                 |                 | Accounting Office                       |
|                                                  |                                                                                |                 |                 | Administrative Officer II               |
|                                                  |                                                                                |                 |                 | Accounting Office                       |
|                                                  |                                                                                |                 |                 | Accountant III                          |
|                                                  |                                                                                | None            | 20 Days         |                                        |

**TOTAL:** None 20 Days

**28. PROCESSING AND PRE-AUDIT:** MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: First Billing

To certify completeness of documents and cash availability for the payment of infrastructure projects

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| 1. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number.  
2. NORSA/NBURSA, if applicable  
3. Purchase Request  
4. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding | Individual File or Accounting Office |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>PHILGEPS, Bid Notice Abstract (for goods &amp; services 50k and above for the year)</td>
</tr>
<tr>
<td>6.</td>
<td>Duly signed Abstract of Canvass</td>
</tr>
<tr>
<td>7.</td>
<td>Duly signed Request for Quotation</td>
</tr>
<tr>
<td>8.</td>
<td>BAC Resolutions</td>
</tr>
<tr>
<td>9.</td>
<td>Notice to Award (for goods &amp; services 50k and above for the year)</td>
</tr>
<tr>
<td>10.</td>
<td>Contract</td>
</tr>
<tr>
<td>11.</td>
<td>PHILGEPS, Award Notice Abstract (for goods &amp; services 50k and above for the year)</td>
</tr>
<tr>
<td>12.</td>
<td>Copy of Performance Security/Bond</td>
</tr>
<tr>
<td>13.</td>
<td>Notice to Proceed (for goods &amp; services 50k and above for the year)</td>
</tr>
<tr>
<td>14.</td>
<td>Transmittal to COA of bidding and contract documents</td>
</tr>
<tr>
<td>15.</td>
<td>Certification from BAC Secretariat duly noted by the Chairman that the bidding documents are in order and on file</td>
</tr>
<tr>
<td>16.</td>
<td>Approved Request for payment/billing statement</td>
</tr>
<tr>
<td>17.</td>
<td>Billing Summary/ Summary of Payments</td>
</tr>
<tr>
<td>18.</td>
<td>Duly Approved Statement of Work Accomplishment</td>
</tr>
<tr>
<td>19.</td>
<td>Pictures, before, during and after construction of items of works</td>
</tr>
<tr>
<td>20.</td>
<td>Certificate of Inspection of Monitoring Committee (Should indicate date of Completion)</td>
</tr>
<tr>
<td>21.</td>
<td>Certificate of Completion and Acceptance (Should indicate date of Completion)</td>
</tr>
<tr>
<td>22.</td>
<td>Approved request for extension of delivery if applicable</td>
</tr>
<tr>
<td>23.</td>
<td>Computation of Liquidated Damages, if applicable</td>
</tr>
<tr>
<td>24.</td>
<td>Contractor’s Affidavit on payment of laborer’s and materials</td>
</tr>
<tr>
<td>25.</td>
<td>Justification for variation order - for variation order</td>
</tr>
<tr>
<td>26.</td>
<td>DTI Certificate, if payee is an individual or the owner</td>
</tr>
<tr>
<td>27.</td>
<td>Duly signed LDDAP-ADA Form</td>
</tr>
<tr>
<td>28.</td>
<td>Bank Account Number, if thru LDDAP</td>
</tr>
</tbody>
</table>
29. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number. 
30. NORSA/NBURSA, if applicable
31. Contract
32. DTI Certificate, if payee is an individual or the owner
33. Duly signed LDDAP-ADA Form
34. Bank Account Number, if thru LDDAP

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>2. Scan all documents and attach to UIS</td>
<td>2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td></td>
<td></td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td>3. Submit DV with complete supporting documents.</td>
<td>3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
</tbody>
</table>

TOTAL: None 20 Days

29. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Succeeding Progress Billings and Final Payment
To certify completeness of documents and cash availability for the payment of infrastructure projects

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>
Disbursement Voucher with UIS invoice Number.
2. NORSA/NBURSA, if applicable
3. Contract
4. DTI Certificate, if payee is an individual or the owner
5. Duly signed LDDAP-ADA Form
6. Bank Account Number, if thru LDDAP
7. Approved Request for payment/billing statement
8. Billing Summary/ Summary of Payments
9. Duly Approved Statement of Work Accomplishment
10. Pictures, before, during and after construction of items of works
11. Certificate of Inspection of Monitoring Committee (Should indicate Date of Completion)
12. Certificate of Completion and Acceptance (Should indicate Date of Completion)
13. Approved request for extension of delivery period or suspension if applicable
14. Computation of Liquidated Damages, if applicable
15. Contractor's Affidavit on payment of laborer's and materials

Additional for Final Payment:
Letter Request to COA for Inspection

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. End User/ Responsible Unit create invoice in the UIS, print DV and signs box A | 1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers 3. Certification of Box C of DV, | None | 20 Days | Administrative Assistant III Accounting Office  
Administrative Assistant I Accounting Office  
Administrative Officer II Accounting Office |
<table>
<thead>
<tr>
<th><strong>complete supporting documents.</strong></th>
<th><strong>review of JEV and forward to the next approving officer.</strong></th>
<th><strong>Accountant III Accounting Office</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL:</strong> None</td>
<td>20 Days</td>
<td></td>
</tr>
</tbody>
</table>

### 30. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Disbursement Vouchers - Payment for Infrastructure Projects: Retention Fees

To certify completeness of documents and cash availability for the release of retention fees for infrastructure projects

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

| **1.** Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number. **2.** Approved Request for payment/billing statement **3.** Certificate of Inspection of Monitoring Committee (previously attached to Final Payment) **4.** Certificate of Completion and Acceptance (previously attached to Final Payment) **5.** Certificate of Acceptance of the project after the defects liability period of 1 year **6.** Bank Guarantee or Surety Bond if within the defects liability period. **7.** Billing Summary/ Summary of Payments |

### CLIENT STEPS

<table>
<thead>
<tr>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>Administrative Assistant I Accounting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>AGENCY ACTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pre-audit and process payment 2. Preparation of JEV and distribution of account codes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>END USER/ RESPONSIBLE UNIT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>create invoice in the UIS, print DV</td>
</tr>
</tbody>
</table>
2. Scan all documents and attach to UIS
3. Submit DV with complete supporting documents.

<table>
<thead>
<tr>
<th>and signs box A</th>
<th>in UIS and entry in the Subsidiary Ledgers</th>
<th>Certification of Box C of DV, review of JEV and forward to the next approving officer.</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Admin</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Officer II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Accounting Office</td>
</tr>
</tbody>
</table>
|                |                                           |                                                                                | Accountant III |}

TOTAL: None 20 Days

31. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Travel
To certify completeness of documents for the liquidation of cash advances for local and foreign travel

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. NORSA/NBURSA if applicable</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. Actual Itinerary of Travel if with deviation from original</td>
<td></td>
</tr>
<tr>
<td>3. Liquidation Report with BAER number</td>
<td></td>
</tr>
<tr>
<td>4. Certificate of Travel Completed</td>
<td></td>
</tr>
<tr>
<td>5. Narrative Travel Report</td>
<td></td>
</tr>
<tr>
<td>6. Certificate of Appearance/ Attendance/ Participation</td>
<td></td>
</tr>
<tr>
<td>7. Paper/electronic plane, boat or bus tickets, boarding pass, terminal fees, Taxi receipt</td>
<td></td>
</tr>
<tr>
<td>8. Official Receipts for fare and accommodation (in accordance with COA Circular 2006-004 and 2017-001)</td>
<td></td>
</tr>
<tr>
<td>9. Certification from the Head of Agency as to the absolute necessity of claiming actual accommodation.</td>
<td></td>
</tr>
<tr>
<td>10. Original copy of Hotel or lodging bills and receipts- if claiming for actual cost</td>
<td></td>
</tr>
<tr>
<td>11. Official receipts (refund of excess travel)</td>
<td></td>
</tr>
<tr>
<td>12. Official receipts (registration fee)</td>
<td></td>
</tr>
</tbody>
</table>
Additional for Foreign Travel:
1. Copy of the United Nations Development Programme (NDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation DSA to be claimed
2. Document to show the dollar to peso exchange rate at the date of grant of cash advance
3. Acceptance of the nominees as participants (issued by the foreign country)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>2. Submit DV with complete supporting documents.</td>
<td>2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td></td>
<td></td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td>3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>

TOTAL: None 7 Days

32. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Liquidation of Cash Advances - Liquidation of Cash Advances for Time-bound activities
To certify completeness of documents for the liquidation of cash advances for time bound activities and operating expenses
1. NORSA/NBURSA if applicable
2. Liquidation Report with BAER number
3. Official receipts (refund of excess travel)
4. Report of cash disbursements
5. Cash disbursement record
6. Purchase Request
7. Official Receipts
8. Inspection and Acceptance Report
9. RFQ for single item of 2k

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office</td>
</tr>
<tr>
<td>2. Submit DV with complete supporting documents.</td>
<td>2. Preparation of JEV and distribution of account codes in UIS and entry in the Subsidiary Ledgers</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td>3. Certification of Box C of DV, review of JEV and forward to the next approving officer.</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7 Days</td>
<td>Accountant III Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7 Days</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>7 Days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

33. PROCESSING AND PRE-AUDIT: MOOE AND CAPITAL/EQUIPMENT OUTLAY: Processing and Pre-audit of Liquidation of Cash Advances - Review of Contracts and Purchase Orders and Issuance of Certification as to Availability of Funds

To certify funds availability for the commitments to be made to suppliers of goods and services

| Office or Division: | Accounting Office |
| Classification: | Complex |
| Type of Transaction: | G2B - Government to Business |
| Who may avail: | UPB Employees/ Offices |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Obligation request/ Budget</td>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>
Utilization Request and Disbursement Voucher with UIS invoice Number.

2. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding

3. Purchase Request

4. Duly signed Abstract of Canvass

5. Duly signed Request for Quotation

6. BAC resolutions as applicable

7. Notice to Award (for goods & services 50k and above for the year)

8. Purchase Order/Contract

9. PHILGEPS, Bid Notice Abstract (for goods & services 50k and above for the year)

10. Notice to Proceed (for goods & services 50k and above for the year)

11. Approved request for the activity if applicable

12. Certificate of exclusive distributorship, if applicable

13. Transmittal of Purchase Orders/Contract to COA, if PO/Contract is not stamped received by COA

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. End User/ Responsible Unit create invoice in the UIS (if fully operational) 2. Submit PO with complete supporting documents.</td>
<td>1. Pre-audit and process payment</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant III Accounting Office Administrative Assistant I Accounting Office Administrative Officer II Accounting Office Accountant III Accounting Office</td>
</tr>
</tbody>
</table>
34. Preparation and submission of monthly Cash and ADA Disbursement Journals to COA
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Report of Checks Issue of Report of Authority to Debit Account per fund</td>
</tr>
<tr>
<td>1. Cash Office</td>
</tr>
<tr>
<td>2. Paid disbursement vouchers including attachments</td>
</tr>
<tr>
<td>2. Cash Office</td>
</tr>
<tr>
<td>3. Approved Journal Entry Vouchers</td>
</tr>
<tr>
<td>3. Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Memo/ Regular deadline</td>
</tr>
<tr>
<td>1. Post Audit Disbursement Vouchers to check completeness of documents based on RCI and ADA</td>
</tr>
<tr>
<td>1. Post Journal Entry Vouchers to Subsidiary Ledgers and General</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>20 Days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accountant I Accounting Office</td>
</tr>
<tr>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>
4. Encode JEV to the Cash Disbursement Journal/ Authority to Debit Account Journal
5. Update Schedule of Accounts
6. Generate Report, Analyze and Print

| TOTAL: | None | 20 Days |

35. Preparation and submission of monthly Cash Receipts Journals to COA
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE |
|-----------------|------------------|
| 1. Report of Cash Collection and Deposits | Cash Office |
| 2. Official Receipts of Collection per fund and attachment if any | Cash Office |
| 3. Approved Journal Entry Vouchers | Individual File or Accounting Office |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Post Audit RCD to determine correctness of entry vis a vis Official Receipts</td>
</tr>
<tr>
<td>2. Check correctness of Journal Entry Vouchers and assign</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>20 Days</td>
<td>Accountant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>
3. Post Journal Entry Vouchers to Subsidiary Ledgers and General Ledgers
4. Encode JEV to the Cash Receipts Journal
5. Update Schedule of Accounts
6. Generate Report, Analyze and Print

| TOTAL: | None | 20 Days |

### 36. Preparation and submission of monthly General Journals to COA
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

| 1. Funding Check Memo, TRA, Payroll, other documents aside from those Official Receipts, Checks and ADA |
| 2. Approved Journal Entry Vouchers |

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

| Issue Memo/ Regular deadline |

#### AGENCY ACTION

| 1. Review documents affecting the Financial Operation of the University |
| 2. Prepare Journal Entry Vouchers |
| 3. Post Journal |

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>20 Days</td>
<td>Accountant I</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Officer II</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accountant III</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Accounting Office</td>
</tr>
</tbody>
</table>
Entry Vouchers to Subsidiary Ledgers and General Ledgers
4. Encode the JEV to the General Journals
5. Update Schedule of Accounts
6. Generate Report, Analyze and Print

| TOTAL:  | None | 20 Days |

37. Preparation, Analysis and submission of Monthly Basic Financial Statements to COA and UPS
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

| Office or Division: | Accounting Office |
| Classification:     | Highly Technical |
| Type of Transaction: | G2G - Government to Government |
| Who may avail:     | UPB Employees/Offices |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Journal Entry Vouchers</td>
<td></td>
</tr>
<tr>
<td>3. Update Account Schedules</td>
<td></td>
</tr>
<tr>
<td>4. Updated Subsidiary Ledgers and General Ledgers</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Memo/ Regular deadline</td>
<td>1. Create Trial Balance from the generated Journals 2. Analyze Accounts and determine balances of each account.</td>
<td>None</td>
<td>20 Days</td>
<td>Accountant I Accounting Office Administrative Officer II Accounting Office Accountant III</td>
</tr>
</tbody>
</table>
Ensure that accounts balances are according to their normal accounting balances


4. Generate Report, Analyze and Print

5. Bind all supporting documents for transmittal to COA

**TOTAL:** None 20 Days

### 38. Preparation, Analysis and submission of monthly Bank Reconciliation Statements to COA
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th><strong>Office or Division:</strong></th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Highly Technical</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS** | **WHERE TO SECURE**
--- | ---
Bank Statements, Checks Issued, Paid Disbursement Vouchers, Report of Collection and Deposit, Journal Entry Vouchers for cash transactions | Individual File or Accounting Office
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Bank Statements</td>
<td>1. Determine Outstanding Checks</td>
<td>None</td>
<td>20 Days</td>
<td>Accountant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td>2. Determine Deposit in Transit</td>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
</tr>
<tr>
<td></td>
<td>3. Reconcile Book and Bank Balances</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Generate Report, Analyze and Print</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL: None</td>
<td>None</td>
<td>20 Days</td>
<td></td>
</tr>
</tbody>
</table>

39. Preparation of Annual Financial Reports and Notes to Financial Statement
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Monthly Financial Reports</td>
<td>Individual File or Accounting Office</td>
</tr>
<tr>
<td>2. Statement of Comparison of Budget and Accounting</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Memo/ Regular deadline</td>
<td>1. Analyze monthly and year end reports to determine any adjusting entries</td>
<td>None</td>
<td>20 Days</td>
<td>Accountant I Accounting Office</td>
</tr>
<tr>
<td></td>
<td>2. Make necessary adjusting journal entries to reflect fair</td>
<td></td>
<td></td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>
40. Preparation of monthly Reconciliation of Statement of Allotment and Obligation (SAOB) for Revolving Fund and General Fund
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

| Office or Division: | Accounting Office |
| Classification:     | Highly Technical  |
| Type of Transaction:| G2G - Government to Government |
| Who may avail:      | UPB Employees/ Offices |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Budget Office</td>
</tr>
<tr>
<td>2. Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Issue memo for submission of specific reports with stated deadline of submission | 1. Encode all received OBRS/BURS in the SAOB  
2. Encode disbursement s, Liquidation Reports and NORSA/NBURSA in the SAOB  
3. Reconcile Obligation and Disbursement  
4. Generate | None | 20 Days | Administrative Assistant I  
Accounting Office  
Accountant III  
Accounting Office |
### 41. Preparation of monthly Flash Monitoring Report for submission to UP System

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Issue Memo/ Regular deadline
2. Encode result of reconciliation of SAOB to UPS template
3. Generate Report, Analyze and Print

**FEES TO BE PAID**: None

**PROCESSING TIME**: 20 Days

**PERSON RESPONSIBLE**

- Administrative Assistant I Accounting Office
- Accountant III Accounting Office

**TOTAL**: None 20 Days

---

### 42. Preparation of Quarterly Financial Accountability Reports

To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Issue Memo/ Regular deadline
2. Encode result of reconciliation of SAOB to UPS template
3. Generate Report, Analyze and Print

**FEES TO BE PAID**: None

**PROCESSING TIME**: 20 Days

**PERSON RESPONSIBLE**

- Administrative Assistant I Accounting Office
- Accountant III Accounting Office

**TOTAL**: None 20 Days
<table>
<thead>
<tr>
<th>Issue Memo/Regular deadline</th>
<th>TO BE PAID</th>
<th>TIME</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Consolidate Flash Monitoring Reports and SAO for the Quarter</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Assistant I Accounting Office</td>
</tr>
<tr>
<td>2. Encode consolidated SAOB/FMR to UPS template</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td>3. Generate Report, Analyze and Print</td>
<td>None</td>
<td>20 Days</td>
<td>Accountant III Accounting Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

43. Preparation and submission of periodic reports (monthly, quarterly, semi-annual) to Research and Development Projects for submission to funding agencies
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
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<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Reconciled ledgers with Budget Office, paid Disbursement Vouchers, Journal Entry Vouchers</th>
<th>Individual File or Accounting Office</th>
</tr>
</thead>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Send verbal or written request for report</th>
<th>1. Encode Line Item Budget for new project in the required reporting templates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Encode data in liquidation or disbursement per Line Item</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Encode Line Item Budget for new project in the required reporting templates</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer II Accounting Office</td>
</tr>
<tr>
<td>2. Encode data in liquidation or disbursement per Line Item</td>
<td>None</td>
<td>20 Days</td>
<td>Accountant III Accounting Office</td>
</tr>
</tbody>
</table>

258
| Budget | 3. Analyze over or underutilization or erroneous posting | 4. Generate Report, Analyze and Print | TOTAL: | None | 20 Days |

44. Preparation and submission of other Demand Reports form DBM, UPS, COA, CHED and other NGOS
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request, Account Schedules and Financial Reports</td>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send verbal or written request for report</td>
<td>1. Prepare report, analyze and print</td>
<td>None</td>
<td>20 Days</td>
<td>Administrative Officer II Accounting Office Accountant III Accounting Office</td>
</tr>
</tbody>
</table>

TOTAL: | None | 20 Days |

45. Preparation of Lapsing of PPE and depreciation schedule, Reconciliation of Office inventory and Issuances with SPMO
To ensure compliance to Government Accounting Manual and Philippine Financial Reporting System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Accounting Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
<tr>
<td>CHECKLIST OF REQUIREMENTS</td>
<td>WHERE TO SECURE</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Journal Entry Vouchers, PAR, Ledgers, RIS, PO, Report of Issuances</td>
<td>Individual File or Accounting Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit to copy of report of Issuances with PO and RIS | 1. Reconcile Report and Generate JEV for adjusting entries. Generate Report, Analyze and Print | None | 20 Days | Accountant I Accounting Office  
Administrative Officer II  
Accounting Office  
Accountant III  
Accounting Office |

**TOTAL:** None 20 Days
Cash Office
External Services
1. **TASK: Issuance of Official Receipts for OUR/Colleges certifications**

Purpose: To issue official receipts to clients i.e. students applying for certifications from the Office of the University Registrar of UP Baguio

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, alumni or representative</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application form</td>
<td>University Registrar, UP Baguio</td>
</tr>
<tr>
<td>Presentation of valid identification card</td>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up application form completely and correctly</td>
<td>1. Reviews application form</td>
<td>P20.00 per page</td>
<td>3 minutes</td>
<td>Collection Officer</td>
</tr>
<tr>
<td></td>
<td>2. Verifies identification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Informs client on the total amount for payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Submit filled-up application form and identification card</td>
<td></td>
<td></td>
<td>2 minutes</td>
<td>Cash Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Issues payment</td>
<td>4. Process official receipt</td>
<td></td>
<td>2 minutes</td>
<td></td>
</tr>
</tbody>
</table>
2. Issuance of Official Receipts for official transcript of records related documents

To issue official receipts to clients i.e. students applying for an original copy of his/her official transcript of records from the Office of the University Registrar of UP Baguio

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, alumni or representative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application form</td>
<td>University Registrar, UP Baguio</td>
</tr>
<tr>
<td>Presentation of valid identification card</td>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, University Registrar—UP Baguio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up application form completely and correctly</td>
<td></td>
<td></td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>2. Submit filled-up application form and identification card</td>
<td>1. Reviews application form</td>
<td>P30.00 per page</td>
<td>2 minutes</td>
<td>Collection Officer</td>
</tr>
<tr>
<td>2. Submit filled-up application form and identification card</td>
<td>2. Verifies identification</td>
<td></td>
<td></td>
<td>Cash Office</td>
</tr>
<tr>
<td>2. Submit filled-up application form and identification card</td>
<td>3. Informs client on the total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | 7 minutes |
3. Issues payment

<table>
<thead>
<tr>
<th>Steps</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submits/sends request to Office of the University Registrar with evidence of deposit of payment</td>
</tr>
<tr>
<td>2.</td>
<td>Office of the University Registrar acknowledges receipt and request cash office to verify</td>
</tr>
<tr>
<td>3.</td>
<td>Issues official receipt</td>
</tr>
<tr>
<td>4.</td>
<td>Process official receipt</td>
</tr>
<tr>
<td>5.</td>
<td>Accepts payment</td>
</tr>
<tr>
<td>6.</td>
<td>Issues official receipt</td>
</tr>
<tr>
<td>7.</td>
<td>Returns change if payment is more than requirement</td>
</tr>
</tbody>
</table>

**TOTAL:** 7 minutes

---

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

To issue official receipts to clients i.e. employment companies in the Philippines applying for verification information from the Office of the University Registrar of UP Baguio

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business entity</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Business entity</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written or email copy of request</td>
<td>Business entity</td>
</tr>
<tr>
<td>Copy of deposit slip</td>
<td>Depository bank</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Steps</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submits/sends request to Office of the University Registrar with evidence of deposit of payment</td>
</tr>
<tr>
<td>2.</td>
<td>Office of the University Registrar acknowledges receipt and request cash office to verify</td>
</tr>
</tbody>
</table>

**FEES TO BE PAID**

<table>
<thead>
<tr>
<th>Fees</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3 minutes</td>
<td>Collection Officer</td>
</tr>
</tbody>
</table>

Collection Officer
Cash Office
### 3. Verifies deposit of payment

### 4. Informs Office of the University Registrar on the total amount deposited

### 5. Process official receipt

### 6. Issues official receipt to Office of the University Registrar

| TOTAL: | P50.00 | 20 minutes |

---

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

To issue official receipts to clients i.e. international/foreign employment companies applying for verification information from the Office of the University Registrar of UP Baguio

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business entity</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Business entity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written or email copy of request</td>
<td>Business entity</td>
</tr>
<tr>
<td>Bank wire transfer document</td>
<td>Depository bank</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits/sends request to Office of the University Registrar with evidence of wire transfer of</td>
<td>2. Office of the University Registrar acknowledges</td>
<td>P50.00 per page</td>
<td>3 minutes</td>
<td>Collection Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash Office</td>
</tr>
</tbody>
</table>
5. **Issuance of Official Receipts for library related matters**

To issue official receipts to clients i.e. students with accountabilities from the UP Baguio Library such as overdue books, photocopying, library fees, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Simple</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Library statement of account</th>
<th>University Library, UP Baguio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentation of valid identification card</td>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

**TOTAL:** 4 days, 3 minutes
1. **Fill-up application form completely and correctly**  
   1. University Library issues statement of account  
      3 minutes

2. **Submit statement of account and identification card**  
   2. Reviews statement of account  
   3. Verifies identification  
   4. Informs client on the total amount for payment  
      2 minutes  
      Collection Officer  
      Cash Office

3. **Issues payment**  
   5. Process official receipt  
   6. Accepts payment  
   7. Issues official receipt  
   8. Returns change if payment is more than requirement payment  
      Depends on the item requested or amount indicated on the form  
      3 minutes

   **TOTAL:** 8 minutes

---

6. **Issuance of Official Receipts for dormitory related matters**  
To issue official receipts to students with accountabilities from the UP Baguio Ladies Residence Hall such as room rent, utility fees, laptop fees, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**  
<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dormitory statement of account</td>
</tr>
<tr>
<td>Presentation of valid identification card</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**  
<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up</td>
<td>1. Office of the</td>
<td>3 minutes</td>
<td>Collection Officer</td>
</tr>
</tbody>
</table>
### Application Form

<table>
<thead>
<tr>
<th>Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>UP Baguio Residence Hall issues statement of account</td>
<td>Cash Office</td>
</tr>
</tbody>
</table>

2. Submit statement of account and identification card

<table>
<thead>
<tr>
<th>Step Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Submit statement of account and identification card</td>
</tr>
<tr>
<td>3</td>
<td>Process official receipt</td>
</tr>
<tr>
<td>4</td>
<td>Accepts payment</td>
</tr>
<tr>
<td>5</td>
<td>Issues official receipt</td>
</tr>
</tbody>
</table>

### Issuance of Official Receipts for canteen lessee related matters

To issue official receipts to clients i.e. canteen concessioners with accountabilities from the UP Baguio such as rental bills, electricity bills, water service bills, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Business Entity</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Business entity or representative</td>
</tr>
</tbody>
</table>

### Checklist of Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Office of the Vice Chancellor for Administration</th>
</tr>
</thead>
</table>

### Client Steps

<table>
<thead>
<tr>
<th>Step Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits bill</td>
</tr>
</tbody>
</table>

### Agency Steps

<table>
<thead>
<tr>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Reviews</td>
<td></td>
<td>2 minutes</td>
<td>Collection Officer</td>
</tr>
</tbody>
</table>

**TOTAL:** 8 minutes
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits bill of payment or request of payment</td>
<td>1. Reviews account</td>
<td></td>
<td>3 minutes</td>
<td>Collection Officer Cash Office</td>
</tr>
<tr>
<td></td>
<td>2. Verifies identification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Verifies amount due</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. **Issuance of Official Receipts for University receivables (billings)**

To issue official receipts to clients within and outside UP Baguio who have availed of the services and facilities of UP Baguio such as venue rental, electricity and water services usage, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Business Entity and Citizen</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Business entity, citizen or representative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing statement</td>
<td>Office of the Vice Chancellor for Administration/ Office of the Chancellor</td>
</tr>
</tbody>
</table>

<p>| TOTAL: | 5 minutes |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submits disbursement document and check document</td>
</tr>
<tr>
<td>2.</td>
<td>Reviews account</td>
</tr>
<tr>
<td>3.</td>
<td>Verifies identification</td>
</tr>
<tr>
<td>4.</td>
<td>Verifies amount due for payment</td>
</tr>
<tr>
<td>5.</td>
<td>Signs disbursement document</td>
</tr>
<tr>
<td>6.</td>
<td>Accepts payment</td>
</tr>
<tr>
<td>7.</td>
<td>Issues official receipt</td>
</tr>
<tr>
<td>8.</td>
<td>Returns change if payment is more than requirement payment</td>
</tr>
<tr>
<td>5.</td>
<td>Process official receipt</td>
</tr>
<tr>
<td>6.</td>
<td>Accepts payment</td>
</tr>
<tr>
<td>7.</td>
<td>Issues official receipt</td>
</tr>
<tr>
<td>8.</td>
<td>Returns change if payment is more than requirement payment</td>
</tr>
</tbody>
</table>

9. **Issuance of Official Receipts for funds issued through checks**

To issue official receipts to individuals and institutions providing funds to various activities and programs of UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td></td>
<td>G2B – Government to Business Entity</td>
</tr>
<tr>
<td></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Government institution, business entity, citizen or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice of fund transfer/ Disbursement document</td>
</tr>
<tr>
<td>Duly signed check document</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits disbursement document and check document</td>
<td>1. Reviews account</td>
<td>None</td>
<td>5 minutes</td>
<td>Collection Officer</td>
</tr>
<tr>
<td></td>
<td>2. Verifies identification</td>
<td>Collection Officer</td>
<td>Cash Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Verifies amount due for payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Signs disbursement document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Informs client on the total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Issues check</td>
<td>5. Process official receipt</td>
<td>3 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. Accepts check payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Issues official receipt</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Returns disbursement document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td><strong>8 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. Issuance of Official Receipts for funds issued through interbank deposit
To issue official receipts to clients i.e. students and institutions who opted to deposit payment through inter-branch or wire transfer facilities of the financial system.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>HT – Highly Technical</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td></td>
<td>G2B – Government to Business Entity</td>
</tr>
<tr>
<td></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Government institution, business entity, citizen or representative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CHECKLIST OF REQUIREMENTS</strong></th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice of fund transfer/Disbursement document</td>
<td>Originating institution or individual</td>
</tr>
<tr>
<td>Deposit slip</td>
<td>Depository bank</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CLIENT STEPS</strong></th>
<th><strong>AGENCY ACTION</strong></th>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits disbursement document and bank deposit/notice of deposit</td>
<td>1. Reviews account</td>
<td>None</td>
<td>5 days</td>
<td>Collection Officer</td>
</tr>
<tr>
<td></td>
<td>2. Verifies identification</td>
<td></td>
<td></td>
<td>Cash Office</td>
</tr>
<tr>
<td></td>
<td>3. Verifies amount due for payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Verifies wire transfer of payment or inter branch deposit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Signs disbursement document</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Issues check</td>
<td>6. Process official receipt</td>
<td>None</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Photo copy</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. Issuance of Official Receipts for loans
To issue official receipts to University personnel who choose to settle accountabilities through UP Baguio payment arrangements.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, alumni or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Scholarship and Financial Assistance, UP Baguio</td>
</tr>
<tr>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, University Registrar—UP Baguio</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up application form completely and correctly</td>
<td></td>
<td>3 minutes</td>
<td></td>
</tr>
</tbody>
</table>
| 2. Submit filled-up application form and identification card | 1. Reviews application form 2. Verifies identification 3. Computes loan interest 4. Informs client on the total amount for payment | 3 minutes | Collection Officer  
Cash Office |
| 3. Issues payment | 5. Process official receipt 6. Accepts payment 7. Encode payment | Depends on the amount the client would be willing to pay | 2 minutes |

**TOTAL:** 5 days & 5 minutes
details on loan form
8. Issues official receipt & copy of loan form
9. Returns change if payment is more than requirement payment

TOTAL: 8 minutes

12. Issuance of Official Receipts for Student Academic Information System (SAIS) Computerized Registration
To issue electronic official receipts to enrolling students who are required to settle or pay fees.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, alumni or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of University Registrar, UP Baguio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Presentation of valid SAIS number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of University Registrar, UP Baguio</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>1. Submit Form 5a or admission slip with advised amount for payment and SAIS identification number</th>
<th>1. Reviews submitted document</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Encodes SAIS number on online database</td>
<td>3. Encodes amount for payment</td>
</tr>
<tr>
<td>4. Submits completed data</td>
<td>5. Preview &amp; check PDF</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 minutes or depends in internet connectivity</td>
<td>Collection Officer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection Officer</td>
</tr>
</tbody>
</table>

5 minutes or depends in internet connectivity | Collection Officer
copy of official receipt
6. Prints 4 copies of acceptable PDF copy of official receipt

2. Issues payment
7. Accepts payment
8. Issues official receipt
9. Returns change if payment is more than requirement payment

Depends on the amount the client would be willing to pay

5 minutes

TOTAL: 10 minutes

13. Processing of ATM application through the Cash Office
To provide special assistance to students, faculty, research and administrative personnel in acquiring a bank account and enabling them to avail of fund transfer privileges of remunerations from the University.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>C – Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, employee, and students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photocopy of Form 5 / Appointment</td>
</tr>
<tr>
<td>Photocopy of UP ID (back to back)</td>
</tr>
<tr>
<td>Certificate of residency (non-Baguio residents only)</td>
</tr>
<tr>
<td>Application form</td>
</tr>
<tr>
<td>1&quot; x 1&quot; recent photo (2 pieces)</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Issues ATM application</td>
</tr>
<tr>
<td>2. Provides sample ATM application for client to take note as pattern</td>
</tr>
<tr>
<td>3. Request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Citizen to return ATM application after completion of requirements</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Submit completely and correctly filled-up application form with recent photo and photocopy of supporting documents</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Fill up vital information on deposit slip</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Submit deposit slip along with corresponding amount of initial deposit</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Reviews submitted document and checks for completeness</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Verifies signature and pertinent information</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Stamps attached documents with certified true copy</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Head of office signs endorsement and certified attachment</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Verifies deposit slip</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Checks amount of initial deposit</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Compiles ATM application</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Cash office logs ATM application for</td>
<td></td>
</tr>
</tbody>
</table>

- Depends on the amount the client would be willing to deposit

- 5 minutes
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.</td>
<td>Informs citizen that cash office will notify in case of revisions or other requirements</td>
</tr>
<tr>
<td>13.</td>
<td>Informs citizen to proceed to the bank after 2 weeks, if without notification from cash office</td>
</tr>
<tr>
<td>14.</td>
<td>Bank picks-up and signs log-book</td>
</tr>
<tr>
<td>15.</td>
<td>Cash Office awaits for the bank to confirm acceptance (through receipt of deposit)</td>
</tr>
<tr>
<td>16.</td>
<td>Cash Office encodes bank information on database</td>
</tr>
</tbody>
</table>

**TOTAL:** 3 days, 15 minutes
14. **Walk-in release of check payments (UP Baguio Clients)**

To release check payments to clients i.e. students, personnel, institutions and other UP Baguio clients with receivables from the UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, student, personnel or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Company ID or Government Issued ID</td>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio</td>
</tr>
<tr>
<td>Letter of authorization, if necessary</td>
<td>Payee</td>
</tr>
<tr>
<td>Photocopy ID of payee, if necessary</td>
<td>Payee</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1. Request for ID and verifies identity and availability of check for payment 2. Checks correctness of payee name with the provided identification card 3. Disbursement voucher is given to the citizen to sign the acceptance of payment 4. Authorization letter and identification card of payee, if needed, is verified, identification card of representative is photocopied</td>
<td>None</td>
<td>3 minutes</td>
<td>Disbursement Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash Office</td>
</tr>
</tbody>
</table>
275

and attached to the disbursement voucher

<table>
<thead>
<tr>
<th>Step</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Citizen signs disbursement voucher (3 pages)</td>
</tr>
<tr>
<td>3.</td>
<td>Citizen accepts check payment</td>
</tr>
<tr>
<td>5.</td>
<td>Signature is verified with the provided identification card</td>
</tr>
<tr>
<td>6.</td>
<td>Identification card is returned to the citizen</td>
</tr>
<tr>
<td>7.</td>
<td>Check is released to the citizen</td>
</tr>
<tr>
<td>8.</td>
<td>Thanks and gratitude is expressed to the citizen</td>
</tr>
<tr>
<td>9.</td>
<td>Completed Disbursement Voucher is placed on the “for stamping box”</td>
</tr>
</tbody>
</table>

**TOTAL:** 8 minutes
**15. Deposit of payment for services (UP Baguio Clients)**

To release payments to clients i.e. students, personnel, institutions and other UP Baguio clients with accounts under the designated depository bank of UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2B – Government to Business Entity</td>
</tr>
</tbody>
</table>

| Who may avail: | Depository Bank |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depository bank / Cash Office database</td>
</tr>
<tr>
<td>Head of Cash Office and Vice Chancellor/Chancellor of Constituent University</td>
</tr>
<tr>
<td>Cash Office</td>
</tr>
</tbody>
</table>

| Payee is in the list of payees, if more than one payee on the disbursement voucher |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bank embarks for pick-up of deposits</td>
<td>1. Detach copy ADA and remittance list, if required,** for bank</td>
<td>None</td>
<td>3 minutes</td>
</tr>
<tr>
<td>2. Bank secures copy of ADA and remittance list, if required</td>
<td>None</td>
<td>1 minute</td>
<td></td>
</tr>
<tr>
<td>3. Bank stamps “received” on agency copy of ADA</td>
<td>None</td>
<td>2 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>4. ADA is examined and verified for concluded transaction</td>
<td>None</td>
<td>2 minutes</td>
<td>Disbursement Officer Cash Office</td>
</tr>
<tr>
<td>5. Completed ADA is placed on the stamping box</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>8 minutes</td>
<td></td>
</tr>
</tbody>
</table>
16. Walk-in release issuance of check payment for goods and/or services (Other Clients)
To release payments to clients outside UP Baguio clients with receivables from the UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | G2B – Government to Business Entity  
                      | G2C – Government to Client |
| Who may avail:     | Government institution, business entity, citizen or representative |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid Company ID or Government</td>
<td>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, University Registrar—UP Baguio</td>
</tr>
<tr>
<td>Issued ID</td>
<td></td>
</tr>
<tr>
<td>Letter of authorization, if necessary</td>
<td>Payee</td>
</tr>
<tr>
<td>Photocopy ID of payee, if necessary</td>
<td>Payee</td>
</tr>
<tr>
<td>Official /Collection receipt (for business entity)</td>
<td>Payee</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Request information on availability of payment | 1. Checks for availability of check for payment  
2. Request for ID and verifies identity  
3. Checks for correctness of payee name with the provided identification card  
4. Disbursement voucher is given to the citizen to sign the acceptance of payment  
5. Authorization letter and identification card of payee, if needed, is verified, identification | None | 3 minutes | Disbursement Officer  
Cash Office |
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Citizen issues Official Receipt or Collection Receipt</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Citizen signs disbursement voucher (3 pages)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Citizen accepts check payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Card of representative is photocopied and attached to the disbursement voucher</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Signature is verified with the provided identification card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Identification card is returned to the citizen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Official receipt or collection receipt information is verified vis-à-vis disbursement voucher and check document</td>
<td></td>
<td>None</td>
</tr>
<tr>
<td>9.</td>
<td>Check is released to the citizen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Thanks and gratitude is expressed to the citizen</td>
<td></td>
<td>None</td>
</tr>
<tr>
<td>11.</td>
<td>Completed Disbursement Voucher is placed on the “for stamping box”</td>
<td></td>
<td>Disbursement Officer Cash Office</td>
</tr>
</tbody>
</table>

**TOTAL:** 8 minutes
17. Delivery of check payment for goods and/or services within Baguio and La Trinidad

To deliver check payments to clients outside UP Baguio clients with receivables from UP Baguio but unable to claim check from the Cash Office of UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| G2B – Government to Business Entity  
                      | G2C – Government to Client          |
| Who may avail:      | Government institution, business entity, citizen or representative |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomplished and approved locator slip</td>
<td>Head of office and HRDO</td>
</tr>
<tr>
<td>Appropriate check and disbursement voucher for release</td>
<td>Cash office under checks for delivery box</td>
</tr>
<tr>
<td>Pen, expanding envelope (or case) and safety devices</td>
<td>Cash Office</td>
</tr>
<tr>
<td>Cash for payment of transportation fare</td>
<td>Personnel in charge (for reimbursement)</td>
</tr>
<tr>
<td>Identification card</td>
<td>Personnel in charge</td>
</tr>
<tr>
<td>Availability of receiving office/client</td>
<td>Phone call/Text message/Facebook message</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Checks for availability of check for payment  
2. Informs client on delivery of check(s)  
3. Completes all needed documents to proceed to offsite payment | | 5 minutes | | Disbursement Officer  
Cash Office |
| 4. Proceeds to address of client | | 20 minutes | | |
| 1. Client received Disbursement Voucher  
2. Client checks validity of payment and | | | | |
| 5. Disbursement voucher is given to the citizen to sign the acceptance of payment | | 5 minutes | | |

280
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Work Type</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Client issues receipt corresponding to the check payment</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>6.</td>
<td>Check(s) and BIR documents are released to client</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>7.</td>
<td>Issued receipts is checked vis-à-vis information in the check(s) payment</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>8.</td>
<td>Returns back to UP Baguio</td>
<td>None</td>
<td>30 minutes</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL:</strong></td>
<td></td>
<td><strong>1 hour, 4 minutes</strong></td>
</tr>
</tbody>
</table>
18. Deposit of payment for goods and/or services of suppliers/clients outside Baguio and La Trinidad (but within the Philippines)
To deposit check payments to clients outside Baguio City who have receivables from UP Baguio but unable to claim check from the Cash Office of UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
</tbody>
</table>
| Type of Transaction: | G2B – Government to Business Entity  
                   | G2C – Government to Client |
| Who may avail:     | Government institution, business entity, citizen or representative |

