

**University of the Philippines Open University** 

# **CITIZEN'S CHARTER**

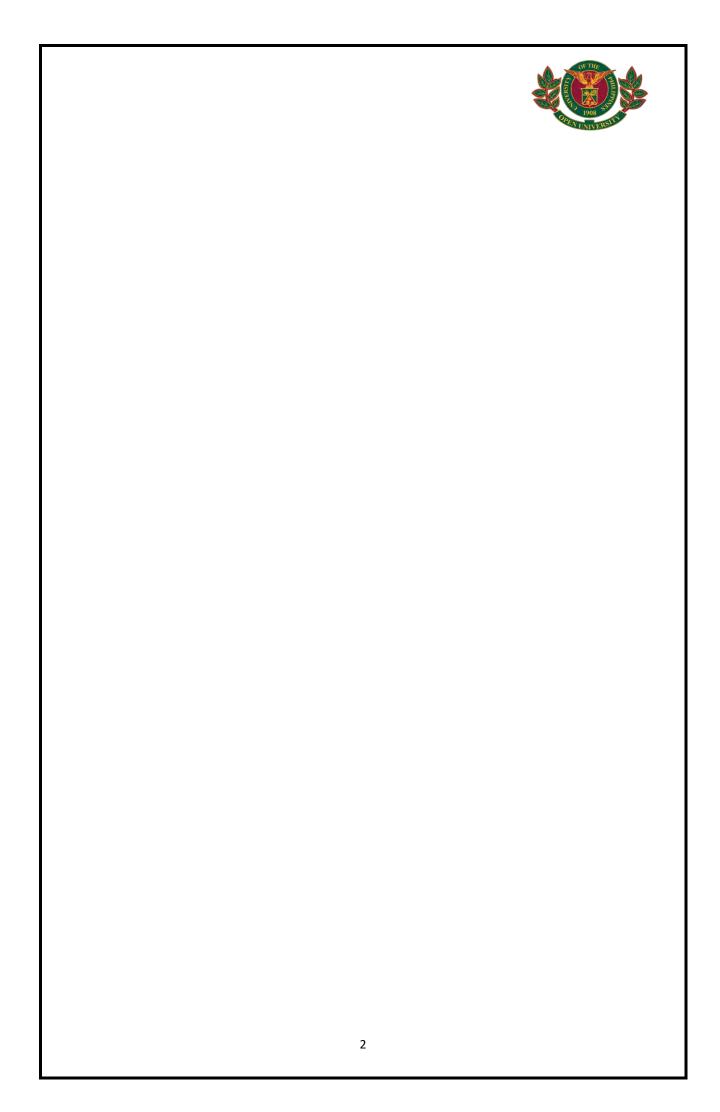
2020 (2<sup>nd</sup> Edition)



**University of the Philippines Open University** 

## **CITIZEN'S CHARTER**

2020 (2<sup>nd</sup> Edition)





#### I. Mandate

UPOU is mandated to contribute towards upgrading the quality of the educational system of the country by developing innovative instructional strategies and technologies, and sharing these with other colleges and universities through cooperative programs. Republic Act 10650 (Open Distance Learning Law) has tasked UPOU to assist relevant national agencies, higher education institutions, and technical and vocational institutions in developing their distance education programs through training, technical assistance, research and other academic programs.

#### II. Vision

The UP Open University shall be at the forefront of the knowledge society as a leading institution of open learning and distance education.

#### III. Mission

The UP Open University seeks to provide wider access to quality higher education. It shall adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and nationalistic commitment among its faculty, staff and students.

### IV. Service Pledge

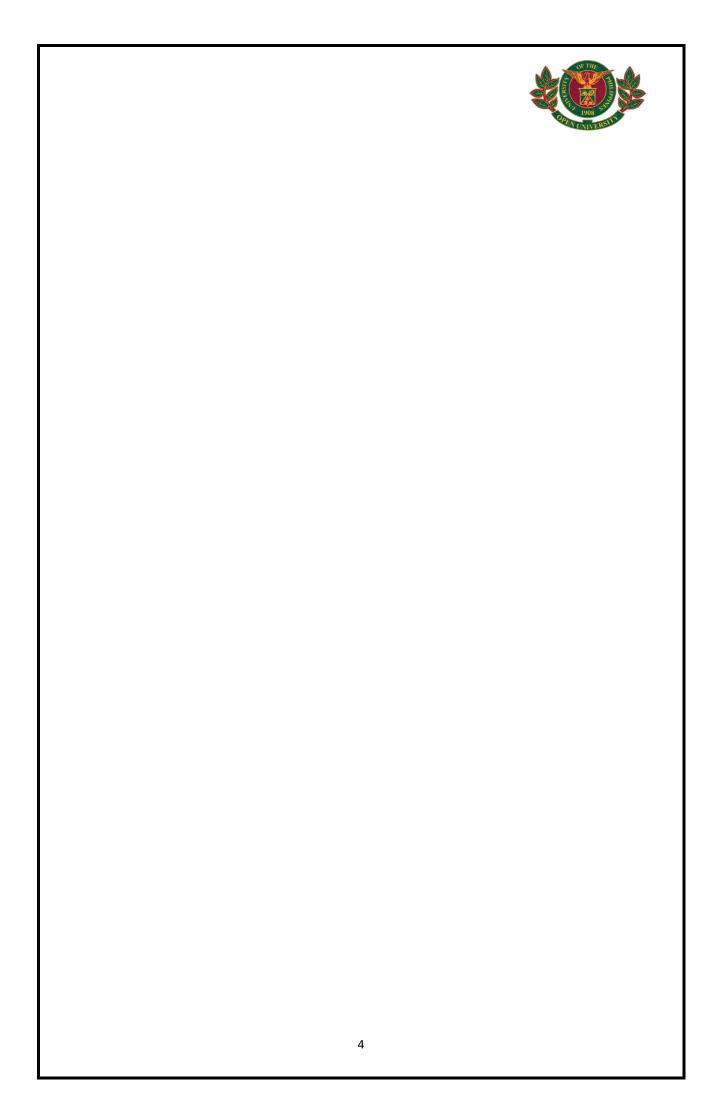
We, the officials and employees of the University of the Philippines Open University do hereby pledge to:

**U**pgrade the quality of educational system of the country by developing innovative strategies and technologies and sharing these with other higher educational institutions;

Provide wider access to quality higher education and adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and national commitments among its faculty, staff and students.

Open equal opportunities to those who cannot leave their jobs or homes for full-time studies, physically challenged people by providing alternative access to quality higher education by offering baccalaureate and post-baccalaureate degree programs and non-formal courses via distance education.

**U**nwaveringly serve the stakeholders of the University efficiently, effectively, courteously and justly in accordance with the Code of Conduct of Public Officials and Employees (RA 6713).





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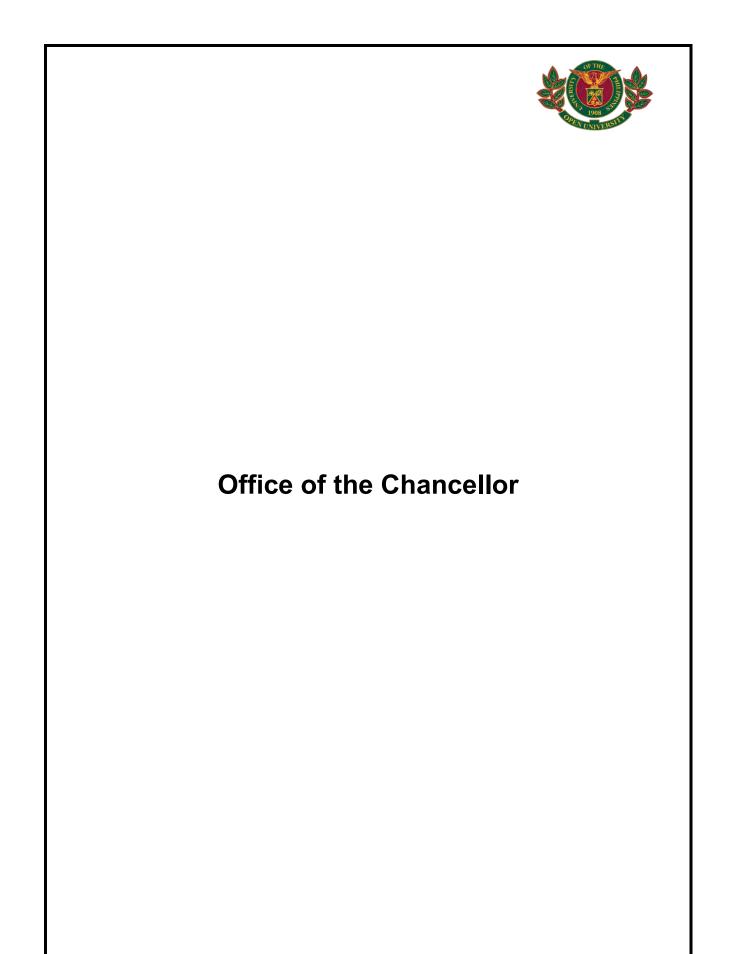
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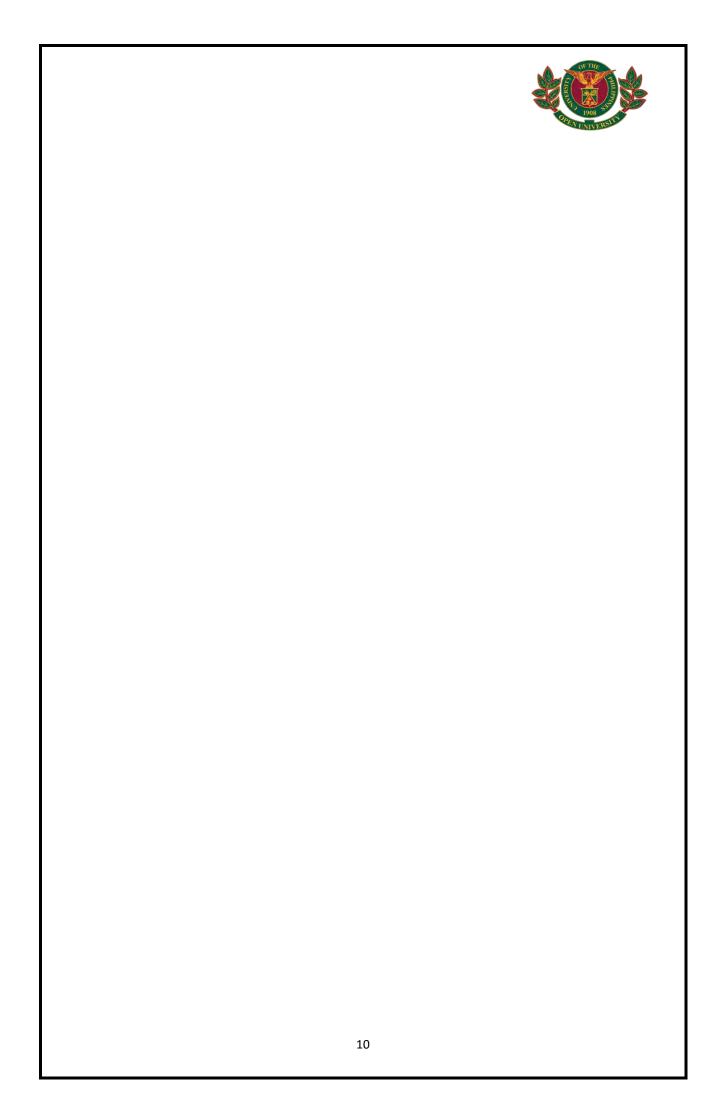


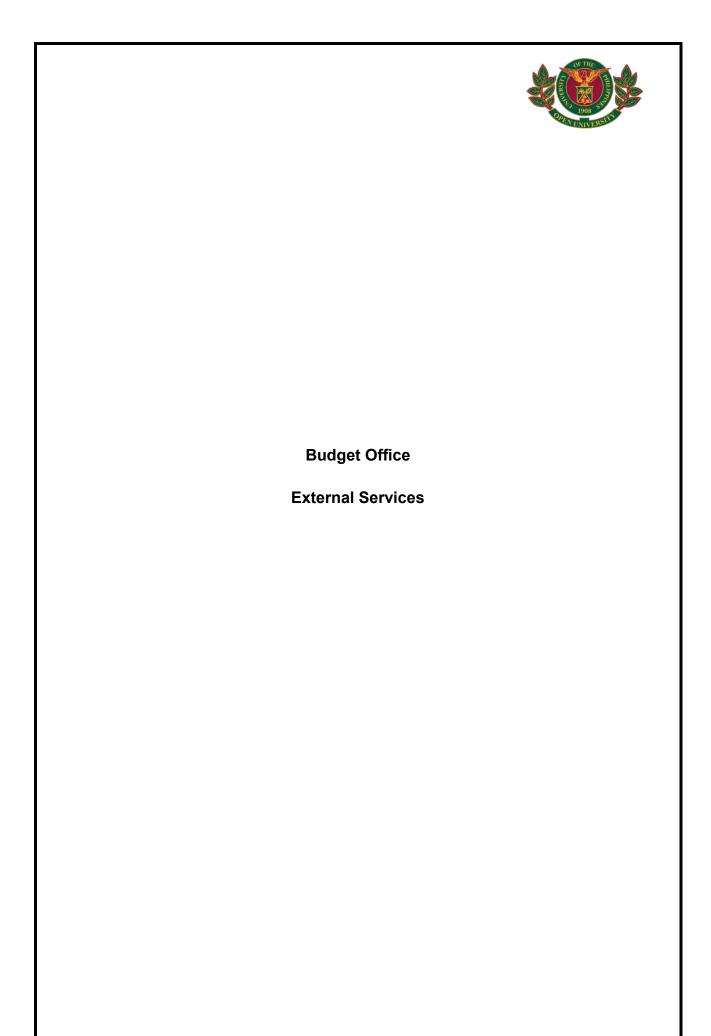
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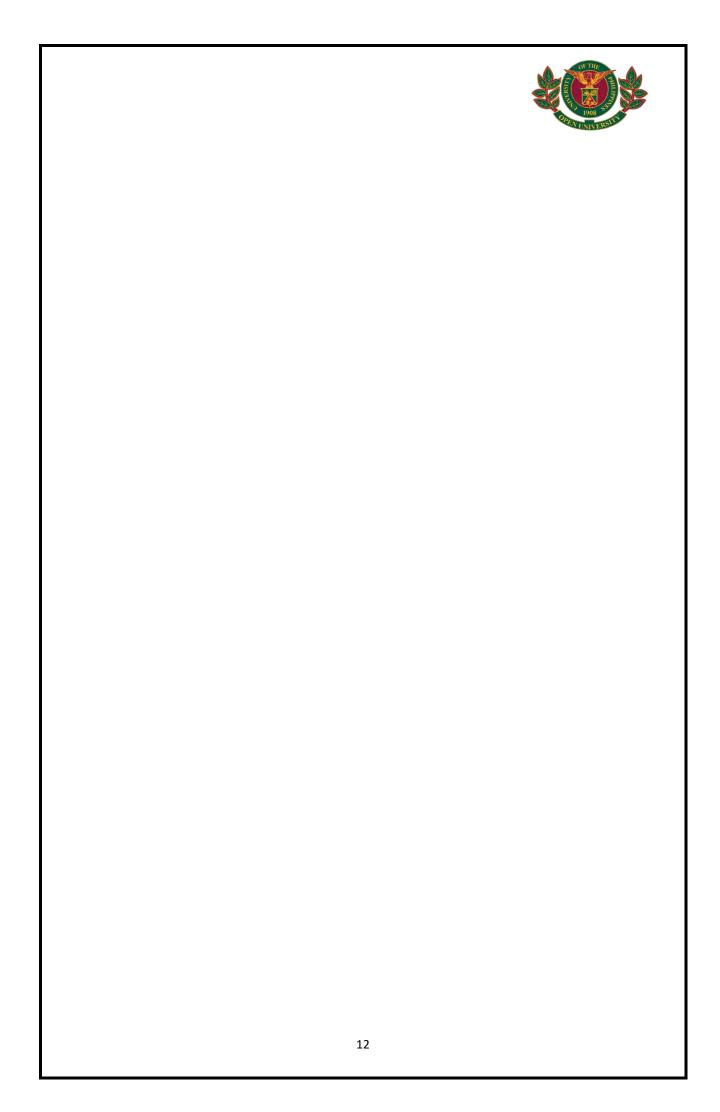


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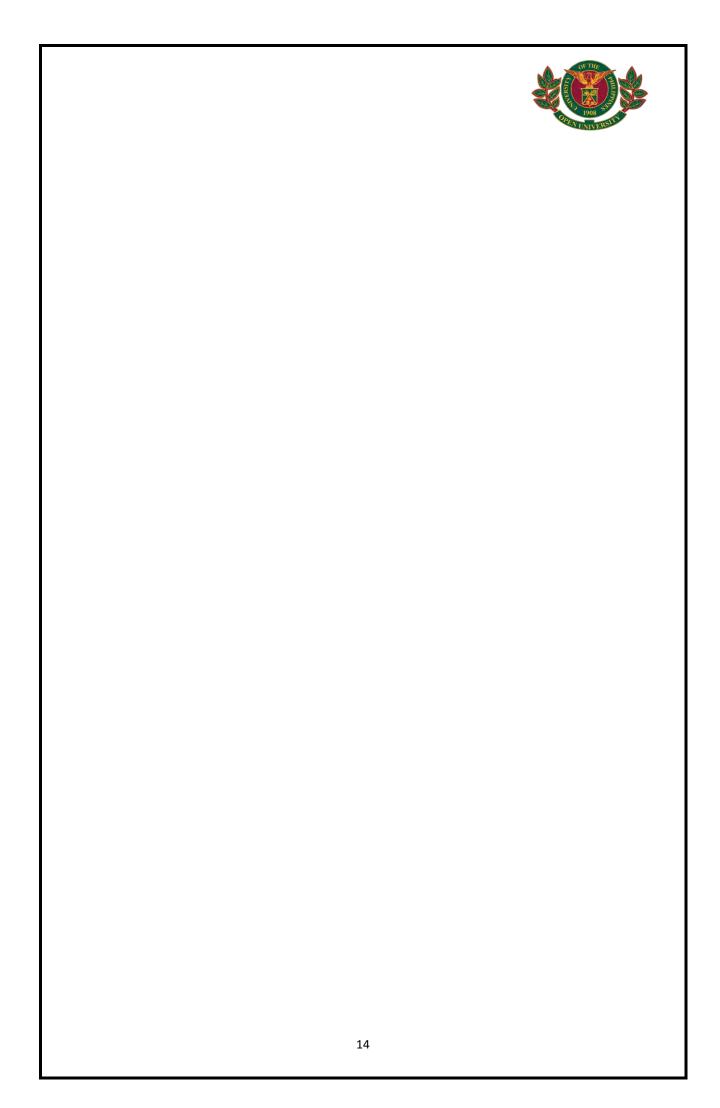


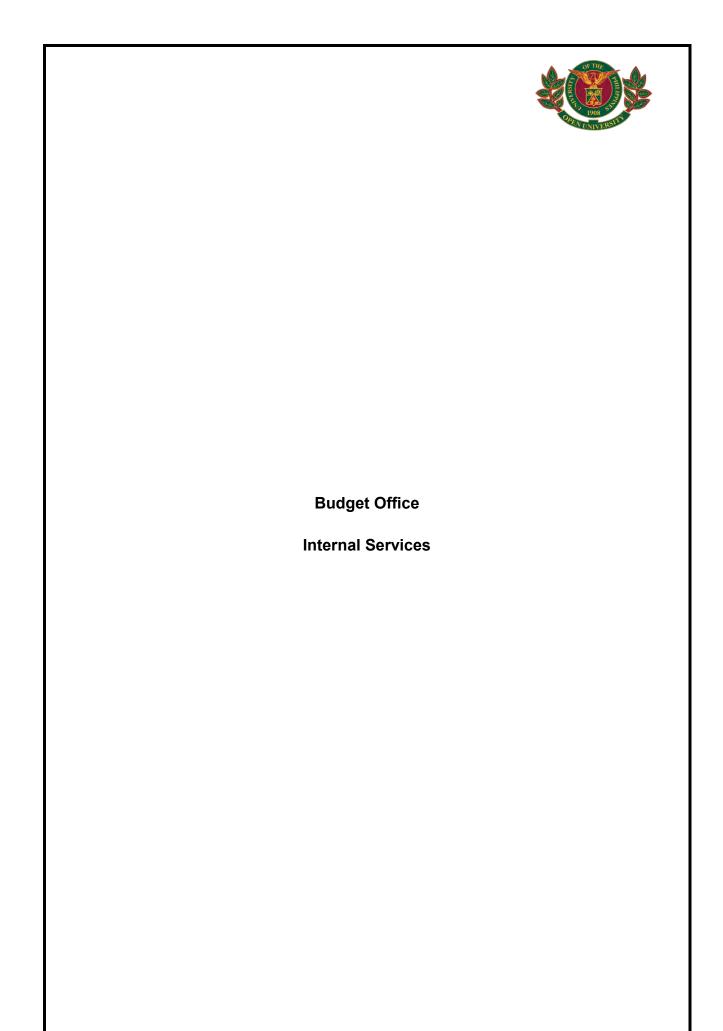


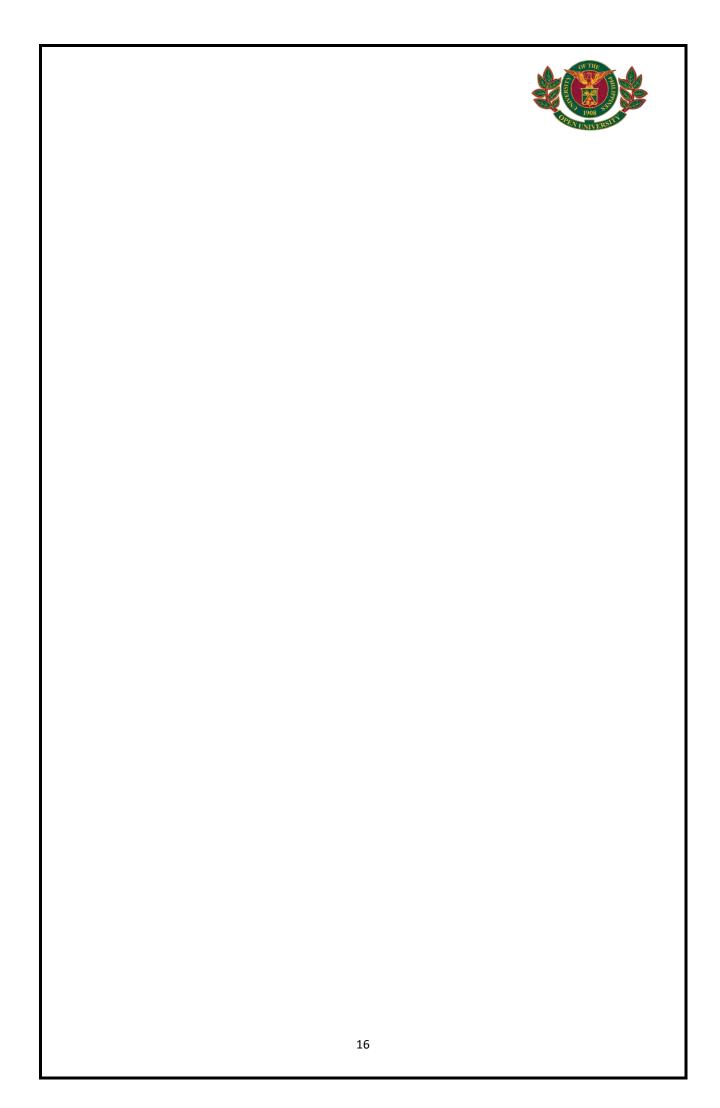
# 1. Budget Proposal Preparation

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

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









### 1. Budget Clearance Issuance

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

Office or Division:				
Classification:	Simple			
Type of Transaction	: Government-to-G	Sovernme	nt (G2G)	
Who may avail:	All UPOU units			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	ECURE
1 original copy of lett	er request	Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a letter request address to the Chancellor to	1.1. Evaluates the request.	None	1 day	Chief Administrative Officer Budget Office
Budget Office	1.2. Renders decision on the request	None	1 day	Chancellor Office of the Chancellor
	TOTAL	None	2 days	



## 2. Internal Operating Budget (IOB) Preparation

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

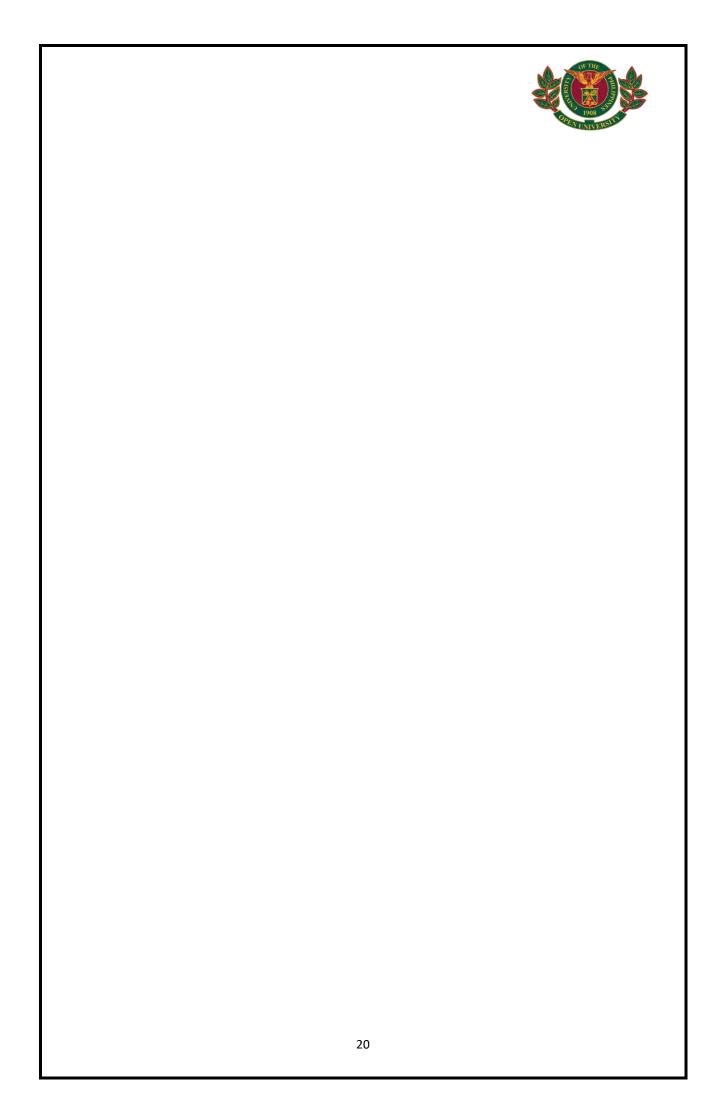
Office or Division:	Budget Office				
Classification:	Complex				
Type of	Government-to-Gov	Government-to-Government (G2G)			
Transaction:					
Who may avail:	All UPOU units				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy of men	norandum	Budget (	Office		
CLIENT STEPS	AGENCY ACTIONS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