**CHECKLIST OF REQUIREMENTS**

| Accomplished and approved locator slip | Head of office and HRDO |
| Pen, expanding envelope (or case) and safety devices | Cash Office |
| Cash for payment of transportation fare | Personnel in charge (for reimbursement) |
| Contact information and email | Business entity or citizen/SPMO, U.P. Baguio/VCA, UP Baguio |
| Notification of availability of check payment to citizen or business entity | Email of Cash Office to business entity or citizen |
| Accomplished and duly signed Official Receipt or Collection Receipt | Business entity or citizen |
| Signed e-copy of disbursement voucher | Business entity or citizen |
| Depository Bank account information | Business entity or citizen |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client sends email address</td>
<td>1. Checks for availability of check for payment</td>
<td></td>
<td></td>
<td>Disbursement Officer</td>
</tr>
<tr>
<td>2. Client sends bank account</td>
<td>2. Calls client and request for email address and bank account for deposit of</td>
<td></td>
<td></td>
<td>Cash Office</td>
</tr>
<tr>
<td>information</td>
<td>check payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>3. Client signs DV, prepares</td>
<td>3. Disbursement voucher, check, and BIR certificates are scanned and sent</td>
<td>Courier fee (P130-P180).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>receipt of payment</td>
<td>through email</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Client scans and sends copy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>via</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

282
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Client is requested to issue scan copy of receipt</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Client is requested to send original copy of receipt, scanned copy of DV via courier</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Awaiting delivery of courier</td>
<td>2 days</td>
</tr>
<tr>
<td>7.</td>
<td>Sent receipt is checked and verified vis-à-vis check payment and disbursement vouchers</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Informs client via email or telephone of courier delivery, acceptance of receipt and schedule of deposit of check</td>
<td>10 minutes</td>
</tr>
<tr>
<td>9.</td>
<td>Proceeds to address of bank</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Fills-up check deposit slip</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Check payment is deposited through Clients bank account</td>
<td>1 hour</td>
</tr>
<tr>
<td>12.</td>
<td>Returns back to UP Baguio</td>
<td>None</td>
</tr>
<tr>
<td>13.</td>
<td>Deposit slip is scanned and emailed to client</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Deposit slip,</td>
<td>10 minutes</td>
</tr>
<tr>
<td>receipts and other pertinent documents are attached to the Disbursement voucher and marked as completed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>2 days, 2 hours, 50 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>
19. **Deposit of payment for goods and/or services of suppliers/clients outside the Philippines**

To deposit check payments to clients outside the Philippines who have receivables from UP Baguio but unable to claim check at the Cash Office of UP Baguio.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
</tbody>
</table>
| Type of Transaction: | G2B – Government to Business Entity  
|                     | G2C – Government to Client |
| Who may avail:     | Government institution, business entity, citizen or representative |

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

- Approved purchase request/ Approved letter of request and line item budget: SPMO, U.P. Baguio/ Colleges and Offices, UP Baguio
- Complete and valid depository bank information of payee: SPMO, U.P. Baguio/ Colleges and Offices, UP Baguio
- Approved and accurately filled up foreign transaction application form: Cash Office and Office of the Vice Chancellor for Administration/Chancellor’s Office
- Accomplished and approved locator slip: Head of office and HRDO
- Pen, expanding envelope (or case) and safety devices: Cash Office
- Cash for payment of transportation fare: Personnel in charge (for reimbursement)

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Client provides payment details and other requirements to process transfer | 1. Generation of email and/or printed copy of approved payment from Head of Agency  
2. Verifies with College or Office concern on the completeness of documents  
3. Verifies availability of source of funds | | 2 days | Disbursement Officer  
Cash Office |
<p>| 4. Fill-up of SWIFT Bank wire transfer | | | 15 minutes |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>286</td>
<td></td>
</tr>
<tr>
<td>form (no dates)</td>
<td></td>
</tr>
<tr>
<td>5. SWIFT bank transaction form is routed to signatories sign for approval of SWIFT bank wire transfer</td>
<td>1 hour</td>
</tr>
<tr>
<td>6. Request depository bank to provide hard copy and e-copy of selling dollar rate for the day</td>
<td>30 minutes</td>
</tr>
<tr>
<td>7. Fill-up transaction date on SWIFT wire transfer form</td>
<td>2 minutes</td>
</tr>
<tr>
<td>8. Prepare ADA, DV and OBR for the payment of wire transfer (using Philippine pesos conversion value)</td>
<td>15 minutes</td>
</tr>
<tr>
<td>9. Uploading and initiation of DV and OBR documents in UIS</td>
<td>15 minutes</td>
</tr>
<tr>
<td>10. Routing of DV and OBR documents for signature of appropriate signatories</td>
<td>1 hour</td>
</tr>
<tr>
<td>11. Compile processed documents and proceed</td>
<td>30 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>12. Give SWIFT wire transfer transaction document to bank (before 11 a.m.) and wait for verification, acceptance and completion</td>
<td>2 hours</td>
</tr>
<tr>
<td>13. Request bank to provide copy of completed SWIFT transaction form and stamp “received” ADA</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>2 days, 5 hours, 47 minutes</td>
</tr>
</tbody>
</table>
### 20. Issuance of Notice of Deposit
To provide clients within UP Baguio information on the deposit made by UP Baguio to their corresponding accounts.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cash Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, student, personnel or representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Office</td>
</tr>
<tr>
<td>Transacted ADA and remittance list, if needed</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collection of DVs and ADAs released from the beginning of the week</td>
<td></td>
<td>15 minutes</td>
<td></td>
</tr>
<tr>
<td>2. Encoding of names and payment details on notice of deposit and storage (back-up)</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td>3. Printing of notice of deposit</td>
<td></td>
<td></td>
<td>Administrative staff</td>
</tr>
<tr>
<td>4. Segregation of client's copy and office file</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td>5. Collation of notice of deposit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Logbook entry of recipients of notice of deposit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Distribution of notice of deposit with accompanying tax certificate (if available)</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** 1 hour 45 minutes
Supply and Property Management Office
External Services
1. Provision of Data to End-Users
To provide available data regarding technical specifications for goods, supplier registry, prices, purchase history etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE |
| List of required data | SPMO staff |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written or Verbal Request / Submit detailed list for multiple requests</td>
<td>1. Receive request and validate availability of data 2. Print copy of request(s)</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant V Supply and Property Management Office or Administrative Assistant II Supply and Property Management Office</td>
</tr>
</tbody>
</table>

**TOTAL:**
None 15 minutes

6. REQUEST FOR PURCHASE
To purchase needed supplies, materials, equipment and services in accordance with the Government Procurement Reform Act and COA Rules

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE |
| 4. Duly approved Purchase Request (PR) 5. Duly Approved Project Procurement Management Plan (PPMP)/Supplemental Project Procurement Management Plan (SPPMP) and Justification | 1. SPMO 2. Individual/Office File |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit PR</td>
<td>10. Receives and</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative</td>
</tr>
<tr>
<td>with PPMP/SPPMP and Justification</td>
<td>validates if request(s) is/are included in the Annual Procurement Plan (APP) for the year</td>
<td>11. Check if requests requires PhilGEPS posting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12. Check the mode of procurement</td>
<td>13. Preparation of Request for Quotation (RFQ)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>14. Float/distribute to prospective suppliers/bidders the RFQ's</td>
<td>15. Preparation of Abstract of Quotation for action of the Bids and Awards Committee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16. Preparation of Purchase Order (PO) complete with documentary requirements</td>
<td>17. Serve the PO with Notice to Proceed, if applicable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 minutes</td>
<td>10 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 minutes</td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 minutes</td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>

| | Assistant I | Assistant I |
| | Supply and Property Management Office | Supply and Property Management Office |
| | Chief | Chief |
| | Supply and Property Management Office | Supply and Property Management Office |
| | Supply and Property Management Office | Supply and Property Management Office |
| | Administrative Aide III | Administrative Aide III |
| | Supply and Property Management Office | Supply and Property Management Office |
| | (Common Supplies and Equipment - CSE) | (Non-Common Supplies and Equipment - |
| | Administrative Assistant V | Administrative Assistant V |
| | Supply and Property Management Office | Supply and Property Management Office |
| | Administrative Assistant II | Administrative Assistant II |
| | Supply and Property Management Office | Supply and Property Management Office |
| | Chief | Chief |
| | Supply and Property Management Office | Supply and Property Management Office |
| | (Non-Common Supplies and Equipment - |
### 2. REQUEST FOR EMERGENCY PURCHASE THRU PETTY CASH FUND
To conduct emergency purchase of needed supplies, materials using the petty cash fund of SPMO

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>1. SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Individual/Office File</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Petty Cash Voucher (PCV) with Purchase Request</td>
<td>1. Receives requests and validates the nature of emergency need</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td>2. Fill-out of PCV</td>
<td></td>
<td>1 minute</td>
</tr>
<tr>
<td></td>
<td>3. Purchase the request</td>
<td></td>
<td>1 day</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 11 days, 95 minutes
### 3. REQUEST FOR ISSUANCE OF SUPPLIES AND MATERIALS

To issue and document the release of purchased supplies and materials to requesting offices

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

1. Duly approved Purchase Request (PR)
2. Request and Issue Slip

#### WHERE TO SECURE

1. SPMO
2. Individual/Office File

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Submit copy of PR with Request and Issue Slip | 1. Receives and validates if request(s) is/are in accordance with the PR (APP) for the year 2. Issue the supplies/materials and equipment | None | 2 minutes | Administrative Aide III  
Supply and Property Management Office  
(Common Supplies and Equipment - CSE)  
Administrative Assistant V  
Supply and Property Management Office  
Administrative Assistant II  
Supply and Property Management Office  
Chief  
Supply and Property Management Office (Non- |
4. INVENTORY OF GOVERNMENT PROPERTIES
To conduct annual inventory of all properties of the University

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
</tbody>
</table>
| Type of Transaction: | G2C – Government to Client  
G2G - Government to Government |
| Who may avail:    | UPB Employees/ Offices |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Acknowledgment Report</td>
<td>Individual/Office File</td>
</tr>
<tr>
<td>Inventory Custodian Slip</td>
<td>SPMO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Letter request for Inventory, Require submission of Annual Inventory | 1. Schedule and conduct Inventory of all Offices  
2. Prepare and print the new and updated Inventory Report | None | 15 days | Administrative Aide III  
Supply and Property Management Office |
| | | | | Administrative Assistant I  
Supply and Property Management Office  
Chief  
Supply and Property Management Office  
Inventory Committee |

| TOTAL: | None | 20 days |

5. INSURE GOVERNMENT PROPERTIES
To renew and apply for GSIS insurance Coverage of all University Property, Plant and Equipment (PPE)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
</table>
Classification: Complex  
Type of Transaction: G2C – Government to Government  
Who may avail: UPB Offices, Other Government Agencies

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Acknowledgment Report</td>
<td>Individual/Office File</td>
</tr>
<tr>
<td>Inventory Custodian Slip</td>
<td>SPMO</td>
</tr>
<tr>
<td>Old Insurance Policy</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Submit request for renewal | 1. Receives requests  
2. Prepare List of all PPE forwards to Accounting Office for the current book value (if needed)  
3. Completion of required forms  
4. Submit the documents to concerned Government Agency | None | 1 minute  
3 days  
3 days  
1 hour | Administrative Aide III  
Supply and Property Management Office  
Administrative Assistant I  
Supply and Property Management Office  
Chief Supply and Property Management Office |

TOTAL: None  
6 days, 61 minutes

6. UNIVERSITY CLEARANCE  
To clear employees from university property accountability

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duly filled up Clearance Form</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Submit University Clearance Form | 1. Receives Clearance form | None | 1 minute | Administrative Assistant I  
Supply and Property Management Office |
2. Verify in records for any property accountability
3. If any, informs clients of pending account
4. Signs clearance form

| TOTAL: | None | 8 minutes |

7. ISSUANCE OF NEWLY ACQUIRED PROPERTY, PLANT AND EQUIPMENT (PPE)
To issue Property Acknowledgement Receipt to accountable officers for newly acquired PPE’s

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Purchase Order</td>
<td>SPMO</td>
</tr>
<tr>
<td>2. Sales Invoice/Official Receipt</td>
<td></td>
</tr>
<tr>
<td>3. Inspection and Acceptance Report</td>
<td></td>
</tr>
<tr>
<td>4. Warranty Certificate</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for Issuance of purchased PPE’s</td>
<td>3. Verifies completeness of documentary requirements</td>
</tr>
<tr>
<td></td>
<td>4. Encode details in the database and assign Property Number</td>
</tr>
<tr>
<td></td>
<td>5. Prepare and print Property Acknowledgement Receipt (PAR)</td>
</tr>
<tr>
<td></td>
<td>3. Verifies completeness of documentary requirements</td>
</tr>
<tr>
<td></td>
<td>4. Encode details in the database and assign Property Number</td>
</tr>
<tr>
<td></td>
<td>5. Prepare and print Property Acknowledgement Receipt (PAR)</td>
</tr>
<tr>
<td></td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 22 minutes |
8. PROPERTY TRANSFER
To transfer property from one Accountable Officer/Agency to another Accountable officer/Agency

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
<tr>
<td></td>
<td>Government Agencies</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

| 1. Copy of latest Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) |
| 2. Letter request to Transfer or Donation |
| 3. Copy of Appointment of new Officer |

**CLient STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chief</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Supply and Property Management Office</td>
</tr>
</tbody>
</table>

|                  | None | 2 minutes |
|                  |      | 10 minutes |
|                  |      | 3 minutes |
|                  | None | 15 minutes |

9. DISPOSITION OF WASTE MATERIALS
To document and monitor the proper disposition of unserviceable materials and supplies

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

| 1. Copy of latest Inventory Custodian Slip (ICS) |
| 2. Letter request to dispose |

<table>
<thead>
<tr>
<th></th>
<th>Individual File</th>
</tr>
</thead>
</table>
3. Pre-post repair form
4. Waste Material Report

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Submits Waste Material Report (WMR) and Turn-over unserviceable materials and supplies | 1. Verify details of Inventory Custodian Slip (ICS) in the SPMO record/database | None | 2 minutes | Administrative Aide III
| | 2. Update the record/database and assigns WMR Number | | 10 minutes | Chief
| | 3. Receives unserviceable materials and supplies, mark the WMR number and store in the junk yard/room | | 15 minutes | Supply and Property Management Office |
| | TOTAL: | none | 27 minutes | |

10. INVENTORY AND INSPECTION OF UNSERVICEABLE PROPERTY
To document, monitor and record the dropping from the books the unserviceable properties carried in the PPE accounts.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Copy of latest Property Acknowledgement Receipt (PAR)</td>
<td>Individual File</td>
</tr>
<tr>
<td>2. Pre/post repair form</td>
<td></td>
</tr>
<tr>
<td>3. Waste Material Report, if any</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submits Letter request to dispose</td>
<td>1. Verify details of</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide III</td>
</tr>
</tbody>
</table>
unserviceable property; and
Turn-over unserviceable property

| PAR in the SPMO record/data base | 30 minutes | Supply and Property Management Office
| Prepare the Inventory and Inspection Report of Unserviceable Property (IIRUP), and forward to the Property Inspector | | Chief
|  |  | Supply and Property Management Office

| TOTAL: | none | 33 minutes |

### 11. SUBMISSION OF REPORTS / REQUIRED DOCUMENTS

To submit mandatory reports or required documents requested by offices or government agencies (e.g. Procurement Monitoring Report, Annual Procurement Plan, PPMP for CSE and Non-CSE, APCPI, COA requirements etc.)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client, G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Offices/Government Agencies</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>LETTER / MEMO ON THE REQUIREMENT (AS MANDATED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHERE TO SECURE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue memo / submit letter request</td>
<td>1. Receives requests with complete requirements</td>
</tr>
<tr>
<td>2. Collate data/requirement, encode, print and submit</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide III</td>
</tr>
<tr>
<td></td>
<td>6 days</td>
<td>Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Assistant I</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supply and Property Management Office</td>
</tr>
</tbody>
</table>

299
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>6 days, 1 minute</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property Management Office Chief Supply and Property Management Office</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Supply and Property Management Office
Internal Services
1. Processing: Preparation of PR, RIS and APP/PPMP
for the MOOE of the Unit

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ISSUE MEMO FOR THE SUBMISSION INDICATING DEADLINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREPARE REQUEST/DOCUMENT ON OR BEFORE DEADLINE</td>
</tr>
</tbody>
</table>

**AGENCY ACTION**

Fees TO BE PAID

<table>
<thead>
<tr>
<th>None</th>
</tr>
</thead>
</table>

**PROCESSING TIME**

<table>
<thead>
<tr>
<th>3 Days</th>
</tr>
</thead>
</table>

**PERSON RESPONSIBLE**

| Administrative Assistant I |
| Supply and Property Management Office |

**TOTAL:**

| None | 3 Days |

2. PROCESSING AND PREPARATION OF DISBURSEMENT VOUCHER
To prepare Disbursement Voucher for payment to suppliers, and replenishment of Petty Cash Fund

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/Offices and Business/Suppliers</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual File or SPMO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20. Purchase Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Obligation request/ Budget Utilization Request and Disbursement Voucher with UIS invoice Number</td>
</tr>
<tr>
<td>22. NORSA/NBURSA, if applicable</td>
</tr>
<tr>
<td>23. Purchase Request</td>
</tr>
<tr>
<td>24. Duly signed Request for Quotation for single items 2k and above</td>
</tr>
<tr>
<td>25. Inspection and Acceptance Report</td>
</tr>
<tr>
<td>26. ICS for semi-expandable items</td>
</tr>
<tr>
<td>27. Approved APP/PPMP or Supplemental PPMP with approved justification for non-inclusion and/or request for funding</td>
</tr>
</tbody>
</table>

302
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit complete supporting documents.</td>
<td>4. Pre-audit for completeness of supporting documents</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant I Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td>5. Create invoice in the UIS, print DV</td>
<td></td>
<td></td>
<td>Administrative Aide III Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td>6. Scan all documents and attach to UIS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL:                                           | None                                                           | 8 Days          |
3. REPAIR OF DEFECTIVE EQUIPMENT  
To document and procure the needed repair of defective equipment/property

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Employees/ Offices</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly filled-up PRE-REPAIR FORM</td>
</tr>
<tr>
<td>2. Copy of PAR/ICS</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Submit the filled-up repair form and surrender the defective equipment
   - Receives and validates details in the form are complete and correct.
   - Endorse request for repair to concerned technical inspector
   - If repair requires repairs from authorized service center, prepare equipment pull-out slip and bring unit to the service center

**AGENCY ACTION**

1. None
2. Endorse request for repair to concerned technical inspector
3. If repair requires repairs from authorized service center, prepare equipment pull-out slip and bring unit to the service center

**FEES TO BE PAID**: None

**PROCESSING TIME**

1. 2 minutes
2. 15 minutes
3. 2 days

**PERSON RESPONSIBLE**

1. Administrative Aide III
   - Supply and Property Management Office
2. Administrative Assistant II
   - Supply and Property Management Office

**TOTAL**

1. None
2. 2 days, 17 minutes

4. RENEWAL OF LICENSES  
To renew the required licenses of University properties

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>SPMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
</tbody>
</table>
## Type of Transaction:
G2G – Government to Government

## Who may avail:
UPB Offices/Government Agencies

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Acknowledgment Report</td>
<td>Individual/Office File</td>
</tr>
<tr>
<td>Inventory Custodian Slip</td>
<td>SPMO</td>
</tr>
<tr>
<td>Old license</td>
<td></td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step Description</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit request for renewal</td>
<td>1. Receives requests with complete requirements</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant I</td>
</tr>
<tr>
<td></td>
<td>2. Prepare, print and submit the Government Forms for the renewal of Licenses</td>
<td></td>
<td>3 days</td>
<td>Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td>3. Pay and Claim new licenses</td>
<td></td>
<td>1 day</td>
<td>Chief</td>
</tr>
</tbody>
</table>

### TOTAL:
None
4 days, 1 minute

## 5. PROVIDE ASSISTANCE TO THE BIDS AND AWARDS COMMITTEE

To provide support to the Bids and Awards Committee

### Office or Division:
SPMO

### Classification:
Complex

### Type of Transaction:
G2C – Government to Client

### Who may avail:
UPB Offices, BAC

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter / Memo on the requirement</td>
<td></td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step Description</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue memo / submit letter request</td>
<td>1. Receives requests</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td></td>
<td>2. Verify and provide needed assistance/data</td>
<td></td>
<td>3 days</td>
<td>Supply and Property Management Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Chief</td>
</tr>
</tbody>
</table>

### TOTAL:
None
3 days, 1 minute
Human Resource and Development Office
External Services
1. ISSUANCE OF CERTIFICATES of EMPLOYMENT, NON-PENDING CASE, ETC. (FOR ACTIVE EMPLOYEES)

Certificates are issued to employees for foreign travel, retirement requirements, loan application and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>All faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>20 minutes</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>2 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** 30 minutes

2. ISSUANCE OF CERTIFICATES (EMPLOYMENT, NON-PENDING CASE, ETC. (FOR INACTIVE EMPLOYEES)

Certificates are issued to inactive employees for employment purposes, GSIS claims, and other legal purposes.

**Office or Division:** HRDO

<table>
<thead>
<tr>
<th>Classification:</th>
<th>Simple</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Retired and separated faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>1. Give written/verbal Request to HRDO</td>
<td>None</td>
<td>1 minute</td>
<td></td>
</tr>
<tr>
<td>2. Wait for the issuance of certification</td>
<td>20 minutes</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>3. Check, Review and Update records on file</td>
<td></td>
<td>2 minutes</td>
<td></td>
</tr>
<tr>
<td>4. Prepare, Encode, Print and Sign certificate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Inform/Release Certificate to Client</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** 30 minutes
### 3. Issuance of Certificate of employment with compensation

Certificates are issued to inactive employees for employment purposes, GSIS claims, and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Faculty, REPS, Administrative Staff and others (Project Staff)</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter/Verbal Request</td>
</tr>
<tr>
<td>2. UIS</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Action</th>
<th>Agency Action</th>
<th>Fees to be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal Request for Certificate of Employment with Compensation</td>
<td>1. Receive Request for Certificate of employment with compensation</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative assistant</td>
</tr>
<tr>
<td>2. Claim the</td>
<td>2. Issuance of</td>
<td></td>
<td>55 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>4 minutes</td>
<td></td>
</tr>
</tbody>
</table>
4. ISSUANCE OF SERVICE RECORD (FOR ACTIVE EMPLOYEES)

Service records are issued to employees upon request for attachment in GSIS maturity claim and membership updating, loan applications, employment, and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>All faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written/Verbal Request/UIS</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send written/verbal Request to HRDO</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Inform client to claim the Service Record</td>
<td></td>
<td>25 minutes</td>
<td></td>
</tr>
<tr>
<td>3. Claim the Service Record</td>
<td></td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
</tbody>
</table>

**Total:** 30 minutes
5. ISSUANCE OF SERVICE RECORDS (FOR INACTIVE EMPLOYEES)

Service records are issued to inactive employees for GSIS claims, employment, and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Retired and separated faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request written/verbal/UIS</td>
<td>client</td>
</tr>
<tr>
<td>2.</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. Submit written/verbal Request to HRDO

   1.1 Check, Review and Update records on file
   1.2 Prepare, Encode, Print and Sign Service Record by the HRDO Chief

2. The client Receive the Service Record

   2.1 Inform/Release Service Record to Client

**AGENCY ACTION**

- 1. Receive written/verbal request
- 1.1 Check, Review and Update records on file
- 1.2 Prepare, Encode, Print and Sign Service Record by the HRDO Chief
- 2. Inform/Release Service Record to Client

**FEES TO BE PAID**

None

**PROCESSING TIME**

- 3 minutes
- 2 days
- 55 minutes
- 2 minutes

**PERSON RESPONSIBLE**

Administrative Assistant V

Total None 2 days

6. ISSUANCE OF UNIVERSITY CLEARANCE

University clearance is issued to retired, separated or employees with temporary status for release of remaining salary and to clear them of any accountability with the University. University clearance is also issued to employees who will go on extended leaves.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>UP Baguio</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written Request/Verbal</td>
<td>Respective Colleges/Offices</td>
</tr>
</tbody>
</table>
### Request/UIS

2 University Clearance Form

3 Other attachments (Official receipts, Certificates etc.)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplish the University Clearance Form</td>
<td>1. Provide University Clearance Form</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Seek clearance from Offices concerned</td>
<td>2. Check for employee’s accountability with the HRDO</td>
<td></td>
<td>2 days</td>
<td></td>
</tr>
<tr>
<td>3. Once completed, submit to the HRDO</td>
<td>3. Receive the University Clearance Form</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>3.1 Check, Review Clearance form</td>
<td>1.2 Prepare, Encode, Print and Sign University Clearance by the HRDO Chief</td>
<td></td>
<td>15 days</td>
<td></td>
</tr>
<tr>
<td>4. Claim the University Clearance</td>
<td>4. Inform/Release University Clearance to Client</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>4. Claim the University Clearance</td>
<td></td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
</tbody>
</table>

Total None 19 days and 2 minutes

### 7. PREPARATION OF AUTHORITY TO TRAVEL/SPECIAL DETAIL

Authority to travel /special detail is issued to employees who will present or attend conferences abroad or for personal business.

**Office or Division:** HRDO  
**Classification:** Complex  
**Type of Transaction** G2C-Government to Client  
**Who may Avail** Faculty, REPS, Administrative Staff and others  

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Letter Request endorsed by the Unit head/UIS</td>
<td>Respective Colleges/Offices</td>
</tr>
</tbody>
</table>
### 2. Invitation/Awards
- Sponsors/Organizations

### 3. Letter of Admission
- Sponsors/Organization

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit approved letter request to HRDO</td>
<td>1. Receive approved letter request to travel 1.1. Check and Review letter request to travel 1.2. Prepare, Encode, the Authority to travel 1.3. Review/Check/counter sign Travel Authority and forward to the Chancellor for signature</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Claim the Travel Authority</td>
<td>2. Release Travel Authority/speci al detail to client</td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>None</td>
<td>7 days</td>
<td></td>
</tr>
</tbody>
</table>

8. PROCESSING AND PREPARATION OF RESEARCH DISSEMINATION GRANT (RDG)

Research Dissemination Grants are processed to support the official travels of faculty and staff who will be presenting research outputs abroad.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Faculty, REPS, Administrative Staff and others</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Letter Request</td>
<td>Respective Colleges/Offices</td>
</tr>
<tr>
<td>2 Invitation, Awards and admission</td>
<td>Organizers</td>
</tr>
<tr>
<td>3 Notice of acceptance of paper</td>
<td>Organizer</td>
</tr>
<tr>
<td>4 RDG Contract endorsement by the Dept. Chair/Dean/HRDO Chief/Budget Officer/VCAA/Chancellor</td>
<td>HRDO</td>
</tr>
</tbody>
</table>
5 Copy of Abstract of paper to be presented in the Conference (for the initial 85% release of RDG)  
Client

6 Full copy of paper read in the Conference (for the final 15% release of RDG)  
Client

7 Official Travel Authority with UP Seal  

8 Exchange Rate Bulletin (Banko Sentral ng Pilipinas)  
Internet

9 Certificate of attendance  

10 Official Receipts/Boarding pass  

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit Requirements to HRDO</td>
<td>1. Receive complete Requirements for RDG 2. Preparation of RDG Contract, DV/OR for the payment of initial 85% RDG and 15% RDG upon completion of paper presentation</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>19 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

9. PROCESSING OF LEAVE OF ABSENCE (Vacation Leave, Sick Leave, Special leaves and (CTO) Compensatory Time Off)

Processing of leaves is regularly done so that employees are informed of the leave credits that they can use.

Office or Division: HRDO  
Classification: Simple  
Type of Transaction: G2C-Government to Client  
Who may Avail: Faculty, REPS, Administrative Staff and REPS

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Letter Request (for extended number of leave days)</td>
<td>Respective Colleges/Offices</td>
</tr>
<tr>
<td>2 Leave Forms (3 copies)</td>
<td>HRDO</td>
</tr>
<tr>
<td>3 Medical Certificates (Sick leave)</td>
<td>Physicians/Doctors</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1. Submit application form for Leave of absence to HRDO</td>
<td>1. Receive application for leave of absent endorsed by the supervisor/head of office</td>
</tr>
<tr>
<td></td>
<td>2. Check number of earned leave credits to be deducted in the leave records</td>
</tr>
<tr>
<td></td>
<td>3. Process application form for leave of absence and counter sign by HRDO Chief, VCA/VCAA/Dean/Chancellor</td>
</tr>
<tr>
<td>Total</td>
<td>None</td>
</tr>
</tbody>
</table>

10. PROCESSING OF MONETIZATION OF EARNED LEAVE CREDITS.

Processing of leave credits is done to ensure that the employee has sufficient leave balance before and after monetization.

Office or Division: HRDO
Classification: Complex
Type of Transaction: G2C-Government to Client
Who may Avail: Faculty, REPS, and Administrative Staff

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Letter Request for the monetization of earned leave credits</td>
<td>Respective Colleges/Offices</td>
</tr>
<tr>
<td>2  Memorandum (call for monetization)</td>
<td>UP System/Chancellor’s Office</td>
</tr>
<tr>
<td>3  Leave Form Application</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

CLIENT STEPS | AGENCY ACTION | FEES TO | PROCESS | PERSON
---|---|---|---|---

1. Submit Requirements to HRDO (Letter for monetization of earned leave credits for special monetization)
2. Seek approval for the request from the Chancellor

<table>
<thead>
<tr>
<th></th>
<th>BE PAID</th>
<th>ING TIME</th>
<th>RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive applications/Requirements for Monetization(Letter request for special monetization and leave form)</td>
<td>None</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>2. Process the computation of monetization</td>
<td>3 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1. Preparation of DV/OR for the payment of monetization</td>
<td>2 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2. Encode in the UIS</td>
<td>1 day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Submit documents to Finance offices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>None</td>
<td>7 days</td>
<td></td>
</tr>
</tbody>
</table>

11. Process Daily Time Record (Administrative Staff/REPs)/Certificate of Service (Faculty)-Review DTR, Check DTR and Update leave credits per month

Daily Time records are processed to check for tardiness and under times. This will allow updating of leave credits. Submission of Certificates of Service by faculty members is monitored to ensure timely submission of reports to concerned offices.
<table>
<thead>
<tr>
<th>Action</th>
<th>Fee to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check and Review DTR and Certificate of Service (signed)</td>
<td>None</td>
<td>10 days</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Separate HRDO file copy</td>
<td></td>
<td>2 days</td>
<td></td>
</tr>
<tr>
<td>3. Attach duplicate copy of DTR and leave forms to monthly payroll</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>

**Office or Division:** HRDO  
**Classification:** Highly Technical  
**Type of Transaction:** G2C-Government to Government  
**Who may Avail:** Concerned offices (COA and Accounting Office)
13. Acceptance and verification of applications and supporting documents for the vacant positions

Verification is important to ensure that applicants meet the qualifications for the job and that the required documents are submitted.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. All interested applicants</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application letter</td>
<td>Applicant PDS can be downloaded from the CSC website</td>
</tr>
<tr>
<td>2. PDS/Curriculum Vitae and credentials</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicants submit application letter and required documents</td>
<td>Receive the application form</td>
<td>None</td>
<td>1 minute</td>
<td>All office staff</td>
</tr>
<tr>
<td></td>
<td>2. Applicants wait while receiver/employee in-charge verifies completeness and accuracy of documents</td>
<td>Verify documents and informs applicant of completeness/incompleteness of data.</td>
<td></td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Applications with complete documents are</td>
<td></td>
<td></td>
<td>1 minute</td>
</tr>
</tbody>
</table>

| Total | None | 15 days |
accepted and
added to the list of
qualified applicants

TOTAL: None 10 minutes

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

Appointments need to be processed and distributed to concerned offices facilitate release and entitlement to benefits (salaries, honorarium and other monetary and non-monetary benefits)

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Faculty members, REPS and Administrative staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Basic papers duly endorsed by CAPC, APFC/HRMPSB, VCA/VCAA and approved by the Chancellor with complete attachments
2. Duly accomplished Personal Data Sheet
3. Authenticated Official Transcript of Records
4. Authenticated Certificate of Eligibility
5. Medical Certificate issued by UPB Medical Officer
6. NBI clearance
7. Oath of Office and SALN signed by the person administering the oath Certificate of assumption to Duty signed by the Head of Office and attested by the HRDO Chief

**WHERE TO SECURE**

Concerned offices (Colleges and HRDO)

Requirements number 2-7 are attachments submitted by the employee

**CLIENT STEPS**

1. Hired employees submit required documents to respective colleges/HRDO for preparation of basic papers
2. Colleges/HRDO prepare the basic papers
3. HRDO prepares appointments for signature of the Chancellor
4. HRDO

**AGENCY ACTION**

1. Colleges/HRDO prepare the basic papers
2. HRDO prepares appointments for signature of the Chancellor
3. HRDO

**FEES TO BE PAID**

None

**PROCESSING TIME**

10 days

5 days

3 days

**PERSON RESPONSIBLE**

Administrative Officer
15. Processing of Application for Identification Cards

New employees are provided Identification cards that contain pertinent information such as employee number and other government numbers. This serves as a way of knowing that an employee is an official employee of the University.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All newly hired employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment paper</td>
</tr>
<tr>
<td>2. Application for ID form</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receives the Application Form</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>1.2 Enters name in the HRIS for employee ID number</td>
<td></td>
<td>1 day 30 minutes</td>
<td></td>
</tr>
<tr>
<td>2. Provide the new employee with an ID.</td>
<td></td>
<td>59 minutes</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 2 days

furnishes concerned offices with a copy of the appointment for records and payroll purposes

| TOTAL: | None | 17 days |
16. Requests for Creation of record for GSIS membership

New employees need to have records in the GSIS for remittance purposes and for benefit claim upon separation or retirement.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government |
| Who may avail:     | 1. New faculty members, REPS and administrative staff |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. GSIS UMID form, PDS appointment papers</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
</tr>
</thead>
</table>
| 1. Receive the PDS and UMID forms  
2. Review the forms  
3. Request for creation of record from GSIS | None | 2 minutes |
| | | 3 hours |
| | | 2 hours |

**PERSON RESPONSIBLE**: HRDO Chief

**TOTAL**: None

5 hours and 2 minutes

17. Requests for Updating of GSIS membership records

Changes in member’s personal and work information such as change in civil status, change in name, salary adjustment, work status, separation or retirement need to be submitted to GSIS for updating of records.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction: | 1. G2C – Government to Client  
2. G2G – Government to Government |
| Who may avail:     | 1. Faculty members, REPS administrative staff |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| 1. Birth certificate, marriage certificate and other documents for change of information  
2. Service record for transferring employees | 1. From requesting employee  
2. From requesting employee or from agency where he or she came from  
3. From employee |
3. Intention letter for retirement
4. Salary adjustment for salary change

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit necessary documents</td>
<td>1. Receive the documents</td>
<td>None</td>
<td>2 minutes</td>
<td>HRDO Chief</td>
</tr>
<tr>
<td></td>
<td>2. Requests for updating from GSIS</td>
<td></td>
<td>2 hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>T</strong>O<strong>T</strong>AL:</td>
<td>None</td>
<td>2 hours and 2 minutes</td>
<td></td>
</tr>
</tbody>
</table>

18. Approval of application for GSIS and PAGiBIG loans

Application for loans are referred to the HRDO for approval to ensure that the required minimum net pay is met.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Qualified UPB Faculty, REPS and Administrative staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Duly accomplished Forms (PAGiBIG)</td>
<td>1. HRDO</td>
</tr>
<tr>
<td>2. Certified copy of pay slip for the current month</td>
<td>2. Accounting Office</td>
</tr>
<tr>
<td>3. Photocopy of two (2) government IDs (PAGiBIG)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For GSIS:</td>
<td>For GSIS:</td>
<td>None</td>
<td>10 minutes</td>
<td>HRDO Chief</td>
</tr>
<tr>
<td>1. Verbal notice from employees of their application for loan</td>
<td>1. Check the notification on the AAO certification website</td>
<td></td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. verification of good standing from the Accounting Office</td>
<td></td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Approve/disapprove the application for loan (GSIS)</td>
<td></td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td>For PAGiBIG</td>
<td>For PAGiBIG</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Accomplish the form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(PAGiBIG)  
2. Attach the payslip and photocopy of IDs  
(for PAGiBIG loan)  
2. Review payslip and check photocopy of IDs  
3. Sign the Form  

| TOTAL: | None | 25 minutes |

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

This service is rendered to ensure timely release of benefits  

| Office or Division: | HRDO |  
| Classification: | Highly Technical |  
| Type of Transaction | G2C-Government to client |  
| Who may Avail | Faculty, REPS and Administrative Staff |  

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. GSIS Application Form</td>
<td>HRDO, Lawyer, PSA, GSIS</td>
</tr>
<tr>
<td>2. Service Record</td>
<td>Client</td>
</tr>
<tr>
<td>3. Identification Cards/ID pictures (1x1)</td>
<td>Client/PSA, Relatives</td>
</tr>
<tr>
<td>4. Birth Certificate/Marriage Contract</td>
<td></td>
</tr>
<tr>
<td>5. Death Certificate (Funeral) in case of death</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit/Secure complete requirement for GSIS application for Retirement, Separation, Resignation of employees or Funeral Benefits | 1. Receive requirements (Birth Certificates and Marriage Certificates, Death Certificates, pictures and GSIS Application Forms) to HRDO  
2. Prepare documents e.g. Service Records, and other certifications  
3. Submit application form and | None | 1 day | Gerardo Miguel Malicdem  
2 days | Prof. Maria Ana B. Diaz |  
5 days | 2 days |  

323
20. Submission of Application for Terminal leave and Extended Sick leave (Faculty) and Service Recognition Pay (Administrative staff and REPS) to DBM

Application for Terminal leaves and extended sick leaves are facilitated for submission to DBM to release funds.

Office or Division: Human Resources and Development Office
Classification: Highly Technical
Type of Transaction: G2C- Government to Client
Who may avail: All qualified faculty members, administrative staff and REPS

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application for Terminal leave/ Extended (Faculty) Sick Leave</td>
<td>HRDO</td>
</tr>
<tr>
<td>2. University clearance</td>
<td>HRDO</td>
</tr>
<tr>
<td>3. Service Record</td>
<td>HRDO</td>
</tr>
<tr>
<td>4. Certification of No Pending Case</td>
<td>HRDO</td>
</tr>
<tr>
<td>5. Affidavit of authorization for Accounting Office to deduct</td>
<td>Lawyer/client</td>
</tr>
<tr>
<td>6. Notice of Salary adjustment</td>
<td>HRDO</td>
</tr>
<tr>
<td>7. Clearance from the GSIS</td>
<td>GSIS/client</td>
</tr>
<tr>
<td>8. Declaration of pendency/Non pendency</td>
<td>HRDO</td>
</tr>
<tr>
<td>9. Statement of Assets and Liabilities</td>
<td>Client</td>
</tr>
<tr>
<td>10. Marriage contract (if applicable)</td>
<td>Client</td>
</tr>
<tr>
<td>11. Birth certificate</td>
<td>Client</td>
</tr>
<tr>
<td>12. Letter of Intent to retire/resign</td>
<td>Client</td>
</tr>
<tr>
<td>13. Approved application letter for retirement</td>
<td>Client</td>
</tr>
<tr>
<td>14. 1 x 1 ID picture</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

324
1. Submit the requirements
2. Receive and review the required documents
3. Compute terminal leaves and extended sick leave
4. Request funding from the DBM through the System Budget Office (for terminal leaves)

<table>
<thead>
<tr>
<th></th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>HRDO</td>
</tr>
<tr>
<td>2.</td>
<td>HRDO</td>
</tr>
<tr>
<td>3.</td>
<td>HRDO</td>
</tr>
<tr>
<td>4.</td>
<td>HRDO</td>
</tr>
<tr>
<td>5.</td>
<td>Lawyer/client</td>
</tr>
<tr>
<td>6.</td>
<td>HRDO</td>
</tr>
<tr>
<td>7.</td>
<td>HRDO</td>
</tr>
<tr>
<td>8.</td>
<td>GSIS/client</td>
</tr>
<tr>
<td>9.</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

---

**21. Processing of Terminal leave and Extended Sick leave (faculty) and Service Recognition Pay (Administrative staff and REPS)**

Terminal leaves and extended sick leaves are processed to facilitate the payment of funds.

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C- Government to Client</td>
</tr>
<tr>
<td>Who may avail</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application for Terminal leave/Extended (Faculty) Sick Leave/SRP</td>
<td>HRDO</td>
</tr>
<tr>
<td>15. University clearance</td>
<td>HRDO</td>
</tr>
<tr>
<td>16. Service Record</td>
<td>HRDO</td>
</tr>
<tr>
<td>17. Certification of No Pending Case</td>
<td>Lawyer/client</td>
</tr>
<tr>
<td>18. Affidavit of authorization for Accounting Office to deduct</td>
<td>HRDO</td>
</tr>
<tr>
<td>19. Notice of Salary adjustment</td>
<td>GSIS/client</td>
</tr>
<tr>
<td>20. Clearance from the GSIS</td>
<td>HRDO</td>
</tr>
</tbody>
</table>
21. Declaration of pendency/Non-pendency
22. Statement of Assets and Liabilities
23. Marriage contract (if applicable)
24. Birth certificate
25. Letter of Intent to retire/resign
26. Approved application letter for retirement
27. 1 x 1 ID picture (5 copies)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the requirements</td>
<td>1. Receive the required documents</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td></td>
<td>2. Compute terminal leaves and extended sick leave</td>
<td></td>
<td>2 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Request funding from the DBM through the System Budget Office (for terminal leaves)</td>
<td></td>
<td>17 days</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: None 20 days

22. Facilitate requests for privilege to study

Employees who pursue advance study after office hours and are enrolled in the University are given privilege to study that entitles them to reduced school fees.

Office or Human Resource and Development Office
| **Division:** |  |
| **Classification:** | Simple |
| **Type of Transaction:** | 1. G2C – Government to Client |
| **Who may avail:** | Qualified faculty members, REPS and Administrative staff |

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. letter of request duly endorsed by the head of office/College Dean</td>
<td>1. From the employee</td>
</tr>
<tr>
<td>2. Duly accomplished application for reduced fees (3 copies)</td>
<td>2. HRDO</td>
</tr>
<tr>
<td>3. copy of grades issued by the Office of the University Registrar</td>
<td>3. from employee</td>
</tr>
<tr>
<td>4. approved revised work schedule, if any</td>
<td>4. from employee</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. employee submits letter of request for endorsement and approval</td>
<td>none</td>
<td>1 day</td>
<td>HRDO chief</td>
</tr>
<tr>
<td>2. employee submits duly accomplished forms for reduced fees</td>
<td>none</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>3. if currently enrolled, copy of grades from the last semester</td>
<td></td>
<td>15 minutes</td>
<td></td>
</tr>
<tr>
<td>1. HRDC/REPS APC meet to evaluate the request (for administrative sector and REPS)</td>
<td>none</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>2. HRDO communicates result of deliberation</td>
<td></td>
<td>15 minutes</td>
<td></td>
</tr>
<tr>
<td>3. HRDO records decision.</td>
<td></td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>4. HRDO signs form for reduced fees</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 2 days, 20 minutes

---

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

The HRDO needs to certify that the employee requesting is qualified for the privilege and that the dependent is non-earning to be able to avail of this privilege.

| Office or Division: | Human Resources and Development Office |
### Classification:
Simple

### Type of Transaction:
1. G2C – Government to Client

### Who may avail:
1. Faculty members, REPS and Administrative staff with qualified dependents

#### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
--- | ---
1. Duly accomplished application for enrolment privileges form | 1. HRDO
2. Certification stating that the dependent is not gainfully employed | 2. from employee

#### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
--- | --- | --- | --- | ---
1. employee submits duly accomplished application for enrolment privileges | 1. HRDO verifies completeness and accuracy of information | none | 25 minutes | 1. HRDO chief
2. employees submits certification that dependent is not gainfully employed | 2. HRDO signs form | | 5 minutes | |

**TOTAL:** None | 30 minutes

---

### 24. Issuance of Statement of Return Service obligation

#### Office or Division:
Human Resource and Development Office

#### Classification:
Simple

#### Type of Transaction:
G2C – Government to Client

#### Who may avail:
1. Concerned Faculty members, REPS and Administrative Staff
2. Offices (legal office, accounting office)

#### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
--- | ---
1. verbal or letter request | From requesting employee or office

#### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
--- | --- | --- | --- | ---
1. concerned employee/office makes a request | 1. retrieve records and evaluates number of years of study and | None | 1 day | Administrative Officer
<table>
<thead>
<tr>
<th>number of years served (if any)</th>
<th>1 day</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. prepares necessary document.</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None 2 days</td>
</tr>
</tbody>
</table>

### 25. Process request for Thesis/Dissertation Grant

Processing of a Thesis/Dissertation Grant is necessary to facilitate the release of funds in tranches.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty members, administrative staff and REPS who are completing advance studies</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved request letter</td>
<td>Employee concerned</td>
</tr>
<tr>
<td>2. Contract for thesis/dissertation grant</td>
<td>HRDO</td>
</tr>
<tr>
<td>3. Approval sheet of thesis/dissertation proposal</td>
<td>Employee concerned</td>
</tr>
<tr>
<td>4. Timetable of activities</td>
<td>Employee concerned</td>
</tr>
<tr>
<td>5. Budgetary requirement or line-item budget</td>
<td>Employee concerned</td>
</tr>
<tr>
<td>6. Official Receipts of study-related expenses</td>
<td>Employee concerned</td>
</tr>
<tr>
<td>7. Copy of thesis/dissertation (hard bound)</td>
<td>Employee concerned</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Employee submits duly approved letter of request</td>
<td>1. Receive the approved letter</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>2. Employee accomplishes the</td>
<td>2. Receive the accomplish</td>
<td></td>
<td>10 minutes</td>
<td></td>
</tr>
</tbody>
</table>

329
3. Submits the required documents.

1st tranche (40%): approval sheet of thesis/dissertation proposal
2nd tranche (40%): ORs of all expenses
3rd tranche (20%): hard bound copy of thesis/dissertation

3. Receive the documents and check for completeness

4. Process the DV for the payment of entitlement

| TOTAL: | None | 3 days, 25 minutes |

## 26. Issuance of Project Contracts

Project Contracts are issued to clarify duties and responsibilities, payment scheme, and duration of contract.
<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter request from concerned office head duly endorsed by the HRMPSB and approved by the Chancellor</td>
<td>Office of the Chancellor/Office of the Vice Chancellor for Administration</td>
</tr>
<tr>
<td>2. Duly accomplished Personal Data Sheet of the contractee</td>
<td>CSC Website</td>
</tr>
<tr>
<td>3. Authenticated Official Transcript of Records</td>
<td></td>
</tr>
<tr>
<td>4. Authenticated Certificate of Eligibility</td>
<td></td>
</tr>
<tr>
<td>5. Medical Certificate issued by UP Medical Officer</td>
<td></td>
</tr>
<tr>
<td>6. Oath of Office and SALN signed by the person administering oath, certificate of assumption of duty signed by the office head and attested by the HRDO Head</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit 2 copies of Personal Data Sheet and other required documents</td>
<td>1. Receive and check the completeness of all documents a. Prepare appointments for signature of the Chancellor</td>
<td>None</td>
<td>10 minutes</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>2. Sign their contracts</td>
<td></td>
<td></td>
<td>6 days</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 6 days, 10 minutes
27. Facilitate request for financial assistance to present paper in conferences, conventions

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty members, Administrative Staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter request duly endorsed by Head of Office, HRDC and approved by the Chancellor</td>
</tr>
<tr>
<td>2. Invitation from organizer</td>
</tr>
<tr>
<td>3. Abstract of paper/poster to be presented</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Employee submits letter request duly approved by the Head of Office to the HRDO</td>
<td>1. HRDO receives and submits request to HRDC clusters. 1.1. HRDC cluster evaluates request then submits recommendation to HRDO who forwards it to CUHRDC 2. CU HRDC further evaluates request and recommends this for approval of the Chancellor 2.1 HRDO notifies employee of the action of the Chancellor on the request 3. HRDO assists with preparation of documents</td>
<td>None</td>
<td>1 day</td>
</tr>
<tr>
<td>2. Employee waits for result of deliberation</td>
<td></td>
<td></td>
<td>1 day</td>
</tr>
</tbody>
</table>

| 1 day | |
| 1 day | |
| 1 day | |
3. If approved, employee proceeds with preparation of necessary documents

| TOTAL: | None | 5 days |

28. Signing clearances

Clearance is needed by employees to be able to get their benefits (retirement, separation) or to ensure that concerned employee has no accountability when he or she will go on extended leaves (Sabbatical, vacation/sick leave with pay/without pay, etc.)

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All concerned Faculty members, REPS and Administrative staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Clearance form
2. SALN and COS for separated employees
3. Completion of return service obligation (for fellows, if any)

**WHERE TO SECURE**

1. HRDO
2. from employee
3. HRDO

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Concerned employee submits clearance form and SALN.</td>
<td>1. checks completeness of documents and record of fellowship granted for fulfillment of return service obligation. (if any) 2. Check and indicate the number of leave balance</td>
<td>None</td>
<td>30 minutes</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 1 hour |

333
29. Acceptance and verification of applications and supporting documents for the vacant positions

Verification is important to ensure that applicants meet the qualifications for the job and that the required documents are submitted.

- **Office or Division:** Human Resources and Development Office
- **Classification:** Simple
- **Type of Transaction:** 1. G2C – Government to Client
- **Who may avail:** 1. All interested applicants

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application letter</td>
<td>applicant PDS can be downloaded from the CSC website</td>
</tr>
<tr>
<td>2. PDS/Curriculum Vitae and credentials</td>
<td></td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Applicants submit application letter and required documents</td>
<td>1. Receive the application form</td>
<td>None</td>
<td>1 minute</td>
<td>All office staff</td>
</tr>
<tr>
<td></td>
<td>2. Verify documents and informs applicant of completeness/incompleteness of data.</td>
<td></td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Applications with complete documents are accepted and added to the list of qualified applicants</td>
<td></td>
<td>4 minutes</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Data reports are submitted for processing of benefits and other personnel action

- **Office or Division:** Human Resources and Development Office
**Division:**

**Classification:** complex

**Type of Transaction:**

**Who may avail:** OVPA, OVPFF, UP Baguio Offices and other agencies

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written/ request</td>
<td>Office of the Chancellor/ Office of the Vice Chancellor for Administration and other offices</td>
</tr>
<tr>
<td>Memorandum/ verbal request</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Issue Memorandum stating the requested data (UP System Offices and other agencies)/ Verbal request given by other offices</td>
<td>1. Prepare and review accuracy of the requested data</td>
<td>none</td>
<td>5 days</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td></td>
<td>2. Forward requested data to the OVCA and the Office of the Chancellor for review and signature (for System Offices and other agencies)</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Submit data to requesting agency or office. (for System</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 31. Processing of membership applications for UP Provident Fund and Community Chest Fund

Membership applications are processed to ensure that employees receive benefits during retirement, separation and in times of need.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client; G2B- Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment paper</td>
<td>HRDO</td>
</tr>
<tr>
<td>2. Duly filled up application form</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit the duly accomplished membership form</td>
<td>1. Submit the membership form to UP Provident Fund through email</td>
<td>None</td>
<td>1 hour</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td></td>
<td>2. Provide list of new members to Accounting Office</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 1 hour, 30 minutes |

### 32. Submission of UP Provident Fund Benefit Claim Application (for retired, separated employees)
Application for UP Provident Benefit Claim is facilitated for the processing of claims.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client; G2B- Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Application form</td>
<td>HRDO</td>
</tr>
<tr>
<td>2. University clearance</td>
<td>HRDO</td>
</tr>
<tr>
<td>3. Photocopy of two (2) valid IDs</td>
<td>HRDO</td>
</tr>
<tr>
<td>4. Service Record</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits accomplished application form and necessary documents as attachment</td>
<td>1. Receive the application form for UP provident Fund Claim 1.1. Send the duly accomplished form with the University clearance and service record to the UP provident Fund via fax (hard copy to follow)</td>
<td>None</td>
<td>15 minutes</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td></td>
<td>2. HRDO notifies the employee if claim is already released.</td>
<td></td>
<td>15 minutes</td>
<td></td>
</tr>
<tr>
<td>2. Wait for the release of the claim</td>
<td></td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>1 day, 30 minutes</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>

33. Processing of Application for Computer Loan and UP Provident Loan
Computer and UP Provident Fund Loan are processed to facilitate the grant of loans

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>C</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

| 1. Application Form | HRDO Employee’s copy/ Accounting Office |
| 2. Payslips (last 2 months) | |
| 3. For computer loans, amount of computer that will be purchased. | |

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>PROVIDENT FUND LOAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive duly filled up application form and payslips</td>
</tr>
<tr>
<td>1.1. send application to UP Provident Fund Inc. via fax.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive the duly filled up and signed application form</td>
</tr>
<tr>
<td>2. Instruct the employee to have the form</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>PROVIDENT FUND LOAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up application form and. Submit it together with payslips for the last 2 months</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up application form.</td>
</tr>
<tr>
<td>1.1. Once application form has been signed by the HRDO, Accounting, VCA, and Chancellor, form goes back to the HRDO.</td>
</tr>
<tr>
<td>2. have the signed form notarized</td>
</tr>
</tbody>
</table>

### AGENCY ACTION

<table>
<thead>
<tr>
<th>PROVIDENT FUND LOAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive duly filled up application form and payslips</td>
</tr>
<tr>
<td>1.1. send application to UP Provident Fund Inc. via fax.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive the duly filled up and signed application form</td>
</tr>
</tbody>
</table>

### FEES TO BE PAID

<table>
<thead>
<tr>
<th>PROVIDENT FUND LOAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
</tr>
</tbody>
</table>

### PROCESSING TIME

<table>
<thead>
<tr>
<th>PROVIDENT FUND LOAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 minutes</td>
</tr>
<tr>
<td>10 minutes</td>
</tr>
<tr>
<td>31 Days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPUTER LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 minutes</td>
</tr>
<tr>
<td>3 days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>
3. returns the notarized form to the HRDO

| TOTAL:            | None       | Provident fund loan: 40 minutes; Computer loan: 6 days, 10 minutes |

34. Submission of Application for Terminal leave and Extended Sick leave (Faculty) and Service Recognition Pay (Administrative staff and REPS) to DBM

Application for Terminal leaves and extended sick leaves are facilitated for submission to DBM to release funds.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>HT</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government- to- Client</td>
</tr>
<tr>
<td></td>
<td>G2G- Government- to- Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>28. Application for Terminal leave/Extended (Faculty)</td>
<td>HRDO</td>
</tr>
<tr>
<td>Sick Leave</td>
<td>HRDO</td>
</tr>
<tr>
<td>29. University clearance</td>
<td>HRDO</td>
</tr>
<tr>
<td>30. Service Record</td>
<td>HRDO</td>
</tr>
<tr>
<td>31. Certification of No Pending Case</td>
<td>HRDO</td>
</tr>
<tr>
<td>32. Affidavit of authorization for Accounting Office to deduct</td>
<td>Lawyer/client</td>
</tr>
<tr>
<td>33. Notice of Salary adjustment</td>
<td>HRDO</td>
</tr>
<tr>
<td>34. Clearance from the GSIS</td>
<td>GSIS/client</td>
</tr>
<tr>
<td>35. Declaration of pendency/Non pendency</td>
<td>HRDO</td>
</tr>
<tr>
<td>36. Statement of Assets and Liabilities</td>
<td>Client</td>
</tr>
<tr>
<td>37. Marriage contract (if applicable)</td>
<td>Client</td>
</tr>
<tr>
<td>38. Birth certificate</td>
<td>Client</td>
</tr>
<tr>
<td>39. Letter of Intent to</td>
<td>Client</td>
</tr>
</tbody>
</table>
40. Approved application letter for retirement
41. 1 x 1 ID picture

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the requirements</td>
<td>1. Receive the required documents</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td></td>
<td>2. Compute terminal leaves and extended sick leave</td>
<td></td>
<td>3 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Request funding from the DBM through the System Budget Office (for terminal leaves)</td>
<td></td>
<td>15 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>18 days, 2 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

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

Terminal leaves and extended sick leaves are processed to facilitate the payment of funds.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>HT</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

340
Original copy of the following
1. Application for Terminal leave/ Extended (Faculty) Sick Leave/SRP
2. University clearance
3. Service Record
4. Certification of No Pending Case
5. Affidavit of authorization for Accounting Office to deduct
6. Notice of Salary adjustment
7. Clearance from the GSIS
8. Declaration of pendency/Non pendency
9. Statement of Assets and Liabilities
10. Marriage contract (if applicable)
11. Letter of Intent to retire/resign
12. Approved application letter for retirement
13. 1 x 1 ID picture (5 copies)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Submit the requirements</td>
<td>1. Receive the required documents 2. Compute terminal leaves and extended sick leave 3. Request funding from the DBM through the System Budget Office (for terminal leaves)</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HRDO</td>
<td>HRDO</td>
<td>HRDO</td>
<td>HRDO</td>
<td>Lawyer/client</td>
</tr>
<tr>
<td>HRDO</td>
<td>GSIS/client</td>
<td>HRDO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client</td>
<td>Client</td>
<td>Client</td>
<td>Client</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
36. Processing of applications for Limited Practice of Profession

Applications for Limited Practice of Profession are processed for monitoring of faculty and staff activities.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>C</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members, administrative staff and REPS</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

| 1. Application duly endorsed by the College Dean, HRDO Chief, VCAA and finally approved by the Chancellor |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
</table>

| 1. Approvers endorse the application for final approval of the Chancellor |

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>7 days</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 days

37. Processing of Community Chest / Medical Assistance

Application for Community Chest benefits is processed to facilitate reimbursement of purchased medicines or grant of hospitalization benefits.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Faculty, REPS and Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>1. Community Chest Form</th>
</tr>
</thead>
</table>

| 2. Billing Statement and Official Receipt |

**TOTAL:** None 7 days
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get Community Chest application form (HRDO) and fill up form and attach Official receipt of medicines purchased and medical certificate issued by HSO</td>
<td>1. Issuance of Community Chest Application form</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Submit application form to HRDO</td>
<td>2. Receive and check previous reimbursement of payment for medical/hospital assistance using Community Chest Logbook</td>
<td>None</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>3. Claim reimbursement for medical expenses</td>
<td>2.1. Prepare for DV, Check for the reimbursement of medical expenses</td>
<td>None</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Inform employee to get the check for deposit or withdrawal.</td>
<td>None</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>None</td>
<td>2 days, 1 hour, 1 minute</td>
<td></td>
</tr>
</tbody>
</table>

**38. SIGNING PHILHEALTH FORMS**

Philhealth forms need to be signed to facilitate processing of benefits when confined in a hospital or in the case of Philhealth-covered out-patient benefits.
### Office or Division:
HRDO

### Classification:
Simple

### Type of Transaction:
G2C-Government to Client

### Who may Avail:
All faculty members, REPS and administrative staff

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>NO.</th>
<th>REQUIREMENTS</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Written/Verbal Request/UIS</td>
<td>Client</td>
</tr>
<tr>
<td>2</td>
<td>eHope Form</td>
<td>HRDO</td>
</tr>
<tr>
<td>3</td>
<td>Statement of Account</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>4</td>
<td>Official receipts</td>
<td>Client</td>
</tr>
<tr>
<td>5</td>
<td>Medical certificate and abstract</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>6</td>
<td>Certificate of employment and certification of eligibility to the eHOPE benefit.</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>NO.</th>
<th>REQUIREMENTS</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Written/Verbal Request/UIS</td>
<td>Client</td>
</tr>
<tr>
<td>2</td>
<td>eHope Form</td>
<td>HRDO</td>
</tr>
<tr>
<td>3</td>
<td>Statement of Account</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>4</td>
<td>Official receipts</td>
<td>Client</td>
</tr>
<tr>
<td>5</td>
<td>Medical certificate and abstract</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>6</td>
<td>Certificate of employment and certification of eligibility to the eHOPE benefit.</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

#### STOPS

<table>
<thead>
<tr>
<th>STOPS</th>
<th>AGENT ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit Philhealth Forms to HRDO</td>
<td>None</td>
<td>None</td>
<td>1 minute HRDO Chief</td>
</tr>
<tr>
<td>2.</td>
<td>Wait for signed forms</td>
<td>None</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td>3.</td>
<td>Claim signed forms</td>
<td>None</td>
<td>None</td>
<td>1 minute</td>
</tr>
</tbody>
</table>

#### TOTAL

|    | None | 8 minutes |

---

### 39. PROCESSING OF eHOPE BENEFIT APPLICATION (direct payment to BGH)

To process eHOPE application for payment

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C-Government to Client; G2G-Government to Government</td>
</tr>
<tr>
<td>Who may Avail:</td>
<td>All qualified Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>NO.</th>
<th>REQUIREMENTS</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>eHope Form</td>
<td>HRDO</td>
</tr>
<tr>
<td>2</td>
<td>Statement of Account</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>3</td>
<td>Official receipts</td>
<td>Client</td>
</tr>
<tr>
<td>4</td>
<td>Medical certificate and abstract</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>5</td>
<td>Certificate of employment and certification of eligibility to the eHOPE benefit.</td>
<td>HRDO</td>
</tr>
<tr>
<td>6</td>
<td>Copy of the MOA</td>
<td>Client/Hospital</td>
</tr>
</tbody>
</table>

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>NO.</th>
<th>REQUIREMENTS</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>eHope Form</td>
<td>HRDO</td>
</tr>
<tr>
<td>2</td>
<td>Statement of Account</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>3</td>
<td>Official receipts</td>
<td>Client</td>
</tr>
<tr>
<td>4</td>
<td>Medical certificate and abstract</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>5</td>
<td>Certificate of employment and certification of eligibility to the eHOPE benefit.</td>
<td>HRDO</td>
</tr>
<tr>
<td>6</td>
<td>Copy of the MOA</td>
<td>Client/Hospital</td>
</tr>
</tbody>
</table>
### 1. Submit eHOPE Application Form to HRDO with complete attachments

- 1. Submit eHOPE Application Form to HRDO with complete attachments
- 2. Client or relative submits the certifications to BGH

### 1. Receive eHOPE application for payment or reimbursement

- 1.1. Check from records the eHOPE balance of the employee
- 1.2. Forward the eHOPE form to the eHOPE committee for evaluation and approval

### 2. Provide the client with the certificates of employment and eligibility to the eHOPE benefit

- 2.1. Prepare the financial documents for the payment of hospital bills to BGHMC
- 2.2. Pay the clients hospital bills to BGHMC

<table>
<thead>
<tr>
<th>Steps</th>
<th>Agency Action</th>
<th>Fees to Process</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>None</td>
<td>12 days</td>
<td></td>
</tr>
</tbody>
</table>

### 40. Issuance of Employee Number

To request employee number thru UIS

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>All Faculty, REPS, Administrative Staff and others</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Basic papers</td>
<td>College/unit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO PROCESS</th>
<th>PERSON</th>
</tr>
</thead>
</table>
BE PAID | ING TIME | RESPONSIBLE
--- | --- | ---
1. Submit basic paper | 1. Receive basic papers | None |
2. Request employee number from UIS | 7 hours /59 minutes | Administrative Assistant |
Total | None | 7 hours |

### 41. Request for UIS account/ HRIS Account

To request UIS/HRIS accounts for newly hired employees

**Office or Division:** HRDO  
**Classification:** Simple  
**Type of Transaction:** G2C-Government to Client  
**Who may Avail:** All Faculty, REPS, Administrative Staff and others (Project staff)

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Verbal Request</td>
<td></td>
</tr>
<tr>
<td>2 Appointment for newly hired employee</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

1. **Verbal Request for applying for UIS and HRIS Account**
   - 1. Receive request for UIS and HRIS new account
   - 1.1. Process request for UIS / HRIS account to UP System
   - 2. Inform newly hired employee
   - None
   - 1 minute
   - 1 day
   - 10 minutes
   - Administrative Assistant
42. PROCESSING OF eHOPE BENEFIT APPLICATION (for reimbursement)

To process application of eHOPE benefits for reimbursement

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Faculty, REPS, Administrative Staff and others</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. eHope Form</td>
<td>HRDO</td>
</tr>
<tr>
<td>2. Statement of Account</td>
<td>Client/Hospital</td>
</tr>
<tr>
<td>3. Official receipts</td>
<td>Client</td>
</tr>
<tr>
<td>4. Medical certificate and abstract</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Steps</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit eHOPE Application Form to HRDO with complete attachments</td>
<td>1. Receive eHOPE application for reimbursement</td>
<td>None</td>
<td>15 minutes</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td></td>
<td>1.1. Check from records the eHOPE balance of the employee</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.2. Forward the eHOPE form to the eHOPE committee for evaluation and approval</td>
<td></td>
<td>3 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.3. Prepare the financial documents for reimbursement of expenses</td>
<td></td>
<td>25 days</td>
<td></td>
</tr>
<tr>
<td>2. Wait for the release of payment.</td>
<td></td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Follow up the processing of payment and inform the client if payment has been deposited.</td>
<td>None</td>
<td>5 days, 45 minutes</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Human Resource and Development

Internal Services
1. Orientation of new employees

New employees are given orientation on HR policies, benefits, privileges, and the expectations of the University on them.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All faculty members, REPS and Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. confirm attendance 2. attend and participate in the orientation</td>
<td>1. List down the names of attendees 2. conduct the orientation</td>
<td>none</td>
<td>30 minutes</td>
<td>HRDO chief</td>
</tr>
<tr>
<td>30 minutes</td>
<td></td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td></td>
<td>1 day/ 30 minutes</td>
<td></td>
</tr>
</tbody>
</table>

2. Preparation of Learning and Development program

A training program based on needs assessment is prepared to provide an opportunity for personal professional growth.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>REPS and Administrative staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Individual/office development plans 2. Training needs assessment</td>
<td>1. Collect and analyse the accomplished IDPs 2. List down the training and</td>
<td>None</td>
<td>2 days</td>
<td>HRDO chief</td>
</tr>
<tr>
<td>2 days</td>
<td></td>
<td></td>
<td>5 days</td>
<td></td>
</tr>
</tbody>
</table>
3. Facilitate submission and analysis of IPCRs and OPCRs

IPCRs and OPCRs are collected every rating period to help Administration in making decisions on personnel movement and kind of training that will be given to improve and maintain efficiency.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>REPS and Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit targets at the beginning of the rating period.</td>
<td>1. Receive the targets for review of the committee 2. Return the targets to the employees for reckoning of accomplishments</td>
<td>None</td>
<td>1 day</td>
<td>1. HRDO Chief</td>
</tr>
<tr>
<td>2. Submit accomplishments to the supervisor at the end of the rating period for evaluation</td>
<td>3. Receive the accomplished IPCR/OPCR</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>3. Submit Individual Performance and</td>
<td></td>
<td>1 day</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

351
Commitment Review - IPCR (targets and accomplishments) and Office Performance and commitment Review - OPCR

4. Review the accuracy of scoring
5. Encode the scores
6. Submit all accomplished IPCRs and OPCR for review of the PMT committee

TOTAL: 2 days

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

Publication of vacant positions in the Civil Service Commission is mandated by law to reach out to more applicants. The Civil Service Commission checks the minimum qualification standards to ensure that the Agency abides with the standard qualifications.

Office or Division: Human Resources and Development Office
Classification: Simple
Type of Transaction: 1. G2G – Government to Government
Who may avail: Offices with existing vacant position

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. online notice of approval of request for authority to fill</td>
<td>UIS/HRIS (request for authority to fill)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Office where vacancy is requests for immediate publication</td>
<td>1. Submits request for publication to CSC Field office via email 2. Submits hard copy of the request to CSC Field Office</td>
<td>None</td>
<td>30 minutes</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>

1 hour
5. Preparation and posting of job vacancies to at least 3 conspicuous places

Posting to at least 3 conspicuous places is necessary to ensure that more participants are informed and encouraged to apply.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resource and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All interested applicants</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check for posting of vacancy</td>
<td>1. Notice of job vacancy is posted on the HRDO and Post Office bulletin Board. 2. Notice is posted in the UPB website and Facebook</td>
<td>none</td>
<td>1 hour, 30 minutes</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 hour, 30 minutes

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

Appointments for Study grants are released for recording and reckoning of services in the University.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
</tbody>
</table>
**Who may avail:**
1. Faculty members who are on study fellowship

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved request to study and basic paper duly endorsed by the DAPC, CAPC, APFC and approved by the Chancellor</td>
<td>Colleges</td>
</tr>
<tr>
<td>2. Notice of admission, and Form 5 (for renewal/extension)</td>
<td>HRDO.</td>
</tr>
<tr>
<td>3. Local Faculty Fellowship/Study Leave Agreement and Surety agreement</td>
<td></td>
</tr>
<tr>
<td>4. Official copy of grades and/or progress report, duly signed by the thesis adviser, in the previous semester (for renewal/extension)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEE S TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Faculty submits letter of request and required documents to the DAPC for endorsement to the CAPC and APFC and approval of the Chancellor</td>
<td>1. Prepares the basic paper and appointment of the faculty concerned</td>
<td>None</td>
<td>5 days</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>2. Once request is approved, faculty</td>
<td>2. HRDO verifies completeness of information and files the study</td>
<td></td>
<td>2 days</td>
<td></td>
</tr>
</tbody>
</table>
3. Once appointment is signed, provides a copy to concerned offices and faculty

| TOTAL: | None | 11 days |

### 7. Processing of Application for Sabbatical leave

Application for Sabbatical leave is processed for records purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All qualified faculty members</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved request</td>
<td>College</td>
</tr>
<tr>
<td>2. Application form</td>
<td>HRDO</td>
</tr>
<tr>
<td>3. Basic paper</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submits necessary document for attachment on the basic paper</td>
<td>1. Receive the accomplished basic paper from the college and approval of</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Officer</td>
</tr>
</tbody>
</table>
2. Process the basic papers
3. Record the period of Sabbatical leave

| TOTAL: | None | 3 days, 35 minutes |

---

8. Preparation of Notice of Salary Adjustment (NOSA) and Notice of Step Increment (NOSI)

NOSA and NOSI are prepared to enable the Accounting Office to make the necessary salary adjustments

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resources and Development Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client; G2G- Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Accounting Office and faculty members, REPS and administrative staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>UP System</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Prepare the NOSI/NOSA for signing</td>
<td>None</td>
<td>5 days</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>2. Distribute to the</td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request the preparation of NOSA/NOSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
</tr>
</tbody>
</table>

---
3. Provide the concerned employee with a copy

| TOTAL: | None | 6 days |

10. Preparation and Submission of Quarterly Summary of Foreign Official/Personal Travel Authority/Special Detail report to UP System

Submission of Summary of Foreign travel either official or personal is necessary to monitor the purpose of foreign travels and the budget allotted for these.

| Office or Division: | HRDO |
| Classification: | Highly Technical |
| Type of Transaction | G2C-Government to Government |
| Who may Avail | OVPA, OVPAA |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorandum from UP system</td>
</tr>
<tr>
<td>Compilation of Authority to Travel/Special Detail (Official/Personal)</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit proof of travel e.g. certificate of attendance</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Encode Travel report per date Of duration</td>
<td></td>
<td>10 days</td>
<td></td>
</tr>
<tr>
<td>3. Copy of report endorsed and approved by HRDO Chief, VCA and Chancellor</td>
<td></td>
<td>3 days</td>
<td></td>
</tr>
<tr>
<td>4. Submit the report thru email</td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 day</td>
<td></td>
</tr>
</tbody>
</table>
5. Submission of report to OVPA by mail.

| Total | None | 15 days, 30 minutes |

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

New employees need to have TIN and to become members of Philhealth as well as Pagibig Funds

| Office or Division: | HRDO |
| Classification: | Complex |
| Type of Transaction | G2C-Government to Client |
| Who may Avail | Faculty members, REPS and administrative staff |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. For Philhealth: PMRF form with pertinent attachments</td>
<td>Client</td>
</tr>
<tr>
<td>2. For Pag-IBIG: MDR form with tracking number</td>
<td></td>
</tr>
<tr>
<td>3. For TIN: BIR form 2305 or 1992</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit forms to HRDO</td>
<td>1. Receive forms for processing 1.1. Check and Review the form 1.2. Prepare, Encode, Print and Sign certificate for attachments 1.2. Submit forms to Philhealth, Pag-IBIG and BIR Offices</td>
<td>None</td>
<td>12 minutes 20 minutes 1 day</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td>2. Wait for a text message or email for the release of numbers and cards</td>
<td>2. Inform client to wait for text message or email for the release of numbers and cards</td>
<td></td>
<td>1 day</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>
12. Recording of application of leaves for Non-UP Contractual Staff

To record application of leaves for Non-UP Contractual Staff

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Non-UP contractual employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit approved application for leave | 1. Receive approved Application for leave  
2. Record approved application for leave in the log book  
3. File | None | 1 minute  
19 minutes  
10 minutes | Administrative Assistant II |
| Total | None | 30 minutes |

13. Facilitate submission of SALN

To facilitate the submission of SALN to Ombudsman Office

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>HRDO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C-Government to client</td>
</tr>
<tr>
<td>Who may Avail</td>
<td>Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Memorandum for UP System</td>
<td>HRDO, UP System, CSC</td>
</tr>
<tr>
<td>2. SALN forms</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>2. Submit filled up SALN form to HRDO</td>
<td>1. Receive Filled Up SALN form to HRDO</td>
</tr>
<tr>
<td></td>
<td>2. Check/Review the submitted SALN form</td>
</tr>
<tr>
<td></td>
<td>3. Prepare SALN form for the signature of Head of Agency or duly Authorized person to sign</td>
</tr>
<tr>
<td></td>
<td>4. Issuance of SALN Personal copy to employees</td>
</tr>
<tr>
<td></td>
<td>5. Submission of SALN forms to the Ombudsman</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
</tr>
</tbody>
</table>
Systems and Network Office
Internal Services
1. WiFi Device Registration for access to Campus WiFi Network and Internet connectivity

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Systems and Network Office (SNO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
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<td>Who may avail:</td>
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</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1. For students: Form5 or ID; WiFi Device(s)</td>
<td></td>
</tr>
<tr>
<td>For others: ID; WiFi Device(s)</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
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<tr>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Present ID or Form5 and WiFi device(s)</td>
<td>1) Validate identity and register presented WiFi device(s), remove unnecessary devices 2) Test device(s) for working WiFi and Internet connectivity</td>
<td>None</td>
<td>7 days</td>
<td>Office Administrative Staff Systems and Network Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 7 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
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<th>REQUIREMENTS</th>
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<tbody>
<tr>
<td>For students: Form5 or ID</td>
<td></td>
</tr>
<tr>
<td>For others: ID, Approved letter of request or endorsement; Job request form;</td>
<td></td>
</tr>
</tbody>
</table>
### 3. IT/IS Technical Support for Other UPB Offices

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**CHECKLIST OF REQUIREMENTS**

- Job request form

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<th>PROCESSING TIME</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1) Submit job request form</td>
<td>1) Assess concern(s) and queue needed tasks to do</td>
<td>None</td>
<td>20 days</td>
<td>Office Administrative Staff Systems and Network Office</td>
</tr>
<tr>
<td></td>
<td>2) Process request(s) and inform client of result(s) or further advise</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

### 4. Checking/Evaluation of University owned Computers and/or IT Equipment

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<tbody>
<tr>
<td>1) Submit job request form</td>
<td>1) Assess concern(s) and queue needed tasks to do</td>
<td>None</td>
<td>20 days</td>
<td>Office Administrative Staff Systems and Network Office</td>
</tr>
<tr>
<td></td>
<td>2) Process request(s) and inform client of result(s) or further advise</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days
### Type of Transaction: G2C-Government to Client

**Who may avail:** Students, Faculty or Staff

<table>
<thead>
<tr>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Submit job request or Pre-repair form along with subject equipment</td>
<td>1) Assess concern(s) and queue needed tasks to do 2) Process request(s) and inform client of result(s) or further advise</td>
<td>None</td>
<td>20 days</td>
<td>Office Administrative Staff Systems and Network Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

---

5. Repair of University owned Computers and/or IT Equipment

<table>
<thead>
<tr>
<th>Office or Division:</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
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<tr>
<td>Who may avail:</td>
<td>Students, Faculty or Staff</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job request form</td>
<td></td>
</tr>
<tr>
<td>Pre-repair form</td>
<td></td>
</tr>
<tr>
<td>Post-repair form</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Submit job request or Pre-repair form along with subject equipment</td>
<td>1) Assess concern(s) and queue needed tasks to do 2) Process request(s) and inform client of result(s) or further advise 3) Complete Post-repair form(s) as</td>
<td>None</td>
<td>20 days</td>
<td>Office administrative staff System Network Office</td>
</tr>
</tbody>
</table>
6. Deployment of University owned Servers, Networking Equipment, Networking Facility(ies), Access Points, and other IT Equipment

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Systems and Network Office (SNO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty or Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Submit job request form</td>
<td>1) Assess concern(s) and queue needed tasks to do 2) Process request(s) and inform client of result(s) or further advise</td>
<td>None</td>
<td>20 days</td>
<td>Office administrative staff System and Network office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Systems and Network Office (SNO)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
<tr>
<td>Who may avail:</td>
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</tr>
</tbody>
</table>

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<table>
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<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Submit job request form</td>
<td>1) Assess concern(s) and queue needed tasks to do 2) Process</td>
<td>None</td>
<td>20 days</td>
<td>Administrative Staff Systems and Network Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 20 days
<table>
<thead>
<tr>
<th>request(s) and inform client of result(s) or further advise</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
<td>20 days</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>20 days</td>
</tr>
</tbody>
</table>
Campus Maintenance Office
External Services
1. Fabrication of tables, cabinets, shelves, posting boards, stands etc...including painting or varnishing.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>DONOR ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
<td>CMO</td>
</tr>
<tr>
<td>2. Approval of request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
<tr>
<td>3. Dimension, design and specs</td>
<td>Client</td>
</tr>
<tr>
<td>4. Bill of materials from CMO</td>
<td>CMO</td>
</tr>
<tr>
<td>5. Purchase request</td>
<td>Client</td>
</tr>
<tr>
<td>6. Pricing materials needed</td>
<td>SPMO</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept approved job request</td>
<td>None</td>
<td>10 days</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>2. Prepare bill of materials</td>
<td></td>
<td></td>
<td>Campus Maintenance Office</td>
</tr>
<tr>
<td>3. Schedule fabrication</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Start fabrication and deliver finished item/s to client and notify SPMO for documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>10 days</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
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<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>
### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMO</td>
</tr>
<tr>
<td>CMO and VCA</td>
</tr>
<tr>
<td>Client</td>
</tr>
<tr>
<td>SPMO</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

1. Fill-up job request form (CPDMO form No. 2)
2. Approval of job request from CMO overseer and VCA
3. Availability of material/s needed
4. Purchase Request
5. Pricing of materials needed

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept approved job request</td>
<td>None</td>
<td>30 minutes</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Remove and replace broken glass</td>
<td>None</td>
<td>30 minutes</td>
<td>Campus Maintenance Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 30 minutes

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

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<tr>
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</tr>
<tr>
<td>Client</td>
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<td>SPMO</td>
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### WHERE TO SECURE

1. Fill-up job request form (CPDMO form No. 2)
2. Approval of job request from CMO overseer and VCA
3. Availability of material/s needed
4. Purchase Request
5. Pricing of materials needed

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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept approved job request</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Prepare bill for materials</td>
<td>None</td>
<td>3 days</td>
<td>Campus Maintenance Office</td>
</tr>
</tbody>
</table>

369
3. Notify CMO if materials needed is already available

3. Schedule Requested job and remove and replace broken glass

**TOTAL:** None 3 days

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

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<tr>
<td>CMO and VCA</td>
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<tr>
<td>Client</td>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA | 1. Accept approved job request | None | 3 days | Administrative staff  
Campus  
Maintenance Office |
| 2. Notify CMO if materials needed is already available | 2. Schedule Requested job and perform requested job. | None | 3 days | Administrative staff  
Campus  
Maintenance Office |

**TOTAL:** None 3 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1. Fill-up job request form (CPDMO form No. 2)</th>
<th>CMO</th>
</tr>
</thead>
</table>

**TOTAL:** None 3 days
2. Approval of job request from CMO overseer and VCA
3. Availability of material/s needed
4. Purchase request
5. Pricing of materials needed

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA</td>
<td>1. Accept approved job request</td>
<td>None</td>
<td>20 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Provide choice dimension, design and specs</td>
<td>2. Prepare bill Schedule Requested job</td>
<td>None</td>
<td>20 days</td>
<td>Campus Maintenance Office</td>
</tr>
<tr>
<td>3. Prepare PR for materials needed</td>
<td>3. Schedule requested job Perform requested job</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
<tr>
<td>4. Notify CMO if materials needed is already available</td>
<td>4. Perform requested job</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: None 20 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
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<td>Type of Transaction:</td>
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<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA</td>
<td>1. Schedule and perform requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Campus Maintenance Office</td>
</tr>
</tbody>
</table>
7. Repair / replacement of Complicated leaking roofs, gutters, sewer pipes and water pipelines