### 3. Notice/Advice of Allotment Issuance

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

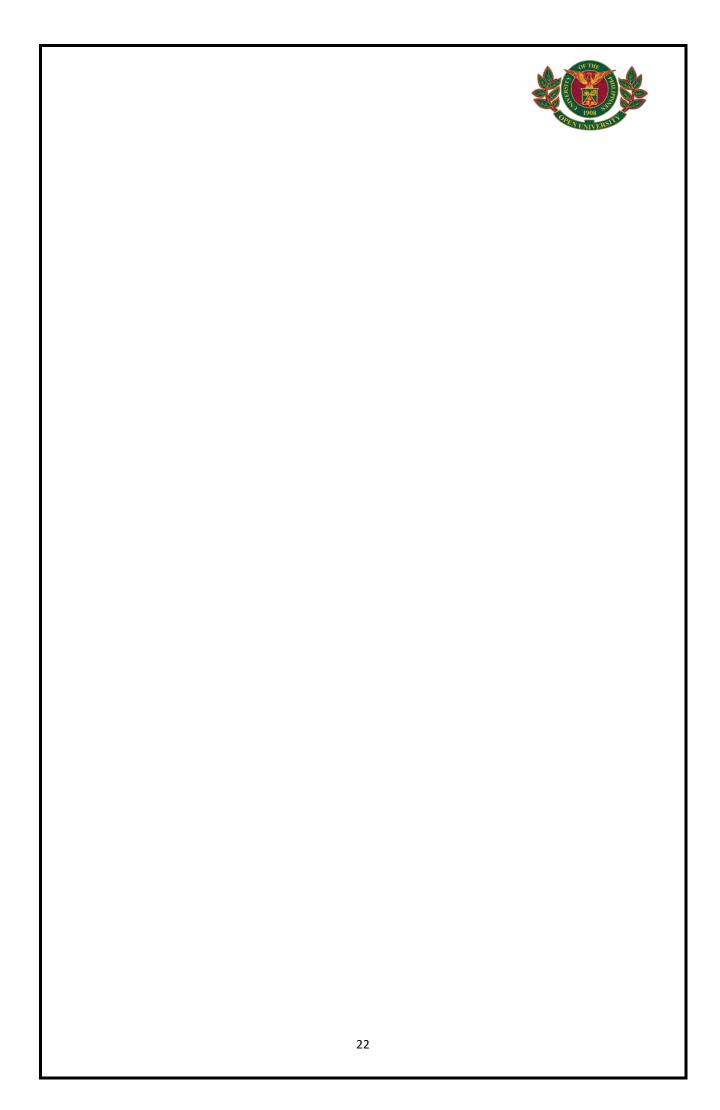
Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction	on: Government-to-	Governme	nt (G2G)	
Who may avail:	All UPOU units			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1 original copy of le	etter request	Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     request for     issuance of     Notice/Advise     of Allotment to     Budget Office	1.1 Issues Notice/Advice of Allotment to each unit which will serve as the unit's obligational authority to disburse amounts specified on the Notice/Advice of Allotment.	None	1 day	Chief Administrative Officer Budget Office
	TOTAL	None	1 day	





Office of Public Affairs

**External Services** 





# 1. Alumni Coordination Request

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

Office or Division:	Office of Public	Office of Public Affairs			
Classification:	Complex				
Type of Transaction	1: Government-to-	Citizen (G	2C)		
Who may avail:	UPOU Alumni a	nd the res	t of UP communit	У	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
none		Not app	licable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1. Submits request via https://docs.google.com/a/upou.edu.ph	1.1 Acknowledges the submitted request.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
/forms/d/1ZPLiB2d bmaa3ouO0N6h73 gD5FpYC41TAT-	1.2. Renders decision on the request.	None	5 minutes	Director Office of Public Affairs	
X89j0XHq0/viewfor m?edit_requested= true OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	TOTAL	None	15 minutes		



## 2. Answering of Inquiries

This serves as a guideline for those who have inquiries related to the UPOU.

Office or Division: Office of Public A			Affairs		
Classification: S		Simple			
Type of Transaction: Gove		Government-to-	Citizen (G	2C)	
Who may avail:		Public	•	•	
CHECKLIST OF	REC	UIREMENTS		WHERE TO SE	CURE
None			Not appli	cable	
				<del>,</del>	
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1. Sends email to inquiries@upo u.edu.ph or FB message to facebook.com/ UPOpenUnive rsity OR_Call 049 536 6001 to 06 local 710. OR Visit the Office of Public Affairs	1.1.	Answers inquiry, or forwards the inquiry to concerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs
	i	Sends response to the nquiry	None	5 minutes	Administrative Officer IV Information Office OR Responsible employee Unit
	TO	TAL		10 minutes	



# 3. Training on ODeL Request

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

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of	Government-to-Government (G2G)			
Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Higher Education Institutions, TVET Schools, Academic Institutions, NGOs, Public			

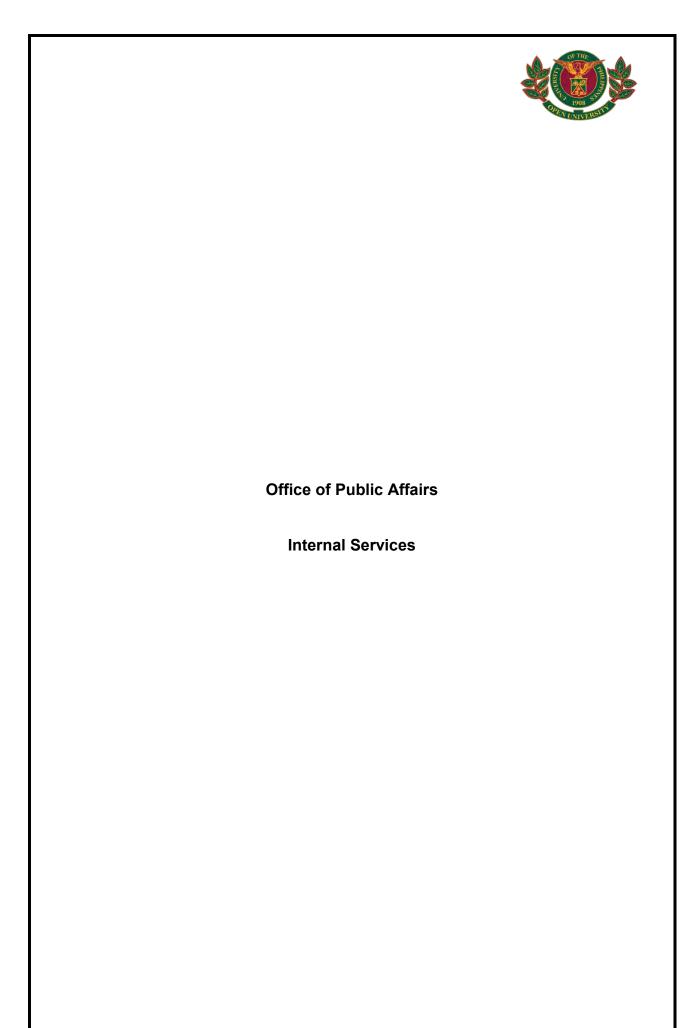
CHECKLIST OF	REQUIREMENTS	WHERE IO SECURE		
1 digital or original copy of letter		Client		
request				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sends official	1.1 Acknowledges	None	5 minutes	Administrative
letter of request	the submitted			Officer IV
addressed to the	request.			I Office of Public
Director of the				Affairs
Office of Public	1.2. Renders	None	5 minutes	Director
Affairs	decision on the			Office of Public
	request.			Affairs
	1.3 Informs the	Based	5 minutes	Administrative
	requesting unit on	on DBM		Officer IV
	the decision of the	BUDGET		Office of Public
	request	CIRCULA		Affairs
		<u>R</u>		
		<u>No.2007 -</u>		
		1	4 - 4	
	TOTAL	Based	15 minutes	
		on DBM		
		BUDGET		
		CIRCUL		
		<u>AR</u>		
		No.2007		
		<u>- 1</u>		

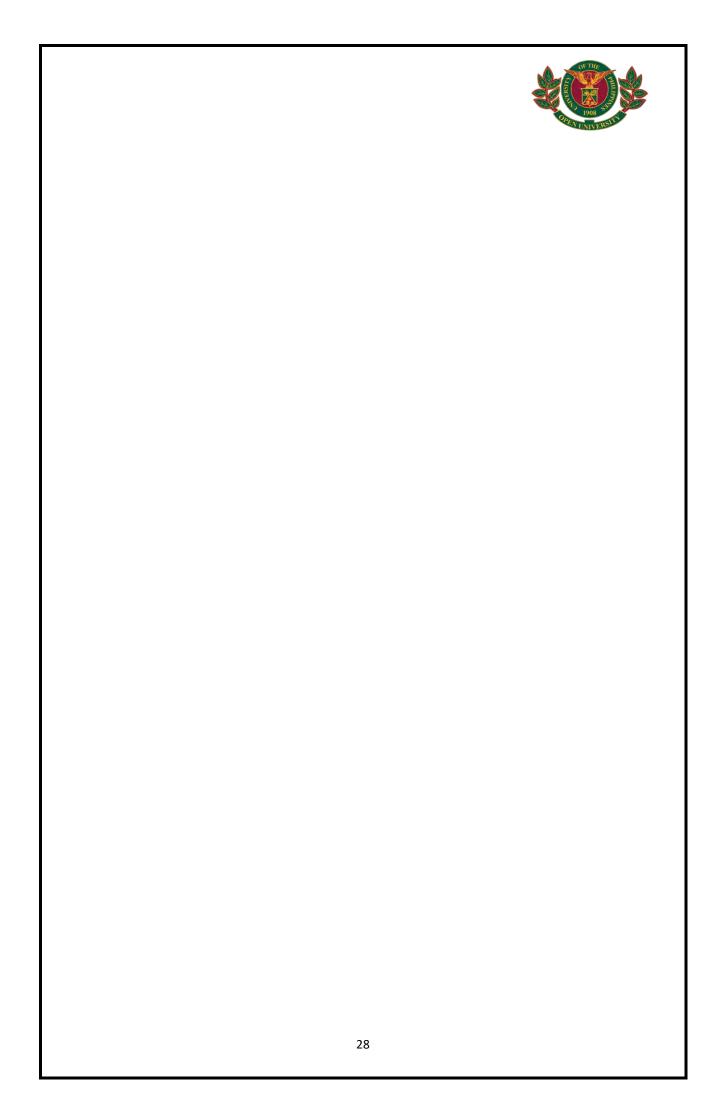


# 4. Visit Request to UPOU

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

Office and District	Ott. (D.II.	A CC :			
Office or Division:					
Classification:		Simple			
Type of Transaction	Citizen (G	Citizen (G2C)			
Who may avail:	Public				
CHECKLIST OF	WHERE TO SECURE				
1 digital or original copy of request letter		Client			
			T	T	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends email to inquiries@upou.e du.ph OR visits the Office of Public Affairs	1.1. Answers inquiry, or forwards the inquiry to concerned office.	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	1.2. Confirms/ Denies request to visit UPOU	None	5 minutes	Administrative Officer IV Office of Public Affairs	
	TOTAL	None	10 minutes		







Information

Office

Administrative

Officer IV

Information

Office

### 1. Documentation of Activities Request

bmaa3ouO0N6h73

X89j0XHq0/viewfor m?edit requested= true OR 1.2. Calls

049 536 6001 to 06

local 710 OR Visits

the Office of Public

Affairs

gD5FpYC41TAT-

This serves as a guideline for request to document activities.

decision on the

1.3 Informs the

requesting unit on

the decision of the

request.

request

TOTAL

Office or Division:	Office of Public A	Office of Public Affairs				
Classification:	Simple	Simple				
Type of Transaction	: Government-to-G	Government-to-Government (G2G)				
Who may avail:	UPOU employees	3				
CHECKLIST OF F	REQUIREMENTS					
None		Not applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submits request via	1.1 Acknowledges the submitted	None	5 minutes	Administrative Officer IV		
https://docs.google. com/a/upou.edu.ph /forms/d/1ZPLiB2d	request.					
hmaa3ouO0N6h73	1.2. Renders	None	5 minutes	Director		

None

None

5 minutes

15 minutes



# 2. Layout and Design Request

This serves as a guideline for request for layout and design.

Office or Division:	Office of Public	Affairs				
Classification:	Complex	Complex				
Type of Transaction	on: Government-to-	Government-to-Government (G2G)				
Who may avail: UPOU employed						
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1 digital copy of the	content	Client				
1 digital/photo or or	iginal copy of	Client				
preferred des	signs (if any)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits	1.1 Acknowledges	None	5 minutes	Administrative		
request via	the submitted			Officer IV		
https://docs.googl	request.			Office of Public		
e.com/a/upou.edu				Affairs		
.ph/forms/d/1ZPLi	1.2. Renders	None	5 minutes	Director		
B2dbmaa3ouO0N	decision on the			Office of Public		
6h73gD5FpYC41	request.			Affairs		
TAT-	1.3 Informs the	None	5 minutes	Administrative		
X89j0XHq0/viewfo	requesting unit on			Officer IV		
rm?edit_requeste	the decision of the			Office of Public		
d=true. OR Calls	request			Affairs		
049 536 6001 to	1.4 Renders the	None	5 days	Administrative		
06 local 710 OR	lay-outs and			Officer IV		
Visits the Office of	designs			Office of Public		
Public Affairs				Affairs		
	1.5 Submits	None	1 day	Administrative		
	sample lay-out			Officer IV		
	and design for			Office of Public		
	approval			Affairs		
	TOTAL	None	8 days and 15			
			minutes			



## 3. Publishing of Content in the UPOU website

This serves as a guideline for the publishing of content in the UPOU website.

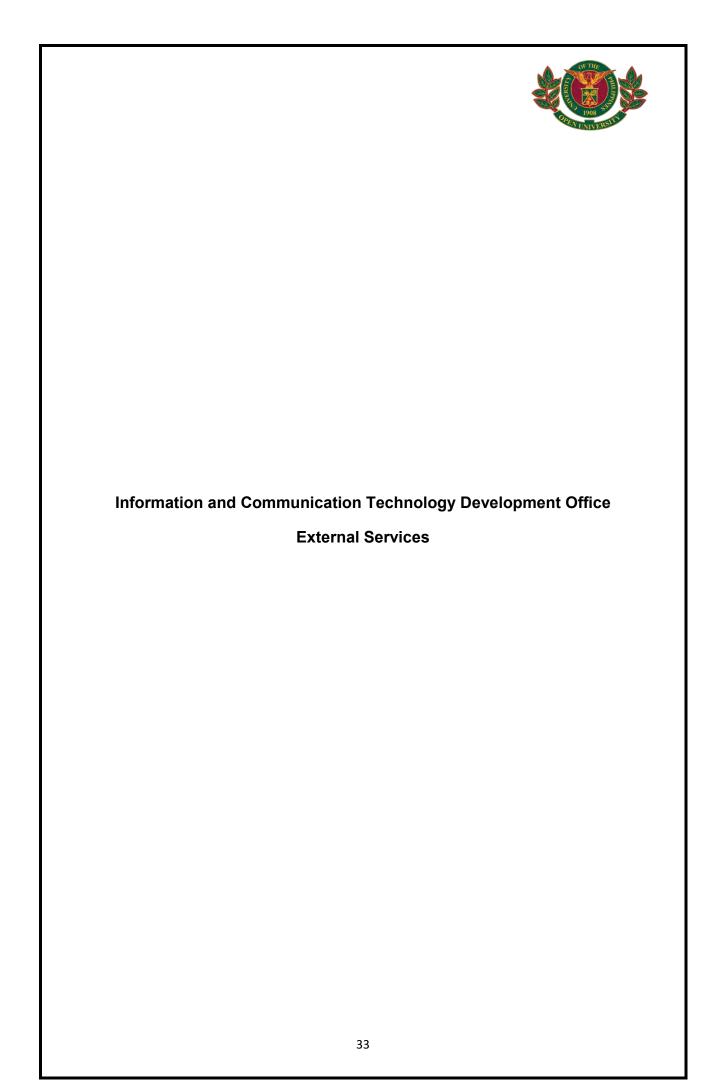
Office or Division:		Office of Public Affairs			
Classification:		Simple			
Type of Transaction: Government-to-G			Government (G2G)		
Who may avail:		Designated Information Officer (DIO) of UPOU units			
CHECKLIST OF	REC	QUIREMENTS	WHERE TO SECURE		
1 digital copy of the content for website publication			DIO		
CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the content to the Office of Public Affairs.	СО	Reviews the ntent of the blication	None	1 day	Administrative Officer Office of Public Affairs
	со	Publishes the ntent in the POU website	None	1 day	Administrative Officer Office of Public Affairs
	TC	TAL		2 days	

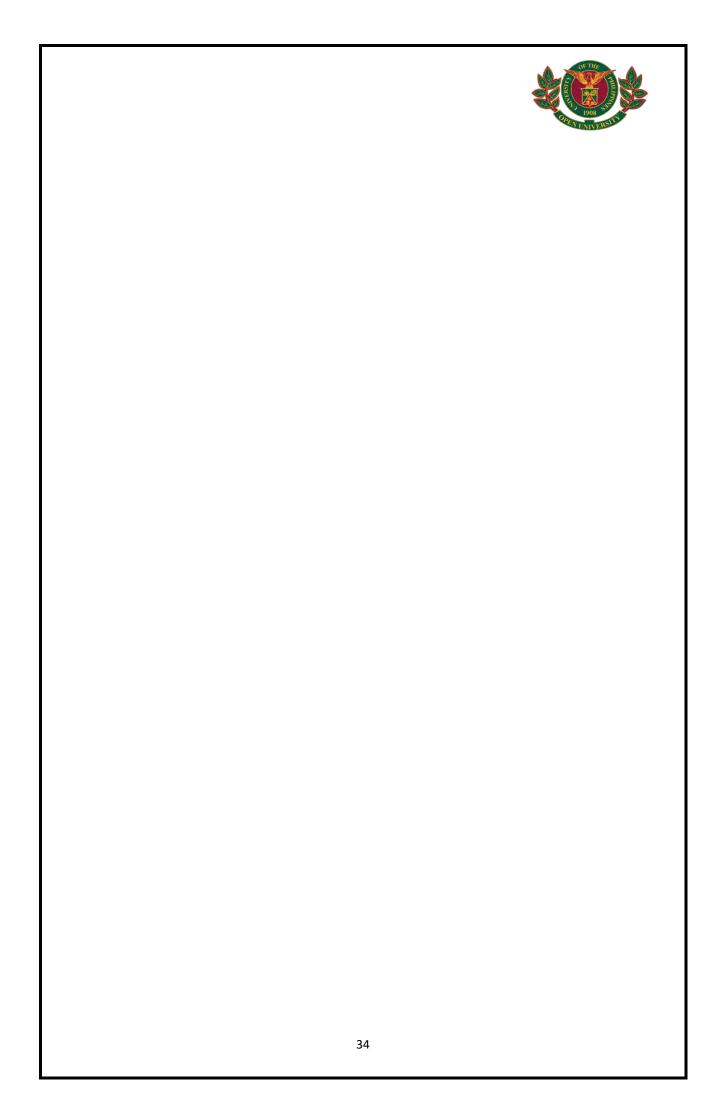


## 4. Video Shoot and Editing Request

This serves as a guideline for request for video shoot and editing.

1.1. Submit request via the submitted request.    Administrative com/a/upou.edu							
Type of Transaction: Government-to-Government (G2G)  Who may avail: UPOU employees  CHECKLIST OF REQUIREMENTS WHERE TO SECURE  1 digital copy of the script, programme and preferred audio files (if any)  CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME RESPONSIB  1.1. Submit request via the submitted request to submitted request.    https://docs.google.com/a/upou.edu_ph/forms/d/1ZPLi B2dbmaa3ouO0N 6h73gD5FpYC41 TAT-X89iOXHq0/viewform?edit requested d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Public Affairs    Government (G2G) WHERE TO SECURE     Client   Client     PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     TIME   PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     TIME   PROCESSING RESPONSIB     TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING RESPONSIB     TIME   PROCESSING RESPONSIB     Office of Public PROCESSING TIME   PROCESSING RESPONSIB     PROCESSING TIME   PROCESSING TIME   PROCESSING TIME     Office of Public   PROCESSING TIME   PROCESSING TIME     PROCESSING TIME   PROCESSING TIME   PROCESSING TIME     PROCESSING TIME   PROCESSING TIME   PROCESSING TIME     Office of Public   PROCESSING TIME   PROCESSING TIME     Office of Public   PROCESSING TIME   PROCESSING TIME     Office of Public	Office or Division:	or Division: Office of Public Aff			ffairs		
UPOU employees	Classification: Complex						
CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         1 digital copy of the script, programme and preferred audio files (if any)       Client         CLIENT STEPS       AGENCY ACTIONS       FEES TO BE PAID       PROCESSING TIME       PERSON RESPONSIB         1.1. Submit request via https://docs.google.com/a/upou.edu_ph/forms/d/1ZPLi_B2dbmaa3ouO0N_6h73gD5FpYC41_TAT-X89j0XHq0/viewform?edit_requeste_d=true_OR 1.2.       1.2. Renders decision on the request.       None       5 minutes       Director Office of Pub Affairs         1.3. Informs the requesting unit on the decision of the office of Public       1.3. Informs the request of the decision of the request       None       5 minutes       Administrative Office of Public	Type of Transaction: Government-to-C			Governmer	nt (G2G)		
1 digital copy of the script, programme and preferred audio files (if any)  CLIENT STEPS  AGENCY ACTIONS  1.1. Submit request via https://docs.googl e.com/a/upou.edu .ph/forms/d/1ZPLi B2dbmaa3ouO0N 6h73gD5FpYC41 TAT- X89j0XHq0/viewfo rm?edit requeste d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public  AGENCY ACTIONS  FEES TO BE PAID  I.1. Acknowledges the submitted request. None 5 minutes Office of Public Administrative Office of Public None 5 minutes Office of Public None 5 minutes Administrative Office of Public None 5 minutes Administrative Office of Public None Office None Office None Office of Public None Office Office None Office Office None Office Office None Office Office Office None Office Of	Who may avail:		UPOU employee	s			
CLIENT STEPS  AGENCY ACTIONS  1.1. Submit request via https://docs.googl e.com/a/upou.edu _ph/forms/d/1ZPLi B2dbmaa3ouO0N 6h73gD5FpYC41 TAT- X89j0XHq0/viewform?edit requeste d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public					WHERE TO SE	CURE	
CLIENT STEPS  AGENCY ACTIONS  TO BE PAID  1.1. Submit request via https://docs.googl e.com/a/upou.edu .ph/forms/d/1ZPLi B2dbmaa3ouO0N 6h73gD5FpYC41 TAT- X89j0XHq0/viewform?edit requeste d=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public  AGENCY ACTIONS  TO BE PAID  To BE PROCESSING RESPONSIB  Administrativ Office of Pub Affairs  None  5 minutes  Administrativ Office of Pub Affairs  Administrativ Officer IV Office of Pub Affairs  Affairs  Affairs	1 digital copy of the script, programme		Client				
request via <a href="https://docs.google.com/a/upou.edu">https://docs.google.com/a/upou.edu</a> <a href="mailto:nph/forms/d/1ZPLi">nph/forms/d/1ZPLi</a> <a href="mailto:nph/forms/d/1ZPLi">B2dbmaa3ouO0N</a> <a href="mailto:nph/forms/d/1ZPLi">6h73gD5FpYC41</a> <a href="mailto:nph/forms/d/1ZPLi">TAT-</a> <a href="mailto:nph/forms/d/1ZPLi">nph/forms/d/1ZPLi</a>							







## 1. Email Accounts Creation Request - Student

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

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



# 5. Email Account One-Time-Password (OTP)/ Password Reset Request - Student

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

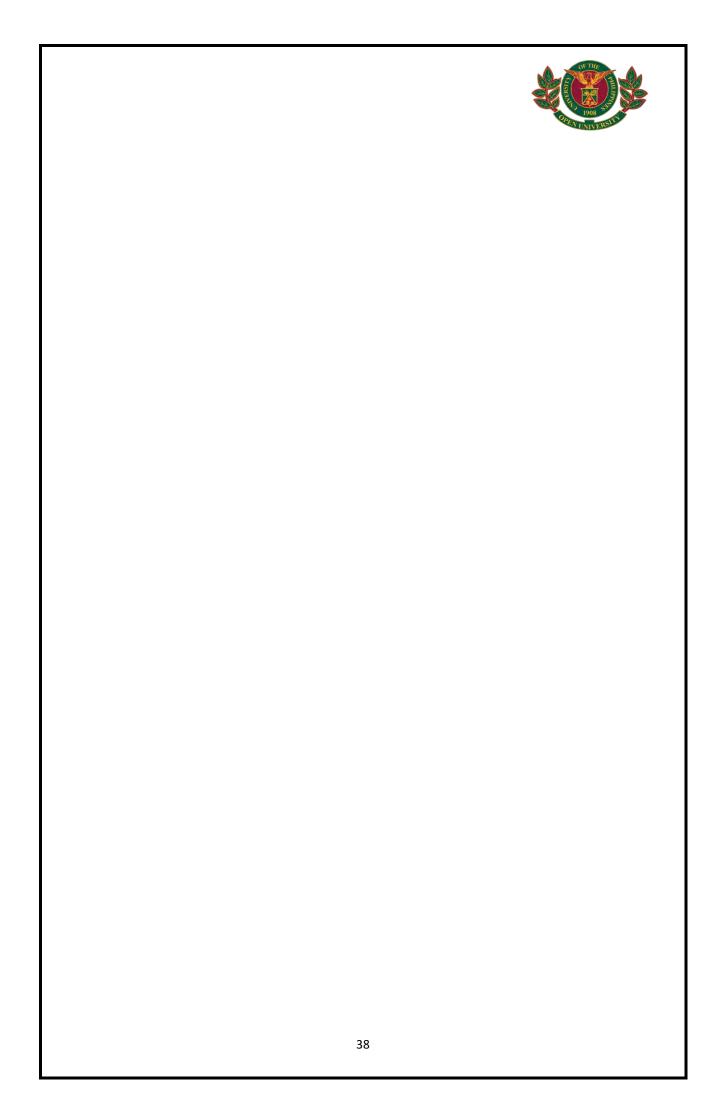
Office or Division:		Communic	cation Technology	/ Development	
Опісе					
Classification:	Simple				
Type of Transaction	on: Government-to-	Citizens (G	S2C)		
Who may avail:	All existing ema	il account l	holders - Students	3	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy of		Student			
1 digital copy of ID/Form 5)	f proof of identity (valid	Student			
1 digital copy a	Iternate email address	Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request	1.1 Acknowledges	None	5 minutes	Administrative	
via email to	receipt of the			Assistant III	
ictdo@upou.edu.p	request			ICTDO	
<u>h</u>	1.2 Resets	None	5 minutes	Administrative	
	OTP/Password			Assistant III	
				ICTDO	
	1.3 Releases the	None	5 minutes	Administrative	
	OTP/Password to			Assistant III	
	the student via the			ICTDO	
	alternative email				
	address				
	TOTAL	None	15 minutes		

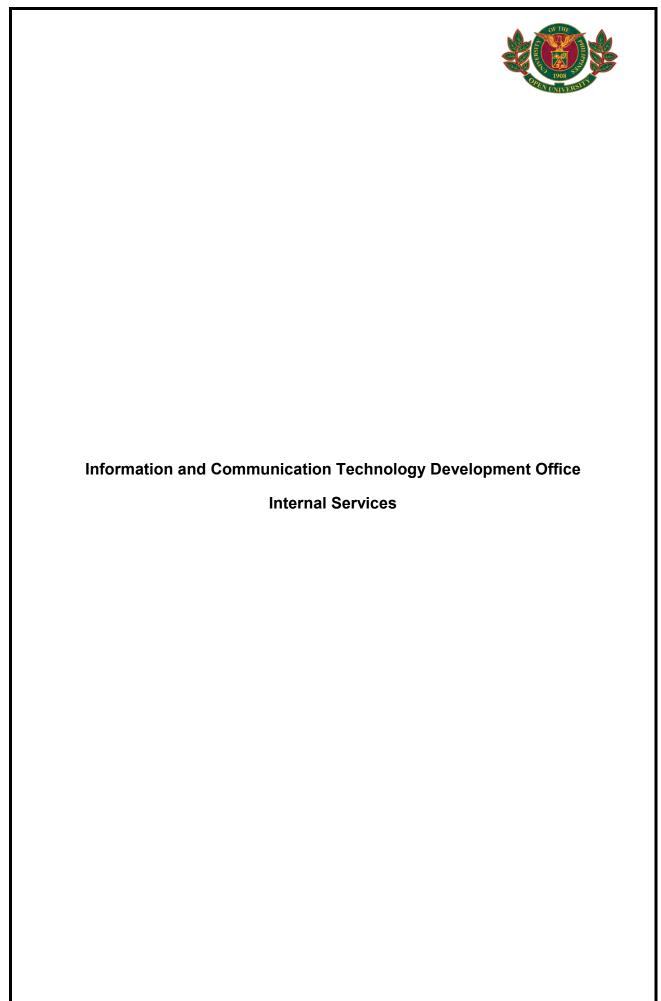


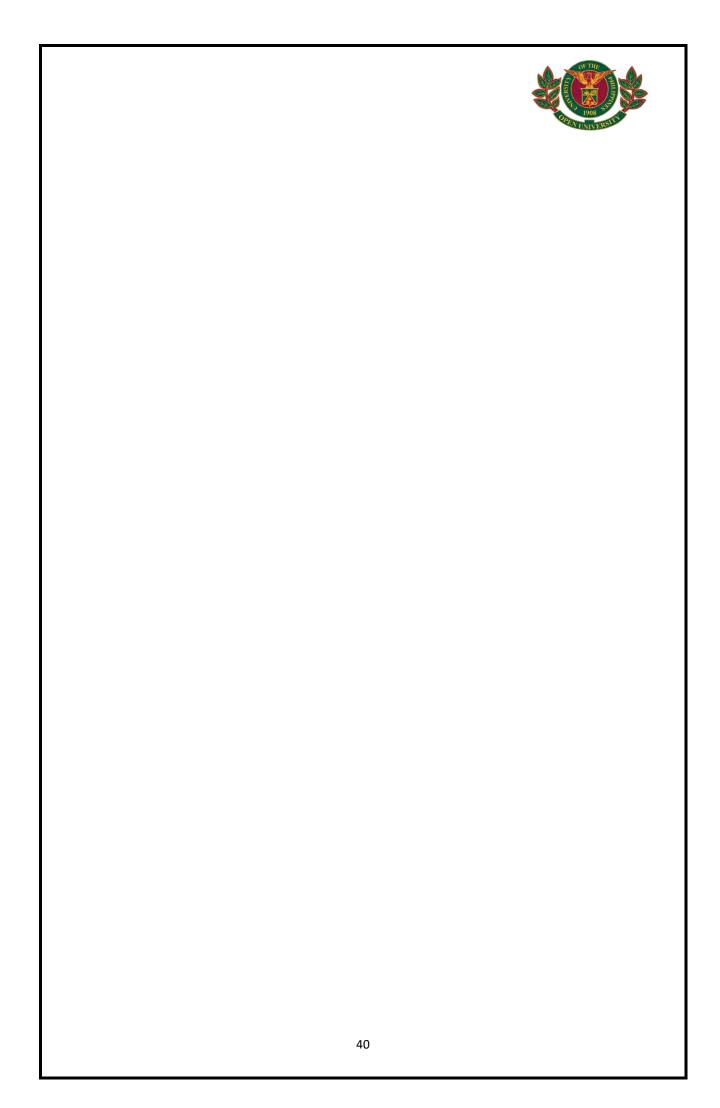
### **6. MyPortal Troubleshooting Request**

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

Office or Division:		Information and Communication Technology Development Office			y Development
Classification:		Complex			
Type of Transaction		Government-to		,	
Who may avail:		All MyPortal us	ers - Stud		
CHECKLIST OF F				WHERE TO SE	CURE
1 digital copy			Student		
1 digital copy details	of tl	he case	Student		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.p">ictdo@upou.edu.p</a>	req	Sends uest receipt nfirmation.	None	10 minutes	Information Systems Researcher III ICTDO
		Performs uests.	None	6 days	Information Systems Researcher III ICTDO
	sta	Updates the tus of the uest.	None	10 minutes	Information Systems Researcher III ICTDO
	ТО	TAL	None	6 days 20 minutes	









#### 1. Email Accounts Creation - Employees

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

Office or Divisions		Information and	Communication Technology Development		
Office or Division:	Office of Division.				•
Classification:		Simple			
Type of Transaction	on:	Government-to-0	Governmer	nt (G2G)	
Who may avail:		All employees		,	
CHECKLIST OF	REC	QUIREMENTS		WHERE TO SE	CURE
1 digital copy o	f lette	er request	Employee		
1 digital copy H	IRDC	email confirmation	HRDO		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.p		Acknowledges receipt of the request	None	5 minutes	Administrative Assistant III ICTDO
<u>h</u>		Creates the email	None	5 minutes	Administrative Assistant III ICTDO
		Releases the email to the employee	None	5 minutes	Administrative Assistant III ICTDO
	TO	TAL	None	15 minutes	



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

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

Office or Division:		Information and Office	Communic	cation Technology	/ Development
Classification:		Simple			
Type of Transaction	on:	Government-to-	Governme	nt (G2G)	
Who may avail:		All existing emai	l account h	nolders – Employe	ees
CHECKLIST OF	REC	UIREMENTS		WHERE TO SE	CURE
1 digital copy o			Employee		
1 digital copy a	Iterna	ite email address	Employee	T	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.p	rec	Acknowledges ceipt of the quest	None	5 minutes	Administrative Assistant III ICTDO
<u>h</u>		Resets P/Password	None	5 minutes	Administrative Assistant III ICTDO
	OT the the	Releases the P/Password to e employee via alternative all address	None	5 minutes	Administrative Assistant III ICTDO
	TC	TAL	None	15 minutes	



#### 3. General Technical Support Request

This serves as a guideline for request for general technical support, including software, hardware and network troubleshooting.

Office or Division	Division: Information ar			nication Technolog	y Development
Classification:		Complex			
Type of Transact	ion:	Government-	to-Governn	nent (G2G)	
Who may avail:		All employees	3		
CHECKLIST OF	REQ	JIREMENTS		WHERE TO SE	CURE
1 digital cor	by of I	etter request	Employee	)	
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.	requ	Sends uest receipt firmation.	None	5 minutes	Administrative Assistant III ICTDO
ph for General Technical Support .		Performs uests.	None	6 days	Administrative Assistant III ICTDO
	stat	Updates the us of the lest.	None	5 minutes	Administrative Assistant III ICTDO
	TO	ΓAL	None	6 days and 10 minutes	



### 4. MyPortal Account Creation for Students

This serves as a guideline for creation of student account in MyPortal.

Office or Division:  Classification:  Information and Conffice  Complex		Communic	ation Technology	Development	
Type of Transaction	on:	Government-to-G	overnmer	nt (G2G)	
Who may avail:		Office of the Unive	ersity Reg	gistrar	
CHECKLIST OF	RE	QUIREMENTS		WHERE TO SE	CURE
1 digital copy	of l	etter request	Office of	the University Re	egistrar
1 digital copy profiles	of l	ist of student	Office of	the University Re	egistrar
CLIENT STEPS	AG	SENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of Student	rec	I Sends request ceipt nfirmation.	None	5 minutes	Information Systems Researcher III ICTDO
Account in MyPortal.		2 Performs quests.	None	6 days	Information Systems Researcher III ICTDO
	sta	B. Updates the atus of the quest.	None	5 minutes	Information Systems Researcher III ICTDO
	TC	DTAL	None	6 days and 10 minutes	



## 5. MyPortal Additional Access Privileges to Course Sites Request

This serves as a guideline for request for additional access privileges to course sites in MyPortal.

Off:	11.6 1: 17			<b>5</b> 1 1		
Office or		Information and Communication Technology Development				
Division:	Office	Office				
Classification:	Simple					
Type of	Government-to-G	Sovernmen	t (G2G)			
Transaction:						
Who may avail:	Faculty Office Sta	aff, Prograr	n Chair, owner of	the course site		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
1 digital lette		Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sends request service via email to ictdo@upou.edu.p	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
h.	1.2 Performs requests.	None	1 day	Information Systems Researcher III ICTDO		
	1.3 Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	1 day and 10 minutes			



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

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

Office or Division:	Information and Co	mmunication	Technology De	velopment Office	
Classification:	Complex				
Type of	Government-to-Go	vernment (G	2G)		
Transaction:		•	,		
Who may avail:	Faculty Office				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1 digital letter	request	Client			
1 list of FIC as	signments	Client			
CLIENT STEPS	AGENCY FEES TO PROCESSIN			PERSON	
	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Sends request	1.1 Sends	None	5 minutes	Information	
via email to	request receipt			Systems	
ictdo@upou.edu.ph	confirmation.			Researcher III	
for posting of FIC				ICTDO	
Assignments to	1.2. Performs	None	6 days	Information	
Course Sites in	requests.			Systems	
MyPortal.				Researcher III	
				ICTDO	
	1.3. Updates the	None	5 minutes	Information	
	status of the			Systems	
	request.			Researcher III	
	•			ICTDO	
	TOTAL	None	6 days and		
			10 minutes		



### 7. MyPortal Course Site Creation

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

Office or Division: Classification: Type of	Information and Communication Technology Development Office Complex Government-to-Government (G2G)				
Transaction:			()		
Who may avail:	Office of the Univ	ersity Reg			
CHECKLIST OF RI			WHERE TO SE	CURE	
1 request lette		Client			
1 list of course	es to create	Client	1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
From any     location, ends     request via email     for the creation of	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO	
course sites in MyPortal.	1.2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days and 10 minutes		



#### 8. MyPortal Creation of FIC Accounts Request

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

Office or		Communica	ation Technology	Development			
Division:	Office	Office					
Classification:	Complex						
Type of	Government-to-G	Sovernmen	t (G2G)				
Transaction:							
Who may avail:	Faculty Office						
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE			
1 digital copy of lett		Faculty O	ffice				
1 digital copy of list	of FIC profiles	Faculty O	ffice				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Sends request via email to ictdo@upou.edu.p h for the creation	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO			
of FIC Accounts in MyPortal.	1.2 Performs requests.	None	6 days	Information Systems Researcher III ICTDO			
	1.3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO			
	TOTAL	None	6 days and 10 minutes				



### 9. MyPortal Troubleshooting Request- Faculty

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

Office or Division:	Information ar Office	Information and Communication Technology Development Office			
Classification:	Complex				
Type of Transaction	on: Government-to	Government-to-Government (G2G)			
Who may avail:	All MyPortal u	All MyPortal users – Faculty			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1 digital copy	of letter request	Faculty n	nember		
1 digital copy details	of the case	Faculty r	nember		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request via email to <a href="mailto:ictdo@upou.edu.p">ictdo@upou.edu.p</a>	1.1 Sends request receipt confirmation.	None	10 minutes	Information Systems Researcher III ICTDO	
	1.2 Performs requests.	None	6 days	Information Systems Researcher III ICTDO	
	1.3 Updates the status of the request.	None	10 minutes	Information Systems Researcher III ICTDO	
	TOTAL	None	6 days 20 minutes		



### 10. Systems Development Request

This serves as a guideline for request for systems development.

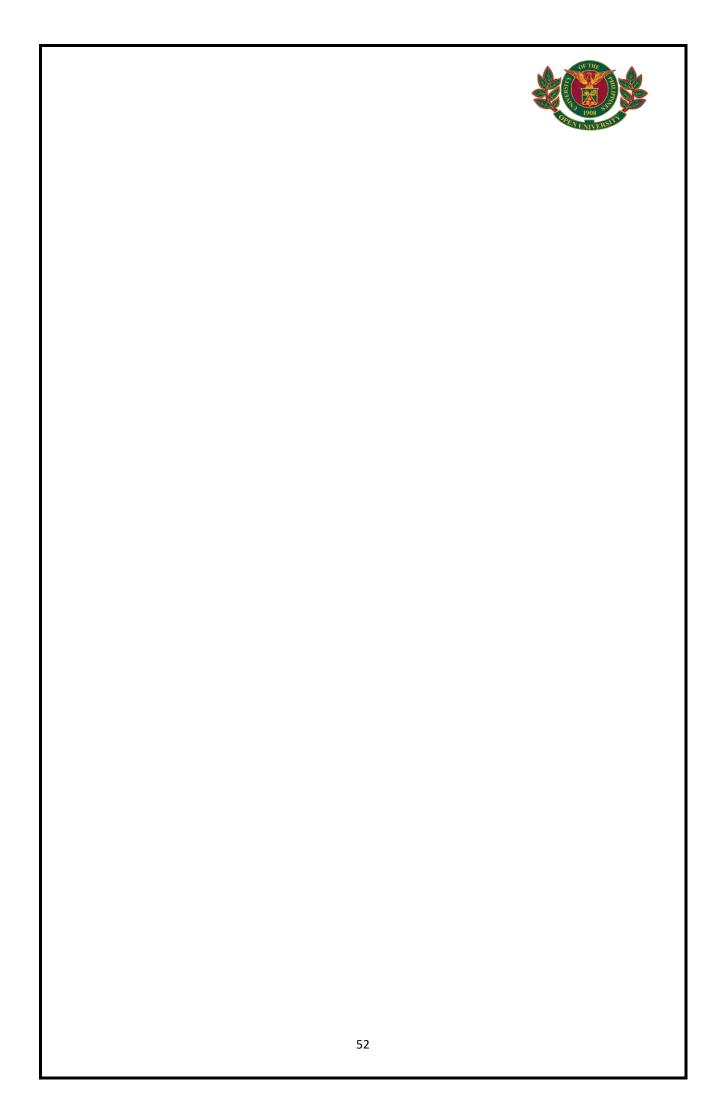
Office or Division:	Information and Communication Technology Development Office					
Classification:	Highly Technical	Highly Technical				
Type of Transaction:	Government-to-Go	overnment	(G2G)			
Who may avail:	All employees with	n approval f				
CHECKLIST OF R			WHERE TO SE	CURE		
1 digital copy of lette approval of the unit h	ead	Employee	)			
1 softcopy of docume objectives, specificat mock-up, and timeling	ions, features,	Employee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Sends request via an online ticketing system.	1.1 Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO		
	1.2 Studies documents provided.	None	2 days	Information Systems Researcher III ICTDO		
	1.3. Provides recommendation s and action plan for the request	None	4 days	Information Systems Researcher III ICTDO		
	1.4. Updates the status of the request.	None	5 minutes	Information Systems Researcher III ICTDO		
	TOTAL	None	6 days and 10 minutes			



### 11. Web App Deployment Request

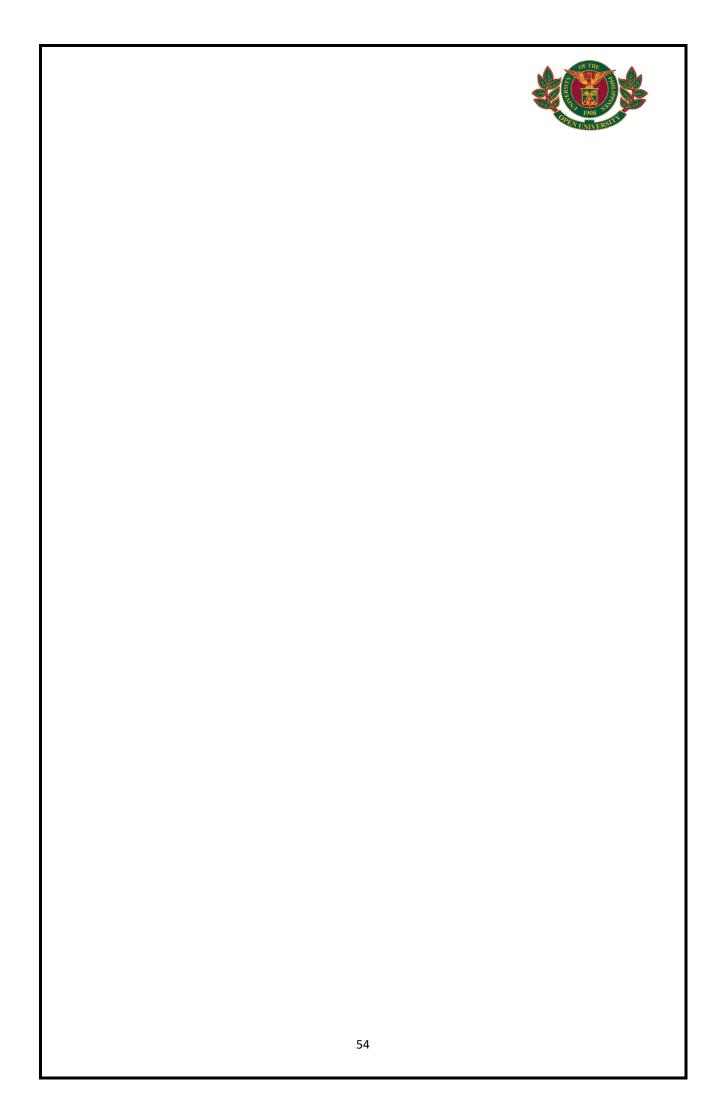
This serves as a guideline for request for web app deployment.

Office or Division:	Information and Office	Information and Communication Technology Development Office			
Classification:	Complex				
Type of Transaction	on: Government-to	-Governm	-Government (G2G)		
Who may avail:	All employees	yees			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	ECURE	
1 digital copy of lett		Employe	е		
	he head of unit				
1 soft copy of docur		Employe	е		
systems requirement					
unit test report, use					
report, security test					
manual, administrat	or's manual		Т		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request	1. Sends request	None	5 minutes	Information	
service via an	receipt			Systems	
online ticketing	confirmation.			Researcher III	
system.				ICTDO	
	2. Performs	None	6 days	Information	
	requests.			Systems	
				Researcher III	
				ICTDO	
	3. Updates the	None	5 minutes	Information	
	status of the			Systems	
	request.			Researcher III	
	TOTAL	N	0 dans - 140	ICTDO	
	TOTAL	None	6 days and 10 minutes		





Multimedia Center Internal Services





### 1. Instructional Design Request

This serves as a guideline for requesting for instructional design.

Office or Division:	Multimedia Center
Classification:	Complex
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Employees

CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA">https://goo.gl/forms/QmiFUVdHnprA</a>	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher II Multimedia Center
<u>2Cck2</u> .	1.2. Provides the requested service.	None	5 days	University Researcher II Multimedia Center
	1.3. Requests to fill- out Evaluation form via https://goo.gl/forms/ 3z3qLEs0Q3n0qXe Z2	None	5 minutes	Administrative Assistant II Multimedia Center
	TOTAL	None	5 days and 10 minutes	



### 2. Learning Objects in Multimedia Formats (Interactive Video and Video with Animation) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats (Interactive Video and Video with Animation).

Office or Division:	Multimedia Ce	Multimedia Center			
Classification:	Highly Technic				
Type of Transaction			nent (G2G)		
Who may avail:	All Employees				
CHECKLIST OF RE		WHERE TO SECURE			
	1 photocopy of approved Multimedia		ng unit		
production proposal (label Chair and Dean).	by the Program				
1 original copy of sign of talent/s.	ed consent form	Requesti	ng unit		
1 original copy of the learning material auth video/sound/ photograthe UPOU Networks with the UPOU Networks with t	or to upload aph materials to vebsite.	Requesting unit			
1 photocopy of the ap shoot in a venue outs		Requesti	ng unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHn">https://goo.gl/forms/QmiFUVdHn</a>	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center	
prA2Cck2.	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations,	None	1 day	University Researcher II Multimedia Center	



2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	aspects required in the productions 1.3 Conducts ocular visit to the location shoot  1.4 Proceeds the shoot or production.  2.1 Uploads the multimedia material to the UPOU Networks. 2.2. Requests to fill-out Evaluation form via https://goo.gl/fo rms/3z3qLEs0	None None None	1 day  1 day  5 minutes	Audio-Video Equipment Operator II Multimedia Center University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center Information Systems Researcher II Multimedia Center Administrative Assistant II Multimedia Center Center Administrative Assistant II Multimedia Center Center
	Q3n0qXeZ2 TOTAL	None	13 days and 15 minutes	



# 3. Learning Objects in Multimedia Formats (Podcasts and Simple Video Lecture) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats.

Office or Division:	Multimedia Ce	Multimedia Center		
Classification:	Complex			
Type of Transaction		o-Governr	ment (G2G)	
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of approved Multimedia		Request	ing unit	
production proposal ( Chair and Dean)	by the Program			
1 original copy of con by talent/s.	sent form signed	Request	ing unit	
1 original copy of peri video/sound/ photogra uploading on to the In	aph materials for	Request	ing unit	
1 photocopy of appro- use the venue for sho be done outside of UR	ved permit to oot (if shoot will POU).	Request	ing unit	
1 original copy of permit/approval to upload the produced materials to the UPOU Networks.		Requesting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center
	1.2 Conducts pre-production	None	1 day	University Researcher II



2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.  2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2  TOTAL	None	1 day 5 minutes 6 days and 15 minutes	I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center Information Systems Researcher II Multimedia Center Administrative Assistant II Multimedia Center
	copyright issues, expectations, and other aspects required in the productions 1.3 Conducts ocular visit to the location shoot  1.4 Proceeds the shoot or production.	None	1 day 3 days	



### 4. Learning Objects in Multimedia Formats (Video Lecture and Instructional Video) Development

This serves as a guideline for requesting for development of learning objects in multimedia formats (video lecture and instructional video).