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| WHERE TO SECURE | 
|-----------------|-----------------|
| CMO             | CMO and VCA     |
| Client          | Client          |
| SPMO            |                 |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA</td>
<td>None</td>
<td>20 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Provide choice dimension, design and specs</td>
<td>2. Prepare bill Schedule Requested job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Prepare PR for materials needed</td>
<td>3. Schedule requested job Perform requested job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Notify CMO if materials needed is already available</td>
<td>4. Perform requested job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
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</thead>
</table>
### Classification:
Simple

### Type of Transaction:
G2C – Government to Client

### Who may avail:
Students, Faculty, REPS, Canteens Staff

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2)  
2. Approval of job request from CMO overseer and VCA  
3. Availability of material/s needed | CMO  
CMO and VCA  
Client |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA | 1. Perform requested job. | None | 3 days | Administrative staff  
Campus Maintenance Office |

**TOTAL:**

<table>
<thead>
<tr>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3 days</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
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<tbody>
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<td>Who may avail:</td>
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</tbody>
</table>

<table>
<thead>
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</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2)  
2. Approval of job request from CMO overseer and VCA  
3. Availability of material/s needed  
4. Purchase request  
5. Pricing of materials needed | CMO  
CMO and VCA  
Client  
Client  
SPMO |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA  
2. Provide choice dimension, | 1. Accept approved job request  
2. Prepare bill Schedule | None | 20 days | Administrative staff  
Campus Maintenance Office |

373
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TOTAL:</td>
<td>None</td>
<td>20 days</td>
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</tbody>
</table>

**10. Repair and preventive maintenance of water pumps of the university**

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Canteens Staff</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

| 1. Fill-up job request form (CPDMO form No. 2) | 1. Accept approved job request | CMO |
| 2. Approval of job request from CMO overseer and VCA | 2. Schedule Requested job and perform requested job. | CMO and VCA |
| 3. Availability of material/s needed | | Client |

### WHERE TO SECURE

- CMO
- CMO and VCA
- Client

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available 2. Acceptance of job performed</td>
<td>1. Accept approved job request 2. Schedule Requested job and perform requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff Campus Maintenance Office</td>
</tr>
</tbody>
</table>

### TOTAL: None 3 days

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
### Who may avail:
Students, Faculty, REPS, Canteens Staff

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
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<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
<td>CMO</td>
</tr>
<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available | 1. Accept approved job request and perform requested job. | None | 3 days | Administrative staff  
Campus Maintenance Office |

**TOTAL:** None 3 days

### 12. Trouble shoot, repair and preventive maintenance of tools, equipment of Colleges

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpenter Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
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</tbody>
</table>

<table>
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<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
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<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
<tr>
<td>4. Purchase request</td>
<td>Client</td>
</tr>
<tr>
<td>5. Pricing of materials needed</td>
<td>SPMO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA | 1. Accept approved job request | None | 20 days | Administrative staff  
Campus Maintenance Office | 2. Prepare bill Schedule Requested job  
3. Schedule |
4. Notify CMO if materials needed is already available

<table>
<thead>
<tr>
<th>materials needed</th>
<th>requested job</th>
<th>Perform requested job</th>
<th>4. Perform requested job</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
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<td>Type of Transaction:</td>
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</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA available</td>
<td>2. Schedule and perform requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff Campus Maintenance Office</td>
</tr>
</tbody>
</table>

|TOTAL:| None| 3 days|   |

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
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<tbody>
<tr>
<td>Classification:</td>
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</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
</tbody>
</table>

376
Who may avail: Students, Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS

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<td>3. Availability of material/s needed</td>
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<td>4. Purchase request</td>
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<td>5. Pricing of materials needed</td>
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CLIENT STEPS

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<td>20 days</td>
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<tr>
<td>2. Provide choice dimension, design and specs</td>
<td>2. Prepare bill Schedule Requested job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Prepare PR for materials needed</td>
<td>3. Schedule requested job</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Notify CMO if materials needed is already available</td>
<td>4. Perform requested job.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: None 20 days

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

Office or Division: Carpentry Maintenance Office

Classification: Simple

Type of Transaction: G2C – Government to Client

Who may avail: Students, Faculty, REPS, Administrative Staff, Canteens Staff
(CPDMO form No. 2) with approval from CMO and VCA available and perform requested job. Campus Maintenance Office

| TOTAL: | None | 3 days |

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Type of Transaction:</td>
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<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
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</tbody>
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CHECKLIST OF REQUIREMENTS

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<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
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<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
<tr>
<td>4. Purchase request to SPMO</td>
<td></td>
</tr>
<tr>
<td>5. Pricing of materials needed</td>
<td></td>
</tr>
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</table>

CLIENT STEPS

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<tr>
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<td>2. Prepare bill</td>
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<td></td>
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<tr>
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<td>Schedule Requested job</td>
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<td></td>
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<td>3. Schedule requested job</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Perform requested job</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Perform requested job</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 20 days |

17. Set-up and operate sound/lighting system for various events or activities inside or outside the University
### Simple Check List

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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</tr>
</thead>
<tbody>
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<td>3. Availability of material/s needed</td>
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#### CLIENT STEPS

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<tr>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept approved job request</td>
<td>None</td>
<td>3 hours</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Set-up and operate sound/lighting equipments</td>
<td>None</td>
<td>3 hours</td>
<td>Utility Personnel</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 hours

### Complex Check List

<table>
<thead>
<tr>
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<tr>
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</tr>
<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept approved job request</td>
<td>None</td>
<td>5 days</td>
<td>Administrative staff</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 days

18. Prepare/provide assessment, sketches, plans, bill of quantities and submit to requesting client
No. 2) with approval from CMO and VCA available
2. Provide location, utilization, preferred specs

2. Provide plans and BoQ to client

Maintenance Office

Project Engineers
Vice Chancellor for Administration

| TOTAL: | None | 5 days |

19. Welding/iron works that are simple

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
<td>CMO</td>
</tr>
<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA</td>
<td>1. Schedule Requested job and perform and finish requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Campus Maintenance Office</td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 days |

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
<td>CMO</td>
</tr>
</tbody>
</table>

380
form No. 2)
2. Approval of job request from CMO overseer and VCA
3. Availability of material/s needed
4. Purchase request
5. Pricing of materials needed

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2) with approval from CMO and VCA</td>
<td>1. Accept approved job request</td>
<td>None</td>
<td>20 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>2. Provide choice dimension, design and specs</td>
<td>2. Prepare bill Schedule Requested job</td>
<td>None</td>
<td>20 days</td>
<td>Campus</td>
</tr>
<tr>
<td>3. Prepare PR for materials needed</td>
<td>3. Schedule requested job Perform requested job.</td>
<td>None</td>
<td>20 days</td>
<td>Maintenance Office</td>
</tr>
<tr>
<td>4. Notify CMO if materials needed is already available</td>
<td>4. Start requested job</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
<tr>
<td>5. Acceptance of job request performed</td>
<td>5. Finish requested job</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

21. Cleaning services

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff, Canteens Staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
<td>CMO</td>
</tr>
<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
<td>CMO and VCA</td>
</tr>
<tr>
<td>3. Availability of material/s needed</td>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form</td>
<td>1. Schedule and perform requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Campus</td>
</tr>
</tbody>
</table>
No. 2) with approval from CMO and VCA

<table>
<thead>
<tr>
<th></th>
<th>Maintenance Office</th>
<th>Utility workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>3 days</td>
</tr>
</tbody>
</table>

22. Hauling services

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Carpentry Maintenance Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS, Administrative Staff, Canteens Staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-up job request form (CPDMO form No. 2)</td>
</tr>
<tr>
<td>2. Approval of job request from CMO overseer and VCA</td>
</tr>
<tr>
<td>3. Availability of material/s needed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Schedule and perform requested job.</td>
<td>None</td>
<td>3 days</td>
<td>Administrative staff</td>
</tr>
<tr>
<td>Campus Maintenance Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utility workers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 3 days |
UP Baguio Day Care Center
External Services
1. Child Care and Child Minding

Informal Early Childhood Education is done through conducting age-appropriate activities to develop social, emotional, physical and psychological being of the child.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UP Baguio Day Care Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Children and dependents of UP Baguio Admin Staff, REPS, Faculty, Undergraduate and Graduate Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Registration Form</td>
<td>Day Care Center</td>
</tr>
<tr>
<td>2. Orientation of parent upon first enrolment of the child</td>
<td>Manager of the Day Care Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-out the registration form</td>
<td>1. Accept the form and conduct orientation to parents (individual or group)</td>
<td>Socialized fees based on income of parents. Registration fee of Php100.00</td>
<td>45 minutes</td>
<td>Day Care Manager</td>
</tr>
<tr>
<td></td>
<td>2. Parent/s guardian are required to log-in/log-out (policy compliance)</td>
<td></td>
<td>5 minutes</td>
<td>Office of Guidance and Counseling</td>
</tr>
<tr>
<td></td>
<td>3. Day care workers attend to the daily tasks related to child minding and child-care</td>
<td></td>
<td>8 hours per Day Care worker</td>
<td>Day Care workers</td>
</tr>
<tr>
<td></td>
<td>4. Supervision of the Day Care workers tasks/provides assessment, feedback through meetings/conferences; monitoring of policy implementation</td>
<td></td>
<td>1 hour a day</td>
<td>UP Baguio Day Care Center</td>
</tr>
<tr>
<td></td>
<td>Day Care Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office of Guidance and Counseling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Day Care workers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UP Baguio Day Care Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Day Care Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>UP Baguio Day Care Center</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Informal Early Childhood Education

Informal Early Childhood Education is done through conducting age appropriate activities to develop social, emotional, physical and psychological being of the child.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UP Baguio Day Care Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Children and dependents of UP Baguio Admin Staff, REPS, Faculty, Undergraduate and Graduate Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bring foods/personal belongings of each child</td>
<td>1. Assessing of needs</td>
<td>None</td>
<td>10 minutes</td>
<td>Day Care workers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>UP Baguio Day Care Center</td>
</tr>
<tr>
<td>2. Parents feed their kids during lunch</td>
<td>2. Monitoring and implementatio n of policy</td>
<td>None</td>
<td>10 minutes</td>
<td>Day Care workers</td>
</tr>
<tr>
<td></td>
<td>3. Observe of time, behaviors, implementatio n of educational activities</td>
<td>None</td>
<td>4 hours each worker</td>
<td>Day Care workers</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>UP Baguio Day Care Center</td>
</tr>
<tr>
<td>3. Conduct age appropriate activities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: 4 hours, 20 minutes

3. Others (Parenting fora; Gender Sensitivity Orientation; Parents Collective meeting; Management Assessment; Parent Conference, Management meeting)
The services is done to contribute to the policy development and management improvement of the Day Care Center

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Day Care Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Parents/ Guardians, Advisory Committee, Management, Parents Collective</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Notice</td>
</tr>
<tr>
<td>2. Approved letter</td>
</tr>
<tr>
<td>3. Invitation letter</td>
</tr>
<tr>
<td>4. Justification letter if needed</td>
</tr>
<tr>
<td>5. Preparation/approval of PR, DV, BUR/one shot appointment for speakers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Attendance to fora, meetings, case conferences</td>
<td>1. Implement activities identified in the PPMP for parents and kids</td>
<td>As reflected in the PPMP</td>
<td>3 days</td>
<td>Management staff (Manager and Day Care workers)</td>
</tr>
<tr>
<td>2. Conduct of Day Care Advisory Committee</td>
<td>2. Preparation of logistics, agenda, invitation letter, and documentation</td>
<td>None</td>
<td>3 days</td>
<td>Manager Senior Day Care worker</td>
</tr>
<tr>
<td>3. Parents collective meeting</td>
<td>3. Preparation of logistics, agenda, invitation letter, and documentation</td>
<td>None</td>
<td>3 days</td>
<td>Manager Senior Day Care Worker</td>
</tr>
</tbody>
</table>

| TOTAL: | 9 days |

386
Security Office
External Services
1. Request for assistance/make inquiries
To provide assistance and answer queries for students, faculty, staff and other visitors

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Security Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C-Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, Staff and other visitors</td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
--- | ---
Identification Cards of Clients (GSIS, SSS, Philhealth, Passport, Driver’s License etc.) | Government Agencies

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present ID / Letter Request</td>
<td>Get details, call concerned officer/personnel and issues visitor’s pass when necessary</td>
<td>None</td>
<td>5 minutes</td>
<td>Entrance Duty Guard</td>
</tr>
</tbody>
</table>

TOTAL: None 4 minutes

2. Ask for Direction/Location
To give assistance/direction to students, faculty, staff to office concerned and issue visitors pass to outside visitors with an official business

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Security Office</th>
</tr>
</thead>
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<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C-Government to Client</td>
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<tr>
<td>Who may avail:</td>
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CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
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Identification Cards of Clients (GSIS, SSS, Philhealth, Passport, Driver’s License etc.) | Government Agencies

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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present ID / Letter Request</td>
<td>Guides the client to the office/department concerned and issues visitors pass</td>
<td>None</td>
<td>7 minutes</td>
<td>Roving Guard/UPB Police UPB Security Office</td>
</tr>
</tbody>
</table>

TOTAL: None 7 minutes

3. Locate Office/Department concerned or see personnel concerned
To assist the student, faculty, staff and other visitors to see personnel in their respective offices/department
<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Security Office</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present ID / Letter Request</td>
<td>Ensure client locates appropriate office/Department or Personnel to be contacted</td>
<td>None</td>
<td>1 minute</td>
<td>Guard on Duty/UPB Police/UPB Security Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 minute
Office of the Vice Chancellor for Academic Affairs
External Services
1. Assist information queries from various offices and forward requests for action/s to OVPAA

The OVCAA identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities. Thus, it serves as a link between UP Baguio and UP System, especially the OVPAA.

<table>
<thead>
<tr>
<th>Office or Division:</th>
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<tr>
<td>Type of Transaction:</td>
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<tr>
<td>Who may avail:</td>
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</tr>
</tbody>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accept and receive the written request;</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td>2. Endorse the request;</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td>3. Forward request to OVPAA; and</td>
<td></td>
<td></td>
<td>Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td>4. Inform client about the OVPAA’s action</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 31 Days

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

The OVCAA identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities. Thus, it serves as a link between UP Baguio and UP System, especially the OVPAA.

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<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
### Type of Transaction:
- **G2C** – Government to Client

### Who may avail:
- UPB REPS / Faculty

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request; and 2. Await OVPAA’s action</td>
<td>1. Note the verbal request; 2. Forward request to OVPAA; and 3. Inform client about the OVPAA’s action</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None 32 Days

### 3. Address daily incoming calls, refer and await VCAA's action/s

The OVCAA supervises and coordinates the plans, programs and activities of the Office of the University Registrar; University Library; Cordillera Studies Center (CSC); Learning Resource Center (LRC); KASARIAN, Graduate Program Office (GPO); Museo Kordilyera (MK); Program for Indigenous Culture (PIC); National Service Training Program (NSTP) / Pahinungod; Office of Anti-Sexual Harassment Office; and monitors and coordinates instruction, research, extension and other academic activities of the University. Thus, it addresses daily phone calls from various clients.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders  
2. Other government agencies (CHED, DOST, etc.)  
3. Other businesses |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Verbal request</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Call the OVCAA’s landline</td>
<td>1. Note the verbal request and refer it to VCAA; 2. VCAA makes action; and</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td>2. Await VCAA’s action</td>
<td></td>
<td></td>
<td></td>
<td><strong>Vice Chancellor</strong></td>
</tr>
</tbody>
</table>
3. Inform client about VCAA’s action

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note the verbal request and provide the UIS information needed</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Office of the Vice Chancellor for Academic Affairs or Administrative Staff Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

4. Access UIS account, provide UIS information related to payment / reimbursement of expenses charged under the OVCAA

The OVCAA aims for professional integrity with a service attitude in the development and administration of the University’s academic plans and activities. The OVCAA is an integral participant in the process of aligning the academic components with the University’s priorities as defined in the strategic plan and in maximizing the use of resources entrusted to the University.

**Office or Division:** Office of the Vice Chancellor for Academic Affairs

**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB stakeholders

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request in person or via phone call</td>
<td>Note the verbal request and provide the UIS information needed</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V Office of the Vice Chancellor for Academic Affairs or Administrative Staff Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days
5. Preparation of Ph.D. Incentive Grant Notification & Contract

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” The PhD Incentive Grant aims to cultivate a culture of research towards the promotion of academic excellence in the University. The Grant aims to provide the necessary incentive and support to tenured faculty members of UP Baguio who recently obtained their PhD and who wish to sustain research/creative work in their fields. It also aims to serve as an incentive for new PhDs to publish their dissertation work in a reputable, refereed journal. In this way, the grantee can begin establishing a publication record that strengthens the faculty’s chances of obtaining future grants for further academic work.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

| 1. Tenured faculty who recently obtained his/her Ph.D.; |
| 2. Letter request |
| 3. Copy of Abstract of paper and proof of graduation; and |
| 4. Chancellor’s Approval |

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The OVCAA will accept and receive the request;</td>
</tr>
<tr>
<td>2. VCAA will endorse/not endorse the request;</td>
</tr>
<tr>
<td>3. Forward to the Chancellor for his action; and</td>
</tr>
<tr>
<td>4. Once approved, the OVCAA will</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant V</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chancellor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office of the Chancellor</td>
</tr>
</tbody>
</table>
6. Preparation of RLC / SLC / CWLC Notification

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” UP Baguio encourages and supports undertakings of its faculty members in research and creative work through Research Load Credit / Creative Work Load Credit. UP Baguio also gives Study Load Credit to faculty members who are enrolled, while carrying a teaching load, so they can have more time to study and finish their degree programs in the shortest time possible.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. University Registrar will collate all requests and submit to the VCAA; 2. VCAA presents requests in the Executive Committee Meeting; 3. The Executive Committee will act on all requests; and</td>
<td>None</td>
<td>20 Days</td>
<td>University Registrar</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>1. Qualified faculty should submit a letter request to the University Registrar with DAPC/CAPC Endorsement; and 2. Await for Executive Committee’s approval</td>
<td></td>
<td></td>
<td>Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Executive Committee</td>
</tr>
</tbody>
</table>

**TOTAL:** None  7 Days
4. Once approved, the OVCAA will prepare the notification.

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

“The OVCAA provides venues for faculty to advance academic professionalism, acquire opportunities, and upheld its public service mandate. It identifies and responds to academic concerns by facilitating, developing, recommending and implementing various programs and activities.” A professorial chair is a form of recognition for achievement in the academe, established to advance knowledge and learning in various fields or disciplines. Chairs are positions supported by special endowments and awarded to members of the faculty at the tertiary level who have distinguished themselves in the fields they represent.

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nomination Form from OVCAA</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. The OVCAA will accept and receive the request; 2. The APFC will endorse/not endorse the request; and 3. Forward to the Chancellor for his action 4. Once | None | 20 Days | Administrative Assistant V/ Administrative staff Office of the Vice Chancellor for Academic Affairs
<p>| Academic Personnel and Fellowships |</p>
<table>
<thead>
<tr>
<th>approval</th>
<th>approved, the OVCAA will prepare the notification and certificate.</th>
<th>committee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>20 Days</td>
</tr>
</tbody>
</table>
Office of the Vice Chancellor for Academic Affairs

Internal Services
1. Daily checking of official email account

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
2. G2G – Government to Government  
| Who may avail:      | 1. UPB / UPS stakeholders  
2. Other government agencies (CHED, DOST, etc.)  
3. Other businesses |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit an electronic mail regarding the request | 1. Accept and send an acknowledgment email | None | 3 Days | Administrative Assistant V/Administrative staff  
Office of the Vice Chancellor for Academic Affairs |

**TOTAL:** None 3 Days

2. Collect, reproduce, collate and distribute documents needed in meetings

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

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</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit pertinent documents</td>
<td>1. The OVCAA will accept / receive,</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V/Administrative</td>
</tr>
</tbody>
</table>
reproduce, and distribute the documents

staff
Office of the Vice Chancellor for Academic Affairs

TOTAL: None 33 Days

3. Review incoming documents, await VCAA’s action/s, record to logbook and forward to appropriate office/s

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

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<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB stakeholders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter request / invitation / vouchers</td>
<td>1. The OVCAA will accept and receive; 2. VCAA will endorse/not endorse/sign the document; and 3. The OVCAA will record to logbook and forward to appropriate office/s</td>
</tr>
<tr>
<td></td>
<td>None 3 Days Administrative Assistant V/ Administrative staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

TOTAL: None 4 Days

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

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.
Office or Division: Office of the Vice Chancellor for Academic Affairs

Classification: Simple

Type of Transaction:
1. G2C – Government to Client
2. G2G – Government to Government

Who may avail:
1. UPB / UPS stakeholders
2. Other government agencies (CHED, DOST, etc.)
3. Other businesses

CHECKLIST OF REQUIREMENTS

| 1. Letter / notices / memorandum / other communications | NA |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter request / invitation</td>
<td>1. The OVCAA will accept and receive;</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V/ Administrative staff</td>
</tr>
<tr>
<td></td>
<td>2. VCAA will draft the letter / notice / memo / other communication documents; and</td>
<td></td>
<td></td>
<td>Office of the Vice Chancellor for Academic Affairs</td>
</tr>
<tr>
<td></td>
<td>3. The OVCAA will record to logbook and forward to appropriate office/s</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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

“The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.” The purpose of the IPA for journal articles, is to encourage faculty,
REPS and students to contribute to the body of knowledge in their respective fields/discipline by publishing in internationally respected journals that are peer-reviewed and adhere to high standards of scholarship. On the other hand, the IPA for books/chapters of books aims to reinforce scholarly publications by faculty, REPS and students and project the University in the global community of academic institutions.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Faculty</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| IPA Application Form | IPA Forms can be downloaded from: [https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/](https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/) |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Faculty submits IPA application; and 2. Await for VCAA’s endorsement</td>
<td>1. The OVCAA will accept &amp; receive, and verify the publication from SCOPUS or Web of Science Index; 2. VCAA will sign the form; and 3. The OVCAA will record to logbook and forward to appropriate college</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V/ Administrative staff Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 Days

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

The OVCAA plays a crucial role in the strategic operations of the University. Thus, it provides clerical and support services to achieve academic and operational excellence.

| Office or Division: | Office of the Vice Chancellor for Academic Affairs |
**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UPB stakeholders

### CHECKLIST OF REQUIREMENTS

| DVs/OBRs/BURs/PRs, etc. | NA |

### WHERE TO SECURE

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Forwards the DVs/OBRs/BURs/PRs, etc. (including its attachments) to the OVCAA</td>
<td>1. The OVCAA will accept and receive; 2. VCAA will sign the documents; and 3. The OVCAA will double check UIS path approver, record to logbook and forward to appropriate office/s</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative Assistant V/ Administrative staff Office of the Vice Chancellor for Academic Affairs</td>
</tr>
</tbody>
</table>

### TOTAL: | None | 3 Days |
Office of the University Registrar
External Services
1. Processing of certifications

Issuance of certifications needed by students applying for further studies, scholarship, employment, transferring to other UP units/schools and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 1</td>
<td>OUR counter</td>
</tr>
<tr>
<td>2. Official Receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
<tr>
<td>3. Original or photocopy/scanned copy of requester's diploma (for translation of diploma)</td>
<td>c/o requester</td>
</tr>
<tr>
<td>4. Original copies of documents for authentication (TOR and diploma)</td>
<td>c/o requester</td>
</tr>
<tr>
<td>5. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative</td>
<td>c/o requester</td>
</tr>
</tbody>
</table>

**Note:** Valid IDs:

- BIR, Company, Driver’s License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Pay the required fees at the UPB</td>
<td>2. Accept payment of</td>
<td>P20.00 per copy/page</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>Cash Office</td>
<td>request</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
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<td>---</td>
<td>---</td>
</tr>
<tr>
<td>3. Return to OUR and submit duly accomplished form and required attachments</td>
<td>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>4. Wait for processing</td>
<td>4. Start processing of request:</td>
<td>None</td>
<td>30 mins to 4 hrs (NOTE: the processing time varies depending on the retrieval of archived records)</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1 Retrieve student jacket, check record of student &amp; compute (if necessary)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2 Encode and print certification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3 University Registrar signs the certification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Claim certification</td>
<td>5. Release certification to client</td>
<td>None</td>
<td>Following working day after submission of request OR it maybe released within the date of filing request</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td></td>
<td></td>
<td>1day</td>
</tr>
</tbody>
</table>

### 2. Processing of true copy of grades (TCG)

Issuance of true copy of grades (TCG) needed by students applying for further studies, scholarship, employment, transferring to other UP units/schools and other legal purposes.

<p>| Office or Division: | Office of the University Registrar (OUR) |</p>
<table>
<thead>
<tr>
<th>Classification:</th>
<th>Simple</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 1</td>
<td>OUR counter</td>
</tr>
<tr>
<td>2. Official Receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
<tr>
<td>3. Latest university clearance (for graduating, graduated and old returning students)</td>
<td>College of student</td>
</tr>
<tr>
<td>4. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative</td>
<td>c/o requester</td>
</tr>
</tbody>
</table>

**Note:** Valid IDs:
- BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step Description</th>
<th>Agency Action</th>
<th>Fees to be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td>2. Pay the required fee at the UPB Cash Office</td>
<td>2. Accept payment of request</td>
<td>P20.00 per page</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>3. Return to OUR and submit duly accomplished form and required attachments</td>
<td>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
</tbody>
</table>

Office of the University Registrar
### 3. Processing of certified true text of diploma (2nd copy of diploma)

Issuance of certified true text of diploma (2nd copy of diploma) to students who lose original copy of diploma.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 1</td>
<td>OUR counter</td>
</tr>
</tbody>
</table>
2. Official Receipt of payment

UPB Cash Office

3. Affidavit of loss

Notary public or any Lawyer practicing notary

4. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative

c/o requester

Note: Valid IDs:

BIR, Company, Driver’s License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Pay the required fee at the UPB Cash Office</td>
<td>2. Accept payment of request</td>
<td>P200.00 (one copy only)</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>3. Return to OUR and submit duly accomplished form and required attachments</td>
<td>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>4. Wait for processing</td>
<td>4. Start processing of request:</td>
<td>None</td>
<td>1 hr - 4 hrs</td>
<td>Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td>4.1 Retrieve student jacket &amp; check record of student</td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td></td>
<td>4.2 Encode and print certified true</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Timeframe</td>
<td>Responsible Party</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>-----------</td>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>4.3</td>
<td>University Registrar signs the certified true text of diploma</td>
<td>None</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Claim certified true text of diploma</td>
<td>Following working day after submission of request OR it maybe released within the date of filing request</td>
<td>Administrative Assistant II Office of the University Registrar</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Release certified true text of diploma to client</td>
<td>None</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** 1 day

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

Issuance of Certificate of Authentication and Verification (CAV) to students applying for further studies, scholarship and employment abroad to be submitted to Department of Foreign Affairs (DFA) for Red Ribbon purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 1</td>
<td>OUR counter</td>
</tr>
<tr>
<td>2. Official Receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
<tr>
<td>3. Documents for CAV (original copy of</td>
<td>c/o requester</td>
</tr>
</tbody>
</table>
4. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative
c/o requester

*Note:* Valid IDs:
- BIR, Company, Driver’s License,
- Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II Office of the University Registrar</td>
</tr>
<tr>
<td>2. Pay the required fees of documents for CAV at the UPB Cash Office</td>
<td>2. Accept payment of request</td>
<td>P20.00 per copy (translation of diploma); P20.00 per page (authenticated copy of TOR, diploma &amp; translation of diploma); P50.00 (CAV Fee)</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>3. Return to OUR and submit duly accomplished form and required attachments</td>
<td>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stub</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Officer II/ Administrative Assistant II Office of the University Registrar</td>
</tr>
<tr>
<td>4. Wait for</td>
<td>4. Start processing of</td>
<td>None</td>
<td>8 hrs</td>
<td>Administrative Officer II/</td>
</tr>
<tr>
<td>processing request:</td>
<td>Administrative Assistant II/Student Record Evaluator II</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>----------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1 Prepare certification of translation of diploma</td>
<td>Office of the University Registrar</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.2 Authenticate TOR and diploma</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.3 Encode and print CAV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.4 University Registrar signs the authenticated documents, certification of translation of diploma and CAV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. Claim Certificate of Authentication and Verification (CAV)</th>
<th>5. Release Certificate of Authentication and Verification (CAV) to client</th>
<th>Following working day after submission of request OR it may be released within the date of filing request</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>None</td>
<td>Administrative Officer II/Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
</tbody>
</table>

**TOTAL:** 1 day

### 5. Processing of Honorable dismissal (HD)

Issuance of honorable dismissal to students who are transferring to another school outside UP.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

412
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1 &amp; 2</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II Office of the University Registrar</td>
</tr>
<tr>
<td>2. Proceed to OCG, UPB for exit counseling</td>
<td>2. Conduct exit counseling</td>
<td>None</td>
<td>1 hr (depends on the availability of Guidance Counselor)</td>
<td>UPB Guidance Counselor</td>
</tr>
<tr>
<td>3. Pay the required fees at the UPB Cash Office</td>
<td>3. Accept payment of request</td>
<td>P 20.00 (1 copy only of HD); P 20.00 (1 copy only of certificate of no pending case); P20.00 (1st - 2nd yr) to P40.00 (3rd yr &amp; above)-TCG; P30.00 per page (TOR)</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Time</td>
<td>Responsible Officer</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Return to OUR and submit duly accomplished form and required attachments</td>
<td>None</td>
<td>5 mins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Receive OUR Form 1 &amp; 2 and check completeness of information and attachments then issue claim stubs</td>
<td></td>
<td></td>
<td>Administrative Officer I/ Administrative Assistant II/ Student Record Evaluator II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>5.</td>
<td>Wait for processing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start processing of request:</td>
<td>8 hrs</td>
<td>Administrative Officer II/ Administrative Assistant II/ Student Record Evaluator II</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Retrieve student jacket &amp; check records of student</td>
<td>None</td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td></td>
<td>Encode and print certification of no pending case and Honorable dismissal</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>University Registrar signs the certification of no pending case and Honorable dismissal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Claim Honorable Dismissal (HD) and Certificate of no pending case</td>
<td></td>
<td>Following working day after submission of request OR it maybe released within the date of filing request</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Release Honorable dismissal (HD) and certification of no pending case to client</td>
<td>None</td>
<td></td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
</tbody>
</table>
6. Processing of Loss School ID and new alumni ID

Issuance of loss school ID and new alumni ID

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 1</td>
<td>OUR counter</td>
</tr>
<tr>
<td>2. Affidavit of loss (for loss IDs)</td>
<td>Notary public or any Lawyer practicing notary</td>
</tr>
<tr>
<td>3. Official receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get and fill out completely OUR Form 1</td>
<td>1. Give instructions to the client</td>
<td>None</td>
<td>3 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Pay the required fee at the UPB Cash Office</td>
<td>2. Accept payment of request</td>
<td>P74.00 (replacement of school ID); P200.00 (new alumni ID)</td>
<td>5 mins</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>3. Return to OUR and submit duly accomplished form and required attachments</td>
<td>3. Receive OUR Form 1 and check completeness of information and attachments then issue claim stubs</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Officer II/ Administrative Assistant II</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>4. Wait for</td>
<td>4. Start processing of</td>
<td>None</td>
<td>45 mins</td>
<td>Administrative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>processing request:</th>
<th>4.1 Retrieve student information from database.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.2 Take picture of client and signature</td>
</tr>
<tr>
<td></td>
<td>4.3 Edit and print ID</td>
</tr>
</tbody>
</table>

4. Claim ID

5. Release ID to client

<table>
<thead>
<tr>
<th>5. Claim ID</th>
<th>5. Release ID to client</th>
<th>None</th>
<th>2 mins</th>
</tr>
</thead>
</table>

TOTAL: 1 hr

7. Processing of Transcript of Records (TOR)

Issuance of Transcript of Records needed by students applying for further studies, scholarship, employment, transferring to other UP unit/schools and other legal purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OUR Form 2</td>
<td>OUR counter</td>
</tr>
<tr>
<td>2. Official Receipt of payment</td>
<td>UPB Cash Office</td>
</tr>
<tr>
<td>3. Latest university clearance</td>
<td>College of student</td>
</tr>
<tr>
<td>4. Honorable dismissal (for students transferring to other schools)</td>
<td>OUR</td>
</tr>
<tr>
<td>5. Request letter from school (for students transferring to other schools and further studies)</td>
<td>Requesting school</td>
</tr>
</tbody>
</table>
6. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative

*Note: Valid IDs:

- BIR, Company, Driver's License, Passport, PRC, PWD, School ID, Senior Citizen, Solo Parent, UMID

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Get and fill out completely OUR Form 2 | 1. Give instructions to the client | None | 5 mins | Student Records Evaluators
| | | | | Administrative Officer II
| | | | | Office of the University Registrar |
| 2. Pay the required fees at the UPB Cash Office | 2. Accept payment of request | P30.00 per page | 5 mins | Personnel on duty |
| 3. Return to OUR and submit duly accomplished form and required attachments | 3. Receive OUR Form 2 and check completeness of information and attachments then issue claim stub | None | 5 mins | Student Records Evaluators
| | | | | Administrative Officer II
| | | | | Office of the University Registrar |
| 4. Wait for processing | 4. Start processing of request: | None | 15 working days (NOTE: the processing of TOR for students who graduated in the current semester starts after graduation and upon | Student Records Evaluators
| | 4.1 Retrieve student jacket & check completeness of credentials | | | Office of the University Registrar
| | 4.2 Encode entries in the draft | | | |
| 4.3 | Print the draft TOR for checking of SRE |
| 4.4 | Final encoding of corrections (if any) and printing for signature of University Registrar |
| 4.5 | Photocopying of TOR for file, stamping of dry seal and preparing acknowledgement slip |

5. **Claim Transcript of Records (TOR)**

<table>
<thead>
<tr>
<th>5.</th>
<th>Release Transcript of Records (TOR)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>None</strong></td>
<td><strong>5 mins</strong></td>
</tr>
</tbody>
</table>

**TOTAL:** 15 working days

8. Processing of Request for verification / authentication of student records

Authentication and verification of student records through email or personal appearance of requester to be used for employment and further studies.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple to Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client / G2G - Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students; other private or government institutions</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| 1. Official request with student consent | c/o requester |

**WHERE TO SECURE**

**Administrative Officer II**
Office of the University Registrar
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. File official request (personal) or send request through email</td>
<td>1. Accepts request or reply through email and give instructions</td>
<td>None</td>
<td>5 mins</td>
<td>Student Records Evaluator / Office of the University Registrar</td>
</tr>
<tr>
<td></td>
<td>2. Accept payment of request or verify if payment is sent electronically</td>
<td>P 50.00 / $ 20 per student</td>
<td>5 mins - 5 working days (for email)</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>2. Pay the required fees at the UPB Cash Office (for personal) or send payment electronically or through check</td>
<td>3. Accepts proof of payment or waits for notification of transmittal of payment (for request through email)</td>
<td>None</td>
<td>5 mins - 5 working days (for email)</td>
<td>Student Records Evaluator</td>
</tr>
<tr>
<td>3. Submit proof of payment or notify OUR if payment is sent electronically (for request through email)</td>
<td>4. Start processing of request: Retrieve student jacket and verify scholastic records</td>
<td>None</td>
<td>1 working day (for local request); 7 working days (for international request) (NOTE: the</td>
<td></td>
</tr>
<tr>
<td>4. Wait for processing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4.2 Prepare / Encode verification / authentication and print for signature of the University Registrar

<table>
<thead>
<tr>
<th>5. Claim Authentication / verification</th>
<th>5. Release verification / authentication or send through email</th>
<th>None</th>
<th>Following working day of request OR it maybe released or answered within the date of request</th>
</tr>
</thead>
</table>

**TOTAL:** 7 working days

9. Release of diploma

Diploma is released to students after graduation to be used for further studies, scholarship and employment. This is only done after the Printing Press and Supplies and Management Office (SPMO), UPB delivers the diploma to OUR.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Latest university clearance or Transcript of Records (TOR)</td>
</tr>
<tr>
<td>College of student / requester</td>
</tr>
<tr>
<td>2. Authorization letter with signature and photocopy/scanned copy of valid ID of the requester and photocopy of valid ID of the representative</td>
</tr>
<tr>
<td>c/o requester</td>
</tr>
</tbody>
</table>

**Note:** Valid IDs:
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Claming of diplomas after delivery of diplomas</td>
<td>1. Prepare alphabetized list of graduates by merging the list of graduates of Midyear Term, First and Second Semesters</td>
<td>None</td>
<td>1 working day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Check the diploma against the list of graduates</td>
<td></td>
<td>4 hrs</td>
<td>Administrative Officer II</td>
</tr>
<tr>
<td></td>
<td>3. Secure the signature of Deans (Arts &amp; Comm, Science &amp; Social Sciences) and Chancellor</td>
<td></td>
<td>10 working days</td>
<td>Deans / Chancellor UP Baguio</td>
</tr>
<tr>
<td></td>
<td>4. Check completeness of signatures</td>
<td></td>
<td>4 hrs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Paste gold seal and stamp dry seal</td>
<td></td>
<td>2 working days</td>
<td>Administrative Officer II</td>
</tr>
<tr>
<td></td>
<td>6. Alphabetize diploma for easy release to graduates</td>
<td></td>
<td>4 hrs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Release diploma to client</td>
<td></td>
<td>5 mins</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** 15 working days

10. Answers to Queries
Repond to queries on admission, registration, readmission and graduation matters.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>n/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inquires</td>
<td>1. Respond to inquiries personally or through phone or email; check student</td>
<td>None</td>
<td>5 - 30 mins</td>
<td>Student Records Evaluator</td>
</tr>
<tr>
<td>regarding</td>
<td>records (if necessary)</td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>admission,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>transfer and</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>readmission</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>requirements;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>academic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>delinquencies</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>and graduation matters</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>personally or</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>through phone</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>or email</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Get Forms for readmission or transferee

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Give forms and instruct client (if necessary)</td>
<td>None</td>
<td>10 mins</td>
<td>Student Records Evaluator</td>
</tr>
<tr>
<td>2. Give forms and instruct client (if necessary)</td>
<td>None</td>
<td>10 mins</td>
<td>Office of the University Registrar</td>
</tr>
</tbody>
</table>

**TOTAL:** 40 mins

11. Submission of data

Periodic submission of data to requesting institutions and students to be used for thesis, research and reports.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple to Complex</td>
</tr>
<tr>
<td>Type of</td>
<td>G2G; G2C - Government to Government; Government to Client</td>
</tr>
<tr>
<td>Transaction:</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students; other private or government institutions</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Memo or letter from requesting institution / agency</th>
<th>Office of requesting agency</th>
</tr>
</thead>
</table>

### WHERE TO SECURE

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit letter of request</td>
<td>1. Accepts letters of request</td>
<td>None</td>
<td>5 mins</td>
<td>Computer Maintenance Technologist I</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>University Registrar</td>
</tr>
<tr>
<td>2. Wait for processing</td>
<td>2. Retrieve data from data base and format to a desired output; seeks approval of the University Registrar</td>
<td>None</td>
<td>1 - 7 working days</td>
<td>Computer Maintenance Technologist/Student Records Evaluator</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>3. Claim request</td>
<td>3. Release request to the client personally or through email</td>
<td>None</td>
<td>10 mins</td>
<td>Computer Maintenance Technologist/Student Records Evaluator</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Office of the University Registrar</td>
</tr>
</tbody>
</table>
12. Signing of University Clearance

Signing of university clearance of students which will be used for requesting documents.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the University Registrar (OUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of the student</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Present signed University clearance (College, University Library, Accounting Office and other offices)  | 1. Receive and check accountability of student then sign the University clearance | None | 10 mins | Administrative Officer II  
Office of the University Registrar |
| 2. Claim University clearance | 2. Release signed University clearance | None | 5 mins | Administrative Officer II  
Office of the University Registrar |

**TOTAL:** 15 mins
The University Library

External Services
1. **BORROWER’S REGISTRATION**

To countersign the ID card of a student and update/encode personal information from the iLib database.