Office or Division:	Multimedia Cen	Multimedia Center		
Classification:	Highly Technica			
Type of Transaction		Governme	ent (G2G)	
Who may avail:	All Employees			
CHECKLIST OF R			WHERE TO SE	CURE
1 photocopy of the ap Multimedia production Program Chair and D	proposal (by the	Requesti	ng unit	
1 original copy of sign of talent/s.		Requesti	ng unit	
1 original copy of the learning material auth video/sound/ photograthe UPOU Networks with the UPOU Networks with t	or to upload aph materials to	Requesti	ng unit	
1 photocopy of the ap shoot in a venue outs		Requesti	ng unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.At least two weeks before the target production schedule, fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	<i>Director</i> Multimedia Center
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other	None	1 day	University Researcher II Multimedia Center



	TOTAL	None	10 days and 15 minutes	
	https://goo.gl/for ms/3z3qLEs0Q3 n0qXeZ2		40.1	
signs consent form.	fill-out Evaluation form via			Assistant II  Multimedia  Center
multimedia material prior to uploading to the UPOU Networks site and	material to the UPOU Networks.  2.2. Requests to	None	5 minutes	Systems Researcher II Multimedia Center Administrative
2. Approves the final copy of the	2.1 Uploads the multimedia	None	1 day	Multimedia Center Information
				I/Administrative Assistant VI/ Administrative Assistant II
				Researcher II, Audio-Video Equipment Operator
	1.4 Proceeds the shoot or production.	None	7 days	University Researcher II, Information Systems
	productions 1.3 Conducts ocular visit to the location shoot	None	1 day	Audio-Video Equipment Operator II/Administrative Assistant II Multimedia Center
	aspects required in the			



## 5. Scriptwriting or Assistance/ Coaching during Script Development Request

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

Office or Division:	Multimedia Cente	Multimedia Center		
Classification:	Highly Technical	Highly Technical		
Type of	Government-to-G	overnment	t (G2G)	
Transaction:				
Who may avail:	UP Community			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE
None		Not applic	<u>cable</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher II, Multimedia Center
	1.2 Provides the requested service.	None	7 days	Information Systems Researcher II/University Researcher II, Multimedia Center
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center
	TOTAL	None	7 days and 10 minutes	



### 6. Sound Editing Request

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

Office or Division:	Multimedia Ce	nter	Multimedia Center		
Classification:	Simple	Simple			
Type of Transaction:	Government-to	Government-to-Government (G2G)			
Who may avail:	All Employees	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SI	ECURE	
1 digital copy of sound be edited	and video to	Requesti	ng Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2Cck2">https://goo.gl/forms/QmiFUVdHnprA2Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	Administrative Assistant VI Multimedia Center	
	1.2 Provides the requested service.	None	2 days	Administrative Assistant VI Multimedia Center	
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center	
	TOTAL	None	2 days and 10 minutes		



#### 7. Sound Recording Request

This serves as a guideline for requesting for sound recording.

Office or Division: Multimedia Center		
	Classification:	Highly Technical
	Type of Transaction:	Government-to-Government (G2G)
	Who may avail:	All Employees

Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> <a href="https://goo.gl/forms/Cck2">Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher I Multimedia Center
	1.2. Provides the requested service.	None	14 days	<i>University</i> Researcher I Multimedia Center
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center
	TOTAL	None	14 days and 10 minutes	



#### 8. Storyboard Development/Preparation Request

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

Office or Division:	Multimedia Cen	ter			
Classification:	Highly Technica	Highly Technical			
Type of	Government-to-	Governm	ent (G2G)		
Transaction:		,			
Who may avail:	All Employees	All Employees			
CHECKLIST OF R	EQUIREMENTS				
None		Not App	licable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> Cck2.	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	University Researcher I Multimedia Center	
	1.2 Provides the requested service.	None	7 days	University Researcher I Multimedia Center	
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center	
	TOTAL	None	7 days and 10 minutes		



## 9. Supplementary Course Components (OERs) Development

This serves as a guideline for requesting for development of supplementary course components (OERs).

Office or Division:	Multimedia Cente	er			
Classification:	Highly Technical				
Type of	Government-to-Government (G2G)				
Transaction:					
Who may avail:	UPOU Faculty-in-	-Charge			
CHECKLIST OF R			WHERE TO SECURE		
1 original copy of letter request to develop OER.		Dean's O	Dean's Office		
1 photocopy of OER Note	Proposal/Concept	Dean's O	Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fills out the MC     Online Request     Form via <a href="https://goo.gl/forms/QmiFUVdH">https://goo.gl/forms/QmiFUVdH</a> <a href="https://goo.gl/forms/QmiFUVdH">nprA2Cck2</a>	1.1 Convenes with the FIC and a multimedia specialist to prepare the production plan (i.e., script, storyboard, description, tags, etc.).	None	3 hours	University Researcher II Multimedia Center	
	1.2.Conducts the pre-production meeting and actual production.	None	3 hours	University Researcher II Multimedia Center	
	1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress.	None	15 minutes	Information Systems Researcher II Multimedia Center	
	1.4 Facilitates the evaluation of the OER materials produced.	None	4 hours	University Researcher II/Information Systems Researcher II	



				Multimedia
				Center
<ol><li>Reviews the</li></ol>	2.1 Revises/re-	None	7 days	Information
OER	edits the OER			Systems
	materials.			Researcher
				II/Administrative
				Aide IV
				Multimedia
				Center
	2.2. Publishes	None	1 day	Information
	the final OER			Systems
	materials to the			Researcher II
	UPOU Networks,			Multimedia
	shares the links			Center
	to the DO and			
	other OER			
	repositories.			
	2.3 Requests to	None	15 minutes	Administrative
	fill-out Evaluation			Assistant II
	form via			Multimedia
	https://goo.gl/for			Center
	ms/3z3qLEs0Q3			
	n0qXeZ2			
	TOTAL	None	9 days, 2	
			hours and 30	
			minutes	



### 10. Video Editing Request

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

	11 11 11 0				
Office or Division:		Multimedia Center			
Classification:	Highly Technica				
Type of Transaction		Government-to-Government (G2G)			
Who may avail:		All Employees			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECURE		
1 digital copy of the	video to be edited	Employee	9		
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON		PERSON RESPONSIBLE	
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> Cck2	<ul><li>1.1 Coordinates with the requesting party regarding the details of the service.</li><li>1.2 Provides the requested service.</li></ul>	None	5 minutes  14 days	Administrative Assistant VI/Information Systems Researcher II Multimedia Center Administrative Assistant VI/Information Systems Researcher II Multimedia	
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Center Administrative Assistant II Multimedia Center	
	TOTAL		14 Days and 10 minutes		



#### 11. Video Recording/Documentation Request

This serves as a guideline for requesting for video recording/documentation.

Office or Division:	Multimedia Center
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Employees

	Wild may avail. All Employees					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fills out the MC Online Request Form via <a href="https://goo.gl/forms/QmiFUVdHnprA2">https://goo.gl/forms/QmiFUVdHnprA2</a> <a href="https://goo.gl/forms/QmiFUVdHnprA2">Cck2</a> .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>University</i> <i>Researcher I</i> Multimedia Center		
	1.2. Provides the requested service.	None	14 days	<i>University</i> Researcher I Multimedia Center		
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	Administrative Assistant II Multimedia Center		
	TOTAL	None	14 days and 10 minutes			



### 12. Web Streaming Request

This serves as a guideline for requesting for web streaming.

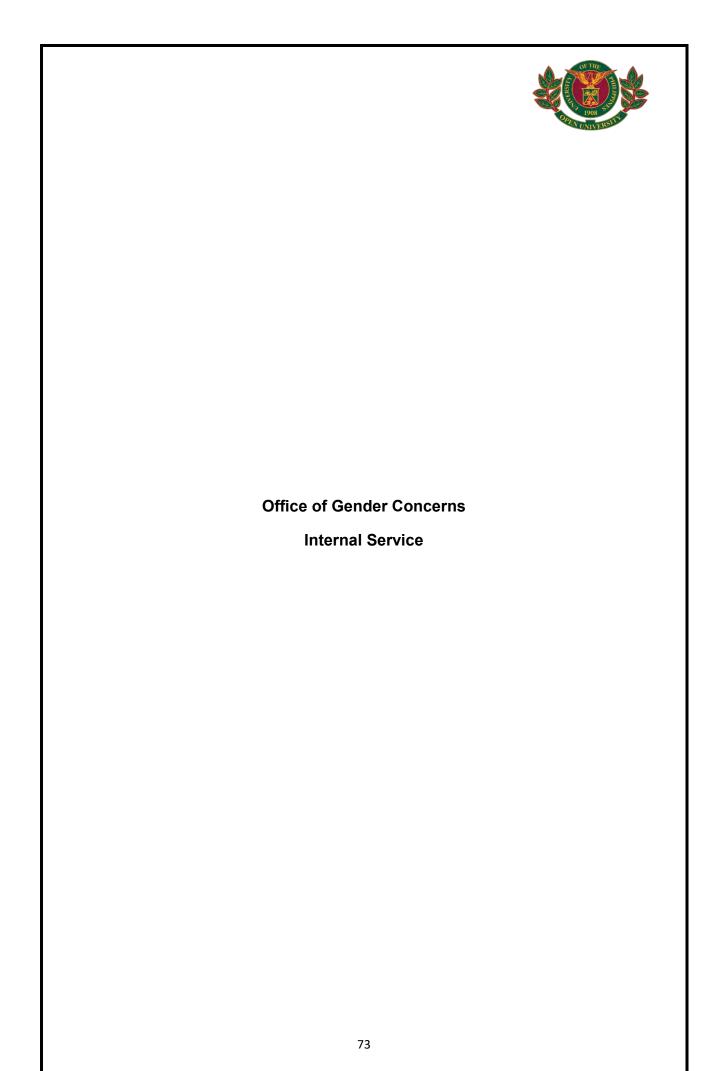
Office or Division:	Multimedia Cente	er		
Classification:	Complex			
Type of	Government-to-Government(G2G)			
Transaction:	,			
Who may avail:	All Employees			
CHECKLIST OF R			WHERE TO SE	CURE
1 softcopy of each m		Requestii	ng party	
to be used during the		·		
1 digital copy of ema		ICTDO		
ICTDO for internet co				
assistance/services.				
1 original copy of cor	nsent form of	Requestii	ng party	
talent/s/speaker/s.			- · ·	
1 original copy of vid	eo release form	Requestii	ng party.	
for featured speaker/			- · ·	
talent/s				
	AGENCY	FEES	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID	I IIVIL	KLOF ONSIDEL
1. At least three	1.1 Coordinates	None	10 minutes	University
weeks before the	with the			Researcher II
event, fills out the	requesting party			Multimedia
MC Online Request	regarding the			Center
Form via	details of the			
https://goo.gl/forms	service.			
/QmiFUVdHnprA2	1.2 Conducts	None	1 day	University
<u>Cck2</u> .	pre- production			Researcher II
	meeting/s			Multimedia
	between the			Center
	proponent/s to			
	discuss the			
	production			
	script,			
	production			
	requirements,			
	copyright issues,			
	expectations,			
	and other			
	aspects required			
	in the			
	productions			

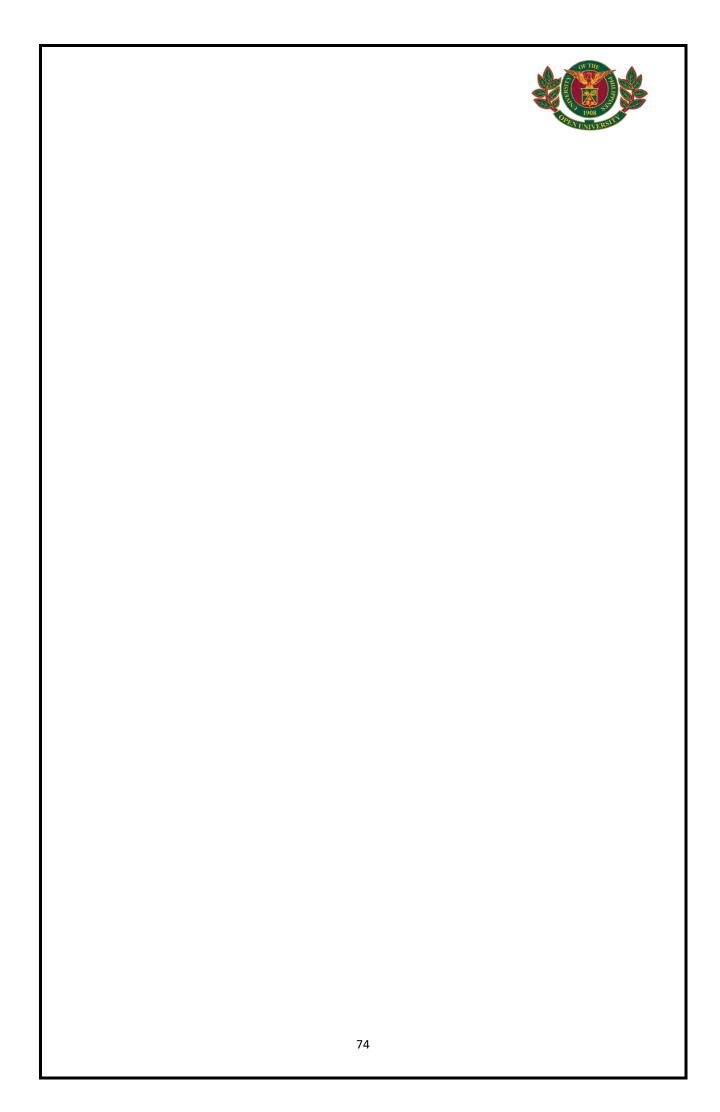


1.3. Conducts ocular visit of venue location/walk-though at least two weeks before the event	None	1 day	Administrative Assistant II Multimedia Center
1.4 Checks the quality and licenses of the materials used.	None	1 day	University Researcher II/Information Systems Researcher II Multimedia Center
1.5 Sets-up, conducts technical testing	None	7 hours	University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center
1.6 Does web streaming	None	4 hours	University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center
1.7 Edits the video	None	1 day, 4 hours	Information Systems Researcher II/ Administrative Aide VI



1.8 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	_	5 minutes	Multimedia Center  Administrative Assistant II Multimedia Center
TOTAL	None	5 days, 7 hours, and 15 minutes	







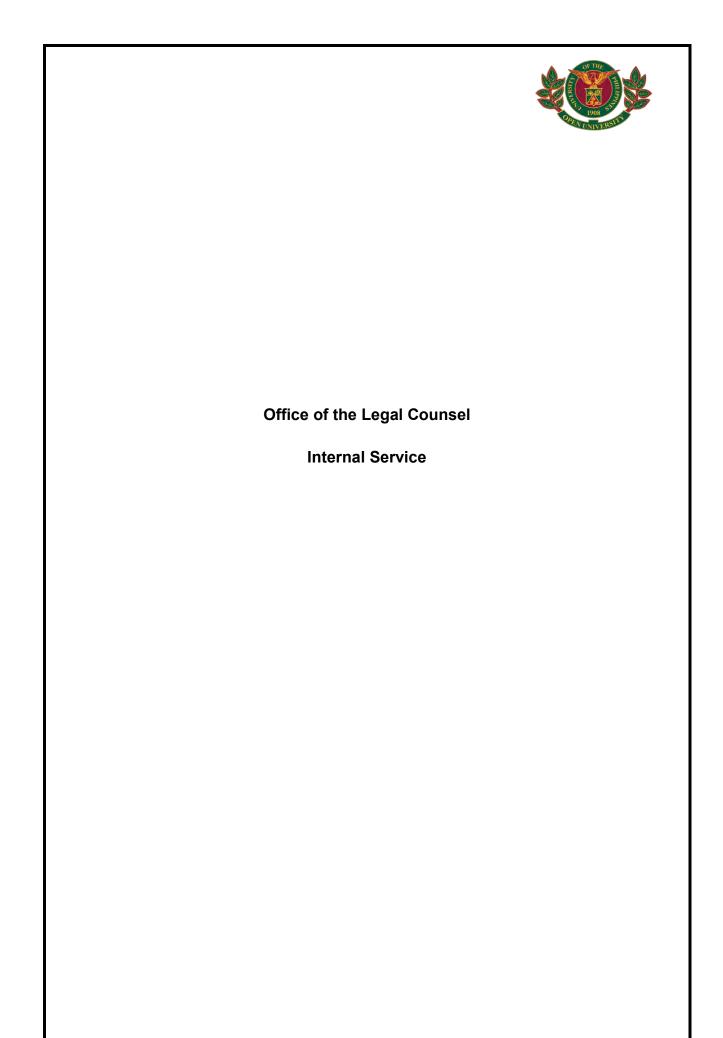
#### 1. Gender-focused Research Grant

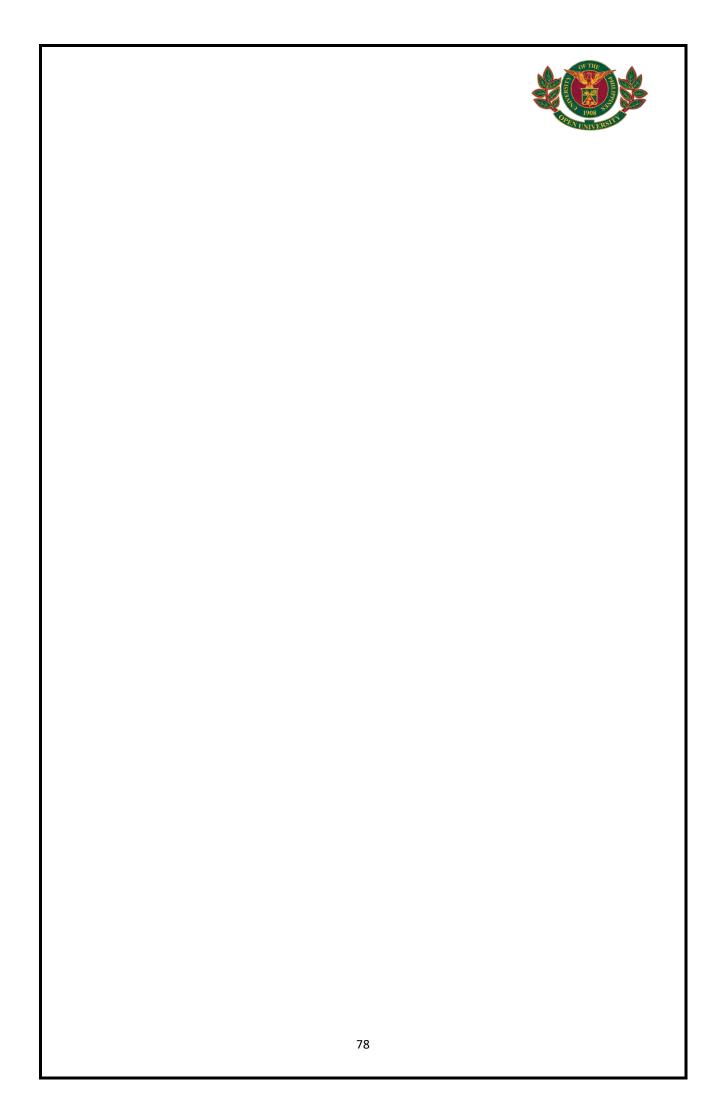
This serves as a guideline for applying for gender-focused research grant.

Office or Division:	Office of Gende	r Concerns			
Classification:	Highly Technica		•		
Type of	Government-to-		nt (G2G)		
Transaction:			,		
Who may avail:	Employees and	affiliate fac	ulty with administ	rative load credits	
CHECKLIST OF R			WHERE TO SE		
1 original copy of the	e Gender-	Proponent			
focused research pr	oposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits gender-focused research proposal to the Office of Gender	1.1. Reviews the submitted gender-focused research proposals.	None	10 days	Internal/External Reviewer, Director Office of Gender Concerns	
Concerns.	1.2. Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation	None	1 day	Director Office of Gender Concern	
	1.3 Endorses the proposal to the Data Protection Officer (DPO) for evaluation and recommendatio n.	None	1 day	Director Office of Gender Concern	
	1.4 Endorses the IREC- certified proposals to the RPC for evaluation and recommendatio n	None	1 day	<i>Director</i> Office of Gender Concern	



1.5 Endorses the awarding of the grant to the Chancellor.	None	1 day	Chair, Research and Publications Committee Office of the Vice Chancellor for Academic Affairs
1.6 Renders decision on the endorsement	None	1 day	Chancellor Office of the Chancellor
1.7 Informs the Legal Office to prepare and process the research grant contract.	None	1 day	Administrative Assistant Office of Chancellor
1.8 Facilitates the signing of the Research Grant Contract	None	2 days	Administrative Aide VI Office of Legal Counsel
1.9 Prepares the disbursement voucher of the proponent's research grant.	None	1 day	OGC Staff Office of Gender Concern
TOTAL	None	19 days	







#### 1. Contract Review/Drafting

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

Office or Division:		Office of the	Legal Co	ounsel	
Classification:		Highly Tech			
Type of Transaction	Type of Transaction: Government		t-to-Gove	rnment (G2G)	
Who may avail:		All units			
CHECKLIST OF R	REQUIF	REMENTS		WHERE TO SE	CURE
1 digital copy of proje	ect doc	ument	Requesting Unit		
1 digital copy of draft	t of con	tract	Request	ing Unit	
CLIENT STEPS		GENCY CTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for preparation/ review of contract to legal@upou.edu.ph		repares/ ws the act.	None	2 days	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel
	prepa d drat reque	eturns the red/reviewe it to the sting unit view and val.	None	15 minutes	Administrative Aide VI Office of the Legal Counsel
	1.3. Ir comm sugge any) o	ncorporates nents and estions (if	None	20 minutes	Administrative Aide VI/Chief Legal Counsel Office of the Legal Counsel
	1.4 Fi contra prints origin signa	nalizes the act and seven (7) al copies for ture/executi	None	10 minutes	Administrative Aide VI Office of the Legal Counsel
	1.5 A initials	ffixes s to the act	None	2 days	Chief Legal Counsel Office of the Legal Counsel
	contra Chan	orwards the act to the cellor and itness for ture.	None	2 days	Administrative Aide VI Office of the Legal Counsel



1.7 Facilitates notarization of the Chancellor's signature	None	1 day	Administrative Aide VI Office of the Legal Counsel
1.8 Forwards the contract for signing of the other party/ies	None	5 days	Administrative Aide VI Office of the Legal Counsel
1.9. Forwards a copy of the contract to the Board of Regents for information/confirmation	None	2 days	Administrative Aide VI Office of the Legal Counsel
1.10 Gives copy of the fully executed contract to the requesting unit and other party/ies.	None	1 day	Administrative Aide VI Office of the Legal Counsel
TOTAL	NONE	15 days and 45 minutes	



## 2. Handling Administrative/Student Disciplinary Cases Assistance

This serves as a guideline for acquiring assistance in handling administrative/student disciplinary cases.

Office or Division:	Office of the Legal	Counsel		
Classification:	Highly Technical			
Type of	Government-to-Gov	vernment	(G2G)/Governme	ent-to-Citizen
Transaction:	(G2C)			
Who may avail:	UPOU employees a	and stude		
	CHECKLIST OF REQUIREMENTS		WHERE TO SE	ECURE
1 original copy and 1	photocopy of the	Dean's (	Office/Unit	
letter from the Dean/Official re:				
Administrative/Studer	nt Disciplinary Case			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
letter request to the Office of the Legal Counsel .	.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).	None	1 days	Chief Legal Officer Office of the Chief Legal Counsel
i	1. 2. Facilitates the appointment of an ndependent prosecutor for the case to act in behalf of the UPOU.	None	3 days	Chancellor Office of the Chancellor
1	. 3. Facilitates nearing on the Case	None	14 days	College/Adminis trative Investigating Committee (C/AIC)
ri C la s ri a	I. Drafts the final esolution for the Chancellor upon the atter's advice and subject to his/her eview and approval.	None	2 days	Chief Legal Officer Office of the Chief Legal Counsel
1	OTAL	NONE	20 days	



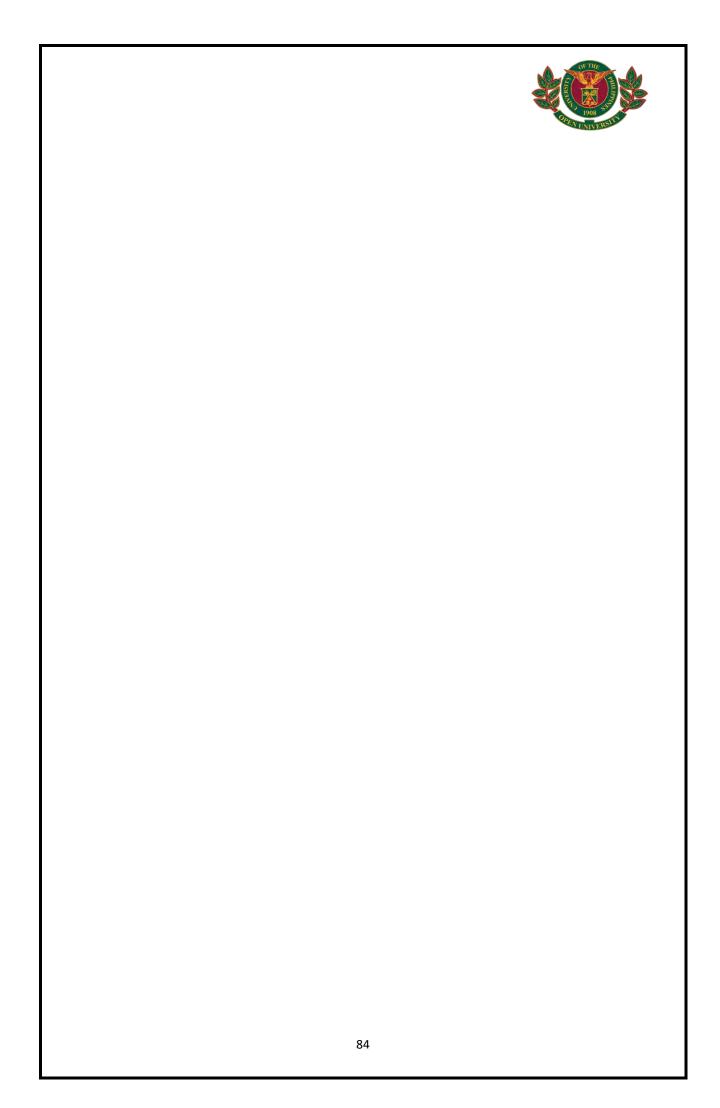
**3. Legal Advice/Advisory Request**This serves as a guideline for requesting for legal advice/opinion.