**Office or Division:** The University Library  
**Classification:** Simple  
**Type of Transaction:** G2C - Government to Client  
**Who may avail:** Currently enrolled students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Form 5</td>
<td>Respective colleges</td>
</tr>
<tr>
<td>3. Internet Card (Pink)</td>
<td>University Library</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Present ID Card and Registration form (Form V) | 1. Check and verify accuracy of information indicated in the enrolment form (Form 5); scans ID card, encodes personal information, countersigns ID card and gives Internet card | None | 7 minutes | Personnel on duty  
University Library |
2. Fill out information needed on the Internet card and hands it back to staff-in-charge

2. Affix signature and indicate date of issue on the Internet card. Counterchecks if ID is working when scanned

3. Wait while the ID is being validated and countersigned

3. Validate ID by affixing countersigned sticker

4. Receive validated and countersigned ID card and Internet card

4. Issue validated and countersigned ID card and Internet card

| TOTAL:         | 7 minutes |

### 2. REGISTRATION OF UP USERS TO ACCESS AND USE LIBRARY RESOURCES

To allow UP users to enter the library to access and use library resources

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
</tbody>
</table>
Who may avail: Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Students not currently enrolled (Graduate and Undergraduate) On residence without Library fee

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. UP ID Card</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>3. Official Receipt</td>
<td>Cashier's Office</td>
</tr>
<tr>
<td>4. Appointment paper</td>
<td>HRDO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present and scan valid ID card at the Control Desk</td>
<td>1. Check ID card if valid for the term</td>
<td>None</td>
<td>3 minutes</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>2. Deposit personal belongings (if any) at the Baggage Area</td>
<td>2. Allow entrance to the library</td>
<td></td>
<td></td>
<td>University Library</td>
</tr>
<tr>
<td></td>
<td>a. Students currently enrolled (Graduate and Undergraduate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Employees (Faculty, REPS, Administrative Staff)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Cross enrollees /</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>registrants</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>--</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. On residence with Library fee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Non-regular (Contractual, Lecturer)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Students not currently enrolled (Graduate and Undergraduate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. On residence without Library fee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>8 minutes</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 3. REGISTRATION OF NON-UP USERS TO ACCESS AND USE LIBRARY RESOURCES

To allow non-UP researchers to use the library resources after payment of necessary fee/s.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

₱20.00 / day
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present valid ID with picture and referral letter at the Control Desk</td>
<td>1. Check/Verify validity of ID presented</td>
<td>None</td>
<td>6 minutes</td>
<td>Personnel on duty University Library</td>
</tr>
<tr>
<td>2. Check availability of the library resources needed</td>
<td>2. Staff assist in the use of OPAC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. If library resource is available, pays the library fee at the Cashier's Office</td>
<td>3. Process payment and issue Official Receipt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Alumni / Former Faculty / Former Staff / Visiting Fellow</td>
<td>5 days free per term. Beyond 5 days, ₱20.00 / day or ₱450.00 / year</td>
<td></td>
<td>Cashier's Office</td>
</tr>
<tr>
<td></td>
<td>b. Government agency researchers</td>
<td>5 days free per term. Beyond 5 days, ₱20.00 / day or ₱450.00 / semester</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. CHARGING LIBRARY MATERIALS

To lend books and other library materials for library users – students, faculty, REPS, administrative staff, and outside UP researchers.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - User and Reader’s Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)</td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
</tr>
<tr>
<td>2. Appointment paper</td>
</tr>
<tr>
<td>3. Library material</td>
</tr>
</tbody>
</table>

CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Task Description</td>
<td>Next Step</td>
<td>Time</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------------------------------------------------</td>
<td>-----------</td>
<td>------</td>
</tr>
<tr>
<td>1.</td>
<td>Get book from the shelves. Fill out book card with name, college and student / employee number</td>
<td>1. Receive materials to be borrowed</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Present the book to be borrowed together with the ID card to the staff in charge for proper charging</td>
<td>2. Check book card if properly filled out against the book</td>
<td>None</td>
</tr>
<tr>
<td>3.</td>
<td>Wait for the book/s to be processed for check out</td>
<td>3. Check and verify ID (should be valid and countersigned). Stamps with due date, sign book card, and insert detuning card</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Scan barcode of the book to be checked-out under the borrower's account</td>
<td>None</td>
</tr>
<tr>
<td>4.</td>
<td>Receive the book/s</td>
<td>5. Issue book/s borrowed. Records</td>
<td>None</td>
</tr>
</tbody>
</table>
433

<table>
<thead>
<tr>
<th>borrowed material in statistic record log sheet</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>5 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

5. DISCHARGING LIBRARY MATERIALS

To remove the charged status for materials that are charged to patron records when they return books/materials.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - User and Reader's Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Library material borrowed</td>
<td>University Library</td>
</tr>
<tr>
<td>3. Official Receipt</td>
<td>Cashier's Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Present library material/s for return/check-in | 1. Receive the library material/s for return/check-in | None | 8 minutes | Personnel on duty
| | | | | University Library |
| 2. Wait for action | 2. Scan barcode of the library | | | |
3. If library material is overdue, print duplicate overdue temporary receipt

4. Receive official receipt, clear client's accountability from OPAC, hand OR to client

**TOTAL:** 8 minutes

### 6. PAGING RESERVE/SERIALS/CORDILLERA LIBRARY MATERIALS

To locate library materials from Serials, Reserve, and Cordillera sections and gives the located materials to the client.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - User and Reader's Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of</td>
<td>G2C - Government to Client</td>
</tr>
</tbody>
</table>
### Transaction:

| Who may avail: | Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal) |

### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
---|---
1. Valid ID (countersigned for the current semester) | Office of the University Registrar
2. Call slip | Reserve/Serials/Cordillera Studies Collection Section

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
---|---|---|---|---
1. Fill out the necessary information on the slip (author, title, etc.) | 1. Receive slip and verifies information | None | 3 minutes | Personnel on duty
2. Wait for action | 2. Locate material and gives book card to customery | | | University Library
3. Write full name and student number on the book card. Leaves ID card with the staff in charge | 3. Get book card and ID card then releases the book. Stamps date and indicates due time then affixes | | |
signature. Records borrowed material in statistic record log sheet

TOTAL: 3 minutes

7. APPROVING OVERNIGHT LOAN RESERVATIONS
To approve library materials from the Reserve Section for overnight use only

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - User and Reader's Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
</tr>
<tr>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Reservation slip</td>
</tr>
<tr>
<td>Reserve Section</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out an overnight reservation slip and hands it together with ID Card to the staff at the reservation desk</td>
<td>None</td>
<td>3 minutes</td>
<td>Personnel on duty University Library</td>
</tr>
</tbody>
</table>

436
2. Wait for the approved slip
2. Release duly approved overnight reservation slip

TOTAL: 3 minutes

8. COMPUTER / IPAD USAGE
To log-in in Learning Commons database and allow library users to browse from the computer/iPad from the Learning Commons Section.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - Computer Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Tag number</td>
<td>Learning Commons Section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
1. Proceed to the Learning Commons Section and log-in at Transactions Log

2. Present ID card to the staff in charge

3. Waits for action

4. Use specified computer unit

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
<th>Personnel on duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1. Instruct client to log in</td>
<td>None</td>
<td>4 minutes</td>
</tr>
<tr>
<td></td>
<td>2. Scan ID card and logs time-in in the database</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Give computer unit tag number and place ID Card on the tray corresponding the tag number given to client</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Staff file ID card according to the tag number</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL:</strong></td>
<td><strong>4 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

**9. COMPUTER/IPAD AFTER USAGE FOR UP USERS**

To log-out library users in the Learning Commons database.

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
</tbody>
</table>
Who may avail:

Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants

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<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Tag number</td>
<td>Learning Commons Section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present tag number to the staff</td>
<td>1. Staff log out client in the database according to the tag number</td>
<td>None</td>
<td>1 minute</td>
<td>Personnel on duty University Library</td>
</tr>
<tr>
<td>2. Wait for action</td>
<td>2. Staff pull-out ID on file</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Get ID</td>
<td>3. Release the ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
</tbody>
</table>

10. COMPUTER/IPAD AFTER USAGE FOR NON-UP USERS

To log-out non-UP users in the Learning Commons database.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - Computer Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other</td>
</tr>
</tbody>
</table>
**Checklist of Requirements**

<table>
<thead>
<tr>
<th>Institutions (Private / Personal)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Checklist of Requirements</strong></th>
<th><strong>Where to Secure</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID with picture</td>
<td>Issued by the agency</td>
</tr>
<tr>
<td>2. Tag number</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>3. Temporary receipt</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>4. Official receipt</td>
<td>Cashier's Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Client Steps</strong></th>
<th><strong>Agency Action</strong></th>
<th><strong>Fees to Be Paid</strong></th>
<th><strong>Processing Time</strong></th>
<th><strong>Person Responsible</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present tag number to the staff</td>
<td>1. Staff log out client in the database according to the tag number</td>
<td>None</td>
<td>8 minutes</td>
<td>Personnel on duty University Library</td>
</tr>
<tr>
<td></td>
<td>2. Staff pull-out ID on file</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Wait for action</td>
<td>3. Issue temporary receipt</td>
<td>₱50.00 per hour (a fraction is considered an hour)</td>
<td></td>
<td>Cashier's Office</td>
</tr>
<tr>
<td>3. Pay computer/ipad usage to the Cashier's Office</td>
<td>4. Check receipt, encode / record official receipt number in the database</td>
<td>None</td>
<td></td>
<td>Personnel on duty University Library</td>
</tr>
</tbody>
</table>
11. POWER USAGE/CHARGING

To log-in in the Learning Commons database and allow library users to charge gadgets.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - Computer Services Division</th>
</tr>
</thead>
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<tr>
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<tr>
<td>Type of Transaction:</td>
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</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

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<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>University Library</td>
</tr>
<tr>
<td>Learning Commons Section</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT ACTION</td>
<td>PROCESSING TIME</td>
<td></td>
</tr>
</tbody>
</table>

3. Get ID

and mark paid

3. Release the ID and official receipt

TOTAL: 8 minutes
1. Present ID card and filled up internet card to the staff (indicates date and time-in)

2. Write name and time in on the logbook

3. Clip tag number to gadget/laptop while charging

1. Scan ID card and logs time-in in the database

2. Give tag number for power usage

3. Staff file ID card and internet card according to tag number

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>3 minutes</th>
</tr>
</thead>
</table>

12. POWER AFTER USAGE/CHARGING FOR UP USERS
To log-out library users in the Learning Commons database.

<table>
<thead>
<tr>
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<th>The University Library - Computer Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
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<td>Type of Transaction:</td>
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<tr>
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</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Internet card</td>
<td>University Library</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>1. Present tag number to the staff</td>
<td>1. Log out client according to tag number</td>
</tr>
<tr>
<td>2. Write time-out on the logbook</td>
<td>2. Write time-out in the Internet card and compute time used and remaining time balance, then affixes signature</td>
</tr>
<tr>
<td>4. Pay power usage fees at the Cashier’s Office in excess of 20 hours free</td>
<td>4. Issue temporary receipt</td>
</tr>
<tr>
<td>5. Show official receipt of payment</td>
<td>5. Check receipt, encode / record official receipt number in the database and mark paid</td>
</tr>
<tr>
<td>6. Get ID and internet card</td>
<td>6. Return ID and Internet card</td>
</tr>
</tbody>
</table>

**TOTAL:** 10 minutes

### 13. POWER AFTER USAGE/CHARGING FOR NON-UP USERS
To log-out non-UP users in the Learning Commons database.

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID with picture</td>
<td>Issued by the agency</td>
</tr>
<tr>
<td>2. Tag number</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>3. Temporary receipt</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>4. Official receipt</td>
<td>Cashier's Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

444
<table>
<thead>
<tr>
<th>Task</th>
<th>Action</th>
<th>Time</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present tag number to the staff</td>
<td>Present tag number to the staff according to tag number</td>
<td>None</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>2. Write time-out on the logbook</td>
<td>Record time-out from database</td>
<td>9 minutes</td>
<td>University Library</td>
</tr>
<tr>
<td>3. Pay power usage fees at the Cashier's Office</td>
<td>Issue temporary receipt</td>
<td>₱50.00 per hour (a fraction is considered an hour)</td>
<td>Cashier's Office</td>
</tr>
<tr>
<td>4. Show official receipt of payment</td>
<td>Check receipt, encode / record official receipt number in the database and mark paid</td>
<td>None</td>
<td>Personnel on duty</td>
</tr>
<tr>
<td>6. Get ID card</td>
<td>Return ID card</td>
<td>9 minutes</td>
<td>University Library</td>
</tr>
</tbody>
</table>

**TOTAL:** 9 minutes

### 14. COMPUTER PRINTING

To allow printing of documents from computer access, Universal Serial Bus flash drives or other devices and pay the printout from Cashier's Office.
<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>The University Library - Computer Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
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</tr>
<tr>
<td>Type of Transaction:</td>
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<tr>
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</tbody>
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**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Internet card</td>
<td>University Library</td>
</tr>
<tr>
<td>3. Tag number</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>4. Temporary receipt</td>
<td>University Library</td>
</tr>
<tr>
<td>5. Official receipt</td>
<td>Cashier’s Office</td>
</tr>
<tr>
<td>6. Valid ID with picture</td>
<td>Issued by the agency</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present ID card to the staff at the counter</td>
<td>1. Scan ID card</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td>2.</td>
<td>Use specified computer unit</td>
<td>2. Count number of pages printed</td>
<td></td>
<td>University Library</td>
</tr>
<tr>
<td>3.</td>
<td>Wait for action</td>
<td>3. Compute amount to be paid and temporary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Activity</td>
<td>Rate</td>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------</td>
<td>-----------------------------------</td>
<td></td>
</tr>
<tr>
<td>4. Pay fees at the Cashier’s Office</td>
<td>receipt for payment at the Cashier’s Office</td>
<td>₱2.00/page</td>
<td>Cashier’s Office</td>
<td></td>
</tr>
<tr>
<td>5. Show official receipt of payment</td>
<td>4. Issue official receipt</td>
<td>None</td>
<td>Personnel on duty</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Check receipt; encode Official Receipt No. in the database and mark paid</td>
<td></td>
<td>University Library</td>
<td></td>
</tr>
<tr>
<td>6. Get ID and computer printout</td>
<td>6. Return ID and gives computer printout</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL: 10 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 15. COMPUTER SCANNING

To scan a material, print/save to flash drives/send to email and pay at the Cashier’s Office.

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<thead>
<tr>
<th>Office or Division</th>
<th>The University Library - Computer Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C - Government to Client</td>
</tr>
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</table>
### Who may avail:

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<thead>
<tr>
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<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Tag number</td>
<td>Learning Commons Section</td>
</tr>
<tr>
<td>3. Temporary receipt</td>
<td>University Library</td>
</tr>
<tr>
<td>4. Official receipt</td>
<td>Cashier's Office</td>
</tr>
<tr>
<td>5. Valid ID with picture</td>
<td>Issued by the agency</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present the ID and the material for scanning to staff at the counter</td>
<td>1. Check the material</td>
<td>None</td>
<td>12 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Wait for action</td>
<td>2. Scan the material/s</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Request where to save scanned copy</td>
<td>3. Count number of pages scanned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Wait for action</td>
<td>4. Compute amount to be paid and issues temporary receipt for</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Pay fees at the Cashier’s Office

5. Issue official receipt

<table>
<thead>
<tr>
<th>Payment at the Cashier’s Office</th>
<th>₱.50 cents/page</th>
<th>Cashier’s Office</th>
</tr>
</thead>
</table>

6. Show official receipt of payment

6. Check receipt, encode official receipt number in the database and mark paid

<table>
<thead>
<tr>
<th>None</th>
<th>Personnel on duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Library</td>
<td></td>
</tr>
</tbody>
</table>

7. Get ID and material scanned

7. Return ID and gives computer printout and official receipt

<table>
<thead>
<tr>
<th>TOTAL:</th>
<th>12 minutes</th>
</tr>
</thead>
</table>

16. ISSUANCE OF REFERRAL LETTER

To give referral letter to library users requesting to use other libraries, institutions or agencies

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>User and Reader’s Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
</tbody>
</table>
Who may avail:

- Students (Graduate and Undergraduate)
- Employees (Faculty, REPS, Administrative Staff)
- Cross enrollees / registrants
- On residence with Library fee
- Non-regular (Contractual, Lecturer)
- Research Assistants

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Valid ID (countersigned for the current semester)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>2. Endorsed referral letter</td>
<td>Endorsed by Officer-in-Charge</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out referral request form</td>
<td>1. Check details of the form</td>
<td>None</td>
<td>within the day</td>
<td>Head of User and Reader’s Services Division</td>
</tr>
<tr>
<td>2. Wait for action</td>
<td>2. Prepare and record the referral letter</td>
<td></td>
<td></td>
<td>University Library</td>
</tr>
<tr>
<td>3. Receive the signed letter</td>
<td>3. Release the referral letter</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: within the day

17. LIBRARY VISIT OR TOUR IN THE LIBRARY
To provide library tours by giving orientation of library services and different sections.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>User and Reader’s Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Non-UP Library users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## REQUIREMENTS

<table>
<thead>
<tr>
<th>1. Request letter</th>
<th>Visiting institution/agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Approved letter</td>
<td>Chancellor’s Office / The University Library</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Forward letter of request to the Chancellor’s Office</td>
<td>1. Receive the letter and advise client when to follow-up for response</td>
<td>None</td>
<td>2-3 days</td>
<td>Chancellor’s Action</td>
</tr>
<tr>
<td>2. Finalize the request visit to the Library</td>
<td>2. Inform the approved request to client for Library tour/visit</td>
<td></td>
<td></td>
<td>Officer-in-Charge University Library</td>
</tr>
<tr>
<td>3. Tour around the Library</td>
<td>3. Introduce different section, collections and services of the Library</td>
<td></td>
<td></td>
<td>Administrative Staff University Library</td>
</tr>
</tbody>
</table>

**TOTAL:** 2-3 days

### 18. SIGNING OF LIBRARY CLEARANCE WITHOUT ACCOUNTABILITY

To verify library user has no library obligation, sign and release the clearance.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>User and Reader’s Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td><strong>Transaction:</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplished clearance form</td>
<td>Respective colleges</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Present clearance form duly signed by respective colleges | 1. Verify information indicated in the clearance form. 2. Check and verify from the Delinquent Database (DLQ) for any library accountability | None | 4 minutes | Personnel on duty  
University Library |
| 2. Wait for action | 3. Without accountability, sign on behalf of the University Librarian (box for the University Library) | | | |
3. Receive duly signed clearance form

4. Release duly signed clearance form

TOTAL: 4 minutes

19. SIGNING OF LIBRARY CLEARANCE WITH ACCOUNTABILITY

To check and verify library users’ accountability from delinquent list, compute fines and issue temporary receipt for payment at the Cashier’s Office.

Office or Division: User and Reader’s Services Division

Classification: Highly Technical

Type of Transaction: G2C - Government to Client

Who may avail: Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplished clearance form</td>
<td>Respective colleges</td>
</tr>
<tr>
<td>2. Temporary receipt</td>
<td>University Library</td>
</tr>
<tr>
<td>3. Official receipt</td>
<td>Cashier’s Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present clearance form duly signed by respective colleges</td>
<td>1. Verify information indicated in the clearance form</td>
<td>None</td>
<td>30 days</td>
<td>Personnel on duty</td>
</tr>
</tbody>
</table>

University Library
2. Wait for action

2. Check and verify from the Delinquent Database (DLQ) for any library accountability - unpaid fine/s, overdue book/s, lost book/s

3. Pull out delinquent slip, compute fines and issue temporary receipt for payment at the Cashier’s Office

4. For lost book/s, replace with same title, or pay its current replacement value, pay 50% cost of the lost book, pay accumulated overdue fines, if

| Depends on computed fines | Cashier’s Office |
3. Pay fines at the Cashier’s Office

4. Show official receipt of payment

5. Receive duly signed clearance form

5. Issue official receipt

6. Check official receipt and sign clearance. Clear accountability of client and cross out client’s name from the list

Depends on computed fines

None

Personnel on duty
University Library

| TOTAL: | 30 days |

---

20. ACQUISITION OF LIBRARY MATERIALS
To select and purchase of library resources.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
</tbody>
</table>
**Who may avail:** Students (Graduate and Undergraduate); Employees (Faculty, REPS, Administrative Staff); Cross enrollees / registrants; On residence with Library fee; Non-regular (Contractual, Lecturer); Research Assistants; Alumni / Former Faculty / Former Staff / Visiting Fellow; Government agency researchers; Researchers from Other Institutions (Private / Personal)

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. List of library materials</td>
<td>Book agents/dealers</td>
</tr>
<tr>
<td>2. Approved request letter</td>
<td>Deans from the 3 different colleges</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Faculty members makes their selection</td>
<td>1. Send price lists to colleges</td>
<td>None</td>
<td>2-3 months</td>
<td>Head Librarian University Library</td>
</tr>
<tr>
<td>2. Faculty returns price lists/catalogs to the library (with selected titles)</td>
<td>2. Wait for action</td>
<td></td>
<td></td>
<td>Staff of Technical Services Division University Library</td>
</tr>
<tr>
<td>3. Deans of colleges prioritize selected titles</td>
<td>3. Check OPAC and OOF if selected titles are available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. SPMO prepares all the necessary documents for the purchase of the books</td>
<td>4. If selected titles are available, exclude title and informs the requesting</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

456
5. SPMO forwards purchased books to the Library

5. If selected titles not available, consolidate and prepare list of selected titles and computes total amount costs

6. Consult Budget Office regarding available funds for book purchase based on the amount of consolidated book title lists

7. If available funds not enough, return list to department / college for
<table>
<thead>
<tr>
<th>Prioritization</th>
</tr>
</thead>
<tbody>
<tr>
<td>8. If available funds not enough, return list to Deans for prioritization</td>
</tr>
<tr>
<td>9. With enough funds, include all requested titles for purchase. Library Staff prepares purchase request of the selected titles and forwards to SPMO</td>
</tr>
<tr>
<td>10. Waits for action</td>
</tr>
<tr>
<td>11. Check invoice vis-à-vis the book for completeness</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SPMO Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff of Technical Services Division</td>
</tr>
<tr>
<td>University Library</td>
</tr>
</tbody>
</table>
21. PROCESSING OF LIBRARY MATERIALS

To stamp, barcode, and accession library materials.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All library users</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE

| 1. Library materials (print and non-print) |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collate received library materials</td>
<td>None</td>
<td>1 day</td>
<td>All support staff</td>
<td></td>
</tr>
<tr>
<td>2. Purchased materials, stamp &quot;Stamps of Ownership &quot; on the required pages</td>
<td></td>
<td></td>
<td>University Library</td>
<td></td>
</tr>
<tr>
<td>3. For reference and theses materials, stamp &quot;ROOM USE&quot;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ONLY” on the fly leaves and inside front and back cover if without print

4. Donated library materials, record at the logbook of donations. Stamp “Gift” and indicate name of donor and date of donation right after the copyright page

5. Stamp date of acquisition on the upper right hand side of the page fronting the copy right.
6. Accession the book based on the guidelines whether purchase, donation, and exchange.

7. Attaches barcode label on the title page below the title and author.

| TOTAL: | 1 day |

---

22. ENCODING OF LIBRARY MATERIALS

To encode library materials in the Integrated Library System or Online Public Access Catalog

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All library users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library materials (print and non-print)</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>1. Check in book title in the iLib if with existing record</td>
<td>None</td>
</tr>
<tr>
<td>2. With library record, pull out Shelist card and check if for Add to Shelf List (ASL)</td>
<td></td>
</tr>
<tr>
<td>3. Without library record, download / copy logs book record from NBA (Ohiolink, LC, WorldCat, Ateneo, etc.)</td>
<td></td>
</tr>
<tr>
<td>4. Add fields 008 (general info.), 037 (source of info.), 040 (cataloguing source), 041</td>
<td></td>
</tr>
<tr>
<td>(language code), 090 (local call no.), 336 (media type), 337, 338, 905 (collection category), 949 (local holdings code, 956 (added local holdings field))</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>5. Indicate in the field 090 &amp; holdings whether book is “In Process”.</td>
<td></td>
</tr>
<tr>
<td>6. Print 3 copies of card format display (1 file copy in the IPF tray, 2 slips inserted in the book)</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>15 minutes</strong></td>
</tr>
</tbody>
</table>

**23. CATALOGING AND CLASSIFYING OF LIBRARY MATERIALS**

To assign subject headings and class numbers using Library of Congress Classification Scheme.
**Office or Division:** Technical Services Division  
**Classification:** Simple  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** All library users

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library materials (print and non-print)</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Revise/edit fields to correspond with bibliographic information on the book at hand</td>
<td>None</td>
<td>2-3 hours</td>
<td>All librarians, University Library</td>
</tr>
<tr>
<td>2. Pull out the SLIP in the IPF and assigns subject headings and class number using LC Subject Headings and LCC Scheme</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3. Check online cataloguing resources for subject headings & class number of the book being classified

4. With online record, verify these against the LC Subject Headings & LCC Schedule

5. Check the author number against the union shelf list & adapt the CIP data & number if not in conflict w/ existing author numbers.
6. Without online record, uses the LC Subject Headings & LCC Schedule in assigning Subject Headings & Classification Numbers

7. Update the 3 SLIPs & Files back in the “In Process File” Tray, Dummy Slip in the “Union SL” Tray, & working slip inserted in the book

| TOTAL: | 2-3 hours |

## 24. REVISING OF LIBRARY MATERIALS

To check the bibliographic description, subject headings and call numbers of library materials in the Integrated Library System.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
## Checklist of Requirements

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check bibliographic description, Subject Headings, &amp; Call Numbers against the book and its contents</td>
<td>None</td>
<td>None</td>
<td>1 hour</td>
<td>Head of Technical Services Division University Library</td>
</tr>
<tr>
<td>2. With revision prepared the book for labelling and filed on the “For Labelling” shelf</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Print the Shelf List Card and forwarded to the staff-in-charge for printing of barcode Number.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 25. PREPARATION AND CARD PRODUCTION OF PROCESSED LIBRARY MATERIALS

To make library materials available to users by printing and installing spine label, book card and book pocket.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All library users</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

- Library materials (print and non-print)

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get the working slips of the book and types the barcode beside / below the accession no. on the shelf list card.</td>
<td>None</td>
</tr>
<tr>
<td>2. Forward the shelflist to the in charge of inventory for newly-labelled books</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>27 minutes</td>
<td>Staff from Technical Services Division University Library</td>
</tr>
</tbody>
</table>
3. Attach strip of colored cartolina on spine to indicate section location. (See color codes)

4. Print and install book cards and pockets with necessary bibliographic data including security chips

5. Print and install spine label and forwards to the Librarian in-charge of inventory. Books and shelflist are then inventoried.
6. Inventory the book vis-à-vis the shelflist. Changes status of holdings in the OPAC from “In Process” to “On Shelf”

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pull out the book card and indicates “For Binding / Repair”</td>
<td>None</td>
<td>1 hour</td>
<td>Staff of Bindery Section</td>
</tr>
</tbody>
</table>

| TOTAL: | 30 minutes |

26. BINDING AND REPAIR OF LIBRARY MATERIALS

To preserve, protect and restore books and journals and makes them last for a long time.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Technical Services Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All library users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Library materials (print and non-print)</td>
<td>Staff of Bindery Section</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pull out the book card and indicates “For Binding / Repair”</td>
<td>None</td>
<td>1 hour</td>
<td>Staff of Bindery Section</td>
<td></td>
</tr>
</tbody>
</table>

University Library
and date expected to forward to the binder Tray”

2. File the book card under the “For Repair/Binding” Tray

3. Change status of holdings from “On Shelf” to “For repair” in the database

4. Forward the book to the binding / repair section

5. Process the binding / repair of the book (see guidelines)
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Check stamp of ownership, accession number, spine label and book card if properly installed and readable before forwarding to the section concern</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>1 hour</td>
<td></td>
</tr>
</tbody>
</table>
Cordillera Studies Center
External Services
### 1. Research Activities

**Preparation of Research Proposals**

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td><strong>Type of Transaction</strong></td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td><strong>Who may avail:</strong></td>
<td>Faculty members, REPS, admin staff of UP Baguio</td>
</tr>
<tr>
<td><strong>Checklist of Requirements</strong></td>
<td></td>
</tr>
<tr>
<td>1) Call for proposals from funding agency/donors</td>
<td>Funding agency/donors</td>
</tr>
<tr>
<td>2) Full-blown proposals</td>
<td>Proponent</td>
</tr>
<tr>
<td>3) Endorsements (Deans and heads of offices)</td>
<td>Deans and heads of offices (templates may be prepared by the CSC)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits request for assistance in preparing research proposals</td>
<td>Accepts and refers request to proper staff/office</td>
<td>None</td>
<td>2 days</td>
<td>CSC Director University Researchers Cordillera Studies Center</td>
</tr>
<tr>
<td>2) Client prepares full blown proposal</td>
<td>Assists in the preparation of the proposal</td>
<td>None</td>
<td>15 days</td>
<td></td>
</tr>
<tr>
<td>3) Client requests for endorsement from proper office</td>
<td>Facilitates coordination with the concerned office</td>
<td></td>
<td>3 days</td>
<td>Client/proponent Cordillera Studies Center</td>
</tr>
<tr>
<td>4) Client submits proposal to funding agency/donor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL**: None 20 days

### 2. Research Activities

**Negotiations for external funding**

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td><strong>Type of</strong></td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
### Transaction

| Transaction | G2G – Government to Government  
| G2B – Government to Business |

### Who may avail:
Other academic institutions, government institutions, NGOs

### Checklist of Requirements

| 1) Call for proposals from funding agency/ donors  
| 2) Full-blown proposals  
| 3) Endorsements (Deans and heads of offices) |

### Where to secure
Funding agency/ donors

| 4) Proponent  
| Deans and heads of offices (templates can be prepared by the CSC) |

#### Client Steps

<table>
<thead>
<tr>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits request for assistance in preparing research proposals</td>
<td>Accepts and refers request to proper staff/ office</td>
<td>None</td>
<td>1 day</td>
</tr>
<tr>
<td>2) Prepares proposals/concept papers</td>
<td>Assists in the preparation of the proposal</td>
<td></td>
<td>5 days</td>
</tr>
<tr>
<td>3) Client requests for endorsement from proper office</td>
<td>Facilitates coordination with the concerned office</td>
<td></td>
<td>7 days</td>
</tr>
<tr>
<td>4) Client submits proposal to funding agency/donor</td>
<td>Facilitates coordination and meetings with funding agencies and donor</td>
<td></td>
<td>7 days</td>
</tr>
</tbody>
</table>

### TOTAL
None 20 days

### 3. CSC Research Grant

#### Office or Division
Cordillera Studies Center (CSC)

#### Classification
Highly Technical

#### Type of Transaction
G2C – Government to Client

#### Who may avail:
Faculty members, REPS, administrative staff of UP Baguio

### Checklist of Requirements

| 1) Call for proposals from Cordillera Studies Center  
| 2) Application forms  
| 3) Endorsements (Deans and heads of offices) |

### Where to secure
Cordillera Studies Center

#### Client Steps

<table>
<thead>
<tr>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits request for assistance in preparing research projects</td>
<td>Accepts and refers request to proper staff/ office</td>
<td>None</td>
<td>1 day</td>
</tr>
<tr>
<td>2) Prepares proposals/concept papers</td>
<td>Assists in the preparation of the proposal</td>
<td></td>
<td>5 days</td>
</tr>
<tr>
<td>3) Client requests for endorsement from proper office</td>
<td>Facilitates coordination with the concerned office</td>
<td></td>
<td>7 days</td>
</tr>
<tr>
<td>4) Client submits proposal to funding agency/donor</td>
<td>Facilitates coordination and meetings with funding agencies and donor</td>
<td></td>
<td>7 days</td>
</tr>
</tbody>
</table>

### TOTAL
None 20 days
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Paid</th>
<th>Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1)</td>
<td>Client requests for a grant application form</td>
<td>None</td>
<td>3 days</td>
<td>CSC Director University Researchers Staff</td>
</tr>
<tr>
<td></td>
<td>Provides CSC Grant Application form together with instructions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2)</td>
<td>Client submits grant application form and research proposal</td>
<td></td>
<td>2 days</td>
<td>CSC Admin Staff Client Cordillera Studies Center</td>
</tr>
<tr>
<td></td>
<td>CSC staff checks for completeness of application form and research proposal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>VCAA, chair of the CSC Board, convenes the Board to assess the CSC grant application</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3)</td>
<td>Client provides additional details (if needed)</td>
<td>Facilitates coordination with the client/applicant</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td>4)</td>
<td>Client signs temporary appointment if application is approved</td>
<td>Facilitates processing of release of grant</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>None</td>
<td>20 days</td>
<td></td>
</tr>
</tbody>
</table>

### 4. Institutional linkages

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, researchers, students from other universities/academic institutions, government institutions, NGOs and Business establishments</td>
</tr>
</tbody>
</table>

#### Checklist of Requirements | Where to secure
---|---
1) Letter of request | Cordillera Studies Center
2) MOA/ MOU or Project Partnership Agreement (PPA) | Partner agency

Client Steps | Agency Action | Fees to be paid | Processing Time | Person responsible
---|---|---|---|---

1) Client requests partnership with the University

Accepts and acts on the request

None

2) Client meets with University/CSC officials to discuss terms and agreements of partnership/linkages

Negotiates the roles and tasks of the University

3 days

Facilitates coordination with University officials and partner agency

15 days

3) Client signs MOA/MOU or PPA upon agreement of terms

Facilitates coordination with University officials and partner agency

None

TOTAL

None

20 days

5. Research Affiliation

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2G - Government to Government</td>
</tr>
<tr>
<td></td>
<td>G2B - Government to Business</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Government institutions, NGOs, Business establishments, other local and international academic institutions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Checklist of Requirements</th>
<th>Where to secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Letter of request for affiliation</td>
<td>Cordillera Studies Center</td>
</tr>
<tr>
<td>2) CV of applicant</td>
<td></td>
</tr>
<tr>
<td>3) Application form for Affiliation</td>
<td></td>
</tr>
<tr>
<td>4) Research/ project proposal of applicant</td>
<td></td>
</tr>
<tr>
<td>5) General research/ project work plan</td>
<td></td>
</tr>
<tr>
<td>6) CSC Director’s letter of recommendation</td>
<td></td>
</tr>
<tr>
<td>7) Terms of Reference for affiliation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits letter or affiliation</td>
<td>Accepts and acts on the request</td>
<td>None</td>
<td>1 days</td>
<td>CSC Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CSC Admin</td>
</tr>
</tbody>
</table>
6. Publications services

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, REPS, researchers, students of UP and other academic institutions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Checklist of Requirements</th>
<th>Where to secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Call for Papers/Manuscripts and Articles</td>
<td>Cordillera Studies Center</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits manuscript with letter of intent for publication of work addressed to Publications Head</td>
<td>Accepts and submits manuscript to publications head for review</td>
<td>None</td>
<td>15 days</td>
<td>CSC Director, CSC Admin Staff, Publications Head, University Researcher (Publications) Cordillera Studies Center</td>
</tr>
<tr>
<td>2) Client submits revision/s</td>
<td>Coordinates with client for further work if manuscript is accepted for publication</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL | None | 15 days |

7. Library Services (KTRC and CSC Section)
**Office or Division** | Cordillera Studies Center (CSC)  
**Classification** | Simple  
**Type of Transaction** | G2C – Government to Client  
**Who may avail:** | Faculty, REPS, researchers, students of UP and other academic institutions, government institutions, business establishments and NGOs  

<table>
<thead>
<tr>
<th>Checklist of Requirements</th>
<th>Where to secure</th>
</tr>
</thead>
</table>
| 1) Letter of request  
2) Identification Card | |
| **Client Steps** | **Agency Action** | **Fees to be paid** | **Processing Time** | **Person responsible** |
| 1) Client presents letter of request or identification card | Grants access to the KTRC or refers to the CSC Section at the main library | None (for UP)  
Library Fee for non-UP (CSC Section) – P20 | 10 minutes | CSC Admin Staff  
University Researchers  
Cordillera Studies Center |
| **TOTAL** | P20 | 10 minutes |

8. **Extension Services (Resource persons/ speakers, lecturers, training and consultancy)**

**Office or Division** | Cordillera Studies Center (CSC)  
**Classification** | Simple  
**Type of Transaction** | G2C – Government to Client  
G2G – Government to Government  
G2B – Government to Business  
**Who may avail:** | Other academic institutions, government institutions, business establishments and NGOs  

<table>
<thead>
<tr>
<th>Checklist of Requirements</th>
<th>Where to secure</th>
</tr>
</thead>
</table>
| 1) Letter of request  
2) Copy of Activity Proposal | |
| **Client Steps** | **Agency Action** | **Fees to be paid** | **Processing Time** | **Person responsible** |
| 1) Client submits letter of request and activity proposal to the CSC | Accepts request and determines availability of resources  
Coordinates with client for delivery of service, if available | None | 3 days | CSC Director  
University Researchers  
Cordillera Studies Center |
9. Use of Equipment

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Cordillera Studies Center (CSC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Faculty, students, administrative staff of UP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Checklist of Requirements</th>
<th>Where to secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Letter of request</td>
<td>Cordillera Studies Center</td>
</tr>
<tr>
<td>2) Request form</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Client submits letter of request/ request form to the CSC</td>
<td>Accepts and acts on the request</td>
<td>None</td>
<td>10 minutes</td>
<td>CSC Admin Staff Cordillera Studies Center</td>
</tr>
<tr>
<td>2) Request form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL                        | None                           | 10 minutes      |                 |                              |


Museo Kordilyera
External Services
### 1. Issuance of museum entrance tickets

To generate income for the MK and to monitor number of guests at the MK.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Museo Kordilyera</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                       2. G2B – Government to Business  
                       3. G2G – Government to Government |
| Who may avail:      | 1. Guests/visitors |

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Museum Entrance Tickets</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Present Valid ID if student, senior, PWD, UP Alumni to avail discount  
2. Payment of ticket to MK personnel | 1. Check if ID presented is still valid  
2. Give museum ticket to guests | Php 60- Adult/ those without IDs  
Php 45- Senior/ PWD w/ ID  
Php 30- Students w/ valid ID  
Free- UP students, UP staff, UP faculty | 5 minutes | 1. Gracelyn Angala  
2. Demi Milan |

**TOTAL:** Php60/Php45/Php30  5 minutes

### 2. Booking of group tours

To provide efficient service to visitors and manage flow of large groups.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Museo Kordilyera</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:| 1. G2C – Government to Client  
                       2. G2B – Government to Business  
                       3. G2G – Government to Government |
| Who may avail:      | 1. Guests/visitors |

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Call MK phone number (Smart: 0919-324-7743, Globe: 0945-803-6165) or book via email, or through MK Facebook page. State number pax and date of the tour.</td>
<td>1. Note booked tour and assign tour guide</td>
<td>none</td>
<td>5 minutes</td>
<td>Administrative Assistant II/ Administrative Aide Museo Kordilyera</td>
</tr>
</tbody>
</table>

**TOTAL:** none  5 minutes

### 3. Conducting group tour

To provide visitors with concise information about the exhibit within a given time period.
### Office or Division:
Museo Kordilyera

### Classification:
Simple

### Type of Transaction:
1. G2C – Government to Client
2. G2B – Government to Business
3. G2G – Government to Government

### Who may avail:
1. Guests/visitors

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Assign MK personnel to conduct group tour for advanced reservations.</td>
<td>1. Assist guests inside the museum premises</td>
<td>Php 25 each participant</td>
<td>40 minutes</td>
<td>Administrative Assistant II/ Administrative Aide Museo Kordilyera</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td><strong>Php 25 each participant</strong></td>
<td><strong>40 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

### 4. Selling of books and merchandise at the Bookshop
To generate income for the Mk and UP Press.

### Office or Division:
Museo Kordilyera

### Classification:
Simple

### Type of Transaction:
1. G2C – Government to Client
2. G2B – Government to Business
3. G2G – Government to Government

### Who may avail:
1. Guests/visitors

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Visit MK bookshop to see available books and merchandise. 2. Pay chosen book or merchandise to MK personnel</td>
<td>1. Package books or merchandise after accepting payment</td>
<td>Book Price/ Merchandise Price</td>
<td>7 minutes</td>
<td>Administrative Aide Museo Kordilyera</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td><strong>Book Price/ Merchandise Price</strong></td>
<td><strong>7 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>

### 5. Billing of books and merchandise ordered by offices
To ensure payment of items purchased.
### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present approved purchase request for books or merchandise</td>
<td>1. Prepare ordered books/merchandise 2. Make billing statement based on orders</td>
<td>Based on the order</td>
<td>20 minutes</td>
<td>Administrative Aide Museo Kordilyera</td>
</tr>
<tr>
<td>2. Get books or merchandise from MK bookshop</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** Based on the order 20 minutes

### CLIENT STEPS

1. Present approved purchase request for books or merchandise
2. Get books or merchandise from MK bookshop

### AGENCY ACTION

1. Prepare ordered books/merchandise
2. Make billing statement based on orders

### FEES TO BE PAID

Based on the order

### PROCESSING TIME

20 minutes

### PERSON RESPONSIBLE

Administrative Aide Museo Kordilyera

---

6. **Management of media and public relations by means of answering to queries and posting announcements online**

To provide information about MK activities and products.