Office or Division:	Office of the Lea	Office of the Legal Counsel			
Classification:	Simple				
Type of	Government-to-	Governmen	t (G2G)		
Transaction:			(0_0)		
Who may avail:	UPOU officials				
CHECKLIST OF RE			WHERE TO SE	CURE	
1 digital copy of lette	r request for	Requesting	g Party		
opinion			T	Γ	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends request (e.g., inquiry, legal advice/opinion) by email to legal@upou.edu.ph	1.1 Informs the Chief Legal Officer regarding the request.	None	10 minutes	Administrative Aide VI Office of the Legal Counsel	
	1.2 Gives legal advice/opinion in writing or by email.	None	1 day	Chief Legal Counsel Office of the Legal Counsel	
	1.3. Forwards the legal advice/opinion to the requesting unit.	None	10 minutes	Administrative Aide VI Office of the Legal Counsel	
	TOTAL	NONE	1 day and 20 minutes		



# Office of the Vice Chancellor for Academic Affairs

**External Services** 





## 1. Application for Venue of Proctored Midterm/Final examinations

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

Office or Division:	Office of Student A Academic Affairs	Affairs, Office of the Vice Chancellor for	
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	UPOU students		
CHECKLIST OF RI	QUIREMENTS	WHERE TO SECURE	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applic	cable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application for venue at the <a href="http://osasystem.upou.edu.ph">http://osasystem.upou.edu.ph</a>	1.1 Consolida tes the request generated through the system. 1.2 Makes the	None None	1 day 1 day	University Extension Associate I Office of Student Affairs University
	exam arrangements with examiners/ proctors and coordinates with Faculty Offices.	None	1 day	Extension Associate I Office of Student Affairs
	1.3 Informs students of exam details.	None	1 day	University Extension Associate I Office of Student Affairs
	TOTAL	None	3 days	



### 2. Application for Scholarship Grants

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

students.				
Office or Division:		Affairs, Off	ice of the Vice Cha	ancellor for
	Academic Affairs			
Classification:	Complex			
Type of	G2C - Governmer	nt to Citizer	n	
Transaction:				
Who may avail:	UPOU students			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	CURE
1 2x2 photo		Applicant		
1 photocopy of Currer	nt Income Tax	Applicant		
Return of parents; if e	xempted from			
filing, attach 1 photoco	opy of BIR Cert. of			
Exemption; if parents	are unemployed,			
attach 1 original copy	of notarized			
affidavit of income				
1 photocopy of UP Fo	rm 5	Applicant		
1 original copy of True	Copy of Grades	Office of	the University Reg	istrar
from previous semeste	er(s)			
1 original copy of Certificate of Good		Office of	the University Reg	istrar
Moral Character				
1 photocopy of Birth Certificate		Applicant		
Three (3) original recommendation		Applicant		
letter from previous Pr	rofessor			
	AGENCY	FEES	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	TO BE	TIME	RESPONSIBLE
	ACTIONS	PAID	I IIVIL	RESPONSIBLE
1.Submits	1.1 Receives	None	1 day	Administrative
application	and screens the			Aide VI
documents to the	application			Office of
Office of Student				Student Affairs
Affairs	1.2 Evaluates	None	1 day	Scholarship
	application			Committee
	1.3 Notifies the	None	1 day	Administrative
	students on the		,	Aide VI
	results through			Office of
	email or mail			Student Affairs
	1.4 Uploads	None	1 day	Administrative
	qualified			Assistant III
	applicants in the			Office of the
	Official OUR			University
	Database			Registrar
	System			
	TOTAL	None	4 days	
	•	•		•



#### 3. Application for Tuition Fee Refund of Scholar

This serves as guidelines for scholar/s who has paid his/her matriculation fee and request to refund his/her tuition fees.

	0.65			
Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for			
Ol'('('	Academic Affairs			
Classification:	Complex			
Type of	G2C - Governmer	nt to Citizei	n	
Transaction:	A 15 15 15 15 15 15 15 15 15 15 15 15 15			
Who may avail:	Approved scholars  EQUIREMENTS WHERE TO SECURE			CURE
CHECKLIST OF RE		https://oc	a.upou.edu.ph/sch	
1 photocopy of UP Fo		Applicant		<u>ioiai si iip/</u>
1 photocopy of Or 10		Applicant		
т рпососору о п тоог с		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1.1 Receives	None	5 Minutes	Administrative
application for	application for			Aide VI
refund to the Office	refund.			
of Student Affairs				Office of
	1.2 Evaluates	Mana	4 4-1	Student Affairs
		None	1 day	Administrative
	the request for			Aide VI
	refund			Office of
				Student Affairs
	1.3 Prepares the	None	1 day	Administrative
	Disbursement Voucher (DV)			Officer
	,			Office of Vice
				Chancellor for
				Academic
				Affairs
	1.4 Verifies/	None	5 minutes	Administrative
	Checks and			Officer/Unit
	signs Box A			Head
				Respective Unit
	1.5 Pre-audits	None	1 day	Administrative
	the document			Aide
				Accounting
				Office
	1.6.Records the	None	4 hours	Administrative
	transaction to			Aide



books of accounts			Accounting Office
1.7.Reviews,	None	4 hours	Chief
signs and			Accountant
certifies the			Accounting
availability of			Office
funds	NI	40	Via a Ola ana a llan
1.8 Approves	None	10 minutes	Vice Chancellor
the payment			for Finance and
			Administration/
			Chancellor
			OVCFA/OC
1.9 Prepares e-	None	4 hours	Administrative
credit payment/ check			Aide/ Cash Office
1.10 Reviews	None	30 minutes	Chief AO, Cash
and signs the	None	30 minutes	Office and Vice
advice/check			Chancellor for
			Finance and
			Administration/
			Chancellor
			Cash Office/
1.11 Release	None	5 minutes	OVCFA/OC  Administrative
the	INOHE	3 minutes	Administrative
advice/check to			
the bank/			Cash Office
supplier			
TOTAL:	None	4 days, 4	
		hours 55	
		minutes	



#### 4. Application for Student Assistant / Graduate Assistant

Serves as guidelines for students to apply as Student/Graduate Assistant while pursuing their studies in the University.

Office or Division:		Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification	Complex				
Type of Transactio	n: G2C – Governi	G2C – Government to Citizen			
Who may avail:	Undergraduate	Undergraduate and post graduates students			
<b>CHECKLIST OF RE</b>	QUIREMENTS	WHERE	TO SECURE		
1 original copy of Bi	odata		Student Affairs		
1 original copy of Tr	ue Copy of Grades		the University Regi	strar/Office of the	
			College Secretary		
1 photocopy of UP F		Applican			
For graduating stude		Faculty (	Office		
1 original copy of ce					
Secretary to the Fac					
student is a candida	te for graduation	FEES		T	
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the	1.1 Receives and	None	1 day	Administrative	
application to the	evaluates		, and the second	Aide VI	
Office of Student	application			Office of	
Affairs				Student Affairs	
	1.2 Endorses the	None	1 day	Director	
	application to			Office of	
	Head of Unit for			Student Affairs	
	evaluation	None	1 dov	Unit head	
	1.3 Evaluates the	None	1 day		
	applications and submits approved			Respective Unit	
	work schedule				
	and signs basic				
	papers				
	1.4 Facilitates the	None	2 days	Administrative	
	processing of		,	Aide/Chief	
	appointment.			Admin Officer	
				HRDO	
	1.5 Distributes	None	1 day	Administrative	
	copies of			Aide VI	
	appointment			Office of	
	papers.			Student Affairs	
	TOTAL	None	6 days		



### 5. Application for Student Loan

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

Office or Division: Office of Stud		<u>dent Affai</u>	dent Affairs			
<b>Classification</b> Simple		Simple				
Type of Transactio	n:	G2C - Gove	ernment to Citizen			
Who may avail:		Undergradua	ate and po	st graduates studer	nts	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
1 original copy of ap	plication	n for refund	https://os	sa.upou.edu.ph/stud	lent-loan-	
	•		program			
CLIENT STEPS AGENCY ACTION		_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits the application to Office of Student Affairs	е	deceives and valuates oplication	None	1 day	Administrative Aide VI Office of Student Affairs	
	rend	valuates and ers decision e application	None	1 day	Student Loan Board	
	1.3 In applic Office Unive	forms the cant and the cof the ersity strar on the	None	1 day	Administrative Aide VI Office of Student Affairs	
	TOTA	\L	None	3 days		



#### 6. Application for Undergraduate Admission

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

•		,	
University			
Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for		
	Academic Affairs		
Classification:	Highly Technical		
Type of	G2C – Governme	ent to Citizen	
Transaction:			
Who may avail:	UPCAT Successful Applicants, Qualified Transferees, Applicants		
	with previous degree		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
1 Digital copy of application form for			
1 Digital copy of app	<u> </u>	https://our.upou.edu.ph/oas/	
1 Digital copy of app admission	<u> </u>		
	lication form for		
admission	lication form for	https://our.upou.edu.ph/oas/	
admission  If a former UP st	tudent: / and 1	https://our.upou.edu.ph/oas/	

- Transcript of Records (OTR) indicating date cleared by the concerned UP units;
- 1 original copy and 1 photocopy of Permit to Transfer;
- If a former college student of another higher education institution:
  - 1 Original copy and 1 photocopy of the Official Transcript of Records (OTR) bearing the school's dry seal and imprint, and the Registrar's signature in ink, and must bear an acceptable remarks.
- If a former college student of multiple schools:
  - 1 Original copy and 1 photocopy of the Official Transcript of Records (OTR) from the last school attended reflecting all credentials from prior school/s and should bear the school's dry seal and imprint, the Registrar's signature in ink, and must bear an acceptable remarks.
- If a student holds an international scholastic records:



1 Original copy and 1     photocopy of scholastic records     with citation "copy for UP Open     University" duly authenticated     by the Philippine Foreign     Service Post located in the     student applicant's country of     origin or legal residence;	
1 digital copy of Proof of payment of non-refundable application fee	Applicant
Two pieces identical 2" x 2" photos and two pieces identical 1" x 1" photos, with name and program applying for printed at the back of the photos;	Applicant
1 Photocopy of NSO or PSA Birth Certificate;	Applicant
1 Photocopy of one government-issued IDs with photo;	Applicant
Additional requirements for foreign applicants (non-Filipino):  • 1 Photocopy of data page of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post.	Applicant
AGENCY	FEES TO PROCESSING PERSON

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends all	1.1 Receives	PhP	5 minutes	University
admission	the application	350.00 for		extension
requirements on or	documents	applicants		Associate
before the		based in		I/Administrative
application		the		Assistant V
deadline to:		Philippines		Office of the
		or USD		University
Admissions Section		75.00 for		Registrar
Office of the		applicants		
University Registrar		based		
Los Banos,		abroad.		
Laguna.	1.2 Pre-	None	10 minutes	University
	evaluates the			extension
	submitted			Associate I
	documents of			Office of the
	the applicant.			University
				Registrar



				_
	1.3 Evaluates applications and recommends those who will be taking the admission examination	None	5 hours	University Extension Associate I Office of the University Registrar Office of the University Registrar Undergraduate Admissions Committee (UAC)
	1.3 Informs and gets the confirmation of attendance of examinee.	None	1 day	University Extension Associate I/Administrative Assistant V Office of the University Registrar
	1.4 Coordinates with OSA for the details of the exam venue and examiner	None	2 days	University Extension Associate I/Administrative Assistant V Office of the University Registrar
	1.5 Prepares and sends test permits of confirmed examinees including instructions for taking the test.	None	2 days	University Extension Associate I/Administrative Assistant V Office of the University Registrar
	1.6 Prepares and sends the examination pack to the examiner.	None	2 days	University Extension Associate I/Administrative Assistant V Office of the University Registrar
2. Takes the exam	2.1 conducts the exam at the	None	5 hours	Examiner



		ı		_
	designated			Office of
	time and			Student Affairs
	venue. 2.2 Sends	None	1 day	Examiner
	back the	INOTIE	1 day	Office of
	examination			Student Affairs
	pack to the			Oludeni Anans
	OUR			
	2.3 Sends	None	1 day	University
	the answer	140110	i day	Extension
	sheets (using			Associate I
	the required			Office of the
	format) to the			University
	test markers.			Registrar
	2.4 Checks	None	20 days	Test Marker
	the exam and			UP Office of
	sends the			Admissions and
	results to the			Faculty of
	OUR			Education
3. Completes the	1.1 Sends	None	10 minutes	University
DE Readiness	emails to the			Extension
Module (DERM).	applicant the			Associate I
	link to the			Office of the
	DERM.			University
	4.0	Nieres	<b>C</b> be	Registrar
	1.2 Evaluate	None	5 hours	University
	s application for admission (2 <sup>nd</sup>			Extension Associate I
	Round).			Office of the
	i Nouriu j.			University
				Registrar Office
				of the University
				Registrar
				Undergraduate
				Admissions
				Committee
				(UAC)
	3.3 Sends the		1 day	University
	results of the			Extension
	evaluation by			Associate I
	email to			Office of the
	applicant.			University
				Registrar Office
				of the University
				Registrar



TOTAL	PhP 350.00 for	31 days 7 hours and 25	
	applicants	minutes	
	based in		
	the		
	Philippines		
	or USD		
	75.00 for		
	applicants based		
	abroad.		



7. Application for Graduate Admission

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

Office or Division:	Office of the Unive	ersity Registrar, Office of the Vice Chancellor	
	for Academic Affa	nirs	
Classification:	Highly Technical		
Type of	G2C – Government to Citizen		
Transaction:			
Who may avail:	Applicants who hold a Bachelor's degree and who have satisfied		
	the minimum qualifications of the program.		
CHECKLIST OF R		WHERE TO SECURE	
Accomplished online	application form	https://our.upou.edu.ph/oas/	
for admission			
Original copy of acad		Applicant	
	hotocopy of the		
	cript of Records		
(OTR).	undiaant		
	ipplicant		
	ed multiple Is or earned		
	le degrees, OTR		
-	e last school		
	ed reflecting all		
	tials from prior		
	s or degree/s;		
bear the school's dry			
	nd imprint, the		
	ar's signature in		
I — — — — — — — — — — — — — — — — — — —	d must bear		
	eptable remarks.		
	without remarks		
are cor	nsidered valid.		
∘ If the a	pplicant holds		
an inte	ernational		
schola	stic records,		
origina	l copy duly		
authen	ticated by the		
	ine Foreign		
	e Post located in		
	dent applicant's		
1	of origin or legal		
resider			
Two (2) letters of rec		Applicant	
from any of your emp			
former professor, or	tormer program		



adviser (UPOU Form 1a	
https://our.upou.edu.ph/student/pdf/re	
commendation%20form_UPOU%20F	
orm%201a.pdf)	
Proof of Payment of Application	Applicant.
fee (non-refundable) amounting to	7 10 10 10 10 10 10 10 10 10 10 10 10 10
PHP 500.00 for applicants based in	
the Philippines, and USD 100.00 for	
applicants based abroad.	
Two pieces identical 2" x 2" photos	Applicant
and two pieces identical 1" x 1"	, ipplieding
photos, with name and program	
applied for printed at the back of the	
photos;	
Photocopy of PSA Birth Certificate;	Applicant
Photocopy of one government-issued	Applicant
IDs with photo;	, Approant
Additional Requirements for the DIH	Applicant
program:	, de la santa
A certified true copy of college	
diploma;	
An updated curriculum vitae;	
3. A certificate of training or	
employment describing the	
nature of the applicant's work.	
Additional Requirements for DCOMM:	Applicant
Statement of Intent in the form	
of a 2,000-word essay outlining	
the applicant's research plan of	
action, which includes the	
proposed research framework,	
problem (in question form) or	
topics.	
2. Portfolio of written work	
comprising the applicant's	
written work (e.g., publications	
and studies undertaken	
wherein the applicant is the	
sole or senior author, media	
productions, scripts, etc.).	
3. English language proficiency	
report indicating that the	
applicant, who is not a native	
speaker of English and who did	
not take previous academic	
coursework in English, has	
passed a valid English	
and studies undertaken wherein the applicant is the sole or senior author, media productions, scripts, etc.). 3. English language proficiency report indicating that the applicant, who is not a native speaker of English and who did not take previous academic coursework in English, has	



proficiency examination (e.g.,
International English Language
Testing System – IELTS, or
Test of English as Foreign
Language – TOEFL).

- 4. Proficiency in the use of computers and the Internet, which may be an actual demonstration of proficiency in the use of computer technologies, the Internet, and other information and communication tools essential for undertaking independent research.
- 5. Special Needs Statement that would include but not limited to physical and mental conditions that might require special attention or support service.

Additional requirements for foreign applicants (non-Filipino):

- Scholastic Records duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence;
- Photocopy of data page of the student's passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post.

**Applicant** 

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends all	1.1 Receives	PHP	5 minutes	University
			5 minutes	
admission	the application	500.00		Extension
requirements on or	documents	for		Associate
before the		applicant		I/Administrative
application		based in		Aide
deadline to:		the		VI/Administrativ
		Philippine		e Assistant V
Admissions Section		s, and		Office of the
Office of the		USD		University
University Registrar		100.00		Registrar



	<u></u>			<del>,</del>
in Los Banos, Laguna.		for applicant based abroad.		
	1.2 Pre- evaluates the submitted documents of the applicant.		10 minutes	University Extension Associate I/Administrative Aide VI Office of the University Registrar
2. Completes the DE Readiness Module (DERM) online at  Note: If admission exam is required, the applicant must take the exam first before completing the DERM	2.1 Sends email to the applicant the link to the DERM.		10 minutes.	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2,2, Forwards applications to respective Faculty Office		15 days	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2,3, Evaluates the application documents of applicants.		25 days	Program Admission Committee
	2.4 If required to take admission exam, informs and gets the confirmation of attendance of examinees.		1 day	University Extension Associate I/Administrative Aide VI Office of the University Registrar
	2.5 Coordinates with OSA for the details of the exam venue and examiner for local and		1 day	University Extension Associate I/Administrative Aide VI





format) to			Office of the
the Faculty			University
Office for			Registrar
marking.			
3.4 Marks the		7 days	Test Markers
exam			Faculty Offices
3.5 Evaluates		20 days	Program
the application			Admission
documents and			Committee
exam results of			Faculty Offices
applicant			
3.6 Returns the		1 day	Program
application			Admission
documents to			Committee
the OUR with			Faculty Offices
results			
3.7 Sends the		10 minutes.	University
results of the			Extension
evaluations by			Associate I
email to			Office of the
applicants.			University
			Registrar
	5		
TOTAL	PHP	73 days, 5	
	500.00	hours and 35	
	for	minutes	
	applicant		
	based in		
	the		
	Philippine		
	s, and		
	USD		
	100.00		
	for		
	applicant		
	based		
	abroad		



#### 8. Application for Readmission

Students who went on Absence without Leave (AWOL) should file for readmission to be able to continue his/her program with UPOU. However, the application is subject to the approval or evaluation of the Program Chair (PC).

Office or		<u> </u>	<u>'</u>	ice Chancellor for
	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
	Highly Technical			
	G2C – Government to Citizen			
Transaction:	GEO GOVERNMENT TO GIVE			
	Students who are on Absence without Leave (AWOL)			
CHECKLIST OF RE				
1 Original copy of A				
application form t	for readmission	<u>1</u>		
1 Photocopy of Val	lid proof of	Applicant		
payment for appl			<b>,</b>	<del>,</del>
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
	1.1	PHP225.00	5 minutes	Administrative
	Acknowledges			Aide VI Office of
	receipt of the			the University
	application			Registrar
(records@upou.e	1.2 Downloads		5 minutes	Administrative
du.ph) before the	and prints			Aide VI Office of
set deadline for	application			the University
the term.	form and proof			Registrar
	of payment			
_	1.3 Stamps		5 minutes	Administrative
	and logs in the		3 minutes	Aide VI Office of
	received			the University
	application			Registrar
	form in the			rtegistrai
	incoming			
	documents			
	1.4 Prints the		1 day	Administrative
	Student		,	Aide VI Office of
	Checklist,			the University
	attaches			Registrar
	residency			
	evaluation and			
	sends the			
	application			
	form to			
	respective			
	Faculty of			



	· · · · · · · · · · · · · · · · · · ·		<u>'</u>	
	Study for			
	evaluation			
·	1.5 Processes		1 day	Secretary to the
t	the application			Faculty
f	for			Office of the
r	readmission			Secretary to the
				Faculty
7	1.6 Forwards		1 day	Secretary to the
l t	the application			Faculty
	for			Office of the
r	readmission to			Secretary to the
l t	the concerned			Faculty
F	PC for			,
	appropriate			
	action			
	1.7 Evaluates		7 days	Program Chair
	the application,			Faculty of Study
	and			, ,
	recommends			
	action to the			
	Dean			
	1.8 Renders		1 day	Dean
	decision on the		,	Faculty of Study
	application			
	including			
l ·	request for			
	waiver of MRR			
	if necessary)			
	1.9 Forwards		1 day	Secretary to the
	the evaluated			Faculty
	application for			Office of the
	readmission to			Secretary to the
	the OUR			Faculty
				<b>,</b>
	1.10 Informs		10 minutes	Administrative
	the student			Aide VI Office of
	through email			the University
	notification of			Registrar
	the evaluation			J
	result and			
	updates the			
	database			
	TOTAL	PHP225.00	12 days and	
			25 minutes	
		i		



#### 9. Request for Transcript of Records (TOR)

A student's transcript of records is released by the Office of the University Registrar upon the student's request and payment of the transcript preparation fee, and upon clearance by the university. The OUR does not issue partial transcript of records. In lieu of this, other record of grades will be released.

Office or Division:	Office of the Univ	versity Regist	rar Office of the	/ice Chancellor
	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:			will transfer to an	
			bed maximum res	
			nce they are clea the issuance of T	
CHECKLIST OF RE		пау арріу ю	WHERE TO SEC	
1.1 original copy of A		Applicant	WILKE TO DEC	OKL
University Clearan				
2.1 original Valid cop		Applicant		
TOR (preferably w	ith remark "Copy			
for UP Open Unive	ersity" if not			
submitted)	l' D · · ·	1.0		1/1 ( ) ( )
3.1 digital copy of O	-		pou.edu.ph/ourwe	eb/details.php?id=
Documents System 4.1 photocopy of Pro	Applicant	49 Applicant		
for TOR and mailir	Applicatit			
13. 13. Cara main		FEES TO PROCESSING PERSON		
OLIENT OTERS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student files the	ACTIONS 1.1	BE PAID PhP30.00		RESPONSIBLE Student Records
Student files the request for TOR by	ACTIONS 1.1 Acknowledges	BE PAID	TIME	RESPONSIBLE Student Records Evaluator I
Student files the request for TOR by filling-out the	ACTIONS 1.1 Acknowledges receipt of	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the
1. Student files the request for TOR by filling-out the Student Records	ACTIONS  1.1 Acknowledges receipt of request	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form	ACTIONS 1.1 Acknowledges receipt of request and sends the	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the
1. Student files the request for TOR by filling-out the Student Records Request form available at the	ACTIONS  1.1 Acknowledges receipt of request and sends the billing	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form	ACTIONS 1.1 Acknowledges receipt of request and sends the	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student through email	BE PAID PhP30.00	TIME 30 minutes	RESPONSIBLE  Student Records  Evaluator I  Office of the  University  Registrar
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student through email  1.2 Encodes	BE PAID PhP30.00	TIME	RESPONSIBLE Student Records Evaluator I Office of the University
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student through email	BE PAID PhP30.00	TIME 30 minutes	RESPONSIBLE  Student Records  Evaluator I  Office of the  University  Registrar
1. Student files the request for TOR by filling-out the Student Records Request form available at the OUR website (http://our.upou.edu.ph/) and emails the accomplished form directly to records@upou.edu	ACTIONS  1.1 Acknowledges receipt of request and sends the billing statement to the student through email  1.2 Encodes request to the	BE PAID PhP30.00	TIME 30 minutes	RESPONSIBLE  Student Records Evaluator I Office of the University Registrar  Student Records Evaluator I



			University
			Registrar
1.3 Processes		7 days	Student Records
the documents			Evaluator
			I/Administrative
			Officer V/
			University
			Registrar
			Office of the
			University
4.40		4 1	Registrar
1.4 Sends the		1 day	Student Records
requested documents to			<i>Evaluator I</i> Office of the
the student			University
through mail			Registrar
(or may be			Registiai
picked-up at			
the OUR)			
uio oorty			
1.5 Notifies		1 day	Student Records
through email		<i>y</i>	Evaluator I
the student of			Office of the
the sending of			University
the requested			Registrar
document/s.			
TOTAL	PhP30.00	9 days and 35	
	per page	minutes	



#### 10. Request for Certifications and other Official Documents

Certifications such as True Copy of Grades, Certificate of Enrollment, Certificate of Units Earned, Certificate of Authentication and Verification (for DFA red ribbon processing), Expected Date of Graduation, Certificate of No Objection, Certificate of General Weighted Average, UP Grading System Certificate, English as Medium of Instruction, Certified True Copy of all the official documents listed above, and other various official documents are issued by the OUR as per student request.

The complete list of all the official documents that can be requested by the students is available at the Student Portal via the Online Request for Document System (ORDS).

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Currently enrolled	students, alı	umni and former s	tudents who have
	left the university	(on AWOL or	r honorably dismis	sed)
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
1 Digital copy of	f Online Request	https://our.u	ipou.edu.ph/ourwe	eb/details.php?id
for Documents	s System (ORDS)	=49		
	Proof of Payment	Applicant		
for document	and mailing fees			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Files the request	1.1.acknowledg	PhP20.00	20 minutes	Administrative
for documents	es receipt of	per		Aide VI
through	request and	document		Office of the
https://our.upou.e	sends the billing			University
du.ph/ourweb/det	statement to the			Registrar
ails.php?id=49	student through			
and emails the	email			
accomplished	1.2 Encodes		10 minutes	Administrative
form directly to	request to the			Aide VI
the Records	records			Office of the
Section	database			University
(records@upou.e				Registrar
<u>du.ph</u> ).	1.3 Processes		2 days	Administrative
	the documents			Aide VI/
				Administrative
				Officer V/
				University
				Registrar
				Office of the
				University
				Registrar



1.4 Sends the		1 day	Administrative
requested			Aide VI
documents to			Office of the
the student			University
through mail (or			Registrar
may be picked-			J
up at the OUR)			
1.5 Notifies the		1 day	Administrative
student through			Aide VI
email the			Office of the
sending of the			University
requested			Registrar
document/s.			_
TOTAL	PhP20.00	4 days and 30	
	per	minutes	
	document		



### 11. Request for Correction or Change of Name/Information of Student

Request for Correction of Name/Change in Student Information Change/correction of name is applicable only to those students who have not graduated /cleared yet from the University. Otherwise, the request for change/correction of name is no longer accommodated.

Office or Division:	Office of the Unive	ersity Registr	ar, Office of the V	ice Chancellor for
Classification:	Simple			
Type of	G2C – Governme	nt to Citizen		
Transaction:				
Who may avail:	Students who have not graduated/cleared yet from the University			
CHECKLIST OF R			WHERE TO SEC	
	of the Request		<u> ipou.edu.ph/ourwe</u>	eb/details.php?id
	ction or change of	<u>=50</u>		
	tion of student			
2.a. Change of Last	<u> </u>	Applicant		
Civil Status – 1 ph				
marriage certificate				
Court Order if char	•			
annulment, legal s 2.b. Correction of Fir	•			
original copy of Aff				
of Name (explaining				
photocopy of Birth	,			
PSA authentication				
2.c. Correction of Stu				
photocopy of UP trar	nscript of records			
from former school	•			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILINI SILPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sends through	1.1. Acknowle	None	5 minutes	Administrative
emails the	dges receipt of			Aide VI
accomplished	the request			Office of the
form to the				University
Records Section	4.0.1/51:1-4	Nana	4 4-1/	Registrar
(records@upou.e	1.2. Validates	None	1 day	Administrative
du.ph) together with the required	the supporting document			<i>Aide VI</i> Office of the
supporting	submitted			University
document/s.	รนมกาแแซน			Registrar
documents.				i vegistiai



1.3 Encodes the information to the records database, furnishing information to	None	30 minutes	Administrative Assistant III Office of the University Registrar
the MyPortal Administrator (for change/ correction of name only).			
TOTAL	None	1 day and 35 minutes	



## 12. Request for refund/reimbursement of payment through Check and eCredit

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

Office or Division:	Office of the Unive	rsity Registra	ar, Office of the Vi	ice Chancellor for
	Academic Affairs			
Classification:	Complex			
Type of	G2C – Governmen	t to Citizen		
Transaction:				
Who may avail:	UPOU students an	d applicants		
CHECKLIST OF R			WHERE TO SEC	
1 Digital copy of			<u>upou.edu.ph/stud</u>	-
Application Fo	orm (RAF)		CATION%20FOR	RM%20rev%2020
		18(3).pdf		
1 Photocopy Re (Form 5)	gistration form	https://our.	upou.edu.ph/stud	ent
1 Photocopy of payment	Valid Proof of	Applicant		
Applicable supporting photocopy of either of medical certificate, so certification, change form, approved reduce application form, etc.	of the following cholarship of matriculation ced fee/TFE	Applicant		
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1.Submits the	1.1. Receives	PhP150.0	5 minutes	Student
correctly filled	and reviews the	0 (for		Records
application for	documents	mailing of		Evaluator III
refund form and		check)		Office of the
complete				University
supporting				Registrar
documents	1.2.Computes the	None	10 minutes	Student
	refundable			Records
	amount			Evaluator III
				Office of the
				University
				Registrar
	1.3.Prepares a	None	5 minutes	Student
	summary of			Records
	refund requests			Evaluator III
				Office of the



			University Registrar
1.4.Endorses the summary to the University Registrar for approval/signature	None	10 minutes	Student Records Evaluator III Office of the University Registrar
1.5.Prepares the DV and enters the information in the financial management system	None	10 minutes	Administrative Assistant II Office of the University Registrar
1.6 Forwards the summary and attachments to Accounting and Cash Offices	None	10 minutes	Administrative Assistant II Office of the University Registrar
1.7 Pre-audits the document	None	1 day	Administrative Aide Accounting Office
1.8.Records the transaction to books of accounts	None	4 hours	Administrative Aide Accounting Office
1.9.Reviews, signs and certifies the availability of funds	None	4 hours	Chief Accountant Accounting Office
1.10 Approves the payment	None	10 minutes	Vice Chancellor for Finance and Administration/ Chancellor OVCFA/OC
1.11 Prepares e- credit payment/ check	None	4 hours	Administrative Aide/ Cash Office
1.12 Reviews and signs the advice/check	None	30 minutes	Chief AO, Cash Office and Vice Chancellor for Finance and



			Administration/
			Chancellor
			Cash Office/
			OVCFA/OC
1.13 Release the	None	5 minutes	Administrative
advice/check to			Aide
the bank/ supplier			Cash Office
1.14 Updates the	None	10 minutes	Student
report of refund			Records
record and			Evaluator III
prepares the			Office of the
mailing labels,			University
lists and			Registrar
envelopes			-
1.15.1 For check	None	30 minutes	Student
refunds, packs			Records
the document in			Evaluator III
the courier's			Office of the
pack/envelope			University
records the			Registrar
tracking number			
1.15.2. Sends	None	5 minutes	Student
dispatch			Records
notification to			Evaluator III
student			Office of the
			University
			Registrar
1.15.3 Turns-over	None	1 day	Student
the document to			Records
the courier's			Evaluator III
representative			Office of the
			University
T0=++	DI D 450 0		Registrar
TOTAL	PhP150.0	3 days, 6	
	0 (for	hours and 20	
	mailing of	minutes	
	check)		



### 13.. Request for refund/reimbursement of payment through Credit Card Reversal

Students who applied for withdrawal of enrollment, cancelation of one or two enrolled courses, with overpayment, those who have an approved scholarship grant and eligible for free tuition and tuition fee exemptions and reduced fee privileges may apply for refund or reimbursement of payment.

Office or Division:	Office of the Unive	Office of the University Registrar, Office of the Vice Chancellor for			
	Academic Affairs				
Classification:	Simple				
Type of	G2C – Governmen	t to Citizen			
Transaction:					
Who may avail:	UPOU students an	d applicants			
CHECKLIST OF F			WHERE TO SEC		
1 Digital copy of			upou.edu.ph/stud		
Application Fo	orm (RAF)		CATION%20FOF	<u>8M%20rev%2020</u>	
		18(3).pdf			
1 Photocopy of (Form 5)	Registration form	https://our.	upou.edu.ph/stud	ent	
1 Photocopy of payment	Valid Proof of	Applicant			
Applicable supporting photocopy of either of medical certificate, so certification, change form, approved reduced application form, etc.	of the following - cholarship of matriculation ced fee/TFE	Applicant			
· · · · · · · · · · · · · · · · · · ·	,				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submits the	1.1. Receives	PhP150.0	5 minutes	Student	
correctly filled	and reviews the	0 (for		Records	
application for	documents	mailing of		Evaluator III	
refund form and		check)		Office of the	
complete				University	
supporting				Registrar	
documents	1.2.Computes the	None	10 minutes	Student	
	refundable			Records	
	amount			Evaluator III	
				Office of the	
				University	
				Registrar	
	1.3.Prepares a	None	5 minutes	Student	
	summary of			Records	
	refund requests			Evaluator III	



			Office of the University Registrar
1.4.Endorses the summary to the University Registrar for approval/ signature	None	10 minutes	Student Records Evaluator III Office of the University Registrar
1.6 Forwards the summary and attachments to Cash Office	None	10 minutes	Administrative Assistant II Office of the University Registrar
1.11 Requests the credit card reversal	None	10 minutes	Chief Administrative Officer Cash Office
1.12 Updates the report of refund record and notifies the student	None	10 minutes	Student Records Evaluator III Office of the University Registrar
TOTAL	PhP150.0 0 (for mailing of check)	1 day	



### 14. Application for Student ID

All officially enrolled students, except non-degree students and cross-enrollees can apply for a student ID card. ID fee is included in other school fees assessment during the student's first enrollment in the university. A mailing fee will also be charged if the student opted to have their ID card shipped directly to their mailing address

Office or Division:	Office of the University	Registrar, Office of the Vice Chancellor	
	for Academic Affairs		
Classification:	Highly-technical		
Type of	Application for student	ID Card	
Transaction:			
Who may avail:	Bonafide UPOU student		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
1 digital copy of online (ORSID)	e request for student ID	https://our.upou.edu.ph/student	
1 photocopy of Proof of payment of ID fee and mailing fee		Applicant	

**FEES PROCESSING AGENCY PERSON CLIENT STEPS** TO BE **ACTIONS** TIME RESPONSIBLE **PAID** 1.1.Receives PhP130 5 minutes Administrative Accomplishe s online application and .00 for Aide VI application/ request checks details of the ID Office of the for ID and uploads the request card (for University the proof of including validity non-Registrar payment for ID and of uploaded exempt mailing fees (note: photo and ed free tuition signature student) grantees are PhP150 exempted from the paying the ID fees) .00 for the local mailing fee 1.2. Changes None 5 minutes Administrative the application Aide VI status in the Office of the student University information Registrar system- AIMS (i.e.from "new application" to "in process" or "pending", etc,). 1.3 Edits and None 1 day Administrative cleans the Aide VI



form TOTAL	PhP130 .00 for the ID	TOTAL = 9 days and 10 minutes	
1.6.4 Forwards the ID cards to courier service and request student to fill out the online document receipt	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.3 Informs the students through email of the availability of the ID	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.2 Packs the document in the courier's pack/envelope records the tracking number	None	1 day	Administrative Aide VI Office of the University Registrar
1.6.1 For those who opted for direct mailing, prepares the mailing label, envelop and list.	None	2 days	Administrative Aide VI Office of the University Registrar
1.5 Updates the application status in AIMS and summary of ID requests	None	1 day	Administrative Aide VI Office of the University Registrar
1.5 Attaches the term validation sticker and scans the QR code on the ID card for validation	None	1 day	Administrative Aide VI Office of the University Registrar
1.4 Prints ID cards	None	1day	Administrative Aide VI Office of the University Registrar
uploaded photo and signature			Office of the University Registrar



card (for	
non-	
exempt	
ed	
student)	
,	
PhP150	
.00 for	
the local	
mailing	
fee	



### 15.. Request for ID Validation Sticker - Walk-in

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

Office on Divisions	Off: f 4	:	Off: f 41 \	/: Ol II
Office or Division:	Office of the Unive		rar, Office of the V	rice Chancellor
	for Academic Affa	irs		
Classification:	Simple			
Type of	Request for ID validation sticker			
Transaction:				
Who may avail:	Currently enrolled	UPOU stud		
CHECKLIST OF R			WHERE TO SEC	CURE
1 digital copy of Ema	il request	Send emai	I request to	
		orsid.suppo	ort@upou.edu.ph	
1 photocopy of Proof	of payment for	Applicant		
ID and mailing fees				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Walk-in/Pick up				
1. Presents his/her	1.1 checks	None	5 minutes	Administrative
ID to the Office of	enrollment			Aide VI
the University	status of the			Office of the
Registrar	student			University
				Registrar
	1.2.Attaches the	None	5 minutes	Administrative
	sticker on the ID			Aide VI
	card			Office of the
				University
				Registrar
	1.3.Records	None	5 minutes	
	request in the			Administrative
	logbook and			Aide VI
	request student			Office of the
	to log-out the			University
	validated ID			Registrar
	TOTAL		15 minutes	



### 16. Request for ID Validation Sticker - Direct Mailing

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor			
Oleanifications	for Academic Affa	irs		
Classification:	Simple			
Type of	G2C – Governme	nt to Citizen		
Transaction:	Currently enrolled	LIDOLI atud	onto	
Who may avail: CHECKLIST OF R	Currently enrolled UPOU students  REQUIREMENTS WHERE TO SECURE			TIDE
1 digital copy of Ema		Applicant	WHERE TO SEC	JUKE
1 photocopy of Proof	•	Applicant		
ID and mailing fees	or payment for	Applicant		
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Sends email	1.1 Receives	PhP	5 minutes	Administrative
request to	and	150.00		Aide VI
orsid.support@upo	acknowledges	for the		Office of the
<u>u.edu.ph</u>	receipt of the	local		University
and attaches the	email request	mailing		Registrar
proof of payment	and instructs the	fee		
	student to pay			
	the mailing fee	NI	F	A almainia tua ticaa
	1.2 Checks	None	5 minutes	Administrative
	validity of the proof of			Aide VI Office of the
	payment			University
	(checks the			Registrar
	name, date and			rtogistiai
	bank/ machine			
	validation)			
	1.3 Verifies	None	5 minutes	Administrative
	enrollment			Aide VI
	status of the			Office of the
	student			University
				Registrar
	1.4 Prepares the	None	1 day	Administrative
	validation sticker			Aide VI
	for mailing and			Office of the
	records ID			University
	sticker to be			Registrar
	dispatched			



including courier tracking number			
1.5 Mails ID validation sticker	None	1 day	Administrative Aide VI Office of the University Registrar
1.6 Sends email notification to students	None	1 day	Administrative Aide VI Office of the University Registrar
TOTAL	PhP 150.00 for the local mailing fee	3 days and 15 minutes	



## 17. Enrollment/Registration Process (Online Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

Office or Division:	Office of the University Registrar -Registration Section			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	UPOU students	eligible to e		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	I() RF		
1.Enlists courses online, views the actual assessment of fees and pays online using credit or debit card (for those not on scholarship)	1.Confirms enrollment of the student	PhP1,0 00/unit, PhP2,0 00 Miscella neous fee	30 minutes	Student Records Evaluator III Office of the University Registrar
	TOTAL	PhP1,0 00/unit, PhP2,0 00 Miscell aneous fee	30 minutes	



### 23. Enrollment/Registration Process (Bank Payment)

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal our.upou.edu.ph/student. The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

Office or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple	•		
Type of Transaction:	G2C – Governme	ent to Citizen		
Who may avail:	UPOU students e	ligible to enr	oll	
CHECKLIST OF RE		ligible to em	WHERE TO SEC	CURF
None	EQUITEINENTO	Not applica		JOILE
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Enlists courses	1.1Generates	PhP1,000	5 minutes	Student
online and views the	the assessment	/unit,		Records
actual assessment	form	PhP2,000		Evaluator III
of fees		Miscellan		Office of the
		eous fee		University
				Registrar
2.Pays the fees	2.1 Verifies the	None	10 minutes	Student
through any of the	uploaded POP			Records
payment channels				Evaluator III
and uploads the				Office of the
proof of payment in AIMS				University Registrar
Alivio	1.2 Changes		5 minutes	Student
	the enrollment		5 minutes	Records
	status of the			Evaluator III
	student from IN			Office of the
	PROCESS to			University
	ENROLLED			Registrar
	and sends			J. 1. 9. 1
	enrollment			
	confirmation			
	TOTAL	PhP1,00	20 minutes	
		0/unit,		
		PhP2,00		
		0		
		Miscella		
		neous		
		fee		



### 24. Request on the Use of an Anti-Plagiarism Software

This serves as a guide in requesting for an anti-plagiarism account to ensure quality of submitted requirements for the student as wells as research of UPOU faculty members and staff.

Office or	University Library, Office of the Vice Chancellor for Academic					
Division:	Affairs					
Classification:	Simple					
Type of	G2C – Government	to Citizen				
Transaction:	G2G – Government	to Govern	ment			
Who may avail:	All employees and s	tudents				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE					
None		Not applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Request account via walk in and	1.1 Verifies the enrollment/status of the requester	None 2 days Head Librarian University Library				
online/phone call to the University Libraray	1.2 The University Library will provide the account to users	The University None 1 day Head Library will provide account to Library				
	TOTAL	None	3 days			



**25. Availment of Library Services**This serves as guide in the availment of Library services

Office or Division:	University Library	Office of th	a Viaa Chanaalla	r for Agademia
Office of Division:	University Library, Affairs	Office of th	e vice Chancelloi	ioi Academic
Classification:	Simple			
Type of	G2C – Governmen	t to Citizen		
Transaction:				
	G2G – Governmen			
Who may avail:	All faculty, students, and staff  EQUIREMENTS WHERE TO SECURE			CUDE
CHECKLIST OF R	EQUIREMEN 15	Applicant		CURE
Proof of Payment		Applicant Applicant		
FIGUI OI Fayinent		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the Web OPAC (Online Public Access Catalog)/Electronic Resources and sends an email	1.1 Checks the status of the requestor if he/she is currently enrolled or employed	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
requesting materials and specifies a delivery option (print or pdf format)	1.2. Evaluates requests and send via email the amount to be paid based on delivery option	Php165 -Php191 (delivery charge)	10 minutes	Computer File Librarian II/ Head Librarian University Library
	1.3. Emails the Borrower's Information Sheet to the requestor.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
2.Accomplishes the Borrower's Information Sheet, pays corresponding fees	2.1 Encodes the information in the UPOU iLib system.	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
and sends copy of the proof of payment	2.2 Checks-out the book in the iLib system	None	10 minutes	Computer File Librarian II/ Head Librarian University Library
	2.3 Dispatches the requested item	None	1 day	Computer File Librarian II/ Head Librarian



				University Library
3.Returns the books through the courier before the due date and sends email the UPOU Library of the date of dispatch.	Acknowledges the receipt of the returned books	None	1 day	Computer File Librarian II/ Head Librarian University Library
	TOTAL	Php165 -Php191 (delivery charge)	2 days and 50 minutes	



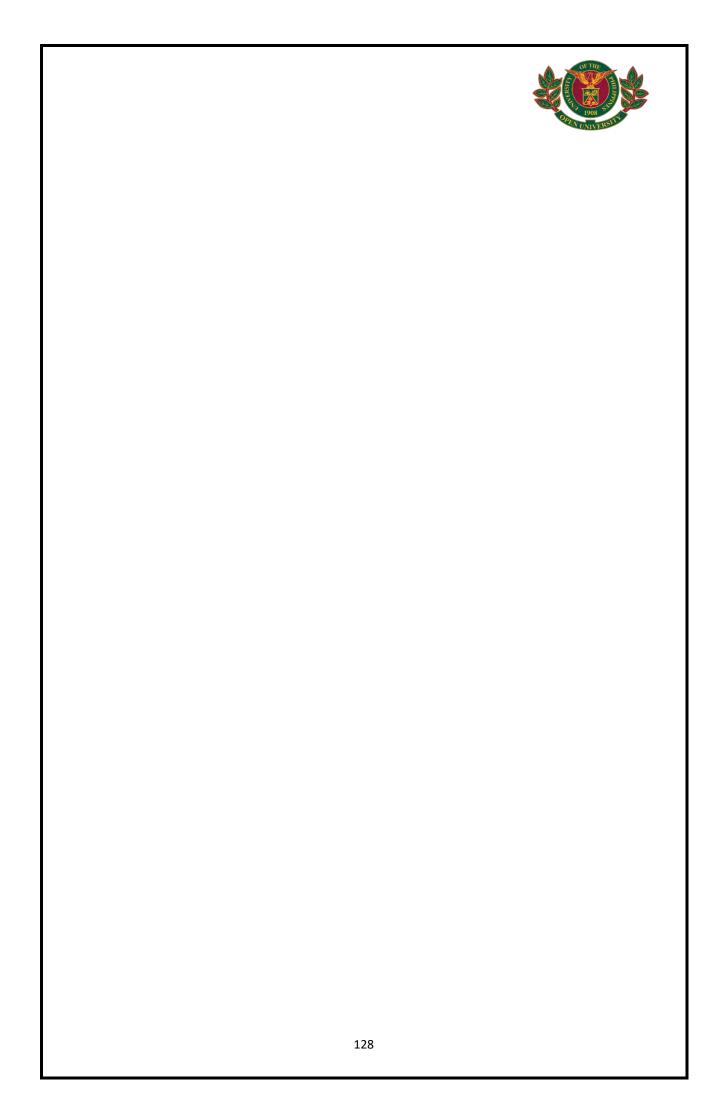
**26. Request for Referral**This serves as guide for the request for referral to other Libraries

Office or	University Library, (	Office of the	Vice Chancellor f	or Academic	
Division:	Affairs				
Classification:	Simple				
Type of	G2C – Governmen	G2C – Government to Citizen			
Transaction:	G2G – Government to Government				
Who may avail:	All faculty, students, and staff				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Referral letter					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends an email requesting for referral letter to other libraries. The request should contain	1.1.Acknowleges receipt of the request through email	None None	5 minutes 1 day	Head Librarian University Library  Head Librarian	
name of Head Librarian, school and address.	status of the requestor if currently an employee or student	None	Tuay	University Library	
	1.3 Prepares the Referral Letter	None	1 day	Head Librarian University Library	
	1.4Sends the requested Referral Letter	None	5 minutes	Head Librarian University Library	
	TOTAL	None	2 days and 19 minutes		



# Office of the Vice Chancellor for Academic Affairs

**Internal Services** 





### 1. Application and Processing of Request to Pursue Post Baccalaureate Degree of Faculty Members

This serves as a guide in the application and processing of request to pursue posit baccalaureate degree of UPOU faculty.

Office or Division:	Office of the Vice C	Chancellor 1	Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex	<u> </u>				
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	UPOU Faculty Members					
CHECKLIST OF F			WHERE TO SE			
1 photocopy of Admi	ssion notice	currently	r from which the a enrolled	pplicant is		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.1 Submits a letter request to the Chancellor through	1.1 Receives the request	None	5 minutes	Administrative Officer Faculty Offices		
channels	1.2 Endorses the request to the Dean	None	1 day	Faculty APC Faculty Offices		
	1.3 Endorses the request to the University Academic Personnel Board (APB)	None	1 day	Dean Faculty Offices		
	1.3 Endorses the request to the Chancellor	None	1 day	University APB		
	1.4 Renders decision on the request	None	1 day	Chancellor Office of the Chancellor		
	1.5 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO	None	5 minutes	Administrative Aide VI Office of the Vice Chancellor for Academic Affairs		
	TOTAL	None	4 days and 10 minutes			



## 2. Application to the Teaching Assistantship Program

This serves as a guide in the application and processing of Teaching Assistantship Program such as Teaching Fellows and Teaching Assistants in UPOU.

Office or Division:	Office of the Vice Ch	nancellor for Academic Affairs				
Classification:	Complex					
Type of	G2C – Government	to Citizen				
Transaction:						
Who may avail:	Faculty Offices					
CHECKLIST OF I		WHERE TO SECURE				
1 original copy of UP		OVCAA				
Assistantship Progra						
1 photocopy of Admi		Applicant				
1 photocopy of Offici	•	Applicant				
Records or True Cop	y of Grades up to					
previous semester		A P				
1 photocopy of Posto	-	Applicant				
Study (for those curre		Applicant				
1 photocopy of Regis		Applicant				
those currently enroll 1 original 750 – 1000		Applicant				
on the applicants car		Арріісані				
interest in teaching, r						
creative work	occaron ana/or					
Two original recomm	endation letters for	Applicant				
applicant based on p						
from teachers/mento						
unit head	·					
1 original Proposed of	courses to teach	Faculty Offices				
with specific tasks ar						
1 original Proposed p	_	Applicant				
program of study (ap						
applicants who are b	accalaureate					
graduates)		F # 055				
1 original Proposed p	•	Faculty Offices				
enhancement and tra		Faculty Office				
1 original Proposed p		Faculty Offices				
and creative work medical and creative work work and creative work work and creative work work and creative work and creativ		Faculty Offices				
an applicant who is a	_					
stage	modely in the thosis					
L						



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



## 3. Application for Professorial Chair Awards and Faculty Grant Awards

The serves as guide in the processing of the application/nomination for professorial chair and faculty grant award.

Office or Division:	Office of the Vice C	Chancellor	for Academic Aff	airs
Classification:	Highly Technical T	ransactior	า	
Type of	G2G - Government	t to Gover	nment	
Transaction:				
Who may avail:	Regular faculty members			
CHECKLIST OF R		O.(; (	WHERE TO SE	
1 original Application f Chair/Faculty Grant	or Professional	Affairs	the Vice Chance	lor for Academic
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends application for Professional Chair/Faculty Grant	1.1. Receives the application	None	5 minutes	Administrative Officer Faculty Offices
to the Office of the Dean	1.2 Evaluates the nomination/ application	None	1 day	Academic Personnel Committee (APC) Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 day	Dean Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 day	CPCFG
	1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award	None	1 day	Chancellor Office of the Chancellor



		1	
1.6 Renders	None	1 day	Vice President
decision on the			for Academic
application			Affairs/
			President/Board
			of Regent
			University of the
			Philippines
1.7 Prepares the	None	1 day	Chief Legal
contract			Counsel
			Office of the
			Legal Counsel
1.8 Facilitates the	None	2 days	Administrative
signing of the			Aide VI
contract and			Office of the
distribute signed			Legal Counsel
contract			
TOTAL	None	8 days and 5	
		minutes	



## 4. Application for Research Dissemination Grant (RDG)

This involves the guidelines for RDG that aims to financially support faculty members and staff in disseminating research outputs to international conferences.