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send inquiries by email or through the MK Facebook page</td>
<td>1. Answer inquiries sent via email or fb messenger</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II/Research Assistant Museo Kordilyera</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days
7. Handling incoming and outgoing correspondence within and outside the organization
To respond to queries and address concerns in relation to MK services and functions.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Museo Kordilyera</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2B – Government to Business</td>
</tr>
<tr>
<td></td>
<td>3. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. UP employees</td>
</tr>
<tr>
<td></td>
<td>2. Outsiders</td>
</tr>
<tr>
<td></td>
<td>3. Guests/visitors</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present approved letter</td>
<td>1. Await response of MK Director regarding letter</td>
<td>None</td>
<td>3 days</td>
<td>Administrative Assistant II Museo Kordilyera</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>3 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. Entertaining walk-in visitors of MK
To ensure visitors to appreciate the MK exhibit.

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
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</tr>
<tr>
<td></td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
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</tr>
<tr>
<td></td>
<td>3. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Guests/visitors</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Avail museum tickets at main reception hall</td>
<td>1. Assist guests around the exhibits</td>
<td>None</td>
<td>10 minutes</td>
<td>Staff on duty Museo Kordilyera</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Museo Kordilyera
Internal Services
1. Provide technical information to researchers

To assist researchers through provision of information or links relevant to their topic.

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<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C – Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2B – Government to Business</td>
</tr>
<tr>
<td></td>
<td>3. G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>1. Students</td>
</tr>
<tr>
<td></td>
<td>2. Scholars</td>
</tr>
<tr>
<td></td>
<td>3. visitors</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Approved letter addressed to the MK Director</td>
<td>1. Await response of MK Director regarding letter</td>
<td>none</td>
<td>7 days</td>
<td>Director Curator Research Asst. Museo Kordilyera</td>
</tr>
</tbody>
</table>

**TOTAL:** none | 7 days
Learning Resource Center
External Services
1. Tutorial Services for Students

Tutorial Services are given to assist students who have difficulty in some subjects such as Mathematics.

<table>
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<tbody>
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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| 1. Enrichment slip/ Online request form | Learning Resource Center |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>1. Fill out the enrichment slip or online request form</th>
<th>1. Accept the request form</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Endorse the request to the LRC Coordinator</td>
</tr>
<tr>
<td></td>
<td>3. Coordinate with the peer or faculty mentors</td>
</tr>
<tr>
<td></td>
<td>4. Schedule the tutorial session/s based on the availability of the client/s and peer/faculty mentor/s</td>
</tr>
<tr>
<td></td>
<td>5. Inform client about the LRC’s action</td>
</tr>
</tbody>
</table>

**FEES TO BE PAID**

| None |

**PROCESSING TIME**

| 3 days |

**PERSON RESPONSIBLE**

<table>
<thead>
<tr>
<th>1. Admin Aide</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. LRC Coordinator</td>
</tr>
<tr>
<td>3. Admin Aide</td>
</tr>
<tr>
<td>4. Admin Aide</td>
</tr>
<tr>
<td>5. Admin Aide</td>
</tr>
</tbody>
</table>

**TOTAL**

| 3 days |

8. Printing and Photocopying Services

This service provides students and employees easy access to printing and photocopying services instead of going out of the campus.

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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, REPS Administrative Staff; Visitors</td>
</tr>
</tbody>
</table>

**CHECKLIST OF**

| WHERE TO SECURE |

**WHERE TO SECURE**

| Learning Resource Center |
### REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give a verbal request in person 2. Provide the materials to be printed or photocopied 3. Pay the printing/photocopying fee</td>
<td>1. Attend to the verbal request 2. Receive the materials to be printed or photocopied 1.2. Print or photocopy the material/s 3. Accept the printing fee and give the printed or photocopied material/s to the client</td>
<td>Black and Write: PHP 2.00 per page Colored: Half page or less: PHP 5.00 per page Full page: PHP 8.00</td>
<td>10 minutes</td>
<td>Administrative Staff</td>
</tr>
</tbody>
</table>

### TOTAL: 10 minutes

### 9. Scanning
Provides easy access to scanning services

<table>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students, Faculty, Administrative Staff, REPS; Visitors</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the LRC to verbally request for the scanning of documents 2. Pay the scanning fee</td>
<td>1. Receive the materials to be scanned 1.2. Scan the material/s 2. Accept the scanning fee and give the scanned</td>
<td>PHP 1.00 per page</td>
<td>10 minutes</td>
<td>Admin Aide</td>
</tr>
</tbody>
</table>
material/s to the client via e-mail or storage devices (e.g. flash drive)

TOTAL: 10 minutes

10. Distribution of Self-Help Assistance Materials (e.g. Examination Reviewers, Course Reviewers/Modules)
This service provides materials that can assist students in classroom learning.

Office or Division: Learning Resource Center
Classification: Simple
Type of Transaction: G2C
Who may avail: All Students

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the LRC to verbally request for the self-help assistance material/s</td>
<td>1. Attend to the verbal request</td>
<td>Black and Write: PHP 2.00 per page</td>
<td>10 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td>1.1. Print a copy of the requested self-help assistance material/s</td>
<td>Colored: Half page or less: PHP 5.00 per page Full page: PHP 8.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Pay the printing fee</td>
<td>2. Accept the printing fee and give the self-help assistance material/s to the client</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>10 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11. Request for the Use of the Venue, Computers, and other Equipment of the LRC for Non-LRC Activities (e.g. Online Faculty Evaluations, Product Orientations for Newly Purchased Software)
Provides assistance to other Offices by lending equipment and allowing the use of the LRC as venue for other University activities

<table>
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<tr>
<th>Office or Division:</th>
<th>Learning Resource Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C-Government-to-Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All Stakeholders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a written request</td>
<td>1. Receive the written request from the client</td>
<td>None</td>
<td>3 days</td>
<td>1. Administrative Assistant</td>
</tr>
<tr>
<td>to the LRC</td>
<td>1.2. Submit the request to the LRC Coordinator for approval</td>
<td></td>
<td></td>
<td>2. LRC Coordinator</td>
</tr>
<tr>
<td>2. Wait for the approval/</td>
<td>3. Inform the client of the decision</td>
<td></td>
<td></td>
<td>3. Administrative Assistant</td>
</tr>
<tr>
<td>disapproval</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>EMPLOYEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Written request addressed to the LRC Coordinator</td>
<td>Employees</td>
</tr>
</tbody>
</table>

**TOTAL:** 3 days
Learning Resource Center
Internal Services
# Recruitment of Peer / Faculty Mentors

Peer/Faculty mentors are needed to conduct the tutorial services.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Learning Resource Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government-to-Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students and Faculty</td>
</tr>
</tbody>
</table>

## Checklist of Requirements

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter of application</td>
<td>1. Applicant</td>
</tr>
<tr>
<td>2. Current Form 5</td>
<td>2. Applicant</td>
</tr>
<tr>
<td>3. True Copy of Grades</td>
<td>3. Office of the University Registrar</td>
</tr>
</tbody>
</table>

## Client Steps

<table>
<thead>
<tr>
<th>Steps</th>
<th>Agency Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit all requirements to the LRC</td>
<td>1. Accept all application requirements submitted by a student or faculty</td>
</tr>
<tr>
<td></td>
<td>2. Forward all applications to the LRC Coordinator</td>
</tr>
<tr>
<td></td>
<td>3. Coordinator reviews all applications and interviews short-listed applications</td>
</tr>
<tr>
<td></td>
<td>4. Inform applicants of the result of their application</td>
</tr>
<tr>
<td></td>
<td>5. Create official appointments for faculty mentors and assist in the completion and submission of all requirements to the ODSA for student/peer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>20 days</td>
<td>1. Administrative Assistant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. LRC Coordinator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. LRC Coordinator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Administrative Assistant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Administrative Assistant / LRC Coordinator</td>
</tr>
<tr>
<td>mentors.</td>
<td>TOTAL:</td>
<td>20 days</td>
</tr>
</tbody>
</table>
Committee on Culture and Arts
Internal Services
1. **Planning and Scheduling Art and Culture based performances / Exhibits within and outside the University**

   Services include: venue reservation. Equipment and catering arrangement, as well as speaker selection and invitation, honoraria funding, among other logistical requirements. Planning is made in an annual basis, but also decides on and accommodates requests not scheduled.

<table>
<thead>
<tr>
<th>Office or Division:</th>
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</tr>
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<tbody>
<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>College units</td>
</tr>
<tr>
<td></td>
<td>Student Performing orgs.</td>
</tr>
<tr>
<td></td>
<td>Community performing orgs and cultural groups and agencies</td>
</tr>
<tr>
<td></td>
<td>Other academic institution</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter / Approved budget request</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submission of letter request to the CCA – Chair</td>
<td></td>
<td>Fees charged for: Venue Logistics and staffing Honoraria for performers / Artists</td>
<td>3 working days upon Receipt and Approval of Request</td>
<td>Office Head Committee on Culture and the Arts</td>
</tr>
<tr>
<td>2. Review and decision by the Committee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. If rejected, letter request will be returned to the client. If Approved, letter will be forwarded to the Chancellors office for approval</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Upon approval, necessary logistical requirements for the request will be</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
processed which includes the following:
- Date scheduling
- Venue
- Equipment
- Staffing and honoraria
- Other budgetary documentation

5. If all approved requirements are secured, event may now proceed.
6. Release of honoraria (if applicable) after the event.

TOTAL: 3 days

2. Conducting Arts and Culture based lectures and fora
For the promotion of cultural and arts activities within the University and community. The CCA taps and processes requests from resource persons and groups for purposes of academic cultural and arts lectures and performances. The CCA assesses possible activities for relevance and timeliness prior to approval for scheduling.

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<td>Type of Transaction:</td>
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</tr>
</tbody>
</table>
| Who may avail:      | College units
                      | Student Performing orgs.
                      | Community performing orgs and cultural groups and agencies
                      | Other academic institution |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter/ Approved Budget Request</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
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<td>Fees charged for: Venue Logistics and staffing Honoraria for performer s / Artists</td>
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</tr>
<tr>
<td>4. Upon approval, necessary logistical requirements for the request will be processed which includes the following:</td>
<td></td>
</tr>
<tr>
<td>- Date scheduling</td>
<td></td>
</tr>
<tr>
<td>- Venue</td>
<td></td>
</tr>
<tr>
<td>- Equipment</td>
<td></td>
</tr>
<tr>
<td>- Staffing and honoraria</td>
<td></td>
</tr>
<tr>
<td>- Other budgetary documentation</td>
<td></td>
</tr>
<tr>
<td>5. If all approved requirements are secured, event may now proceed.</td>
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</tr>
<tr>
<td>6. Release of honoraria (if applicable) after the event.</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>3 days</strong></td>
</tr>
</tbody>
</table>
university. Also, in reference to the latter, the committee also serves as the channel for elevating matters to higher offices as well as accommodating such requests submitted to different offices

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</tr>
</tbody>
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### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
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<tbody>
<tr>
<td>1. Submission of letter request to the CCA – Chair</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Review and decision by the Committee</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. If rejected, letter request will be returned to the client. If Approved, letter will be forwarded to the Chancellors office for approval</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Upon approval, necessary logistical requirements for the request will be processed which includes the following: - Date scheduling - Venue - Equipment - Staffing and honoraria</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion time with clientele is made promptly upon receipt of request.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 working days upon Receipt and Approval of Request with necessary action centers. / Budget/ SPMO / CMO / VCAA /Chancellor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Head Committee on Culture and the Arts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. If all approved requirements are secured, event may now proceed.
6. Release of honoraria (if applicable) after the event.

### TOTAL:
- None
- 3 days

4. **Initiate publication as well as other promotional material for UPB Culture and Arts**
   The CCA handles matters on the production and development of promotional and publication materials for arts and culture-based activities. The Committee, in cooperation with the Office of Public Affairs also handles the distribution and exhibition of promotional materials

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Committee on Culture and the Arts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>College units</td>
</tr>
<tr>
<td></td>
<td>Student Performing orgs.</td>
</tr>
<tr>
<td></td>
<td>Community performing orgs and cultural groups and agencies</td>
</tr>
<tr>
<td></td>
<td>Other academic institution</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Request Letter</th>
<th></th>
</tr>
</thead>
</table>

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Committee plans activity</td>
<td>None</td>
<td>3 working days upon Receipt and Approval of Request and budget</td>
<td>Includes the write up and design conceptualization as well as physical</td>
<td>Office Head Committee on Culture and the Arts</td>
</tr>
<tr>
<td>2. Writeup and design conceptualization phase</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Committee approval of material</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Forwarding of</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>materials to the Chancellor for further approval</td>
<td>distribution of material</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Forwarding of materials to the UPB-OPA for approval for posting</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Physical distribution of materials</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong> None</td>
<td>3 days</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Program for Indigenous Cultures
Internal Services
1. Collecting and filing Indigenous Student Registrations and Information (Enrollment)
Involves the development and distribution of data forms as well as obtaining, processing, recording, and filing data. The program also makes it a point to have data readily available upon request.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Program for Indigenous Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Program for Indigenous Cultures</td>
</tr>
</tbody>
</table>

**Client Steps**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Student fills-up registration form</td>
<td>1. Data is recorded and statistically processed 2. Forms as well as data are collated and filed</td>
<td>None</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office Head Program for Indigenous Cultures</td>
</tr>
</tbody>
</table>

**TOTAL:** None 3 days

2. Collecting and filing Indigenous Student Registrations and Information (Enrollment)
Involves the selection and tapping of bona fide cultural / ritual practitioners as well as legitimate performers. Arrange letters of request as well honoraria processing among other included logistical requests.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Program for Indigenous Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB colleges / offices Other academic institutions Community based requests</td>
</tr>
<tr>
<td>CHECKLIST OF REQUIREMENTS</td>
<td>WHERE TO SECURE</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>1. Request Letter</td>
<td>Client</td>
</tr>
<tr>
<td>2. Approved Budget Request</td>
<td>Office head</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit request</td>
<td>1. Acceptance and assessment of letter request addressed to the PIC-chair</td>
<td>Performance fee for outside venues and requests (Meals and transportation allowance for student performers)</td>
<td>1.3 working days upon receipt of request</td>
<td>Office head Program for Indigenous Cultures</td>
</tr>
<tr>
<td></td>
<td>2. Program meeting for the approval of the request / rejected requests will be promptly returned</td>
<td></td>
<td>2. working days for planning and logistical detailing:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Approved request will be subject to planning and assessment / including budget</td>
<td></td>
<td>3. assessment of available cultural performers and/or ritual bearers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Approved request will be forwarded to necessary channels</td>
<td></td>
<td>3.1.3 days practice / procurement of ritual items</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Upon further approval, material as well as honoraria and other procurement details will be processed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6. Scheduling</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

505
3. Providing Indigenous Studies Learning Center services
Curates and maintains Indigenous learning materials and makes it available to students and faculty. The Program also initiates via budget allocation, the procurement of learning materials among other equipment, texts, and artefacts for purposes of Indigenous learning and info.

Office or Division: Program for Indigenous Cultures
Classification: Complex
Type of Transaction: G2C – Government to Client
Who may avail: UPB Students / offices
Other academic institutions
Community based groups and individuals

CHECKLIST OF REQUIREMENTS WHERE TO SECURE
Request Letter Client

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPB requests are walk in and are immediately accommodated</td>
<td></td>
<td>None</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td>Data request from non-UPB affiliated groups / individuals will require:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter of requests addressed to the PIC chair and is settled with immediately at the program level</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | None | 5 days |

4. Material/ Ritual / ethnocultural Information resource and lectures provider
The PIC conducts exhibits and lectures for the university as well as public knowledge on Indigenous matters and issues. Activities also include development and production of learning materials, website information, and information dissemination in various media. The PIC also maintains a list of resource / point persons for Indigenous education and performances.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Program for Indigenous Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB colleges / offices Other academic institutions Community based requests</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter with schedule.</td>
</tr>
<tr>
<td>Approved budget</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Acceptance and assessment of letter request addressed to the PIC-chair</td>
<td></td>
<td>Honoraria for Lecturer</td>
<td>3 working days upon receipt of request</td>
<td>Office head Program for Indigenous Cultures</td>
</tr>
<tr>
<td>2. Program meeting for the approval of the request / rejected requests will be promptly returned</td>
<td></td>
<td>Funding for catering (If applicable)</td>
<td>2 working days for planning and logistical detailing: includes assessment of available cultural performers and / or ritual bearers</td>
<td></td>
</tr>
<tr>
<td>3. Approved request will be subject to planning and assessment / including budget</td>
<td></td>
<td></td>
<td>3 days practice / procurement of ritual items</td>
<td></td>
</tr>
<tr>
<td>4. Approved request will be forwarded to necessary channels</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Upon further approval, material as</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
well as honoraria and other procurement details will be processed.

6. Scheduling of actual performance and / or ritual

**TOTAL:** 8 days

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

Accommodates visitors requests, queries, among other indigenous culture related matters forwarded to the university.

<table>
<thead>
<tr>
<th>Office Division:</th>
<th>Program for Indigenous Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Community based institutions Other academic Institutions</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit request</td>
<td>In instances where the request is made via correspondence: 1. The request is discussed with the program members for approval 2. Letter is immediately returned with recommending</td>
<td>None</td>
<td>1 day</td>
</tr>
</tbody>
</table>
6. Sponsorship of I.P. Student activities, travel allowance, etc. For attendance in Indigenous symposia and seminars

Annually plans budget requirements as well as financing requests for indigenous culture-based activities.
Budget planning also includes sponsorship of students for attendance in cultural fora and ethnic performances.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Program for Indigenous Cultures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Letter/ Approved budget allocation</td>
<td>Client</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Letter of request to be addressed to the PIC chair</td>
<td>1. Request is subject for review and approval with the Program members</td>
<td>Fees for: Travel allowance / Seminar registration / Lodging</td>
<td>3 days</td>
<td>Office Head Program for Indigenous Cultures</td>
</tr>
<tr>
<td>2. Recommending approval is forwarded to VCAA and Chancellor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Approved request will be processed thru necessary channels: spmo / accounting / budget / cash</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Release of funding</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| TOTAL: | 3 days |

| approval | |
|----------||
| TOTAL:   | None 1 day |

509
Kasarian Gender Studies Program
External Services
1. Anti-Sexual Harassment Orientation

This orientation provides awareness about sexual harassment and the mechanisms for addressing it.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Kasarian Gender Studies Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C- Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2G- Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Currently enrolled students, Clients outside the university</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Write a letter request address to the Kasarian Office</td>
<td>1. Check availability of Speakers</td>
<td>Honorarium of the Speaker</td>
<td>3 days</td>
<td>Research Assistant</td>
</tr>
</tbody>
</table>

**TOTAL:** 3 days

2. Gender Sensitivity Orientation

This service provides awareness and understanding about gender issues.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Kasarian Gender Studies Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C- Government to Client; G2G- Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Currently enrolled students, Clients outside the university</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Write a letter request address to the Kasarian Office</td>
<td>1. Check availability of Speakers</td>
<td>Honorarium of the Speaker</td>
<td>3 days</td>
<td>Research Assistant</td>
</tr>
</tbody>
</table>

**TOTAL:** 3 days
3. Conduct of training-seminar on mainstreaming GAD perspectives in curriculum development and extension

Training-seminars provide an opportunity for developing skills on mainstreaming GAD in curriculum development and extension.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Kasarian Gender Studies Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>1. G2C- Government to Client</td>
</tr>
<tr>
<td></td>
<td>2. G2G- Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Currently enrolled students, Clients outside the university</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter Request</td>
<td>From respective clients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Write a letter request address to the Kasarian Office</td>
<td>1. Check availability of Speakers</td>
<td>Honorarium of the Speaker</td>
<td>3 days</td>
<td>Research Assistant</td>
</tr>
</tbody>
</table>

| TOTAL: | |
|--------| 3 days |

512
Office of Student Affairs
External Services
1. **Request for Approval of Student Activity**
   To ensure that student activities allowed by the University are reasonable, acceptable and wholesome to student development.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All recognized student organizations</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ODSA Form 1: Student Activity Form</td>
</tr>
</tbody>
</table>

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Gets form</td>
<td>Issues form and gives instruction to client; verifies availability of venue (for venues c/o ODSA)</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Submits form</td>
<td>Accepts and pre-screens details of information provided in the form</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>3. Waits for action</td>
<td>Forwards filled up form to Student Relations Officer (SRO) for comment/s and recommends approval</td>
<td>None</td>
<td>1-2 days (depending on SRO’s comments)</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Forwards filled up form to Director for approval</td>
<td>None</td>
<td>1 day</td>
<td>Director Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Forwards form to VCA if time of activity is beyond working hours 5:00 pm and/or beyond and during weekends/holidays</td>
<td>None</td>
<td>1-2 days</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Records approved activity upon receipt</td>
<td>None</td>
<td>1 minute</td>
<td>Student assistant</td>
</tr>
<tr>
<td>4. Gets approved request</td>
<td>Places request in concerned org pigeon hole</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>

**TOTAL** 3-5 days & 10 min
2. Request and Issuance of Certifications: Certificate of Good Moral Character, Not Subjected to SDT Certification

To assist students in their application for whatever purpose it may serve.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Graduating Students; Graduates of UP Baguio</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

| ODSA Form 4: Request for Certification (Good Moral Character, No Filed SDT Case, Certificate of Service as SA/GA) | Office of Student Affairs |

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Gets request form</td>
<td>Issues prescribed form and gives instructions to client</td>
<td>None</td>
<td>1 minute</td>
</tr>
<tr>
<td>2. Proceeds to Cash Office for payment</td>
<td>Accepts payment and issues official receipt</td>
<td>Php 20.00</td>
<td>2 minutes</td>
</tr>
<tr>
<td>3. Submits request form and official receipt of payment</td>
<td>Accepts official receipt and form; borrows UPB student ID</td>
<td>None</td>
<td>1 minute</td>
</tr>
<tr>
<td>4. Waits for certificate</td>
<td>Verifies from list if cleared/qualified/served</td>
<td>None</td>
<td>3 minutes</td>
</tr>
<tr>
<td></td>
<td>Processes request (includes verification if cleared/qualified/served to be issued certification; encoding and printing)</td>
<td>None</td>
<td>7 minutes</td>
</tr>
<tr>
<td></td>
<td>Signs the certification</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td>5. Accepts certification and signs logbook</td>
<td>Issues certification</td>
<td>None</td>
<td>1 minute</td>
</tr>
</tbody>
</table>

**TOTAL** 20 minutes
3. Lending of ODSA Equipment

To facilitate the performance and delivery of student organizational activities

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Student organizations, UP Baguio personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>ODSA Form 3: Request to Use ODSA Equipment Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WHERE TO SECURE</strong></td>
</tr>
<tr>
<td>Office of Student Affairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get ODSA Form 3</td>
<td>Give ODSA form 3 then instruct for them to fill out properly then let it be signed by Adviser</td>
<td>None</td>
<td>30 sec.</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Submit ODSA Form 3</td>
<td>Check for proper fill out then instruct and get their ID, then give the Equipment needed</td>
<td>None</td>
<td>2 min.</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>3. Return of equipment</td>
<td>Check returned equipment then return student ID and sign ODSA Form 3 for date returned then file ODSA Form 3</td>
<td>none</td>
<td>2 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>4 mins, 30 secs</td>
<td></td>
</tr>
</tbody>
</table>

4. Receiving of Documents from Clients

This is the initial step to the processing of requests and performance of student activities.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio personnel</td>
</tr>
</tbody>
</table>
### CHECKLIST OF REQUIREMENTS

**WHERE TO SECURE**
Office of Student Affairs

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Go to office to give papers</td>
<td>Receive papers and stamp received</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Returns to his/her office</td>
<td>Evaluate document to whom it will be given to</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>

**TOTAL** 3 minutes

---

### 5. Assist Walk-In Clients on Their Office Needs

To direct clients to the UP Baguio offices they intend to seek service from.

**Office or Division:** Office of Student Affairs  
**Classification:** Simple  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** UP Baguio personnel and the outside UP Baguio clients

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Go to office for assistance</td>
<td>Entertain client by first introducing self and asking what they need</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Client gives concern</td>
<td>Evaluate concern</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>3. Go to concerned authority</td>
<td>Assist client to concerned authority</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>

**TOTAL** 4 minutes
6. Receiving of Letters, Official Communications and Information from Different Offices and Agencies

To channel correspondences and communications to the appropriate offices for immediate action.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All UP Baguio personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>All UP Baguio Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Deliver letter to Office</td>
<td>Receives letter and stamp receive and place date and time if applicable</td>
<td>None</td>
<td>1 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Evaluate letter and give to concerned office head</td>
<td>None</td>
<td>1 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td><strong>2 mins</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Signing of Student Clearance

To clear clients with no unsettled accountabilities.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Affairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Presents duly accomplished clearance form</td>
<td>1. Verify/Check loan ledger and master list of students with accountabilities</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scholarship Affairs Officer I Office of Scholarship and</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Time</td>
<td>Responsible Parties</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Sign in the Client Log Book at office countertop</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>2.</td>
<td>If without accountability: signs clearance and return clearance form to client</td>
<td>None</td>
<td>3 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>5 minutes</strong></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Receive two (2) copies of Statement of Account and proceed to Cash Office to pay</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>2.</td>
<td>If with accountability: issues Statement of Account and instruct client to pay at the Cash Office</td>
<td>None</td>
<td>5 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.</td>
<td>Proceeds to Cashier's Office to pay loan</td>
<td>None</td>
<td>10 minutes</td>
<td>Administrative Aide III Cash Office Administrative Assistant III Cash Office Administrative Officer I Cash Office Administrative Officer V Cash Office</td>
</tr>
<tr>
<td>3.</td>
<td>Checks amount in the Statement of Account; 3.1 computes interest if applicable. 3.2 Prepares and issues official receipt and posts payment on copies Statement of Account. 3.3 Releases official receipt with one copy of Statement of Account to client</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Returns to ODSA, presents official receipt/s and submits updated Statement of</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>
Account (ODSA copy) | one copy of the Statement of Account; 4.2 returns official receipt to client 4.3 Stamps name of SAO 1 and signs clearance form | Scholarships Affairs Officer I Office of Scholarship and Financial Assistance

5. Receives signed clearance and logs name in logbook | Issues signed clearance | None | 1 minute | Administrative Assistant II Office of Scholarship and Financial Assistance
Scholarships Affairs Officer I Office of Scholarship and Financial Assistance

TOTAL | 19 minutes

8. Request for Certificate of Service (COS) for Student/ Graduate Assistant (SA/GA)

To comply with the requirement of filling up a monthly record of services rendered in the university.

Office or Division: Office of Student Affairs
Classification: Simple
Type of Transaction: G2C – Government to Client
Who may avail: Student Assistants and Graduate Assistants

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ODSA Form 4. Request for Certification</td>
<td>1. Office of the Director for Student Affairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Gets request form | 1. Issues ODSA Form 4. Request for Certification and instructs client to pay at Cash Office the amount of P20.00 for each requested copy | None | 1 minute | Administrative Assistant II Office of Scholarship and Financial Assistance
Scholarships Affairs Officer I Office of Scholarship and Financial Assistance |
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
<th>Position</th>
</tr>
</thead>
</table>
| 2.   | Proceeds to Cash Office to pay | None | 3 minutes | Administrative Aide III  
Cash Office  
Administrative Assistant III  
Cash Office  
Administrative Officer I  
Cash Office  
Administrative Officer V  
Cash Office |
| 3.   | Return to ODSA and present ODSA Form 4 and Official Receipt. | None | 10 minutes | Scholarship Affairs Officer I  
Office of Scholarship and Financial Assistance |
|      | 3.1 Processes request: Verify from database of SA/GA if student served as student/graduate assistant. Takes note of the semester/s and academic year/s served as SA/GA. | None | | |
|      | 3.2 Encode and print certification | | | |
|      | 3.3 Review and sign certification | | | |
| 4.   | Receive copy/ies of certification, official receipt and signs logbook | None | 2 minutes | Scholarship Affairs Officer I  
Office of Scholarship and Financial Assistance |
|      | 4. Returns official receipt to client and issues certification/s | | | |
|      | **TOTAL** | **16 minutes** | | |

9. Attend to clients’ queries which may be received from walk-in clients, electronic mail, snail mail, and/or thru social media

To respond to questions raised by clients in whatever form of social media and information dissemination.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client, G2G - Government to</td>
</tr>
</tbody>
</table>
Who may avail: Transacting public, UP Baguio students, other government agencies

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received query thru email, hard copy, walk in clients, social media</td>
<td>Clients query thru office equipment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client sends query of thru hard copy mail, email, social media, walk ins</td>
<td>1. Receives client courteously. Attend promptly to their simple query. For more complicated query/assistance; inform client the needed requirements and or referrals including date and time of its availability.</td>
<td>None</td>
<td>5 mins</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance / Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>

TOTAL 5 mins
Office of Student Affairs

Internal Services
1. Processing of Purchase Request for Student Needs

This systematizes the requisition for the purchase of supplies intended for the delivery of student activities.

<table>
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<tbody>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

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<tr>
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<td>Office of Student Affairs</td>
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<tr>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request assistance to make Purchase Request.</td>
<td>Get list of Items to be requested. Categorized Items.</td>
<td>None</td>
<td>2 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Wait for Processing</td>
<td>Log in to UIS then process Purchase request</td>
<td>none</td>
<td>3 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>3. Wait for Processing</td>
<td>Print Purchase request. Then give to students for the signing of authorized person</td>
<td>None</td>
<td>3 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>

**TOTAL** 8 mins

2. Assistance to faculty and staff on their needs, especially in the use of office equipment

To ease out the difficulty in the use of technology for both teachers and students.

<table>
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<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Faculty and staff</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Affairs</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get ODSA Form 3 and fill up</td>
<td>Give ODSA Form 3 give to requesting party</td>
<td>None</td>
<td>30 sec</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Give ODSA Form 3</td>
<td>Check completeness in</td>
<td>None</td>
<td>1 min</td>
<td>Administrative Assistant II</td>
</tr>
</tbody>
</table>

524
### 3. Assistance in the Reservation of Alumni Lobby

To help democratize the use of the space at the alumni lobby for student organizational activities

<table>
<thead>
<tr>
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<tbody>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP students, faculty and staff</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Affairs</td>
</tr>
</tbody>
</table>

**ODSA Form 1: Student Activity Form**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check Availability of Alumni Lobby</td>
<td>Check in the Alumni Lobby Calendar on the Availability of the Place</td>
<td>None</td>
<td>2 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Wait for checking</td>
<td>Sign Name of organization and time on the date calendar</td>
<td>None</td>
<td>2 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>

Counter sign on ODSA Form 1 to indicate approval for the use of venue

| TOTAL | 5 mins |

### 4. Assistance in the Use of ODSA Conference Room

To systematize the use of the conference room for the gathering of both UP Baguio personnel and students

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>1. Check on the availability of the conference room</td>
<td>Check on the Conference room cork board on prior reservation schedule</td>
</tr>
<tr>
<td>2. Giving of time and date on the use of Conference room</td>
<td>Writing of requested schedule and posting in the Conference room Cork board for reservation</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

**5. Checking of ODSA Equipment**

To inspect if the equipment is functional and has been returned in good condition.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Student organizations, UP Baguio faculty and staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ODSA Form 3: Request for the Use of ODSA Equipment Form</td>
<td>Office of Student Affairs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Client returns borrowed equipment</td>
<td>Ask on who’s name the request form was on</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Wait for equipment to be checked</td>
<td>Get the form and ID</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Open equipment and check if all accessories are intact</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Return ID and ODSA Form 3 copy with signature and</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
</tbody>
</table>
6. Assistance in Enrollment
To help UP Baguio offices needing legwork during student enrollment.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give Request letter for assistance</td>
<td>Give letter request to Office Head</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>2. Wait for response</td>
<td>Receive approve letter from office head</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>3. Give approve letter to requesting office</td>
<td>None</td>
<td>2 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

7. Provide Orientation to Student Assistants of the OSA, OSFA, SRO
To provide initial training to student assistants in the performance of their tasks and functions.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Student Assistants</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Wait to Receive basic</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
receive appointment | paper | Office of Student Affairs
---|---|---
Inform SA when to report | None | 1 minute | Administrative Assistant II Office of Student Affairs
Acknowledge and welcome SA to office | None | 1 min | Administrative Assistant II Office of Student Affairs
Introduce SA to office heads | None | 3 min | Administrative Assistant II Office of Student Affairs
Orient SA on office functions | None | 1 hour | Administrative Assistant II Office of Student Affairs
Familiarize SA with office forms and functions | None | 2 hours | Administrative Assistant II Office of Student Affairs
**TOTAL** | **3 hours, 6 minutes**

### 8. Direct Students to Offices

This is done to facilitate student’s prompt access to services from the various UP Baguio offices and units.

**Office or Division:** Office of Student Affairs  
**Classification:** Simple  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** UP Baguio students  

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Go to office to inquire</strong></td>
<td>Entertain client and ask what is their need.</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td><strong>2. Go to office inquired too</strong></td>
<td>Evaluate need</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Give / direct client to office needed to go to</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3 minutes</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9. Update and Checking of Student Loan Ledger

To keep abreast with payments of students for easy reference in the future.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give statement of account</td>
<td>Receive statement of account</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Get ledgers and look for the client’s ledger</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Log payment details in student ledger</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>File statement of account</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td></td>
<td>Update soft copy on the summary of student loan</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>7 minutes</td>
<td></td>
</tr>
</tbody>
</table>

10. Checking and Certification of Loan/SA Paper Attachments for Processing of Loan and SA Salary

To evaluate and validate the documents needed in the SA processing of loans and salary.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students, Student Assistants</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Give DTR for processing</td>
<td>Receive DTR</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>Task Description</td>
<td>Time</td>
<td>Department/Office</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
<td>--------</td>
<td>------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evaluate received documents</td>
<td>30 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check DTR entry against Basic paper schedule</td>
<td>30 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check validity of Basic paper and documents against previous documents</td>
<td>30 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>After verification of documents stamp Certified true copy of original on submitted documents</td>
<td>30 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Encode payroll, DV and BUR</td>
<td>30 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Print documents</td>
<td>10 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Give documents to office head for signing</td>
<td>1 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route document to VCA office for signing of BUR</td>
<td>3 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive sent document from VCA</td>
<td>3 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scan documents</td>
<td>3 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attach documents to UIS</td>
<td>5 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route documents to budget office</td>
<td>4 min</td>
<td>Administrative Assistant II Office of Student Affairs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
11. Approving and Disapproving Activities of Student Organizations

To ensure the nature, function and activities of student organizations.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs - Student Relations Officer (SRO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All recognized student organizations</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fill up and submit student activity form, including pertinent attachments</td>
<td>Receive activity form and pertinent attachments</td>
<td>None</td>
<td>1 minute</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Evaluate activities specified in the activity form and completeness of form including pertinent attachments</td>
<td>None</td>
<td>5 minutes</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Call student requesting for approval of activity/ activities if disapproved, for clarifications and/or instructions on revisions needed in the activity form and the pertinent attachments</td>
<td>None</td>
<td>5 minutes</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Submit revised activity form and/or pertinent attachments</td>
<td>Evaluate revised activity form and/or pertinent attachments</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td>Sign approved activity form</td>
<td>None</td>
<td>1 minute</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Submit to the Director of Student Affairs</td>
<td>None</td>
<td>1 minute</td>
<td>Student Relations Officer</td>
</tr>
</tbody>
</table>
12. Advising Organizations on Proposed Activities and Preparation for Proposed Activities

To oversee student organizations in the preparation of their proposed activities.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiry on proposed activities/projects/programs for student organizations or student body</td>
<td>Inform organization on SOPs or other protocols or procedures, etc.</td>
<td>None</td>
<td>10 minutes</td>
<td>Student Relations Officer Director Office of Student Affairs Administrative Assistant II Office of Student Affairs</td>
</tr>
<tr>
<td>Submits accomplished activity form and/or letters of request</td>
<td>Signing letter/s and activity forms of approved activity</td>
<td>None</td>
<td>1 minute</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td>Submission of letter/s and activity forms to the Director of Student Affairs for signature and/or comments</td>
<td>None</td>
<td>1 minutes</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
<td>12 mins</td>
<td></td>
</tr>
</tbody>
</table>

13. Preparing documents for the Recognition of Student Organizations

To establish the validity of the student activities in the university, their organizations must be recognized.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Wait for announcement of availability of documents</td>
<td>Revise ODSA Forms A, B, C, D1, D2, E1, E2 and F</td>
</tr>
<tr>
<td></td>
<td>Prepare google form questions for compilation of information on student</td>
</tr>
<tr>
<td></td>
<td>organizations</td>
</tr>
<tr>
<td></td>
<td>Prepare google drive for uploading of ODSA forms</td>
</tr>
<tr>
<td></td>
<td>Upload google form and ODSA forms in google drive for downloading of students</td>
</tr>
<tr>
<td></td>
<td>Printing and posting announcements in campus and online re start and end of</td>
</tr>
<tr>
<td></td>
<td>filing for recognition and availability of documents for recognition</td>
</tr>
<tr>
<td></td>
<td>Download google forms from google drive link, answer questions in google form</td>
</tr>
<tr>
<td></td>
<td>and upload accomplished forms in google drive</td>
</tr>
</tbody>
</table>

**TOTAL**                                           | 9 hours, 48 minutes                                                          |
14. Interviewing Student Organizations intending to be recognized as university organizations

To gather some baseline data for the official recognition of student organizations.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Chairpersons/Heads of student organizations wanting to be recognized as university student organizations</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wait for announcement from SRO regarding schedules for available time slots for interview</td>
<td>Post announcements in campus and online on schedules of available time slots for interview</td>
<td>None</td>
<td>30 minutes</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td>Schedule Interview with the SRO</td>
<td>Confirm appointment on availability of time slot</td>
<td>None</td>
<td>1 minute per organization</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td>Prepare questions for interview</td>
<td>None</td>
<td>30 minutes</td>
<td>Student Relations Officer</td>
<td></td>
</tr>
<tr>
<td>Arrive at scheduled appointment</td>
<td>Ask interview questions and notes down answers</td>
<td>None</td>
<td>15 minutes per organization¹ (spread out in a 2-day period)</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td>Evaluates answers</td>
<td>None</td>
<td>1 day</td>
<td>Student Relations Officer</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL**

| 3 days, 2 hours and 5 minutes |

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

To provide opportunities for students to appreciate the university’s advocacy on relevant issues on campus.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Wait for announcement from SRO regarding schedule of student organizations’ orientation</td>
<td>Consult with coordinators of the Kasarian Committee, Office of the Anti-Sexual Harassment, Green Campus Committee, and the Office of the University Legal Counsel to inquire about availability on proposed date and time for the orientation</td>
</tr>
<tr>
<td>Write letter of request to pertinent office requesting for the use of venue and equipment</td>
<td>None</td>
</tr>
<tr>
<td>Fill up and submit forms with attachments for use of venue and equipment if venue is available</td>
<td>None</td>
</tr>
<tr>
<td>Write formal letters of request to speakers who confirmed availability on proposed date and time for the orientation</td>
<td>None</td>
</tr>
<tr>
<td>Sends letters of request personally or via e-mail to speakers</td>
<td>None</td>
</tr>
<tr>
<td>Schedule attendance for student organization orientation (a.m. session or p.m. session)</td>
<td>Confirms availability of slots per session and advise to transfer to another session if full</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>TOTAL</td>
<td>TOTAL</td>
</tr>
</tbody>
</table>

16. Screening student organizations intending to be recognized via completeness and content of required documents submitted, completion of orientations and interview proper

To sift thoroughly on documents submitted for the official recognition of student organizations.