Office or Division:	Office of the Vice Chancellor for Academic Affairs				
Classification:	Highly Technical Transaction				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All Employees and Affiliate/Adjunct faculty members and Lectures				
CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE	
1 Original copy of UPOU HRDO Form no. CE 002		http://hrdo.upou.edu.ph			
1 Photocopy of acceptance	Notice of abstract	Applicant			
1 Original and 1 paper	photocopy of Full	Applicant	Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits application and required documents	1.1 Receives the application	None	5 minutes	Administrative Officer Faculty Offices/Unit	
	1.2 Evaluates and endorses the application	None	1 day	Dean/Head of Unit Faculty Offices/Unit	
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 day	Chief Administrative Officer Human Resources Development Office	
	1.4 Reviews the documents and issues clearance	None	1 day	Chief Administrative Officer Budget Office	
	1.5 Reviews and endorses the application 1.9 Office of the	none	1 day	Vice Chancellor for Academic Affairs	



Dean prepares RDG DV			Office of the Vice Chancellor for Academic Affairs
1.6 Renders decision on the request	None	1 day	Chancellor Office of the Chancellor
1.7 Prepares travel authority and Contract	None	1 day	Chief Administrative Officer Human Resources Development Office
1.8 Facilitates the signing and distribute copies to concerned units/individuals	None	1 day	Administrative Aide VI Human Resources Development Office
TOTAL	None	7 days and 5 minutes	



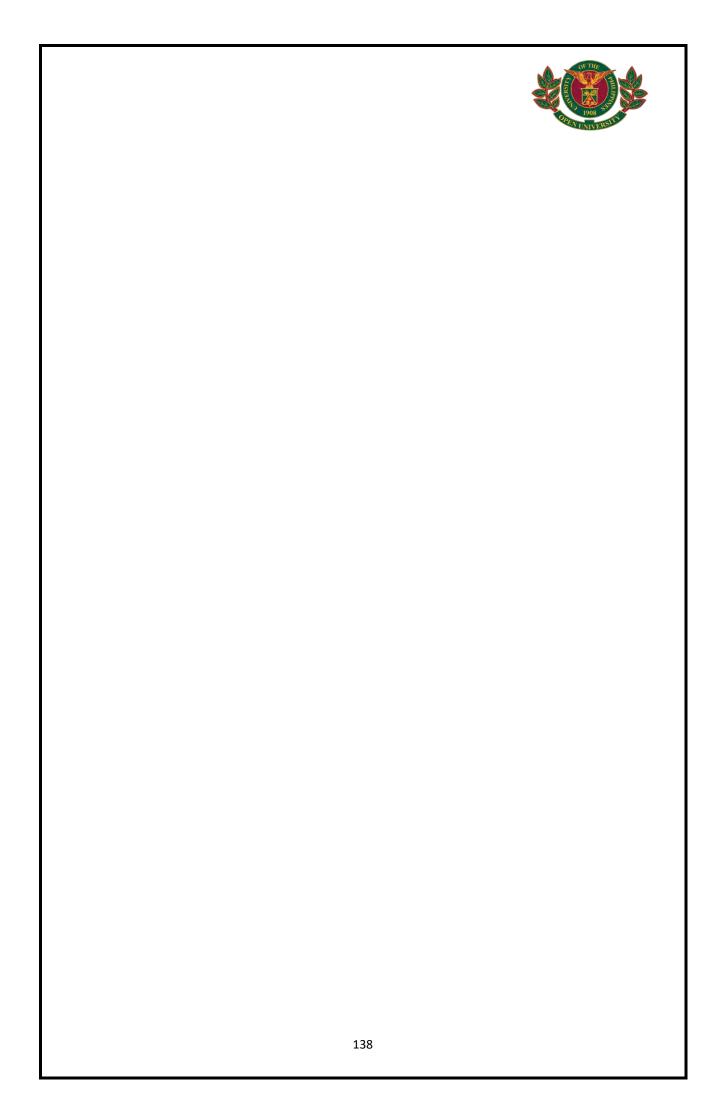
## 8. Request for Student Assistants and Graduate Assistants (SA/GA) Slots

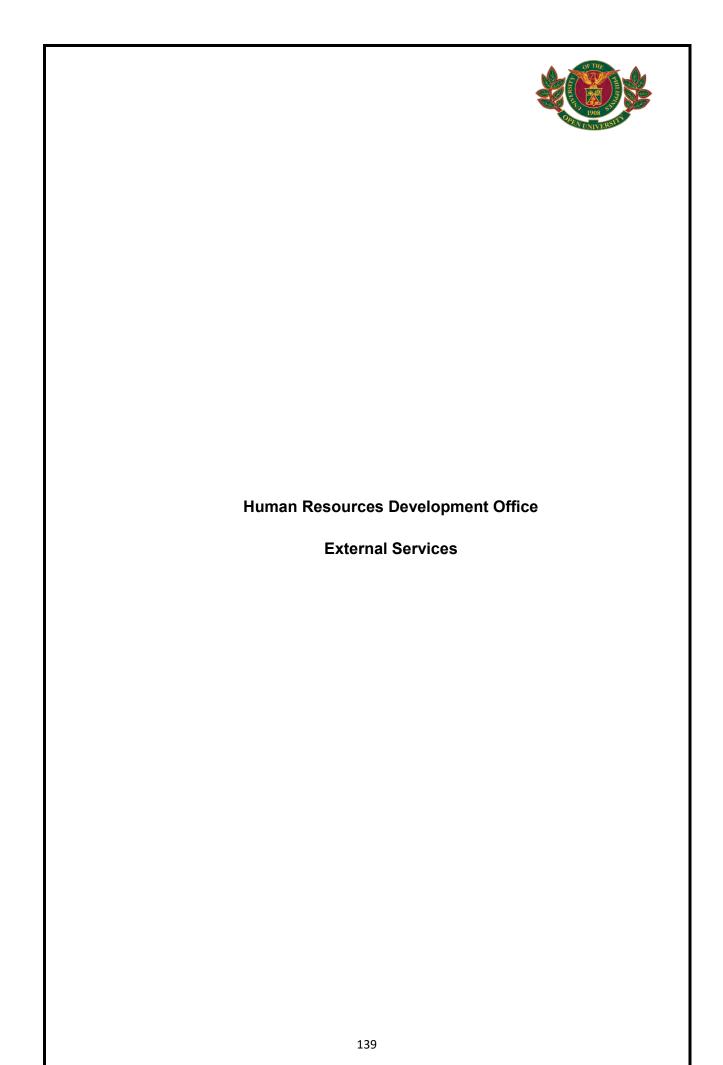
This serves as a guideline for processing the SA/GA slots

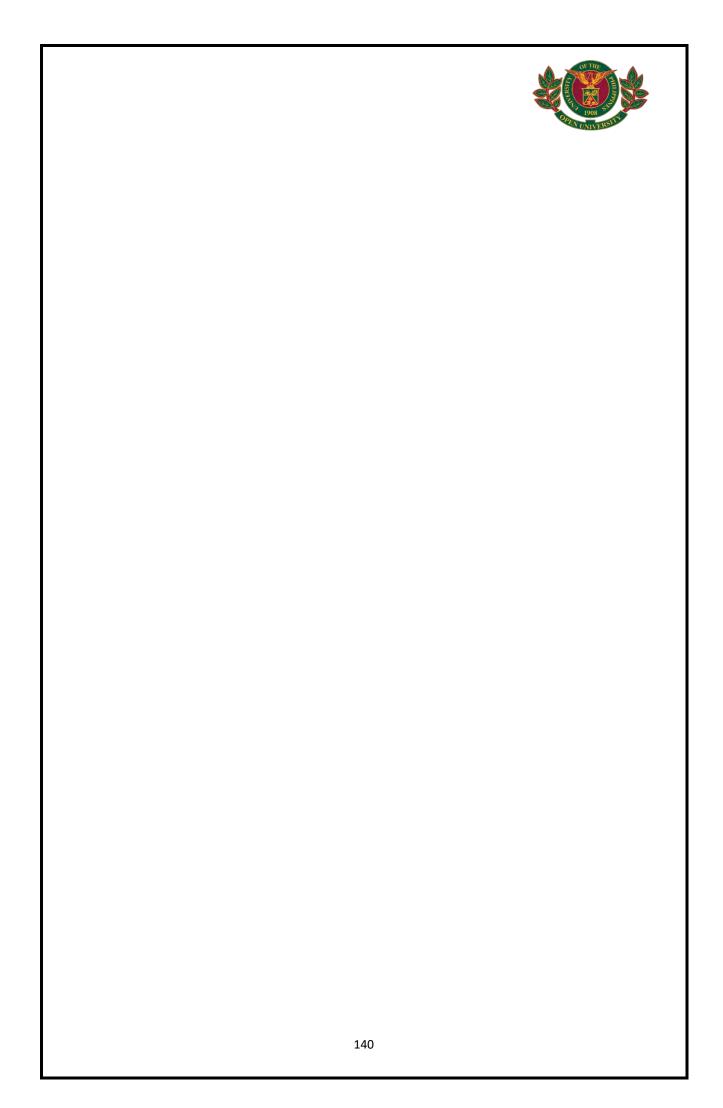
Office or	Office of the Student	t Affaire (	Office of the Vice (	Chancellar for
Division:		t Allalis, C	Jilice of the vice (	Silancellor loi
	Academic Affairs			
Classification:	Complex			
Type of	G2C - Government to Citizen			
Transaction:				
Who may avail:	All UPOU offices			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Survey form to determine demand and supply of SAGA		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for SA/GA slots to the Office of Student Affairs	1.1 Makes a survey to determine the demand prior to annual budget	None	4 days	Administrative Aide VI Office of Student Affairs
	1.2 Recommends approval to the Chancellor on the number of slots and budget	None	1 day	Director OSA
	1.3 Chancellor renders decision	None	1 day	Chancellor Office of the Chancellor
	1.3 Announces available SAGA slots via print and electronic means	None	1 day	Administrative Aide VI Office of Student Affairs
	TOTAL	NOne	7 days	



# Office of the Vice Chancellor for Finance and Administration









### 1. Application for Employment – Administrative

Submission of application to any vacant administrative position.

Office or Division:	fice or Division: Human Resources Development Office (HRDO)				
Classification:	Highly Technical				
Type of Transaction:	· ·				
Who may avail:	All qualified citizen				
CHECKLIST OF RE		•	WHERE TO SE	CURF	
1 original/digital copy of application		Applican			
letter addressed to the Chief AO, HRDO		7 фр. ос.	•		
1 original/digital copy of fully		HRDO or can be downloaded at			
accomplished Perso	onal Data Sheet	www.csc.gov.ph or at			
(PDS) and work exp	erience sheet	http://hrdo.upou.edu.ph			
(attachment to CS F	orm 212) with				
recent passport-size	ed picture (CS				
Form No. 212, Revis	sed 2017)				
1 photocopy/digital control	copy of	Applican	nt		
Performance rating					
period (if applicable)	);				
1 photocopy/digital of	copy of certificate	Applicar	nt		
of eligibility/rating/lic	ense				
1 photocopy/digital control	copy of Transcript	Applican	nt		
of Records.					
<ul> <li>1 original copy/digital</li> </ul>	al copy of Signed	HRDO o	r can be downloa	ded at	
Data Privacy Notice	. ,	http://hrd	do.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the	1.1. Receives	None	5 minutes	Administrative	
complete	the application			Aide	
requirements in hard	documents and			HRDO	
copy to HRDO or	conducts				
digital copy via email	preliminary				
to hrdo@upou.edu.ph	screening of documents				
	1.2. Evaluates	None	1 day	Administrative	
	and	NONE	i day	Administrative	
	consolidates all			HRDO	
	applications to			TITLE	
	the position				
	1.3. Provides	None	1 day	Chief AO	
	scores to the			HRDO	
	applicant's				
	qualification				



based on approved criteria and prepares endorsement to the Unit Head			
1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	Administrative Aide/Chief AO HRDO
1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)
1.7. Prepares endorsement to University Human Resource Merit Promotion and Selection Board (UHRMPSB)	None	1 day	Chair Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)
1.8 Prepares agenda and documents for the Human Resource Merit Promotion and Selection Board (UHRMPSB) Meeting	None	1 day	Secretary University Human Resource Merit Promotion and Selection Board (UHRMPSB)
1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University Human Resource Merit Promotion and Selection Board (UHRMPSB)



1.9. Renders decision	None	1 day	Chancellor Office of the Chancellor
1.10. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	10 days and 5 minutes	



# 2. Application for Employment - REPS

Submission of application to any vacant REPS position.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
	G2C – Government to Citizen			
Who may avail:	All qualified citizen			
CHECKLIST OF RE			WHERE TO SE	CURE
<ul> <li>1 original/digital cop</li> </ul>		Applicar		
letter addressed to t		11		
<ul> <li>1 original/digital cop</li> </ul>	y of fully	HRDO c	r can be downloa	ded at
accomplished Perso	•	www.cso	c.gov.ph or at	
(PDS) and work exp		http://hrd	do.upou.edu.ph	
(attachment to CS F				
recent passport-size	•			
Form No. 212, Revi	•			
1 photocopy/digital control in the second seco	,	Applicar	nt	
Performance rating		/ tppiloai		
period (if applicable				
1 photocopy/digital (		Applicar	nt	
of eligibility/rating/lic	• •	''		
1 photocopy/digital control in the second seco	·	Applicar	nt	
of Records.	sopy of Transonpt	, ipplical		
1 original/digital cop	v of Signed Data	HRDO c	or can be downloa	ded at
Privacy Notice for A		http://hro	do.upou.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the	1.1. Receives	None	5 minutes	Administrative
complete	the application			Aide
requirements in hard	documents and			HRDO
copy to HRDO or	conducts			
digital copy via email	preliminary			
to hrdo@upou.edu.ph	screening of			
	documents			
	1.2. Evaluates	None	1 day	Administrative
	and			Aide
	consolidates all			HRDO
	applications to			
	the position	Nas -	4 -1	Chief AO
	1.3. Provides	None	1 day	Chief AO
	scores to the			HRDO
	applicant's qualification			
			i e	



based on approved criteria and prepares endorsement to the Unit Head			
1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 day	Administrative Aide/Chief AO HRDO
1.5. Conducts the examination and interviews	None	1 day	Administrative Aide/Chief AO HRDO
1.6. Interviews and evaluates applicants	None	1 day	Chair and Members Unit REPS Personnel and Fellowship Committee (uRPFC)
1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 day	Chair Unit REPS Personnel and Fellowship Committee (uRPFC)
1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 day	Secretary University REPS Personnel and Fellowship Committee (URPFC)
1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University REPS Personnel and Fellowship Committee (URPFC)



1.10. Renders decision	None	1 day	Chancellor OC
1.11. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	10 days and 5 minutes	



# 3. Application for Employment - Faculty

Submission of application to any vacant faculty position.

O(() D: : :	plication to any vacant faculty position.			
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citiz	en	WILEDE TO OF	OUDE
CHECKLIST OF REC		A resulting and	WHERE TO SE	CURE
1 original/digital cop	• • •	Applicar	π	
letter address to the	Dean of the			
Faculty of Study				
<ul> <li>1 original/digital cop</li> </ul>	•	Applicar	nt	
vitae with recent pa	•			
picture and at least	three character			
references				
<ul> <li>1 photocopy/digital</li> </ul>		Applicar	nt	
Transcript of Record				
1 photocopy/digital	copy of sample	Applicar	nt	
publications				
<ul> <li>1 original/digital cop</li> </ul>	-		or can be downloa	ded at
Data Privacy Notice	for Applicants	http://hro	do.upou.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the	1.1. Receives	None	5 minutes	Administrative
complete	the application			Aide
requirements in hard	documents			HRDO
copy to HRDO or	and forwards			
digital copy via email	all documents			
to hrdo@upou.edu.ph				
	to the Faculty			
	Office concern			
	Office concern 1.2. Evaluates	None	2 days	Unit Academic
	Office concern	None	2 days	Personnel
	Office concern 1.2. Evaluates	None	2 days	Personnel Committee
	Office concern 1.2. Evaluates	None	2 days	Personnel Committee (uAPB)
	Office concern 1.2. Evaluates application		·	Personnel Committee (uAPB) Faculty of Study
	Office concern 1.2. Evaluates	None None	2 days	Personnel Committee (uAPB) Faculty of Study Chair
	Office concern  1.2. Evaluates application  1.3. Prepares		·	Personnel Committee (uAPB) Faculty of Study
	Office concern 1.2. Evaluates application  1.3. Prepares endorsement		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic
	Office concern  1.2. Evaluates application  1.3. Prepares endorsement to University		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel
	Office concern  1.2. Evaluates application  1.3. Prepares endorsement to University Academic	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee
	Office concern  1.2. Evaluates application  1.3. Prepares endorsement to University Academic Personnel Board (UAPB)  1.4 Prepares		·	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study
	Office concern  1.2. Evaluates application  1.3. Prepares endorsement to University Academic Personnel Board (UAPB)  1.4 Prepares agenda and	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study  Secretary University
	Office concern  1.2. Evaluates application  1.3. Prepares endorsement to University Academic Personnel Board (UAPB)  1.4 Prepares	None	1 day	Personnel Committee (uAPB) Faculty of Study Chair Unit Academic Personnel Committee Faculty of Study



Academic Personnel Board (UAPB) Meeting			Personnel Board
1.4. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	Chair and Members University Academic Personnel Committee (UAPB)
1.5. Renders decision	None	1 day	Chancellor OC
1.6. Notifies all applicant on the decision of the Chancellor	None	1 day	Chief AO HRDO
TOTAL:	None	7 days and 5 minutes	



#### 4. Certificate of Employment Request

Certificate of Employment request for former employees of the University.

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of	G2C – Government to Citizen
Transaction:	
Who may avail:	All former employees of UPOU

CHECKLIST OF REQUIREMENTS			WHERE TO SE	ECURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request     via email to	1.1. Approves the request	None	5 minutes	Chief AO HRDO
hrdo@upou.edu. ph	1.2. Generates and signs the Certificate of Employment	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	



#### 5. Certificate Request of Performance Rating

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

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All former employees of UPOU

CHECKLIST OF REQUIREMENTS			WHERE TO SE	ECURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request     via email to	1.1 Approves the request	None	5 minutes	Chief AO HRDO
hrdo@upou.edu.p h	1.2 Generates and signs the Certificate	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	

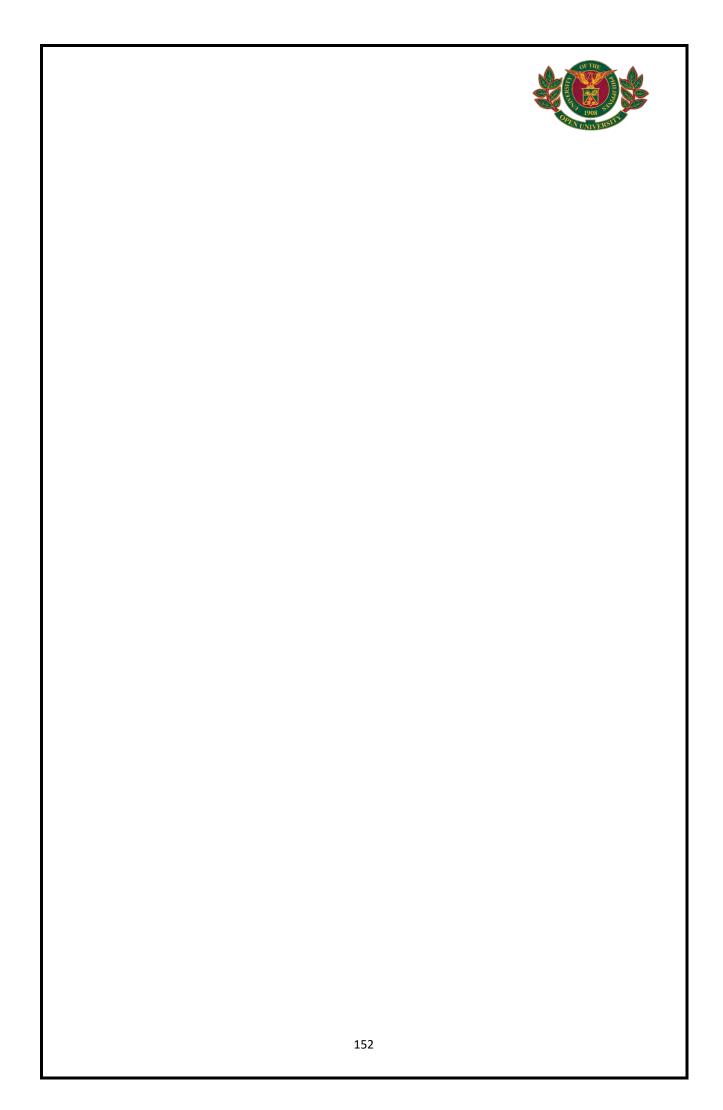


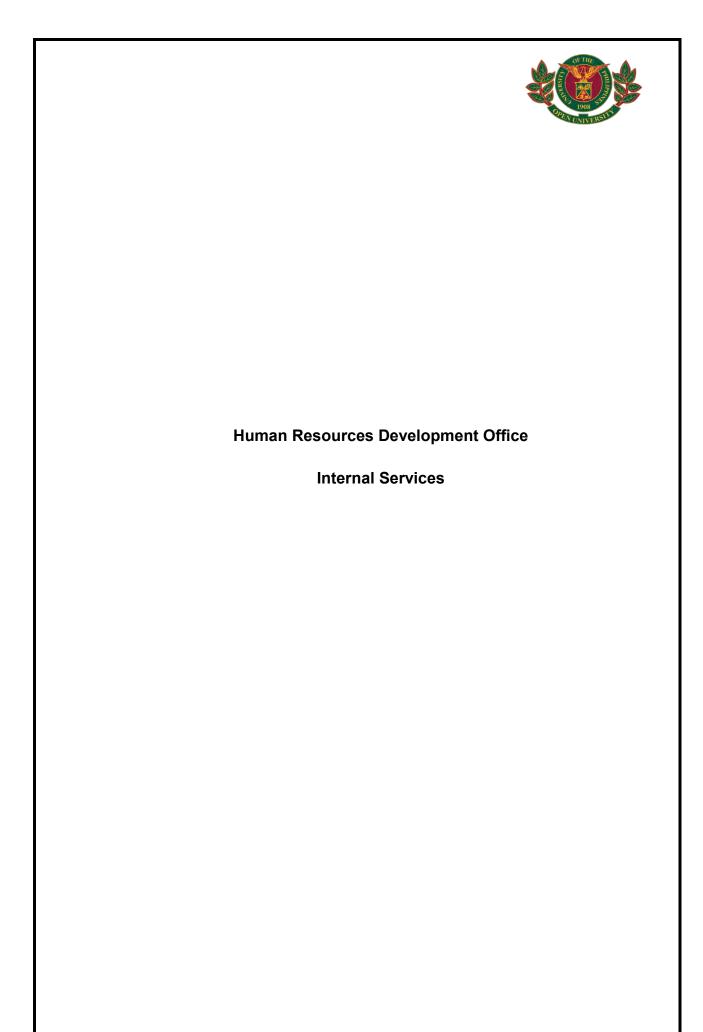
#### 6. Service Record Request

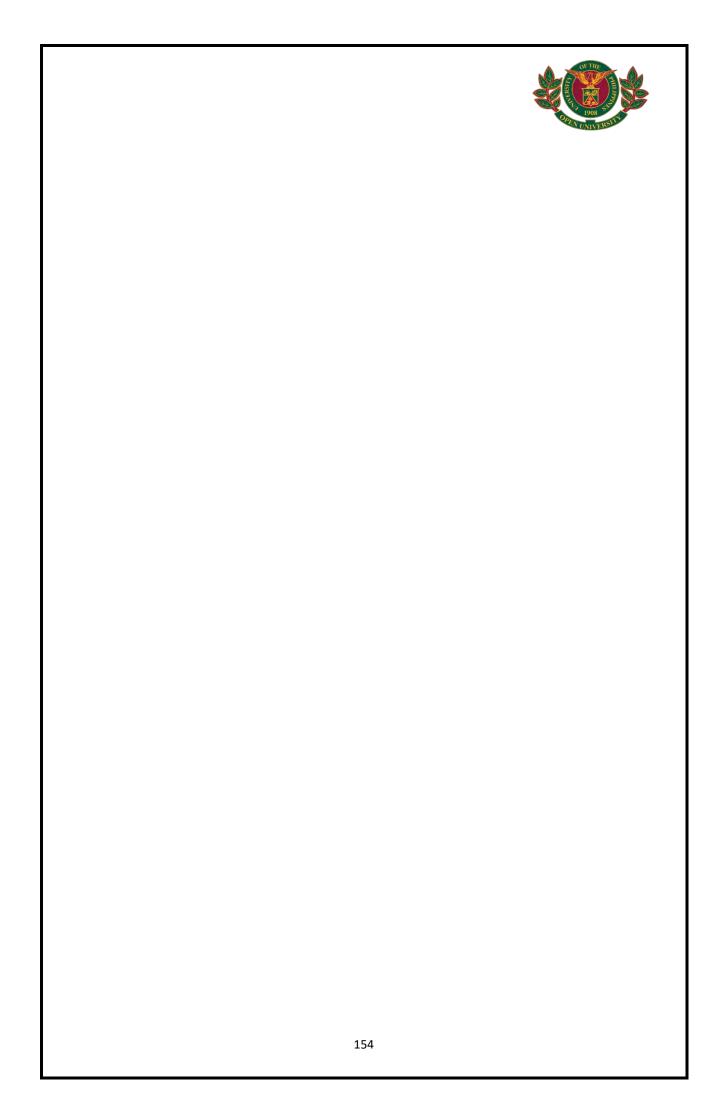
Request for issuance of Service Record to former employees of the University.

Office or Division:	Human Resources Development Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
	All current and former employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via	1.1. Approves	None	5 minutes	Chief AO
email to	the request			HRDO
hrdo@upou.edu.ph	1.2.Generates,	none	5 minutes	Chief AO,
	signs and			HRDO
	releases the			
	Service			
	Record			
	TOTAL:	None	10 minutes	









#### 1. Appointment of Affiliate Faculty Members

Request to appoint affiliate faculty members from other constituent universities

	,
Office or Division:	Human Resources Development Office (HRDO)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All Deans

1 original copy of list members from CUs to	of faculty	Respectiv	WHERE TO SE re Unit	OOKE	
	to be requested	•	o onit		
members nom cos	•				
	AGENCY	FEES DECESION DEDOC			
CLIENT STEPS	ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits letter     request to the	1.1 Issues HR clearance	None	1 day	Chief AO HRDO	
	1.2Recommen	none	1 day	Vice Chancellor	
through channels	ds approval		,	for Academic Affairs Office of the Vice Chancellor for Academic Affairs	
	1.3 Consolidate s the list of faculty members by CU and prepares letter request	none	2 days	Chief AO HRDO	
	1.4 Renders decision and signs the letter request	none	1 day	Chancellor Office of the Chancellor for	
	1.5 Releases the letter and attachment s to the CUs	none	1 day	Administrative Aide/Chief AO HRDO	
	TOTAL:	None	6 days		



# 2. Appointment of Lectures

Request to appoint lecturers

Office or Division: Human Resources Development Office (HRDO)				
Classification:	Complex	CO DOVOIO	Smort Office (ritt	
Type of Transaction:		ent to Gov	ernment	
Who may avail:	All Administrative			
CHECKLIST OF REC		251,5	WHERE TO SE	CURE
<ul> <li>1 original copy of ba</li> </ul>		Respectiv	e Unit	
faculty (green) for th		'		
than 65 years old; (\				
who is 65 years old	•			
1 original copy of cu		Prospecti	ve Lecturer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     completely fill-out	1.1 Issues HR clearance	None	1 day	Chief AO HRDO
basic paper to HRDO	1.2 Issues Budget clearance	None	1 day	Chief AO Budget Office
	1.3 Recommen ds approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.4 Prepares appointmen t	None	1 day	Administrative Aide/Chief AO HRDO
	1.5 Renders decision and signs the appointmen t	none	1 day	Chancellor Office of the Chancellor for
	1.6 Releases the original copy of appointmen t to the unit and retain photocopy	none	1 day	Administrative Aide HRDO



attachment s for file <b>TOTAL</b> :		days	
appointmen t and			
of			



# 3. Attendance to Training Request

Request to attend training.