**Office or Division:** Office of Student Affairs  
**Classification:** Highly Technical  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** Any officer of organization intending to be recognized

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Drive link provided by the SRO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
</tr>
</thead>
</table>
| 1. Revised ODSA Form – A: Application for Renewal of Student Recognition  
2. Revised ODSA Form – B: Organization’s Financial Statement  
3. ODSA Form – C1: Officer Roster  
4. ODSA Form – C2: Member Roster  
5. Revised ODSA Form – D1: Officer’s Data  
6. Revised ODSA Form – D2: Member’s Data  
7. ODSA Form – E1: Report on Past Activities  
8. ODSA Form – E2: Assessment of Past Activities  
9. ODSA Form – F: Proposed Activities |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submits accomplished requirements by uploading through google forms except for Form A.</td>
<td>Downloads accomplished forms</td>
<td>None</td>
<td>1 min per organization (1 hr, 5 min)</td>
</tr>
<tr>
<td>Checks completeness of accomplished forms</td>
<td>None</td>
<td>2 minutes per organization (2 hrs, 10 min)</td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td>Task</td>
<td>Time</td>
<td>Person</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------</td>
<td>--------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Evaluates content of accomplished forms</td>
<td>None</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td>Compiles information indicated by the organization on the accomplished form</td>
<td>None</td>
<td>1 day</td>
<td></td>
</tr>
<tr>
<td>Evaluates student activities (past activities) for full recognition or assignment to probationary status</td>
<td>None</td>
<td>5 days</td>
<td></td>
</tr>
<tr>
<td>Submits Form A and B to the SRO</td>
<td>None</td>
<td>1 min per organization (1 hr, 5 min)</td>
<td></td>
</tr>
<tr>
<td>Waits for announcement on status of the organization’s request to be recognized as a university student organization</td>
<td>None</td>
<td>30 mins</td>
<td></td>
</tr>
<tr>
<td>Writes letter to the ODSA Director recommending organizations who met the criteria for recognition</td>
<td>None</td>
<td>15 mins</td>
<td></td>
</tr>
<tr>
<td>Writes letter to Chancellor informing list of recognized organizations</td>
<td>None</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>Informs student organizations of status through the University Student Council and the SRO bulletin board</td>
<td>None</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>11 days, 5 hrs, 10 min</td>
<td></td>
</tr>
</tbody>
</table>

17. Application in the Student Financial Assistance (SFA) Online
Avail tuition discount and/or stipend. For SA/GA and scholarship/grant application and other financial assistance program.
<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students (undergraduate)</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Office of the University Registrar</td>
</tr>
<tr>
<td>2. Office of Scholarship &amp; Financial Assistance</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>

1. **Announce the schedule thru posters around campus, thru website posting, FB page posting including log-in procedure and instructions to avail PIN**

   - None
   - 1 hour
   - Scholarship Affairs Officer I
   - Office of Scholarship and Financial Assistance

1. **Access the SFA online and log-in and proceed to apply by filling out information needed.**

   - None
   - 5 minutes
   - Scholarship Affairs Officer I
   - Office of Scholarship and Financial Assistance

2. **Applicants receive results by accessing SFA online or thru UP email.**

   - None
   - 2 hours
   - Administrative Assistant II
   - Office of Scholarship and Financial Assistance
   - Scholarship Affairs Officer I
   - Office of Scholarship and Financial Assistance
| online | 5 to 7 days until release of results |

### 18. Request for Refund

To return excess payment of school fees due to approved application for tuition discounts and/or received scholarship benefits or overpaid loans, etc.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. one copy ODSA Form 17: Application for Refund,
2. one Photocopy of Form 5,
3. one original copy of Official Receipt/s of payment or Certificate of payment

**WHERE TO SECURE**

1. Office of Student Affairs/Student  
2. Client  
3. Client or in lieu of lost official receipt/s; to request at Cash Office.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Requests for Application form for Refund | 1. Issues form and gives instruction/s to client | None | 2 minutes | Scholarship Affairs Officer I  
Office of Scholarship and Financial Assistance |
| 2. Submits filled out Application Form and required attachments | 2. Receive and checks form and its attachment/s. Instructs client to wait for 6 working days maximum after receipt of application for release of check. | None | 5 minutes | Scholarship Affairs Officer I  
Office of Scholarship and Financial Assistance |
| 3. Receives proceeds of refund | 3. Cash Office personnel releases check to client | None | 10 minutes | Administrative Aide III  
Cash Office  
Administrative Assistant III  
Cash Office  
Administrative Officer I  
Cash Office  
Administrative Officer V  
Cash Office |
19. Application in the Student Financial Assistance (SFA) Online
Avail tuition discount and or stipend. For student/graduate assistantship (SA/GA) and scholarship/grant application and other financial assistance program.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio students (undergraduate)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Notice of official admission to UP Baguio &amp; assigned student number</td>
<td>1. Office of the University Registrar</td>
</tr>
<tr>
<td>2. PIN (for logging-in)</td>
<td>2. Office of Scholarship &amp; Financial Assistance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Announce the schedule thru posters around campus, thru website posting, FB page posting including log-in procedure and instructions to avail PIN</td>
<td>None</td>
<td>1 hour</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>1. Access the SFA online, log-in and proceed to apply by filling out information needed.</td>
<td>None</td>
<td>5 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>2. Applicants receive results by accessing SFA online or thru UP email.</td>
<td>None</td>
<td>2 hours</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>2. Download in the SFA online the summarized results of application and disseminate information about the availability of viewing results thru online</td>
<td>None</td>
<td>2 hours</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>
20. Application for Tuition Fee Loan or Institute of Management (IM) Tuition Fee Loan

To provide easy access to tuition fee loans to students needing financial assistance.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>To enrolling students not eligible in the Free Tuition Act, graduate, doctorate students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

1. Office of Student Affairs
2. Client
3. Office of University Registrar

**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receives application for tuition fee loan form</td>
<td>1. Issues tuition fee loan form</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Time</td>
<td>Responsible Officer</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------</td>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Submits form with required attachment/s</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.</td>
<td>Student fills out amount fields in the loan application form.</td>
<td>None</td>
<td>2 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>4.</td>
<td>Returns loan application form and present preliminary enrollment form</td>
<td>None</td>
<td>2 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.1</td>
<td>3. Computes loanable amount and instructs applicant to fill out amount fields in the application form</td>
<td>None</td>
<td>2 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.2</td>
<td>To retrieve from student the accomplished tuition fee loan form;</td>
<td>None</td>
<td>1 minute</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.3</td>
<td>Return to student preliminary form with notes of approved loaned amount and partial payable school fees;</td>
<td>None</td>
<td>1 minute</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3.4</td>
<td>Remind students terms of payment of</td>
<td>None</td>
<td>1 minute</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Time</td>
<td>Responsible Office/ Officer</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------</td>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>21. Attendance to meetings, orientations, seminars, workshops, and conferences within and outside the university</td>
<td>16 minutes</td>
<td>Administrative Aide III, Administrative Assistant III, Administrative Officer I, Administrative Officer V</td>
<td></td>
</tr>
<tr>
<td>3.3</td>
<td>Instructs student to pay at Cash Office</td>
<td>None</td>
<td>Scholarship Affairs Officer I, Office of Scholarship and Financial Assistance</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Student proceeds to Cash Office; presents preliminary enrollment Form 5 to pay. Receives printed final copy of Form 5 serves also as official receipt for partially paid school fees.</td>
<td>5 minutes</td>
<td>Administrative Aide III, Cash Office, Administrative Assistant III, Cash Office, Administrative Officer I, Cash Office, Administrative Officer V</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Checks presented preliminary enrollment form of student. Access SAIS and post payment. Prints final Form 5 and releases copies to student.</td>
<td>Computed school fees amount payable (partial school fees less approved tuition fee loan) upon enrollment period</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Notice of meeting</td>
</tr>
</tbody>
</table>
### Scholarship Sponsors

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue notice of meeting</td>
<td>Receive memo and acknowledge the office who issued the memo. Confirm attendance to received notice of meeting</td>
<td>None</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Attend meetings, take notes, participate if needed and echo or make report of attended meetings, etc., and share information or updates topics or agenda to co-worker/s, supervisors, other offices, agency if applicable</td>
<td>None</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Student Relations Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Director Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>

**TOTAL** | 1 day |

#### 22. Periodic reconciliation with Accounting Office and other offices (student loan matters, school fees collection from scholarship sponsors)

This system of checks and balance is pursued to prevent financial problems in the near future.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP Baguio Offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Collected loan payments thru Statement of Account of Students</td>
<td>Office of Student Financial Assistance</td>
</tr>
<tr>
<td>b. Notice of payment from scholarship sponsors</td>
<td>Scholarship sponsors (private or government)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other UPB</td>
<td>Receive list from</td>
<td>None</td>
<td></td>
<td>Administrative</td>
</tr>
<tr>
<td>Task</td>
<td>Responsible Person</td>
<td>Notes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>offices give query or update or to give list of uncollected loans and school fees</td>
<td>Accounting Office and other offices. Verify student records or office files and update list</td>
<td>Assistant II Office of Scholarship and Financial Assistance Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verify and update list and attach necessary documents as proof of payment from students or scholarship sponsors</td>
<td>None</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return updated list to Accounting Office as reference; maintain office copy.</td>
<td>None</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>2 days</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

23. Application for Short Term, Safe Cash, UPAASV and Radwill Loans
To facilitate the provision for other loan options for students needing financial assistance.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Needy enrolled undergraduate UP Students</td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
1. Loan Application Form in duplicate:
   - ODSA Form 9 – Application for Safe Cash Loan (for 3rd, 4th, 5th year and above)
   - ODSA Form 10 – Application for UPAASV Loan
   - ODSA Form 11 - Radwill Loan
   - ODSA Form 12 - Short Term Loan
2. Two (2) photocopy of form 5 and UP Baguio ID

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Gets form</td>
<td>1. Issues form</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>2. Submits form with required attachment/s</td>
<td>2. Received and checks if form is properly filled up. Instructs student to wait for 7 working days maximum after receipt of application for release of loan as check</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3. Receives proceeds of loan thru check</td>
<td>3. Releases check to student</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide III Cash Office Administrative Assistant III Cash Office Administrative</td>
</tr>
</tbody>
</table>
24. Request for Processing of Stipend

To facilitate release of stipend to scholars or grantees

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students awarded with scholarship or grants</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. One photocopy of each of Form 5, UP Baguio ID, ATM card and TCG (most recent semester) for monthly stipend</td>
</tr>
<tr>
<td>2. One photocopy Notice or Certificate of Award</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receives Notice or Certification of Award of Scholarship or Grant; requirements to claim stipend and allowance</td>
<td>1. Issue Notice or Certification of Award to client, inform requirements to claim stipend or allowance.</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td>2. Submits requirements for stipend or allowance claim</td>
<td>2. Receives and checks requirements. Instructs student to wait for 20 working days maximum after receipt of documents.</td>
<td>None</td>
<td>15 minutes</td>
</tr>
<tr>
<td>3. Receives proceeds of refund</td>
<td>3. Cash Office personnel releases stipend or allowance thru</td>
<td>None</td>
<td>10 minutes</td>
</tr>
</tbody>
</table>
25. Hiring of Student and Graduate Assistants (SA/GA)
To address the need for additional legwork in the various UP Baguio offices, and at the same time, provide opportunities for students to earn their allowance.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Director for Student Affairs (ODSA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Offices /Units in UP Baguio Campus</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Office of Student Affairs</td>
</tr>
<tr>
<td>2. Office of Chancellor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>UPB offices/units write requests for the need of SA/GAs in their respective office or unit</strong></td>
<td>1. “Prior to the annual budget call, determine the demand and supply of SA/GAs through a survey of units and offices, as a basis of deciding on the number of slots and budgets;</td>
<td>None</td>
<td><strong>Head of Office/Unit in UP Baguio campus</strong></td>
</tr>
<tr>
<td>2.</td>
<td><strong>Waits for approval</strong></td>
<td>2 Recommend for approval of the Chancellor the number of slots and budget to cover the payments for hourly rates of SA/GAs every</td>
<td>None</td>
<td><strong>Director for Student Affairs</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Upon receipt of approval of slots; announce available SA/GA positions via print and electronic means;</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarship Affairs Officer I</td>
<td>Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2 Regularly update units and offices regarding available SA/GA slots and budgets;</td>
<td>None</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarship Affairs Officer I</td>
<td>Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Offices/Units may select and hire student/graduate assistant. Instruct them to get basic papers at ODSA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1 Inform offices/units to wait 3 days maximum for approved temporary appointment of selected/hired SA/GA</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarship Affairs Officer I</td>
<td>Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2 Upon receipt of approve Temporary Appoint of SA/GA from Chancellor, inform offices/units that their hired SA/GA may start to report and serve</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Receives copy of temporary appointment of hired SA/GA; Offices/Units inform hired student/graduate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Issue two original copy of approved temporary appointment of SA/GA (copy for SA/GA; copy for</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative Assistant II</td>
<td>Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 26. Processing of Basic Paper of Student/Graduate Assistant (SA/GA)

Facilitate official appointment of students to serve as SA/GA.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Scholarship and Financial Assistance (OSFA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Approved UP Baguio students who applied as SA/GA</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Office of the Director for Student Affairs</td>
</tr>
<tr>
<td>2. Client original copy of Form 5 and grades</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. SA/GA submits documents to ODSA Staff</td>
<td>1. ODSA staff receives and checks SA/GA documents; verifies correctness and completeness. Instructs students to expect approved basic papers and temporary appointment within for 7 maximum after receipt of documents</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2. SA/GA receives basic paper/appointment from ODSA or from assigned office/unit</td>
<td>ODSA or assigned office/unit personnel releases approved basic paper/temporary appointment and</td>
<td>None</td>
<td>5 minutes</td>
</tr>
</tbody>
</table>
instructs SA/GA to report for duty.

| TOTAL | 7 days & ten minutes |

27. Request for Processing of Salary for Student Assistants

To facilitate the processing and release of the salaries of Student Assistants.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Student Assistants</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Affairs</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Daily Time Record (DTR) for the previous month, including photocopies of Basic Paper/Appointment,</td>
</tr>
<tr>
<td>b. Form 5 and front part of UPB ID</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submits accomplished and duly signed Daily Time Record for the previous month, photocopies of Basic Paper/Appointment, Form 5 and front part of UPB ID</td>
<td>Accepts and prescreens submitted documents</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>Checks daily time record and computes service/time rendered</td>
<td>None</td>
<td>10 minutes</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>Processes disbursement voucher/payroll (includes preparation, posting to FMIS, submission to concerned offices</td>
<td>None</td>
<td>2 working weeks</td>
<td>Administrative Assistant II Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>
28. Online appeals in the Student Financial Assistance (SFA) system

To submit appeal after receiving results from the SFA online application. Appeal may be for higher tuition discount, for free tuition and or for stipend.

**Office or Division:**
Office of Scholarship and Financial Assistance (OSFA)

**Classification:**
Simple

**Type of Transaction:**
G2C – Government to Client

**Who may avail:**
UP Baguio students with SFA application results but with need to appeal for higher tuition discount, for free tuition and /or for stipend.

**CHECKLIST OF REQUIREMENTS**

1. File appeal thru SFA online
2. Submit the following to the Office of Scholarship and Financial Assistance (OSFA): one photocopy of each but to bring original copy and present it for certification of true photocopy
   a. Proof of income of parents/guardian
      - Income Tax Return
      - Certificate of Tax Exemption
      - Copy of Statement of Assets and Liabilities
      - If above documents are not available
        o Affidavit of Income
        o Certificate of Indigency preferably from DSWD (not from Barangay) or **whichever is applicable**
   b. Electric and Water Bill for the past three months.

**WHERE TO SECURE**

1. SFA Online System
2. From Parent/s or Guardian
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Student access SFA online on announced schedule and file appeal</td>
<td>1. After end of SFA appeal period; downloads from the SFA online all students with appeal: List /Summary and individual SFA profile and appeal</td>
<td>None</td>
<td>15 mins</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>1.1 Inform all appellants (thru email, FB private message, thru their mobile phone to come to OSFA for pre-screening/Interview and to submit requirements</td>
<td>None</td>
<td>1 day</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>2. Upon availability, proceed to OSFA to show requirements (original and photocopy)</td>
<td>2. Pre-screen submitted documents, certify true photocopies and return original copies to appellant</td>
<td>None</td>
<td>5 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>3. To supply needed information during pre-screening or interview</td>
<td>3. Interview appellant for needed further information and details of appeal. If applicable, require to submit other additional requirements or documents. eq. medical certificate, work contract of parents/guardian working as OFW, etc.</td>
<td>None</td>
<td>10 minutes</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td></td>
<td>3.1 Inform appellant to wait for 19 days to receive results thru SFA online or thru UP email.</td>
<td>None</td>
<td>1 minute</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>4. Student/Appellant receives result thru logging-in the SFA online and or thru email.</td>
<td>4. Announce availability of results of appeal; likewise email results to appellants. Note: Appellants with approved “Full</td>
<td>None</td>
<td>1 minute</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
</tbody>
</table>
Discount and Stipend" will be instructed to read service regarding requirements to claim stipend/allowance.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>TOTAL</th>
<th>19 days &amp; 32 minutes</th>
</tr>
</thead>
</table>

29. Serves as recorder/member during Baguio Committee on Scholarships and Financial Assistance (BCSFA) meetings

To explain appeals of scholarship applicants and seek endorsement from the BCSFA members.

**Office or Division:** Office of Scholarship and Financial Assistance (OSFA)

**Classification:** Simple

**Type of Transaction:** G2C – Government to Client

**Who may avail:** UP Baguio students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Notice of Meeting</td>
<td>a. Office of the Director for Student Affairs</td>
</tr>
<tr>
<td>b. List and documents of SFA appellants or list and documents of scholarship applicants</td>
<td>b. Downloaded and printed appeals from SFA online and or collected scholarship application.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide co BCSFA members downloaded appeals in the SFA online. Provide list of appellants in the SFA online or list of applicants to scholarship program to co-BCSFA members thru email.</td>
<td>None</td>
<td>1 hour</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
</tr>
<tr>
<td>Member's attendance to scheduled BCSFA meeting</td>
<td>Assist and participate in the deliberation of appeals or scholarship</td>
<td>None</td>
<td>1 day</td>
<td>Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>Applications</td>
<td>Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Take minutes to reflect record of motions, votes, and abstentions during meeting. Summarizes result of deliberation of appeals and result of selected scholarship applicants.</td>
<td>None 2 hours Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post resolved appeals in the SFA online. Create list of resolved appeals or list of selected scholarship applicants.</td>
<td>None 2 hours Scholarship Affairs Officer I Office of Scholarship and Financial Assistance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** 1 day, 4 hours
Office of Student and Financial Assistance
Internal Services
### 1. PROCESS REFUND CLAIMS

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>OFFICE OF STUDENT AND FINANCIAL ASSISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C - Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS
1. To fill out ODSA Form 17 Refund Form application
2. Attach one photocopy of Form 5 with front part of UP Baguio ID

#### WHERE TO SECURE
1. Office of the Director for Student Affairs
2. Client to photocopy original copy of Form 5 and UP Baguio ID

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Inform ODSA staff of Request 2. Fills out ODSA Form 17 and submit to ODSA including attachments 3. To claim refund from UP Baguio Cash Office</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Staff Office of Scholarship and Financial Assistance</td>
</tr>
<tr>
<td>1. ODSA staff issues ODSA Form 17 to client. Inform client required attachments. 2. Receives application. Verifies entries and completeness of the application form including attached documents. Inform client to claim refund at Cash Office after 5 working days. 3. Computes refundable amount. Verify other existing loan from student loan ledger files and list of students with outstanding loans 4. Forward documents to ODSA staff for preparation of Disbursement</td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>30 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 minute</td>
<td></td>
</tr>
</tbody>
</table>
Voucher
5. Forward prepared DV Refund to SAO including attachments for signature
6. Return to ODSA staff DV Refund and attachments
7. ODSA staff to scan and for UIS posting; including initiate approval
8. Forwards documents to Accounting Office for approval
9. For review and UIS encoding and approval at Accounting Office & forwards documents to Cash Office
10. Cash Office to prepare check, forward check with attachments to check signatories and release check to client

| Voucher 5. Forward prepared DV Refund to SAO including attachments for signature | 1 minute |
| 6. Return to ODSA staff DV Refund and attachments | 10 minutes |
| 7. ODSA staff to scan and for UIS posting; including initiate approval | 5 minutes |
| 8. Forwards documents to Accounting Office for approval | 2 days |
| 9. For review and UIS encoding and approval at Accounting Office & forwards documents to Cash Office | 2 days |
| 10. Cash Office to prepare check, forward check with attachments to check signatories and release check to client | 2 days |

**Personnel**
- Accounting Office
- Cash Office

| TOTAL: | 4 days 54 minutes |

### 2. PROCESS STIPEND/ALLOWANCE OF SCHOLARS/GRANTS-IN-AID BENEFICIARIES

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>OFFICE OF SCHOLARSHIP AND FINANCIAL ASSISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>High Technical</td>
</tr>
</tbody>
</table>
**Type of Transaction:**  
G2C - Government to Client

**Who may avail:**  
UP Baguio students

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| a. one photocopy of the following per monthly stipend/allowance: Form 5, UP Baguio ID and ATM card  
b. photocopy of certification or Notice of Award as scholar/grantee | a. Client  
b. Office of Scholarship and Financial Assistance |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Submit requirements to Office of the Director for Student Affairs | 1. ODSA staff receives requirements and verifies completeness of required documents. Inform client to claim stipend / allowance at Cash Office or to check ATM after 10 working days 2. SAO compute allowable monthly stipend/allowance. Check existing loan ledger files and list of students with accountabilities. Deduct existing loan from stipend/allowance as partial or full payment 3. SAO prepares DV and payroll, signs DV and Payroll, certify | None | 10 seconds | Administrative Staff  
Office of Scholarship and Financial Assistance |
| | | | 4 hours | Administrative Staff  
Office of Scholarship and Financial Assistance |
| | | | 4 hours | Administrative |
true copy attachments, Obligation Request. Forwards Obligation Request to VCA for signature. Forward DV and Payroll to DSA for signature
4. ODSA staff retrieves signed documents from DSA and from VCA. Scan and UIS post, initiate approval. Forwards to Budget Office
5. Budget Office review and sign obligation request, payroll and DV. UIS approve and forwards it to Accounting Office
6. Accounting Office review and sign/approve payroll and DV, UIS approve and forwards it to Cash Office
7. Cash Office to prepares check DV and UIS approved, forward check to authorized signatories and release check to client or deposit allowance to ATM account of scholar/beneficiary

<table>
<thead>
<tr>
<th>Office</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Office of Scholarship and Financial Assistance</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Staff Office of Scholarship and Financial Assistance</td>
<td>1 day</td>
</tr>
<tr>
<td>Administrative Staff Office of Scholarship and Financial Assistance</td>
<td>1 day</td>
</tr>
<tr>
<td>Personnel Budget Office</td>
<td>1 day</td>
</tr>
<tr>
<td>Personnel Accounting Office</td>
<td>1 day</td>
</tr>
<tr>
<td>Cash Office Personnel UP Baguio</td>
<td>1 day</td>
</tr>
<tr>
<td>8. Cash Office to prepare ADA and/or release check to client</td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Total:</strong> Php60/Php45/Php30</td>
<td></td>
</tr>
<tr>
<td>6 days</td>
<td></td>
</tr>
</tbody>
</table>

### 3. POSTING OF SFA ONLINE SCHEDULE OF APPLICATION, RESULTS AND APPEALS

<table>
<thead>
<tr>
<th>Type of Transaction:</th>
<th>G2C – Government to Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail:</td>
<td>UPB Students, employees, dependents, retirees, non-UPB personnel</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UPB-HSO FORM 1B</td>
<td>HSO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient subjects oneself for initial examination and assessment by the nurse.</td>
<td>1. Nurse receives patient. If patient is non-ambulatory, nurse proceeds to where the patient is. 1.1. Nurse gets name and age and chief complaint/s. 3. Nurse gets vital signs, makes initial examination and assessment on the patient’s condition. 1.2 Nurse provides first aid to the patient.</td>
<td>None</td>
<td>15 Minutes</td>
<td>Nurse Health Service Office Medical Officer Health Service Office</td>
</tr>
<tr>
<td>Step</td>
<td>Description</td>
<td>Time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td>------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Nurse refers patient to the medical officer on duty for further evaluation and management. Medical Officer on duty examines patient and prescribes treatment. 3. Medical officer on duty refers patient to specialist of another health facility as necessary.</td>
<td>15 Minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td>15 Minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
UPB Ladies Residence Hall
External Services
1. Reservation of Residency
The initial step to avail the services of the only ladies dorm in the campus, is to apply for residency. Thus, making the necessary reservation is the gateway to be accommodated.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Interested UPB incoming freshmen and qualified upper class female students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Checklist form</td>
</tr>
<tr>
<td>2. Application form</td>
</tr>
<tr>
<td>3. Rules and Regulations</td>
</tr>
<tr>
<td>4. UP Admission Notice</td>
</tr>
<tr>
<td>5. Parents’ ITRs/Tax certificate of exemption</td>
</tr>
<tr>
<td>6. Information &amp; Instruction Sheet</td>
</tr>
<tr>
<td>7. Agreement Sheet</td>
</tr>
<tr>
<td>8. Appliance Declaration Form</td>
</tr>
<tr>
<td>9. Acknowledgement of Accountability form</td>
</tr>
<tr>
<td>10. 2 copies 1.5 x1.5 ID pictures</td>
</tr>
<tr>
<td>11. Official receipt of reservation fee</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENT ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Download at UPB website all necessary forms.</td>
<td>1. Accept/Receive application forms.</td>
<td>15 to 20 days</td>
<td>Dormitory Manager</td>
</tr>
<tr>
<td>2. Accomplish/Fill up all necessary information</td>
<td>2. Evaluate completeness of requirements.</td>
<td>2 to 3 days</td>
<td>UPB Manager</td>
</tr>
<tr>
<td>3. Submit filled up forms and required attachments via courier or personally hand carry to UPB Ladies Residence Hall office within the set deadline.</td>
<td>3. Summarize list according to annual income and regional location.</td>
<td>2 days</td>
<td>UPB Manager</td>
</tr>
</tbody>
</table>

564
### CLIENT STEPS

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Meet with ODSA Committee for deliberation and approval.</td>
<td>500.00</td>
<td>1 day</td>
<td>Manager UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>2. Post list of qualified applicants during enrolment.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Issue another set of forms after payment of reservation fee.</td>
<td></td>
<td>30 mins-1 hour</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** P500.00 1 month

### 2. Accommodation of guests and transients

Another service of the ladies dorm is the accommodation of guests and transients. Three (3) apartment guest rooms at the Walk-Up building, two (2) guest rooms and several ordinary rooms at the ladies dorm are readily available for such purpose.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UP employees, UP students, UP alumni, parents &amp; guardians of residents, delegates or representatives to seminars, conferences, meetings and activities of similar nature conducted at UP Baguio.</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Reservation list</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>2. Transient logbook</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>3. Official receipt</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
</tbody>
</table>
# RESERVATION

1. Clients call at the landline or come personally at the office for reservation.

2. Provide detailed information (complete name, number of transients, date and time of arrival, date and time of departure and preferred type of room).

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Answer the telephone calls/or entertain individuals who come for reservation.</td>
<td>2 to 3 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Dormitory Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>2</td>
<td>Get details of call/information and relay other information (type of available room, transient fee rates, time of check in/out, etc.).</td>
<td>3 to 5 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Guard</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Dormitory Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>None</th>
<th>8 minutes</th>
</tr>
</thead>
</table>

# CHECKING-IN

3. Personally log at the transient logbook indicating full name, address, signature, date and time in.

4. Receive door key of reserved room.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Provide transient logbook and check very well that all information was properly filled up.</td>
<td>1 to 2 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Guard</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Dormitory Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>4</td>
<td>Issue door key and other instructions (if necessary).</td>
<td>1 minute</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Guard</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall/Dormitory Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UPB Ladies Residence Hall</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>None</th>
<th>3 minutes</th>
</tr>
</thead>
</table>

# PAYMENT OF TRANSIENT FEE

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>None</th>
<th>3 minutes</th>
</tr>
</thead>
</table>
5. Pay applicable dorm/guest or apartment transient fee rate.

5. Compute, issue official receipt and accept payment

(U.P. Employees & Student/Non-UP)
P150/P200 – ordinary room
P250/P300 – guest room
P400/P500 – apartment

3 to 5 minutes

Dormitory Manager
UPB Ladies Residence Hall

TOTAL

As computed (based on daily rate multiplied by the number of days of stay)

5 minutes

CHECKING OUT

6. Surrender key issued and fill up date and time of checking out at the transient logbook

6. Update transient logbook

7. Provide the transient logbook and accept the door key.

None

1 to 2 minutes

Administrative Staff
UPB Ladies Residence Hall/ Guard
UPB Ladies Residence Hall/ Dormitory Manager
UPB Ladies Residence Hall

TOTAL

None

2 minutes

3. Approval of Late/Overnight/Home Permits

While there are rules to follow, a privilege being enjoyed by the student-residents is to avail of late permit (if going home until 11:00pm), overnight permit (if going on overnight) and home permit (if going home to families during weekends). Thus, they must seek prior approval from the dorm manager on duty to monitor their whereabouts.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Ladies Residence Hall residents</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Permit form</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>2. Daily Attendance sheet</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>3. Logbook (appropriate)</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
</tbody>
</table>
4. Locator chart

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up necessary information at late/overnight or home permit form.</td>
<td>1. Evaluate if properly filled up re name and signature, date and purpose.</td>
<td>None</td>
<td>1 to 2 minutes</td>
<td>Dormitory Manager UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>2. Log properly in the appropriate logbook.</td>
<td>2. Approve the permit and update attendance sheet.</td>
<td>None</td>
<td>1 minute</td>
<td>Dormitory Manager UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>3. Indicate whereabouts in the locator chart.</td>
<td>3. Turn over approved permit to the guard on duty.</td>
<td>None</td>
<td>1 minute</td>
<td>Dormitory Manager UPB Ladies Residence Hall</td>
</tr>
</tbody>
</table>

TOTAL: None 4 minutes

4. Issuance of certification of residency

There are instances when student-residents request for certificate of residency, a document mostly required with their initial bank transaction. As such, to be of help in facilitating their bank transactions, the office issues this kind of certification.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Ladies Residence Hall residents</td>
</tr>
</tbody>
</table>

CHECKLIST OF REQUIREMENTS

| Certificate of Residency form | UPB Ladies Residence Hall Office |
| Logbook (Clearance/Waiver/etc.) | |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
5. Request for clearance

One basic requirement which all UPB students need to comply to when requesting for several credentials from the Registrar’s Office is the clearance form. Included in the said form is the Ladies Dormitory where all female students are required to seek clearance from the ladies dorm.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB female students</td>
</tr>
</tbody>
</table>

### Checklist of Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPB ID</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>Logbook for clearance</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>List of student with accountabilities</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
</tbody>
</table>

### Client Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present clearance form.</td>
<td>None</td>
<td>2 minutes</td>
<td>Dormitory Manager UPB Ladies Residence Hall</td>
</tr>
<tr>
<td>2.</td>
<td>Retrieve duly signed clearance form.</td>
<td>None</td>
<td>1 minute</td>
<td>Dormitory Manager UPB Ladies Residence Hall</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 minutes
for clearance.

3. Affix signature on the clearance form.

| TOTAL: None | 3 minutes |

6. Request for statement of accounts/billing statement

A means to collect dorm fees and collectible transient fees is the issuance of statements of accounts. The said statement of account is the basis of the Cashier’s Office to collect and issue official receipt while the billing statement is a required attachment in processing payments through the usual procurement procedure.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Ladies Residence Hall residents, concerned offices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPB ID</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>Statement of account form</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
<tr>
<td>Billing statement form</td>
<td>UPB Ladies Residence Hall Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ask/Request for the statement of account (dorm fees, etc.), billing statement (transient fees).</td>
<td>1. Countercheck documents: students’ record of payment (dorm fees, etc.), Transient logbook (transient fee) 2. Fill up SOA form manually or prepare and print billing statement. 3. Countersign and issue to the requestee.</td>
<td>None</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
7. Attendance to various requests

The office staff oversees the various needs/requests (parcel delivery, medicines, borrowing of flat iron & master keys, water deliveries, etc.) of the residents. This has to be systematically placed in order for an efficient delivery of services to them.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>UPB Ladies Residence Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Ladies Residence Hall residents</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Log sheets (where applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Ask/request to borrow flat iron/master keys, to claim parcel deliveries, over the counter medicines, drinking water deliveries, etc. | 1. Require residents to fill up appropriate log sheet for the said purpose. 2. Issue/Handover the item/s being requested/claimed | None | 2 Minutes | Administrative Staff  
UPB Ladies Residence Hall/Dormitory Manager  
UPB Ladies Residence Hall |
| 2. Fill up necessary log sheet/s. |                                           |                 |                 |                    |

<table>
<thead>
<tr>
<th>TOTAL: None</th>
<th>2 Minutes</th>
</tr>
</thead>
</table>
1. Intake Interview with test interpretation and counseling
This service is a one-on-one session wherein test results (UPCAT, IQ and Personality) are interpreted and aligned to academic, career, psycho-social and other concerns. Counseling is conducted when concerns emerge from test results and from information obtained during intake session.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
</tbody>
</table>
| Who may avail:      | 1. First Year Students and new students  
                      2. Other students who were able to avail of the service during their first year |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>
| 1. Appointment log sheet  
2. Background Information Sheet (BIS)  
3. Test results |

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Set an appointment</td>
<td>Retrieve student personal file, write the time and day of chosen appointment and put it to the folder of the Guidance Counselor whom they set appointment with</td>
<td>none</td>
<td>2 minutes</td>
</tr>
<tr>
<td>2. Conduct psychological test interpretation and intake interview</td>
<td>none</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>3. Record and return the student personal file to the box for filing</td>
<td>none</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>4. File back the student personal file</td>
<td>none</td>
<td>1 minute</td>
<td></td>
</tr>
</tbody>
</table>
2. Exit Counseling (students transferring to other school or another UP campus)
Extended to students who wish to leave UP Baguio, they are interviewed and counseled, to evaluate with them their decision and discuss options, if needed. They are also counseled regarding their reason/s for leaving.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students who are transferring to other school or another UP campus</td>
</tr>
</tbody>
</table>

### Checklist of Requirements

| 1. True Copy of Grades –other school/university |
| 2. Letter of Acceptance – another UP campus   |
| 3. Exit counseling form                       |

### Where to Secure
- Office of University Registrar
- UP campus transferring to
- Office of Counseling and Guidance

### Client Steps

<table>
<thead>
<tr>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ask client where is he/she transferring.</td>
<td>none</td>
<td>1 minute</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>2. Accept and instruct the client to fill-out an exit counseling form and Retrieve student personal file</td>
<td>none</td>
<td>8 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>3. Refer to the Guidance Counselor</td>
<td>none</td>
<td>1 minute</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>4. Conduct exit counseling and issue “exit</td>
<td>none</td>
<td>20 minutes</td>
<td>Guidance Counselor</td>
</tr>
</tbody>
</table>
counseling complied with “ ” stub

| 5. Record and return the student personal file to the box for filing | none | 5 minutes |
| Guidance Counselor | Office of Counseling and Guidance |

| 6. File back the student personal file; record and file the exit counseling form | none | 2 minutes |
| Administrative Staff | Office of Counseling and Guidance |

**TOTAL:** None 37 minutes

### 3. Follow-up Counseling

This service accommodates students who are in need of further counseling sessions to resolve their issues, or were monitored because of their probation or re-admitted status.

| Office or Division: | Office of Counseling and Guidance |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | Students for follow-up (regular follow-up and readmission and transfer-in follow-ups; referred students) |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Counseling and Guidance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send thru text message the schedule of follow-up session to readmitted/transferee students to discuss their conditions</td>
<td>none</td>
<td>10 minutes</td>
<td>Administrative Staff</td>
<td>Office of Counseling and Guidance</td>
</tr>
<tr>
<td>1. Come for appointment or present call-in slip</td>
<td>2. Retrieve student personal file, write the time and day of chosen appointment</td>
<td>none</td>
<td>1 minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>7 minutes</td>
<td></td>
</tr>
</tbody>
</table>
and put it to the folder of his/her Guidance Counselor.

For readmitted/transferee students: Retrieve student personal file, write their appointment schedule and conditions for the reference of the Guidance Counselor.

3. Conduct counseling  none  1 hour

4. Record and return the student personal file to the box for filing  none  5 minutes

5. File back the student personal file  none  1 minute

**TOTAL:** None  1 Hour and 24 Minutes

4. Self-referred/Walk-in Cases – There are students, who on their own volition, come to seek assistance from the counselors regarding various concerns/issues being experienced or challenged with.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All Students; External clients – alumni, employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment</td>
<td>1. Retrieve student personal file, write the time and day of chosen appointment and put it to the folder of</td>
<td>none</td>
<td>2 minutes</td>
<td>Administrative Staff Office of Counseling and Guidance</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

Office of Counseling and Guidance
his/her Guidance Counselor

* Urgent concerns are attended to immediately.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Time</th>
<th>Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Conduct counseling</td>
<td>none</td>
<td>1 hour</td>
</tr>
<tr>
<td>3.</td>
<td>Record and return the student personal file to the box for filing</td>
<td>none</td>
<td>5 minutes</td>
</tr>
<tr>
<td>4.</td>
<td>File back student personal file</td>
<td>none</td>
<td>1 minute</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Hour and 8 Minutes

### 5. Referred/Called –in

There are counselees who are referred to the OCG by teachers, personnel and other students. They are either accompanied to the OCG by their referrer, or were called in after the attention of the OCG is called regarding their situation.

<table>
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<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Referred Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Secure At</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral (letter, phone call)</td>
<td>Office of the University Registrar</td>
</tr>
<tr>
<td>Form 5</td>
<td>Office of Counseling and Guidance</td>
</tr>
<tr>
<td>Call-in slip</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1. Request a copy of Form 5 of the student from the OUR</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Staff Office of Counseling and Guidance</td>
</tr>
</tbody>
</table>
to know his/her class schedule and classroom

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Issuance of call-in slip/ send a text message to the student</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td>2.</td>
<td>Present the call-in slip</td>
<td>None</td>
<td>1 minute</td>
</tr>
<tr>
<td>3.</td>
<td>Retrieve student personal file and refer to Guidance Counselor</td>
<td>None</td>
<td>1 Hour</td>
</tr>
<tr>
<td>4.</td>
<td>Conduct of counseling</td>
<td>None</td>
<td>5 Minutes</td>
</tr>
<tr>
<td>5.</td>
<td>Record and return the student personal file to the box for filing</td>
<td>None</td>
<td>1 Minute</td>
</tr>
<tr>
<td>6.</td>
<td>File back student personal file</td>
<td>None</td>
<td>1 Hour, 22 Minutes</td>
</tr>
</tbody>
</table>

**TOTAL:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6. Group Counseling

When a group of students have similar concerns, then group counseling sessions are conducted.

**Office or Division:** Office of Counseling and Guidance  
**Classification:** Simple  
**Type of Transaction:** G2C – Government to Client  
**Who may avail:** All Students  

**CHECKLIST OF REQUIREMENTS**  
**WHERE TO SECURE**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment</td>
<td>Office of Counseling and Guidance</td>
</tr>
</tbody>
</table>
## II. TESTING

### 7. Readmission and Transfer-in Applicants

Individual or group test administered to students seeking transfer to UPB and students seeking readmission as part of the admission/re-admission process.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students who are dismissed, AWOL, transferring from other school or another UP campus</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS | WHERE TO SECURE
---|---
1. Letter of appeal with contact number and email address | Office of the University Registrar
2. UPCAT Scores | Office of the University Registrar
3. Copy of Grades/ TCG | Office of the University Registrar

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
---|---|---|---|---
1. Appointment | 1. Retrieve student personal files and refer to the Guidance Counselor | None | 2 Minutes | Administrative Staff Office of Counseling and Guidance
2. Conduct of counseling | None | 1 Hour | Guidance Counselor Office of Counseling and Guidance
3. Record and return the student personal file to the box for filing | None | 10 Minutes | Guidance Counselor Office of Counseling and Guidance
4. File back the student personal file | None | 1 Minute | Administrative Staff Office of Counseling and Guidance

**TOTAL:** None | 1 Hour, 13 Minutes
<table>
<thead>
<tr>
<th>Sequence of Events</th>
<th>PAID</th>
<th>Duration</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a letter of appeal</td>
<td>None</td>
<td>2 Minutes</td>
<td>Guidance Counselor / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>2. Retrieve student personal file</td>
<td>None</td>
<td>1 Minute</td>
<td>Administrative Staff / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>3. Make the Part I CARSP report and submit to the OUR</td>
<td>None</td>
<td>5 Minutes</td>
<td>Guidance Counselor / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>4. Inform the student about the test schedule thru the students’ mobile number and email address</td>
<td>None</td>
<td>10 Minutes</td>
<td>Administrative Staff / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>5. Prepare the testing materials needed</td>
<td>None</td>
<td>1 Hour</td>
<td>Administrative Staff / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>6. Look for a possible venue of testing and fill-out request form or prepare a letter of request whichever is applicable</td>
<td>None</td>
<td>30 Minutes</td>
<td>Administrative Staff / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>7. Conduct testing</td>
<td>None</td>
<td>2 Hours</td>
<td>Guidance Counselor / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>8. Interview the readmission/transfer-in applicant after the testing</td>
<td>None</td>
<td>40 Minutes</td>
<td>Guidance Counselor / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>9. Checking and scoring of answer sheets</td>
<td>None</td>
<td>7 Minutes</td>
<td>Administrative Staff / Office of Counseling and Guidance / Guidance</td>
</tr>
</tbody>
</table>
### 8. Group Psychological Test for First Year Students

A battery of tests administered to all freshmen to provide an objective measure of students’ abilities, aptitudes, interests, traits and needs utilized during Intake Interview cum counseling

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>All First Year Students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

1. Letter of request for a venue
2. Total number of students per block of the three Colleges
2. Notices for the test schedules

#### WHERE TO SECURE

- Office of Counseling and Guidance
- College Secretary’s Office of each College
- Posted in various conspicuous places within the university

#### CLIENT STEPS

| 1. Letter soliciting support from the Colleges for the wide dissemination of the test schedule and request for a venue | None | 30 Minutes | Guidance Counselor Office of Counseling and Guidance |
| 2. Printing and Posting of | None | 2 Days | Administrative |

#### TOTAL:

| None | 7 Days, 4 Hours, 34 Minutes | Guidance Counselor Office of Counseling and Guidance | Administrative Staff Office of Counseling and Guidance |
notices about the schedule of tests to the different conspicuous places in the university

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Inventory, reproduction and collation of answer sheets and preparation of the same including the background information sheet</td>
<td>None</td>
<td>2 Days</td>
</tr>
<tr>
<td>4. Orientation of Support staff and students who will serve as proctors</td>
<td>None</td>
<td>1 Hour</td>
</tr>
<tr>
<td>5. Conduct of testing</td>
<td>None</td>
<td>3 Hours</td>
</tr>
<tr>
<td>6. Checking and scoring of answer sheets</td>
<td>None</td>
<td>4 Minutes</td>
</tr>
<tr>
<td>7. Attach Form 1C (Survey form floated during their medical) to their respective student personal file</td>
<td>None</td>
<td>2 Minutes</td>
</tr>
<tr>
<td>8. Print the name of the student on their respective student personal file</td>
<td>None</td>
<td>3 Minutes</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>4 Days, 4 Hours and 39 Minutes</td>
</tr>
</tbody>
</table>

* Group psychological testing for first year students is considered as Highly Technical service because in order to be able to accommodate all the first
year students, the office conducts the test in two days with morning and afternoon sessions, and an average of 7 administrations per session.

9. CFA Applicants

Group psychological test administered to CFA applicants as requested by the College of Arts and Communication

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Incoming First Year Students applying for CFA</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts and Communication</td>
</tr>
<tr>
<td>College of Arts and Communication</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request and provide list of names of CFA applicants</td>
<td>1. Prepare the test materials</td>
<td>None</td>
<td>1 Hour</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Administrative Staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Guidance Counselor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td>2. Conduct of testing</td>
<td>None</td>
<td>4 Hours</td>
<td>Guidance Counselor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td>3. Checking and scoring of answer sheets</td>
<td>None</td>
<td>10 Minutes</td>
<td>Administrative Staff</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Guidance Counselor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td>4. Make and submit test report to CAC</td>
<td>None</td>
<td>2 Days</td>
<td>Guidance Counselor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Office of Counseling and Guidance</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:** None                                                                 |

2 Days, 5 Hours, 10 Minutes
* The testing for CFA applicants is considered as a complex service of the office because the time in checking and scoring is computed on per answer sheet basis.

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

The OCG is requested by HRDO for the conduct of test for placement purposes in relation to UPB job openings.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Admin Applicants; agency workers</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>- HRDO</td>
</tr>
<tr>
<td>- HRDO</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request from HRDO</td>
<td>None</td>
<td>1 Hour</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>2. Conduct of testing</td>
<td>None</td>
<td>4 Hours</td>
<td>Guidance Counselor</td>
</tr>
<tr>
<td>3. Checking and scoring of answer sheets</td>
<td>None</td>
<td>5 Minutes</td>
<td>Administrative Staff</td>
</tr>
<tr>
<td>4. Make and submit test report to HRDO</td>
<td>None</td>
<td>5 Days</td>
<td>Guidance Counselor</td>
</tr>
</tbody>
</table>

**TOTAL:** None

5 Days, 5 Hours, 5 Minutes
11. CASE CONFERENCES (Inter-offices, faculty, parents, others)

At times, the counselors, get together to debrief after a particularly grueling case and to evaluate together a counseling case. Thus, unusual or difficult cases are discussed in order to arrive at a better and deeper understanding of a case, as well as affirmation of interventions that were undertaken.

Office or Division: Office of Counseling and Guidance
Classification: Simple
Type of Transaction: G2C – Government to Client
Who may avail: Faculty, parents, inter-offices

CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment</td>
<td>1. Set schedule as the need arises or upon request</td>
<td>None</td>
<td>1 Minute</td>
<td>Administrative Staff / Office of Counseling and Guidance</td>
</tr>
<tr>
<td>2. Conduct of counseling</td>
<td>None</td>
<td>1 Hour</td>
<td>Guidance Counselor / Office of Counseling and Guidance</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>1 Hour and 1 Minute</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. EXTERNAL CLIENTS

At times, non-UP Baguio clients are accommodated and provided counseling services within the boundaries of resources, time and ethical considerations.

Office or Division: Office of Counseling and Guidance
Classification: Simple
Type of Transaction: G2C – Government to Client
Who may avail: Alumni, employees, dependents/ward

CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appointment</td>
<td>1. Set schedule as</td>
<td>None</td>
<td>1 Minute</td>
<td>Administrative Staff</td>
</tr>
</tbody>
</table>

13. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER – issues certificate upon request of student seeking admission to law or medical school; for scholarship and internship purposes.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request Form</td>
<td>Office of Counseling and Guidance</td>
</tr>
<tr>
<td>2. Official Receipt cleared by OUR staff</td>
<td>CASH Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill-out request form for Certificate of Good Moral Character</td>
<td>1. Instruct the student to pay to the cashier and have the form cleared at the OUR</td>
<td>P 20.00 per copy</td>
<td>5 Minutes</td>
<td>CASH Office/OUR</td>
</tr>
<tr>
<td>2. Submit fully filled–out and cleared request form</td>
<td>2. Receive and check the completeness of information on the form and the official receipt; Retrieve student personal file</td>
<td>none</td>
<td>1 Minute</td>
<td>Administrative Staff Office of Counseling and Guidance</td>
</tr>
</tbody>
</table>
3. Prepare certificate of good moral character and have it signed by the Guidance Counselor

4. Let the student sign on the received portion of the form

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

1. Letter of invitation from requesting agency/organization

**CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE**
---|---|---|---|---
1. Send letter of invitation | 1. Accept/acknowledge and write a letter of request to accommodate the invitation addressed to the Chancellor for approval | None | 30 Minutes | Guidance Counselor Office of Counseling and Guidance

2. When approved by the Chancellor, prepare a travel | None | 5 Minutes | Guidance Counselor Office of Counseling and Guidance

**TOTAL:** None 12 Minutes

14. EXTENSION SERVICES (invited as resource speaker, facilitator, paper presenter)

The counselors get invited by agencies or organizations either from outside or within UP Baguio, to extend professional expertise as resource speakers, trainers or facilitators.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Individuals; private or government agency/organization;</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

1. Letter of invitation from requesting agency/organization

**CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE**
---|---|---|---|---
1. Send letter of invitation | 1. Accept/acknowledge and write a letter of request to accommodate the invitation addressed to the Chancellor for approval | None | 30 Minutes | Guidance Counselor Office of Counseling and Guidance

2. When approved by the Chancellor, prepare a travel | None | 5 Minutes | Guidance Counselor Office of Counseling and Guidance
<table>
<thead>
<tr>
<th>order or locator as the case maybe</th>
<th>Counseling and Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL: None</td>
<td>35 Minutes</td>
</tr>
</tbody>
</table>
Health Service Office
External Services
1. Medical Consultation

Medical consultation is conducted to detect and treat illnesses promptly thus preventing the progression of such, rendering the patient physically and medically well.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Service Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students, employees, dependents, retirees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UPB-HSO FORM 2B</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Patient approaches nurse. | 1. Nurse receives patient. 2. Nurse retrieves UPB-HSO FORM 2B. New patients fills up UPB-HSO FORM 2B. 2.1. Nurse gets the chief complaint/s and vital signs of the patient 3. Nurse instructs patient to proceed to the consultation room with the UPB-HSO FORM 2B. 3.1. The Medical Officer on duty examines the patient. Treatment is then prescribed and explained. 4. The nurse carries out the physician’s orders, gives 1 day dose of medicine | None | 2 minutes | Nurse  
Health Service Office  
Medical Officer  
Health Service Office |
| 2. New patient fills up UPB-HSO FORM 2B. | | | | |
| 3. Patient proceeds to the consultation room. | | | 1 Minute | |
| 4. The patient goes back to the nurse for further instruction and gets initial dose of prescribed medications | | | 13 Minutes | |
| | | | 4 Minutes | |
prescribed from the clinic stock subject to availability, and instruct properly on the intake of the medicines.

| TOTAL:   | None | 20 Minutes |
Health Service Office
Internal Services
1. **Annual Physical Laboratory Examination**

Annual Physical Laboratory Examination is conducted to ensure the wellness and good health of UPB employees through early detection of medical conditions before they progress into more serious and debilitating illnesses.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Service Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees, dependents, retirees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Laboratory tests</td>
<td>Laboratory clinic service provider</td>
</tr>
<tr>
<td>Routine tests: Chest Xray, CBC, Urinalysis, ECG</td>
<td></td>
</tr>
<tr>
<td>Special tests (35 yrs. &amp; older): FBS, Uric acid, Lipid Profile, SGOT/SGPT, BUN/Creatinine, PSA (male 40 yrs old and older), pap’s smear, (female)</td>
<td></td>
</tr>
<tr>
<td>Optional: abdominal and pelvic ultrasound, sono mammogram</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Get the checklist of laboratory tests that can be availed of.</td>
<td>1. Provide all employees, dependents and retirees with laboratory checklist of laboratory tests to be done.</td>
<td>Amount in excess of PHP 1,500.00 (regular/contractual employees, retirees); dependents: full costs of laboratory tests</td>
<td>5 minutes</td>
<td>Nurse Health Service Office</td>
</tr>
<tr>
<td>2. Claim the specimen containers for urinalysis and fecalysis from the HSO.</td>
<td>2. Provide all employees, dependents and retirees with specimen containers for urinalysis and fecalysis</td>
<td></td>
<td></td>
<td>Laboratory service provider</td>
</tr>
</tbody>
</table>
profile) is required.
3. Each patient is provided with a checklist of all the laboratory tests. Fill up all the necessary information in the form.
4. Patient proceeds to the designated areas for the laboratory tests (in-plant). The laboratory technician in charge of each test affixes his signature opposite each test completed on the checklist.
5. Upon completion of all the tests, the checklist should be returned to the HSO.

3. Collect all laboratory accomplished checklists from patients.
4. Conduct the necessary test e.g. ultrasound, ECG, pap’s smear

| TOTAL: | None | 1 Hour |

2. Annual Physical Examination (Interpretation of results)

Annual Physical Examination is conducted after the laboratory results are released by the service provider. This will enable the medical personnel to interpret the laboratory results, prescribe appropriate treatment and refer to specialists when necessary

| Office or Division: | Health Service Office |
| Classification: | Highly Technical |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | UPB employees, dependents, retirees |

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. UPB-HSO Medical Form 2</td>
<td>HSO</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>1. Patient approaches the nurse.</td>
<td>1. Nurse retrieves patient’s UPB-HSO Medical Form 2. (New employees fill up UPB-HSO Medical Form 2)</td>
</tr>
<tr>
<td>2. Patient subjects oneself for anthropometric, body fat analysis, visual acuity and vital signs measurement.</td>
<td>2. Nurse updates and records the anthropometric measurements (height, weight), body fat analysis, visual acuity and vital signs. 2.1. Nurse attaches all laboratory results to UPB-HSO Form 2</td>
</tr>
<tr>
<td>3. Patient proceeds to the consultation room for the examination</td>
<td>3. Nurse instructs patient to proceed to the consultation room. 4. Medical Officer on duty interprets the laboratory results. 4.1. Medical Officer on duty does the physical examination. 4.2. Medical Officer on duty</td>
</tr>
</tbody>
</table>


Officer on duty prescribes necessary treatment. Advises on Healthy Lifestyle. Referral to specialists or other health institution is done as necessary.

| TOTAL: | None | 20 Minutes |

3. Pre-enrollment Physical Examination

Pre-enrollment Physical Examination is conducted to establish the physical and medical status of all incoming freshmen in both undergraduate and graduate programs and determine their physical fitness to study in the University.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Service Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Incoming UPB Freshmen students (Undergraduate and Graduate)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSO Laboratory of Choice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>For incoming Freshmen who wish to have the physical examination at the UPB HSO follow these steps: 1. Download UPB-HSO Medical Form 1A and 1. Nurse receives the accomplished UPB-HSO Form 1A</td>
<td>none</td>
<td>20 Minutes</td>
<td>Nurse  Health Service Office  Medical Officer  Health Service Office  University Dentist  Health Service Office</td>
<td></td>
</tr>
</tbody>
</table>
accomplish the *Medical History* part (front page).

2. Present the Chest Xray result and accomplished UPB-HSO Medical Form 1A to the nurse.
   2.1 Proceed to the nurse on duty for vital signs and anthropometric measurements.
   2.2 Proceed to the Dental Clinic for Dental Examination.
   2.3 Proceed to the Consultation room for the Complete Physical Examination.
   2.4 Medical Certificate is then issued and forwarded to the Office of the Registrar.

For those who prefer to have the Physical examination by other government or

1.2. Nurse provides the UPB-HSO Form 1B and instructs patient to accomplish the personal data on the form.
   2. Nurse receives the Chest X-Ray result

   2.1 Nurse takes the anthropometric measurements, visual acuity and vital signs.
   2.2. Nurse instructs patient to proceed to the dental clinic for the dental examination and the consultation room thereafter for the examinations.
   2.3. Nurse instructs student to proceed to consultation room.

   2.4. Medical Officer issues medical certificate to be forwarded to the Office of the University Registrar.
private health facilities, follow these steps:
1. Download UPB-HSO Medical Form 1A & 1B.
1.2. Accomplish the Medical History part (front page) of UPB-HSO Medical Form 1A.
- You may have the medical examination by any government physician, private family medicine & pediatrics specialist. Use the official UPB-HSO Medical Form 1A.
- Dental examination may be done by any licensed dental practitioner. Use the official UPB-HSO Medical Form 1B.

2. Submit **UPB-HSO Medical Form 1A & 1B, Chest Xray results and Medical and Dental Certificates** to the UPB HSO on or before the scheduled Freshmen Registration.

For Physical examination done outside UPB:
1. Nurse gives instructions.

2. Nurse receives the Chest xray result, UPB-HSO Form 1A & 1B.

3. Nurse instructs patient to proceed to the dental room for validation of
date.
3. Proceed to the Dental clinic for validation
   UPB-HSO Medical Form 1B and dental certificate.

4. Proceed to the Consultation room for validation of
   UPB-HSO Medical Form 1A and medical certificate.

5. Medical Certificate is then issued and forwarded to the
   Office of the Registrar.

   UPB-HSO Medical Form 1B and dental certificate
   issued by the examining dentist.

   4. Nurse then directs patient to the consultation
      room for validation of the UPB-HSO Medical form 1B
      and Medical certificate of issued by the examining
      physician.

   5. Medical Officer issues the medical certificate to be
      forwarded to the Office of the Registrar.

   TOTAL: 20 Minutes

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

Pre-participation Physical Examination is conducted to determine the physical fitness
of students to participate in academic activities.
### Office or Division:
Health Service Office

### Classification:
Simple

### Type of Transaction:
G2C – Government to Client

### Who may avail:
UPB Students, employees

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 1. Patient fills up UPB-HSO Form 2B (new patients) | 1. Nurse receives patient. 2. Nurse retrieves patient’s UPB-HSO Form 2B. New patients are given and asked to fill up this form. 3. Nurse gets the anthropometric measurements, visual acuity and vital signs. 4. Nurse directs patient to proceed to the consultation room. 5. Medical Officer on duty examines the patient. 6. UPB-HSO Form 3A is issued | none | 10 Minutes | Nurse  
Health Service Office  
Medical Officer  
Health Service Office  
University Dentist  
Health Service Office |

**TOTAL:** 10 Minutes

### 5. Pre-employment Physical Examination

Pre-employment Physical Examination is conducted to determine the medical fitness of the applicant to perform the function inherent to the job being applied for; to ensure that the applicant has no pre-existing medical condition that will put the individual or his/her co-workers at risk in the performance of his/her functions; and,
to establish the basic health data of the individual for future reference in determining the effects of occupational exposure to present health status.

<table>
<thead>
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<tbody>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory of choice</td>
</tr>
<tr>
<td>HSO</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Nurse receives patient’s laboratory tests. 2. Nurse asks patient to fill up CSC Form 211, UPB-HSO Form 1B and UPB-HSO Form 1B. 3. Nurse gets the anthropometric measurements (height and weight), visual acuity and vital signs. 4. Nurse directs patient to the dental clinic with the UPB-HSO Form 1B. 5. Nurse then directs patient to the consultation room for the medical examination with the CSC Form 211 and UPB-HSO; Medical Form 2A. Medical Officer</td>
<td>none</td>
<td>15 Minutes</td>
<td>Nurse Health Service Office Medical Officer Health Service Office University Dentist Health Service Office</td>
</tr>
</tbody>
</table>

1. Patient presents all laboratory results.
2. Patient fills up CSC FORM NO. 211, UPB-HSO Medical Form 2A and UPB-HSO Form 1B.
3. Patients subjects oneself for measurements of anthropometric, visual acuity and vital signs.
4. Patient proceeds to the dental clinic for examination with the UPB-HSO Form 1B.
5. Patient proceeds to the consultation room for medical examination.
5.1. CSC Form 211 is issued.
6. Patient submits CSC Form 211 to the HRD office.

   on duty examines the patient.
6. Medical Officer on duty issues the CSC Form 211.

| TOTAL: | 15 Minutes |

6. Dental Examination, consultation and treatment

Dental Examination, consultation and treatment is done to maintain good oral health through prevention and control of oral diseases with improved access to preventive oral care and interventional oral health procedures.

| Office or Division: | Health Service Office |
| Classification:      | Simple                |
| Type of Transaction: | G2C – Government to Client |
| Who may avail:      | UPB Students, employees, dependents, retirees |

### CHECKLIST OF REQUIREMENTS

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<tbody>
<tr>
<td>HSO</td>
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</table>

<table>
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<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient approaches nurse.</td>
<td>1. Nurse receives the patient.</td>
<td>None</td>
<td>30 Minutes</td>
<td>Nurse Health Service Office</td>
</tr>
<tr>
<td>2. Patient fills up UPB-HSO Form 1B (new patient).</td>
<td>2. Nurse asks patient to fill up UPB-HSO Form 1B.</td>
<td></td>
<td></td>
<td>University Dentist Health Service Office</td>
</tr>
<tr>
<td>3. Patient proceeds to the dental clinic for the examination, consultation and treatment.</td>
<td>3. Nurse directs patient to the dental clinic.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The patient goes back to the nurse for further instruction and gets initial dose of prescribed medications</td>
<td>3.2. Dentist examines patient and prescribes treatment and/or dental procedure</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. The nurse carries out the physician’s orders, gives 1 day dose of medicine</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
prescribed from the clinic stock subject to availability, and instruct properly on the intake of the medicines

TOTAL: None 30 Minutes

7. Medical Emergency Assistance

Medical Emergency assistance is done inside the campus in order to prevent the worsening of the condition/injury that could lead to temporary or permanent disability.

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</thead>
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<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students, employees, dependents, retirees, non-UPB personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSO</td>
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</tbody>
</table>

**CLIENT STEPS**

1. Patient subjects oneself for initial examination and assessment by the nurse.

2. Patient referred to the medical officer on duty for further management and

<table>
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<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Nurse receives patient. If patient is non-ambulatory, nurse proceeds to where the patient is. 1.1. Nurse gets name and age and chief complaint/s. 3. Nurse gets vital signs, makes initial examination and assessment on the patient’s condition. 1.2 Nurse provides first aid to the patient. 2. Nurse refers patient to the nurse.</td>
<td>None</td>
<td>15 Minutes</td>
<td>Nurse Health Service Office Medical Officer Health Service Office</td>
</tr>
</tbody>
</table>

603
treatment.

3. Patient is referred to another health facility or specialist as necessary

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Medical officer on duty for further evaluation and management. Medical Officer on duty examines patient and prescribes treatment. 3. Medical officer on duty refers patient to specialist of another health facility as necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL:</td>
<td>None 15 Minutes</td>
</tr>
</tbody>
</table>

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

Handling of patients with special cases is done to ensure that the victim will receive appropriate treatment, provided with a safe environment and referred to proper authorities when necessary.

<table>
<thead>
<tr>
<th>Office Division:</th>
<th>Health Service Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>UPB Students, employees</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Patient fills up UPB-HSO Form 2B.</td>
<td>1. Nurse receives patient and gets the chief complaint/s. 1.2. Nurse asks patient to fill up UPB-HSO Form 1B. 1.3. Nurse gets the patient’s vital signs.</td>
<td>none</td>
<td>1 Hour</td>
<td>Nurse Health Service Office, Medical Officer Health Service Office</td>
</tr>
</tbody>
</table>
| Proceeds to the consultation room | 2. Nurse directs patient to the consultation room.  
2.2. Medical officer on duty examines patient and makes initial assessment and prescribes treatment.  
2.3 Medical officer on duty refers patient to the Office of Guidance and Counselling for further evaluation and management.  
2.4. Medical officer on duty may refer patient to a specialist as necessary | None | 1 Hour |

**TOTAL:**
1. Provide information (i.e. program brochure, application form, etc.), answer queries on graduate programs

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail</td>
<td>Interested persons</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Personal Visit</td>
<td>1. Personally attend to client at GPO office</td>
<td>None</td>
<td>20 Minutes</td>
<td>Graduate Program Office Head</td>
</tr>
<tr>
<td>2. Make an e-mail query</td>
<td>2. Respond to client email and refer to concerned graduate program coordinator</td>
<td>5 Minutes</td>
<td></td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 25 Minutes

2. Pre-evaluate/checks application and documents

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail</td>
<td>Applicants for UPB graduate programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplished Application form</td>
<td>Graduat ed Program Office website</td>
</tr>
<tr>
<td>2. Transcript of Records.</td>
<td></td>
</tr>
<tr>
<td>3. Accomplished three (3) Reference forms</td>
<td></td>
</tr>
<tr>
<td>4. Recent 2”x 2” photo (4 copies)</td>
<td></td>
</tr>
<tr>
<td>5. For working students, an official permit from their employer/supervisor indicating the maximum number of units they are allowed to enroll.</td>
<td></td>
</tr>
<tr>
<td>6. For married women, two (2) photocopies of their Marriage contract.</td>
<td></td>
</tr>
<tr>
<td>7. Birth certificate (2 photocopies, NSO/PSA)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Accomplish the specific graduate program application form</td>
<td>1. Accept documents</td>
<td>250 pesos</td>
<td>20 Minutes</td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
<tr>
<td>2. Assess completeness of</td>
<td></td>
<td>If applicant is a foreigner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Submit together with the following requirements:
   a. Transcript of Records of Undergraduate and graduate work, original and one (1) photocopy.
   b. Accomplished THREE Reference forms - one (1) from employer/immediate supervisor and two (2) from a former teacher references.

<table>
<thead>
<tr>
<th>Requirements for specific graduate program</th>
<th>P250.00 and 50 dollars</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>c.</td>
<td>Recent 2”x2” Photos (4 copies)</td>
</tr>
<tr>
<td>d.</td>
<td>For working students, an official permit from their employer/supervisor indicating the maximum number of units they are allowed to enroll per semester.</td>
</tr>
<tr>
<td>e.</td>
<td>For married women, two (2) photo copies of their Marriage</td>
</tr>
</tbody>
</table>
3. Fill-up the Consent form (in compliance with the Data Privacy Act)

| TOTAL | P250.00 / P250.00 and 50 dollars | 20 Minutes |

3. Inclusion of applicant in the master list

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Qualified applicant</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

| NA                   | NA                        |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. presentation of official receipt of payment of application and testing fees</td>
<td>1. Applicant’s name is included in the master list for the semester</td>
<td>None</td>
<td>5 Minutes</td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 5 Minutes |

4. Submit application and documents to respective graduate program coordinator

<table>
<thead>
<tr>
<th>Office or Division</th>
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<tbody>
<tr>
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<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td>Who may avail:</td>
<td></td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<p>| NA                   | NA                        |</p>
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<thead>
<tr>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Endorse complete application packet to concerned graduate program coordinator</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative assistant Graduate Program Office</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** 
None 
3 Days

### 5. Announce schedule of exam and interview

<table>
<thead>
<tr>
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<tr>
<td>Who may avail:</td>
<td>Qualified applicants for UP Baguio graduate programs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Prepare announcement of schedule of exam and interview for qualified applicants through GPO website and UP Baguio website</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative assistant Graduate Program Office</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL** 
None 
3 Days

### 6. Proctor exam

<table>
<thead>
<tr>
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</table>

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<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Take the scheduled exam</td>
<td>Proctor the exam</td>
<td>None</td>
<td>1 Hour, 30 Minutes</td>
<td>Administrative assistant Graduate</td>
</tr>
</tbody>
</table>

**TOTAL** 
None 
3 Days
7. Issues results of application

<table>
<thead>
<tr>
<th>Office or Division</th>
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</tr>
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</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Qualified applicants</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Applicants are informed of the result of their application</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 3 Days |

---

8. Informs accepted students of enrollment requirements

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Qualified applicants</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inform admitted students about enrollment requirements</td>
<td>None</td>
<td>3 Days</td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 3 Days |
Health Service Office
Internal Services
### 1. Marketing/Advertisement/Website Maintenance

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Interested individuals and higher education institutions</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Maintain the GPO website</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative assistant Graduate Program Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Graduate Program Office</td>
</tr>
</tbody>
</table>

**TOTAL**

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>7 Days</td>
<td></td>
</tr>
</tbody>
</table>

### 2. Graduate Student Orientation

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Newly admitted students for the 1st semester of an AY and the 2nd semester of the previous AY</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Coordinate with UPB offices, i.e. University Registrar, OSFA, Library and GCO</td>
<td>None</td>
<td>3 Days</td>
<td>Graduate Program Committee Administrative assistant Graduate Program Office</td>
</tr>
<tr>
<td></td>
<td>Consult with graduate program coordinators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prepare the orientation program after consultation and coordination</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conduct the graduate</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL**

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3 Days</td>
<td></td>
</tr>
</tbody>
</table>
### 3. Tribute to Graduates

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Graduates</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Organize an occasion to enable social interaction among candidates for graduation from the different graduate programs</td>
<td>None</td>
<td>3 Days</td>
<td>Graduate Program Office Head, Graduate Program Committee Administrative assistant, Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 3 Days |

### 4. Production of Graduate Program Kits

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Higher Education Institutions and interested persons</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Assist the graduate programs to update program brochures and to distribute them</td>
<td>None</td>
<td>7 Days</td>
<td>Graduate Program Office Head, Graduate Program Committee Administrative assistant, Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 7 Days |
### 5. Coordination with the Office of Scholarships and Financial Assistance (OSFA) to administer graduate scholarships

<table>
<thead>
<tr>
<th>Office or Division</th>
<th>Graduate Program Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail</td>
<td>Graduate scholars of CHED and DOST</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NA</td>
<td>NA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Coordinate with OSFA to facilitate the administration of the scholarship grants from government agencies</td>
<td>None</td>
<td>7 Days</td>
<td>Administrative Assistant Graduate Program Office</td>
</tr>
</tbody>
</table>

| TOTAL | None | 7 Days |
Office of Anti-Sexual Harrassment
External Services
1. Conduct of Anti-Sexual Harassment Orientation among all first year students, employees, contractual non-UP workers (construction workers, canteen concessionaires); accommodate requests for ASHO from subject teachers, SRO, and other entities as provided for in Section 30 (Anti-Sexual Harassment Orientation and Clearance Requirement) of the UP ASH Code.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Anti-Sexual Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Students; employees; agency workers; construction workers; canteen concessionaires</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Anti-Sexual Harassment</td>
</tr>
<tr>
<td>Office of Anti-Sexual Harassment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Posting of schedule of Anti-Sexual Harassment Orientation in the different conspicuous areas in the university</td>
<td>none</td>
<td>1 Day</td>
<td>Aurora P. Parcasio</td>
<td></td>
</tr>
<tr>
<td>2. Preparation of logistics: letter of request to conduct the orientation as a mandate of the office; request form for the use of the venue; Purchase request; Disbursement voucher; attendance sheet</td>
<td>none</td>
<td>3 Days</td>
<td>Aurora P. Parcasio</td>
<td></td>
</tr>
<tr>
<td>1. Letter of request from subject teachers, SRO and other entities</td>
<td>3. Accept and accommodate request</td>
<td>none</td>
<td>1 Minute</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
<tr>
<td>4. Conduct of orientation</td>
<td>none</td>
<td>3 Hours</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

4 Days, 3
2. Attend to reported cases of Sexual Harassment from any member of the UP community based on Section 16 (Procedures on the Determination of Sexual Harassment) and Section 21 (Formal Procedure under the ASH Hearing Committee) of the UP ASH Code.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Anti-Sexual Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Any member of the UP Baguio Community who have experienced any form of sexual harassment</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

**WHERE TO SECURE**

1. Report (made orally, in written format, through text messages, or other non-written means)

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make or submit a report</td>
<td>1. Accept the written report. In cases or reports made orally, thru text message or thru other non-written means, the OASH –person-in-charge must reduce it in writing and let the aggrieved party sign</td>
<td>None</td>
<td>1 Hour</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
<tr>
<td></td>
<td>2. Interview the complainant to determine the particulars of the incident</td>
<td>None</td>
<td>1 Hour</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
<tr>
<td></td>
<td>3. Within 5 days from receipt of the report, OASH shall serve a notice of report to the person complained of and his/her parents or</td>
<td>none</td>
<td>5 Days</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
</tbody>
</table>
Submit response to report within 5 days from receipt of the notice of report

4. Upon receipt of the response or the expiration of the period for the submission, whichever comes first, convene the Anti-sexual Harassment Committee as needed to evaluate and determine whether or not a prima facie case for sexual harassment exist.

* ASH Committee may hear the case within 30 days from the receipt of the response to report.

5. ASH Committee shall submit to the Chancellor its report and recommendation/s

|TOTAL:| None| 5 Minutes| Guidance Services Specialist I Office of Anti-Sexual Harassment|

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

|Office or Division:| Office of Anti-Sexual Harassment|
|Classification:| Simple|
|Type of Transaction:| G2C – Government to Client|
|Who may avail:| Both aggrieved party and person complained of/respondent|

|CHECKLIST OF REQUIREMENTS| WHERE TO SECURE|
1. Schedule for debriefing/counseling

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment</td>
<td>Conducts counseling/debriefing</td>
<td>None</td>
<td>1 Hour</td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Hour

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Anti-Sexual Harassment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Client</td>
</tr>
<tr>
<td>Who may avail:</td>
<td>Both aggrieved party and person complained of/respondent</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

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<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Coordination with pertinent office</td>
<td>None</td>
<td>1 Hour</td>
<td></td>
<td>Guidance Services Specialist I Office of Anti-Sexual Harassment</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 Hour
### VII. Feedback and Complaints Mechanisms

<table>
<thead>
<tr>
<th>FEEDBACK AND COMPLAINTS MECHANISM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How are feedbacks submitted?</strong></td>
</tr>
<tr>
<td>Secure Feedback Forms (white color) that are available on the suggestion boxes located at different conspicuous areas of the University. Drop the duly accomplished form at the suggestion/complaint boxes or submit it at the Human Resources Development Office.</td>
</tr>
<tr>
<td>Follow ups on the action taken can be done after 3 days and using the number and email address below.</td>
</tr>
<tr>
<td>Contact number: 074-445-0785 <a href="mailto:hrdo.upbaguio@up.edu.ph">hrdo.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td><strong>How are feedbacks processed?</strong></td>
</tr>
<tr>
<td>The Administrative Aide of the HRDO opens all suggestion boxes every Friday of the week. All reports are reviewed by the HRDO Chief and recorded by the Administrative Aide of the Office.</td>
</tr>
<tr>
<td>Feedbacks are forwarded to the Offices concerned. Where feedbacks need answers, offices are given 3 days to respond by indicating their action.</td>
</tr>
<tr>
<td>HRDO communicates to the citizen the action of the concerned office.</td>
</tr>
<tr>
<td>Follow ups on the action taken can be done using the number and email address below.</td>
</tr>
<tr>
<td>Contact number: 074-445-0785 <a href="mailto:hrdo.upbaguio@up.edu.ph">hrdo.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td><strong>How are complains filed?</strong></td>
</tr>
<tr>
<td>Secure Complaint Forms (green color) that are available on the complaint boxes located at different conspicuous areas of the University. Drop the duly accomplished form at the suggestion/complaint boxes or submit it at the Human Resources Development Office. Please make sure that you answer the following fields in the complaint form:</td>
</tr>
<tr>
<td>- Name of the person being complained</td>
</tr>
<tr>
<td>- Office concerned (if applicable)</td>
</tr>
<tr>
<td>- Short description of the incident</td>
</tr>
<tr>
<td>- Evidence and/or witnesses</td>
</tr>
<tr>
<td>Follow ups on the action taken can be done after 3 days and using the number and email address below.</td>
</tr>
</tbody>
</table>
### How are complaints processed

The complaint boxes shall be opened two times a week (Tuesday and Thursday).

Complaints will be sorted and will be sent to the Office concerned. The Head of office where the complaint is directed shall conduct an inquiry and shall submit a report of its findings for submission to the HRDO within 3 days.

Depending on the seriousness of the complaint, the HRDO shall further conduct an inquiry on the incident after which recommends action on the case to the Chancellor through the Vice Chancellor for Administration/ Academic Affairs and Legal Officer.

Feedback shall be given to the complainant.

For inquiries and follow ups, please contact the following number and/or email address.

Contact number: 074-445-0785  
hrdo.upbaguio@up.edu.ph

<table>
<thead>
<tr>
<th>Contact Information of</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA</strong></td>
</tr>
</tbody>
</table>

| ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) |
| 1-ARTA(2782) |
| PCC: 8888 |
| CCB: 0908-881-6565 (SMS) |
## VIII. List of Offices

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of the Chancellor</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-3888 <a href="mailto:oc.upbaguio@up.edu.ph">oc.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the Dean College of Social Sciences</td>
<td>3rd Floor CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-2427 <a href="mailto:css.upbaguio@up.edu.ph">css.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the College Secretary College of Social Sciences</td>
<td>3rd Floor CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-2427 <a href="mailto:css.upbaguio@up.edu.ph">css.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the Director Institute of Management</td>
<td>2nd Floor, Isabelo De Los Reyes Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-5703 <a href="mailto:im.upbaguio@up.edu.ph">im.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the Dean College of Arts and Communication</td>
<td>2nd Floor Kolehiyo ng Sining at Komunikasyon, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8393 <a href="mailto:cac.upbaguio@up.edu.ph">cac.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the College Secretary College of Arts and Communication</td>
<td>2nd Floor Kolehiyo ng Sining at Komunikasyon, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8393 <a href="mailto:cac.upbaguio@up.edu.ph">cac.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the Dean College of Science</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-7231 <a href="mailto:cs.upbaguio@up.edu.ph">cs.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of the College Secretary College of Science</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-7231 <a href="mailto:cs.upbaguio@up.edu.ph">cs.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Human Kinetics Program</td>
<td>2nd Floor, HKP Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-7231 <a href="mailto:hkp.upbaguio@up.edu.ph">hkp.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Office of Public Affairs</td>
<td>1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8719 <a href="mailto:opa.upbaguio@up.edu.ph">opa.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Alumni Relations Desk</td>
<td>1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8719 <a href="mailto:opa.upbaguio@up.edu.ph">opa.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Budget Office</td>
<td>1st Floor, Isabelo De Los Reyes Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 447-0797 <a href="mailto:budget.upbaguio@up.edu.ph">budget.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>National Service</td>
<td>2nd Floor Student Alumni</td>
<td>(074) 446-5230</td>
</tr>
<tr>
<td>Department</td>
<td>Address</td>
<td>Contact Information</td>
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<tr>
<td>Training Program (NSTP)</td>
<td>Center, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td><a href="mailto:nstp.upbaguio@up.edu.ph">nstp.upbaguio@up.edu.ph</a></td>
</tr>
<tr>
<td>Ugnayan ng Pahinungod</td>
<td>2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<tr>
<td>Legal Office</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-3888</td>
</tr>
<tr>
<td>Pollution Control</td>
<td>Kolehiyo ng Agham, UP Baguio, Gov. Pack road, 2600 Baguio City</td>
<td>(074) 442-3888</td>
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<tr>
<td>Office of the Chancellor for Administration</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-9973</td>
</tr>
<tr>
<td>Accounting Office</td>
<td>1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5231</td>
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<tr>
<td>Cash Office</td>
<td>1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 420-9105</td>
</tr>
<tr>
<td>Supply and Property Management Office</td>
<td>1st Floor, Isabelo De Los Reyes Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-3484</td>
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<tr>
<td>Human Resources and Development Office</td>
<td>1st Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 445-0785</td>
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<tr>
<td>Systems and Network Office</td>
<td>1st Floor, Iskolar ng Bayan Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8606</td>
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<tr>
<td>Campus Maintenance Office</td>
<td>Balay Panganan, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-7645</td>
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<tr>
<td>Batang Oble</td>
<td>Basement, HKP Bldg., Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<tr>
<td>Security Office</td>
<td>UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5232</td>
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<tr>
<td>Office of the Vice Chancellor for Academic Affairs</td>
<td>2nd Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 424-7545</td>
</tr>
<tr>
<td>Office of the University Registrar</td>
<td>1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-5592</td>
</tr>
<tr>
<td>University Library</td>
<td>Main Library, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-5750</td>
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<tr>
<td>Department/Office</td>
<td>Address</td>
<td>Contact Information</td>
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<tr>
<td>Cordillera Studies Center</td>
<td>3rd Floor, CSS/CSC Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-5794</td>
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<td><a href="mailto:csc.upbaguio@up.edu.ph">csc.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Museo Kordilyera</td>
<td>Museo Kordilyera, UP Baguio, Gov. pack Road, 2600 Baguio City</td>
<td>0945-803-6165</td>
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<td><a href="mailto:museokordilyera.upbaguio@up.edu.ph">museokordilyera.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Learning Resource Center</td>
<td>Main Library, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8720</td>
</tr>
<tr>
<td>Committee on Culture and the Arts</td>
<td>Ground Floor, Student Alumni Center, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-7645</td>
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<td><a href="mailto:cca.upbaguio@up.edu.ph">cca.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Program for Indigenous Cultures</td>
<td>Ground Floor, Student Alumni Center, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td><a href="mailto:pic.upbaguio@up.edu.ph">pic.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Kasarian Gender Studies Program</td>
<td>1st Floor, Iskolar ng Bayan Bldg., UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 444-8719</td>
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<td><a href="mailto:kasarian.upbaguio@up.edu.ph">kasarian.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Office of Student Affairs</td>
<td>2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<td><a href="mailto:osa.upbaguio@up.edu.ph">osa.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Office of the Director of Student Affairs</td>
<td>2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<td><a href="mailto:odsa.upbaguio@up.edu.ph">odsa.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Student Relations Office</td>
<td>2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<td><a href="mailto:sro.upbaguio@up.edu.ph">sro.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Office of Student and Financial Assistance</td>
<td>2nd Floor Student Alumni Center, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 446-5230</td>
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<td><a href="mailto:osfa.upbaguio@up.edu.ph">osfa.upbaguio@up.edu.ph</a></td>
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<tr>
<td>UPB Residence Hall</td>
<td>UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-6178</td>
</tr>
<tr>
<td>Office of Counseling and Guidance</td>
<td>Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-0363</td>
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<td><a href="mailto:ocg.upbaguio@up.edu.ph">ocg.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Health Service Office</td>
<td>Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-0363</td>
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<td><a href="mailto:hso.upbaguio@up.edu.ph">hso.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Graduate Program Office</td>
<td>UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-2460</td>
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<td><a href="mailto:gpo.upbaguio@up.edu.ph">gpo.upbaguio@up.edu.ph</a></td>
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<tr>
<td>Office of Anti-Sexual Harrassment</td>
<td>Balay Salun-at, UP Baguio, Gov. Pack Road, 2600 Baguio City</td>
<td>(074) 442-0363</td>
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<td><a href="mailto:oash.upbaguio@up.edu.ph">oash.upbaguio@up.edu.ph</a></td>
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