Office or Division:	Human Resource	s Develor	ment Office (HRD	O)	
Classification:	Complex	3 Developi	nent Onice (Tito	0)	
Type of Transaction:		ent to Gove	rnment		
Who may avail:	All Employees	111110 0010	THITIOH C		
CHECKLIST OF RE					
1 original copy of re training form		HRDO or can be downloaded at http://hrdo.upou.edu.ph			
1 photocopy of invita	ation letter	Employee			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits request to attend training form to HRDO	1.1 Evaluates the request and issues HR clearance	none	1 day	Chief AO HRDO	
	1.2 Evaluates the request and issues budget clearance	none	1 day	Chief AO Budget Office	
	1.3 Evaluates the request and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for for Finance and Administration	
	1.4 Renders decision	none	1 day	Chancellor Office of the Chancellor	
	TOTAL:	None	4 days	Chancello	



#### 4. Authority to Fill/Hire Request – Administrative Position

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

	Office or Division:	Human Resources Development Office (HRDO)				
	Classification:	Complex				
-	Type of Transaction:					
١	Who may avail:	All UPOU Adminis	strative Off			
	CHECKLIST OF RE	•		WHERE TO SE	CURE	
•	<ul> <li>1 digital copy of orga</li> </ul>		Respectiv	e Unit		
	functional and perso	onnel chart				
•	<ul> <li>1 digital copy of sigr</li> </ul>	ns and degree of	Respectiv	e Unit		
	backlog, coping med	chanism and				
	duties and responsil	bilities with				
	percentage distribut	ion				
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	<ol> <li>Logs in to his/her         University         Information         System (UIS)     </li> </ol>	2.1 Evaluates the request and recommends	None	1 day	Unit Head Respective Unit	
	account (https://uis.up.edu. ph), fills in the required information, attaches the	approval 2.2Evaluates the request and recommends approval	none	1 day	Chief AO HRDO	
	required documents and submits the request	2.3 Evaluates the request and recommends approval	none	1 day	Chief AO Budget Office	
		2.4 Evaluates the request and recommends approval	none	1 day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration	
		2.5 Evaluates the request and	none	1 day	Chancellor Office of the Chancellor	





#### 5. Authority to Fill/Hire Request – REPS Position

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

acant contractual NEFS	•				
Office or Division:	Human Resource	s Developr	ment Office (HRD	O)	
Classification:	Complex				
Type of Transaction:					
Who may avail:	All UPOU Adminis				
CHECKLIST OF RE	QUIREMENTS		CURE		
<ul> <li>1 digital copy of orga</li> </ul>	anizational,	Respectiv	e Unit		
functional and perso	onnel chart				
<ul> <li>1 digital copy of sign</li> </ul>	ns and degree of	Respectiv	∕e Unit		
backlog, coping med	chanism and				
duties and responsil	bilities with				
percentage distribut	ion				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Logs in to     his/her     University     Information     System (UIS)	1.1 Evaluates the request and recommends approval	None	1 day	Unit Head Respective Unit	
account (https://uis.up.e du.ph), fills in the required information,	1.2Evaluates the request and recommends approval	none	1 day	Chief AO HRDO	
attaches the required documents and submits the request	1.3 Evaluates the request and recommends approval	none	1 day	Chief AO Budget Office	
.544501	1.4 Evaluates the request and recommends approval	none	1 day		
	1.5 Evaluates the request and recommends approval	none	1 day	Chancellor Office of the Chancellor	



TOTAL:	None	7 days	
decision on the request			Office of the President
1.7 Renders	none	1 day	President
the request and recommends approval	Hone	1 uay	for Academic Affairs Office of the Vice President for Academic Affairs
1.6 Evaluates	none	1 day	Vice President



# 6. Certificate of Employment Request

Certificate of Employment request for current employees of the University.

Office or Division:	Human Resources Development Office (HRDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Government
Who may avail:	All former employees of UPOU

CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Logs in to his/her     University	1.1. Approves the request	None	5 minutes	Chief AO HRDO
Information System (UIS) account (https://uis.up.edu. ph) and submits request for service record	6.1 Generates and signs the Certificate of Employment	none	5 minutes	Chief AO, HRDO
	TOTAL:	None	10 minutes	



#### 7. Contract of Services Authority to Hire

Request for authority to hire contract of services staff

Office or Division:	Human Resources Development Office (HRDO)					
Classification:	Complex	о Вотоюрі	Home office (Fireb	<b>O</b> )		
Type of Transaction:	·	ent to Gove	rnment			
Who may avail:	All UPOU Adminis					
CHECKLIST OF RE		WHERE TO SECURE				
1 original copy of leg		Respectiv	/e Unit			
1 original copy of or	•	Respectiv	/e Unit			
functional and perso	<u> </u>					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submits letter     request to Budget     Office	1.1 Evaluates the request and issues budget clearance	None	1 day	Chief AO Budget Office		
	1.2Evaluates the request and renders decision	none	1 day	Chancellor Office of the Chancellor		
	1.3 Formats the request for submission to OVPA	none	1 day	Chief AO HRDO		
	1.4 Recommend s approval	none	1 day	Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration		
	1.5 Signs the endorsement letter to the Office of the President	none	1 day	Chancellor Office of the Chancellor		
	1.6 Evaluates the request and recommends approval	none	1 day	Vice President for Administration Office of the Vice Chancellor		



			for Administration
1.7 Renders decision on the request	none	1 day	President Office of the President
TOTAL:	None	5 davs	1 TOOLGOTT



# 8. GSIS Loan Application

Application for GSIS loan facility via GWAP kiosk

Application for GS15					
Office or Division:	Human Resources Development Office (HRDO)				
Classification:	Simple				
Type of Transaction:	G2G – Governme	nt to Gove	rnment		
Who may avail:	All Employees				
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
None		Not appli	Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Applies loan to     any GWAP kiosk     and informs     HRDO on the loan     application	1.1 Prints the pending loan/s at http://cert.gsis.gov.ph	None	5 minutes	Chief AO HRDO	
арриосион	1.2 Issues certification that employee can avail of the loan/s applied for	None	5 minutes	Administrative Aide/Chief Accountant Accounting Office	
	1.3 Renders decision on the loan application	None	5 minutes	Chief AO HRDO	
	1.4 Prints approved/dis approved and forwards the printed copy to Accounting Office	None	5 minutes	Administrative Aide/Chief AO HRDO	
	TOTAL:	None	20 minutes		



# 9. Issuance of Appointment – Administrative Staff

Issuance of appointment to administrative staff

Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Complex	<u> </u>		- ,
Type of Transaction:		ent to Gove	rnment	
Who may avail:	All Administrative			
CHECKLIST OF RE			WHERE TO SE	CURE
1 original copy of Ba		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4 Approves and signs basic paper and appointment	None	1 day	Chancellor Office of the Chancellor



1.5 Facilitates the signing of acknowledge ment portion of the appointment	None	1 day	Administrative Aide HRDO
1.6 Prepares and submits Appointment Transmittal Action Form to Civil Service Commission	None	1 day	Chief AO HRDO
1.7 Prepares announceme nt of new employees for posting	None	1 day	Chief AO HRDO
TOTAL:	None	7 days	



# 10. Issuance of Appointment – Faculty Members and REPS

Issuance of appointment to faculty members and REPS

	Human Resources Development Office (HRDO)			0)
Office or Division:		s Developr	TIENT OTTICE (HRD	U)
Classification:	Complex	nt to O	KID 100 O 10 t	
Type of Transaction:			rnment	
Who may avail: CHECKLIST OF RE	All Administrative	Officers	WILEDE TO SE	CHDE
		LIDDO or	WHERE TO SE	
<ul> <li>1 original copy of Ba (green)</li> </ul>	asic Paper	HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4 Approves and signs basic paper	None	1 day	Chancellor Office of the Chancellor



appointment	
and	



#### 11. Issuance of Other Appointment

Issuance of other appointment to faculty, REPS and administrative staff

	appointment to faculty, REPS and administrative staff			
Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Complex			
Type of Transaction:			rnment	
Who may avail:	All Administrative	Officers	WILEDE TO SE	OUDE
CHECKLIST OF RE		<u> </u>	WHERE TO SE	CURE
1 original copy of let	ter request	Respectiv	/e Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request to HRDO	1.1 Reviews the letter request and issues HR clearance	None	1 day	Administrative Aide/Chief AO HRDO
	1.2 Reviews letter request and issues Budget clearance	None	1 day	Administrative Aide/Chief AO Budget Office
	1.3 Evaluates and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4 Renders decision	None	1 day	Chancellor Office of the Chancellor
	1.5 Prepares and reviews appointment	None	1 day	Administrative Aide/Chief AO HRDO



TOTAL:	None	7 days	
photocopy to HRDO			
the			
and release			Respective Unit
appointment			Officer
1.7 Photocopies	None	1 day	Administrative
appointment			Respective Unit
1.6 Signs the	None	1 day	Unit Head



# 12. Leave of Absence Application

Application for vacation and sick leave.

Office or Division: Human Resources Development Office (HRDO)				
Classification:	Simple	a nevelubi		O)
Type of Transaction:		ant to Cove	rnment	
Who may avail:	All Employees	THE TO GOVE	THITICH C	
CHECKLIST OF RE			WHERE TO SE	CURF
1 original copy and		HRDO or	can be download	
			o.upou.edu.ph	cu at
application for leave		-		
<ul> <li>1 original copy of Medical Certificate (for more than five days of sick leave</li> </ul>		Employee	<del>)</del>	
*	•			
for REPS and Admi	•	n		
two days of sick lea	ve for faculty			
members)	T	_	1	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1.1 Renders	None	5 minutes	Immediate
completely filled-in	action to the	INOTIC	o minutes	Supervisor/
application for	application			Administrative
leave to the Unit	and If			Officer
Head	approved,			Respective Unit
ricad	submits the			-
	application to			
	HRDO,			
	otherwise			
	return to the			
	applicant 1.2 Certifies the	2000	E minutos	A desiminate of its
	_	none	5 minutes	Administrative Aide/Chief AO
	number of			HRDO
	leave credits		F	
	1.3 Renders	none	5 minutes	Chancellor (for VCs and Deans)
	action to the			Office of the
	application			Chancellor/Vice
				Chancellor for
				Finance and
				Administration
				for other
				employees
				Office of the
				Vice Chancellor
				for Finance and
				Administration
	TOTAL:	None	15 minutes	



#### 13. Privilege to Study at Reduced Fee Application

Application for study privilege of employees to any constituent university

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple	-	·	·
Type of Transaction:		nt to Gove	rnment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	
	<ul> <li>1 original copy of privilege to study at reduced fee application</li> </ul>		can be download o.upou.edu.ph	ed at
1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application)		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     application to     HRDO	1.1 Evaluates the request and certifies the number of units that can be enrolled	None	1 day	Chief AO HRDO
	1.2 Recommend s approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Administrative Staff) Office of the Vice Chancellor for Finance and Administration
	1.3 Renders decision	none	1 day	Chancellor Office of the Chancellor
	TOTAL:	None	3days	



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

Request for issuance of Service Record to current employees of the University.					
Office or Division:	Human Resource	Human Resources Development Office			
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All current and f	ormer emp	oloyees		
CHECKLIST OF REC	1 7				
None		Not applicable			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID TIME PERSON RESPONSIBLE			
4 1 4 11 //				01110	
1. Logs in to his/her University	a. Approves the request	None	5 minutes	Chief AO HRDO	

TOTAL: None

10 minutes



#### 15. Study Privilege of Non-Earning Dependents Application

Application for study privilege of non-earning dependents of employees to any constituent university

constituent university				
Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Governmen	t to Govern	nment	
Who may avail:	All Employees			
CHECKLIST OF RE	EQUIREMENTS		WHERE TO SE	
<ul> <li>1 original copy of st</li> </ul>	• •		can be download	ed at
non-earning depend	dent application	http://hrdd	o.upou.edu.ph	
<ul> <li>1 photocopy of adm</li> </ul>	ission notice (for	Employee		
initial application) or	1 original copy of			
true copy of grades	(for succeeding			
application)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits     application to     HRDO	1.1 Evaluates the request and certifies the employment details of the employee	None	1 day	Chief AO HRDO
	1.2Recommends approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin Staff) Office of the Vice Chancellor for Finance and Administration for Finance and Administration
	1.3 Renders	none	1 day	Chancellor
	decision			Office of the
				Chancellor
	TOTAL:	None	2 days	



# 16. Study Leave (Full-time) Application

Application for study leave (full-time) of employees

Application for study leave (full-time) of employees				
Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Highly Technical			
Type of Transaction:		nt to Gove	rnment	
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE
<ul> <li>1 original copy of let endorsed by the Uni APC/RPFC/HRMPS</li> </ul>	it Head and Unit	Employee		
<ul> <li>1 photocopy of adminitial application) or true copy of grades application)</li> </ul>	1 original copy of	Employee		
4 original copies stu	dy leave contract	HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request to HRDO	1.1 Evaluates the request and prepares referendum for action of the UAPC (for Faculty) /RFPC (for REPS) /HRMPSB(fo r admin)	None	1 day	Chief AO HRDO
	1.2 Renders action on the request	None	1 day	UAPC (for Faculty) /RFPC (for REPS) /HRMPSB(for admin)
	1.3 Prepares endorsement letter to the Chancellor	None	1 day	Chief AO HRDO
	1.4 Renders decision	None	1 day	Chancellor Office of the Chancellor



	1		1	
Submits study leave contract	2.1 Evaluates and signs	None	1 day	Chief AO HRDO
	the contract			
	2.2 Signs the contract as witness	None	1 day	Vice Chancellor for Academic Affairs (for Faculty and REPS)/Vice Chancellor for Finance and Administration
				(for Administrative Staff)
	2.3 Signs the contract	None	1 day	Chancellor Office of the Chancellor
	2.4 Releases the contract for notarization of the employee	None	1 day	Administrative Aide HRDO
	TOTAL:	None	8 days	



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

Sworn statement of assets and liabilities submission

Owom statement of as	sols and habilities	Subillissi	OH			
Office or Division:	Human Resources Development Office					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All current employees					
CHECKLIST OF REC	WHERE TO SECURE					
None		Not applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Logs in to his/her University Information System (UIS) account (https://uis.up.edu. ph), updates the SALN details and submits original signed copies (3 copies, back-to- back printing to HRDO)	1.1 Reviews and signs SALN	None	5 minutes	Chief AO HRDO		
	1.2 Consolidate s submission of all employees for submission to Office of the Ombudsma	none	2 days	Chief AO, HRDO		

TOTAL:

None

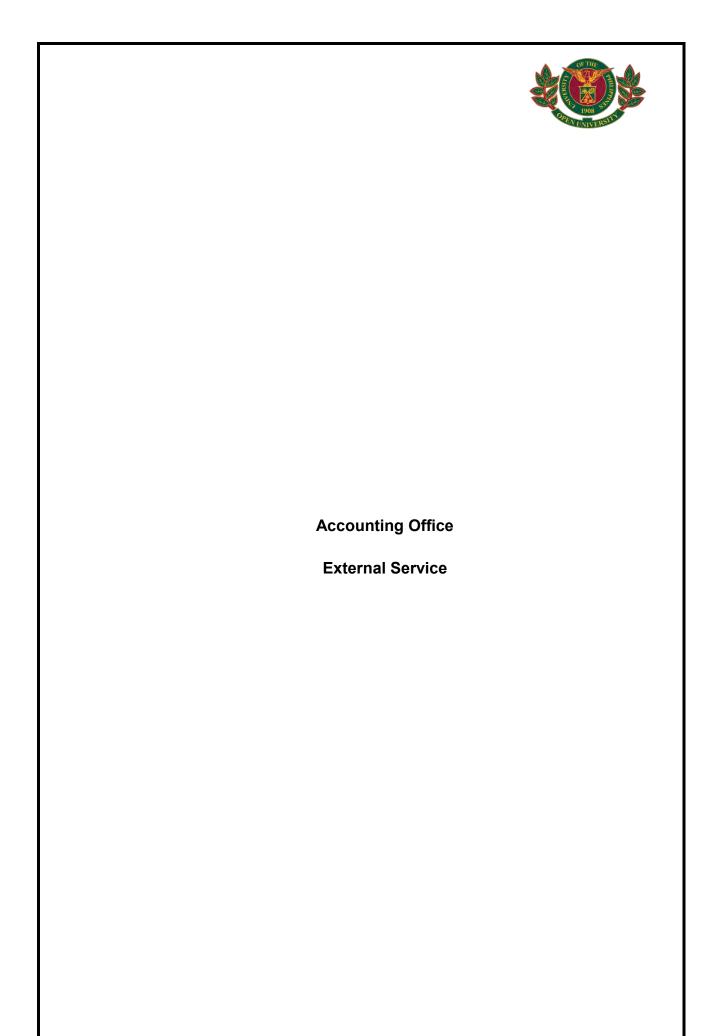
2 days and 5 minutes

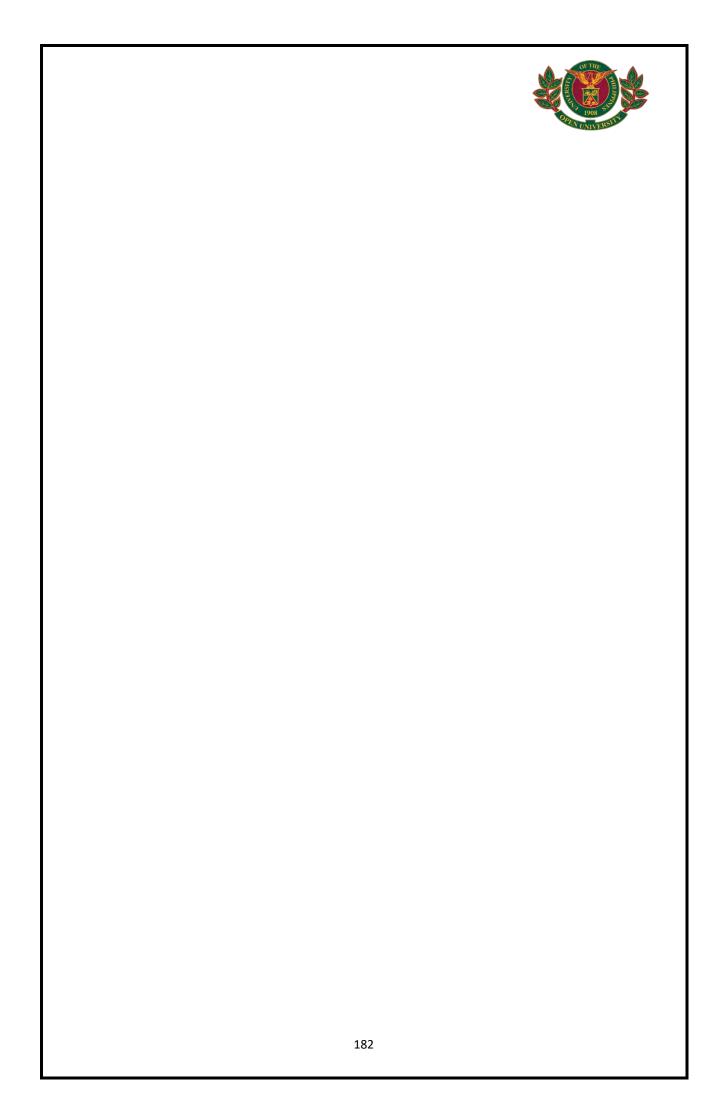


## 18. University Clearance Application for Employees

Application for University Clearance for those who will be on leave for more than 30 days and those who will be separated from the University.

Office or Division:	Human Resource	s Developr	ment Office (HRD	O)
Classification:	Highly Technical	•	•	•
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	
<ul> <li>4 original copies</li> </ul>	of clearance		can be download	ed at
form		http://hrdd	o.upou.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID  PROCESSING RESPONSIE		
Submits clearance application to HRDO	1.1 Request the offices concern to issue clearance to the employee via email	None	5 minutes	Administrative Aide/Chief AO HRDO
	1.2 Facilitates the signing of clearance per office	None	7 days	Administrative Aide HRDO
	1.3 Issues certificate of clearance	None	5 minutes	Chief AO HRDO
	TOTAL:	None	7 days and 10 minutes	



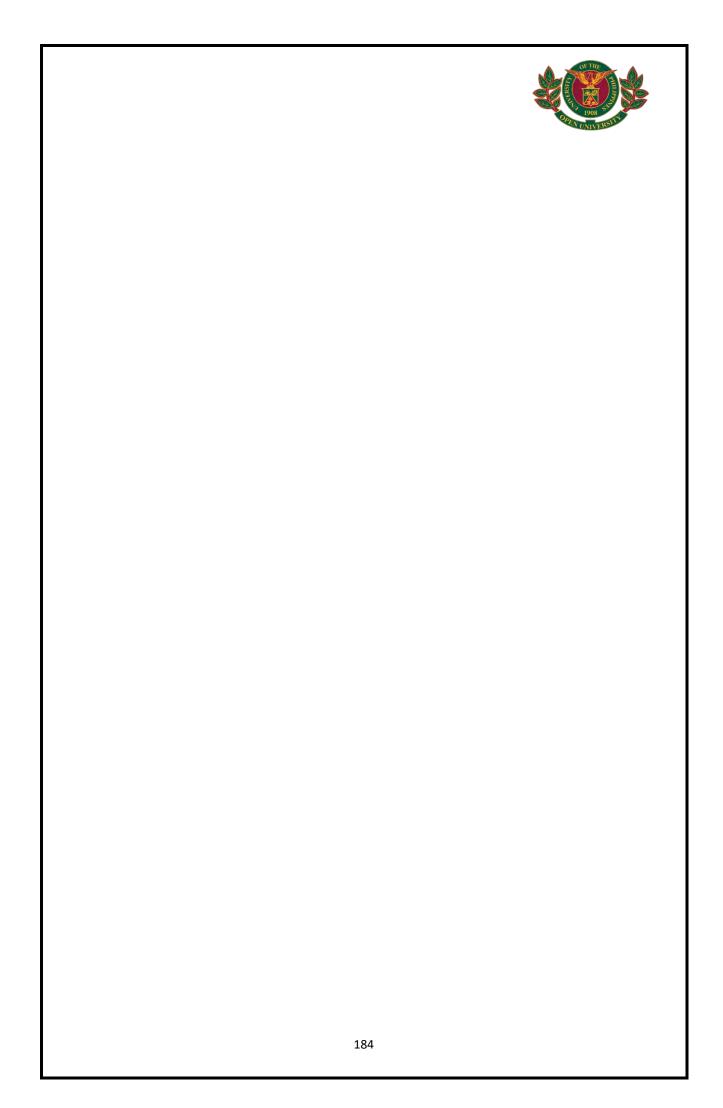


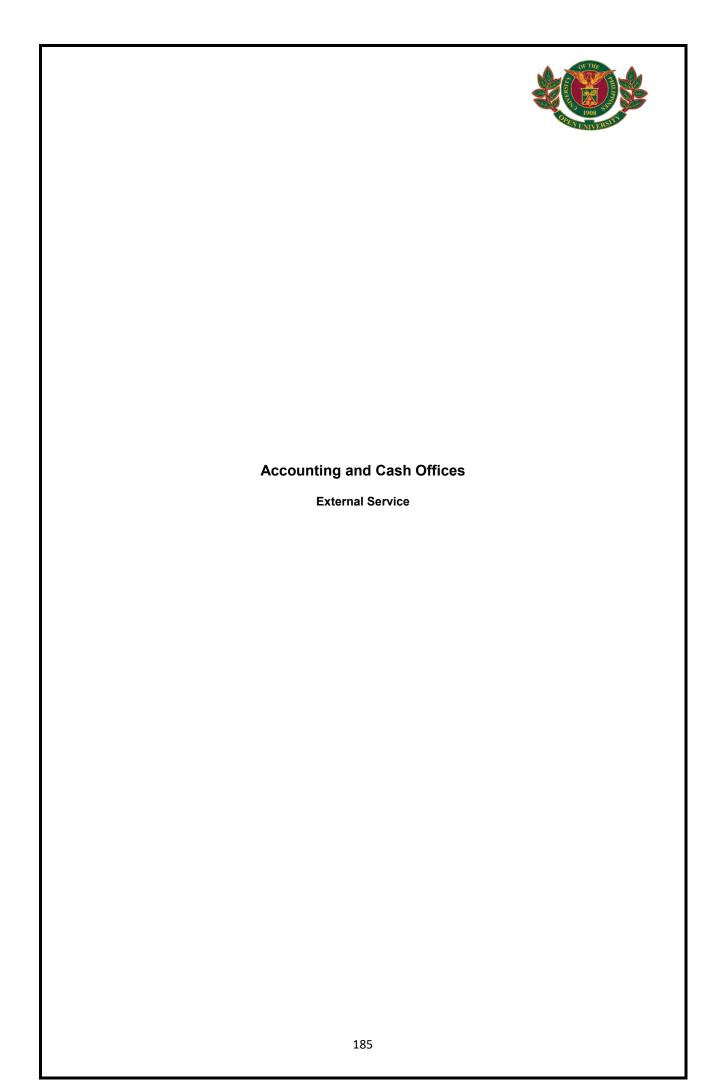


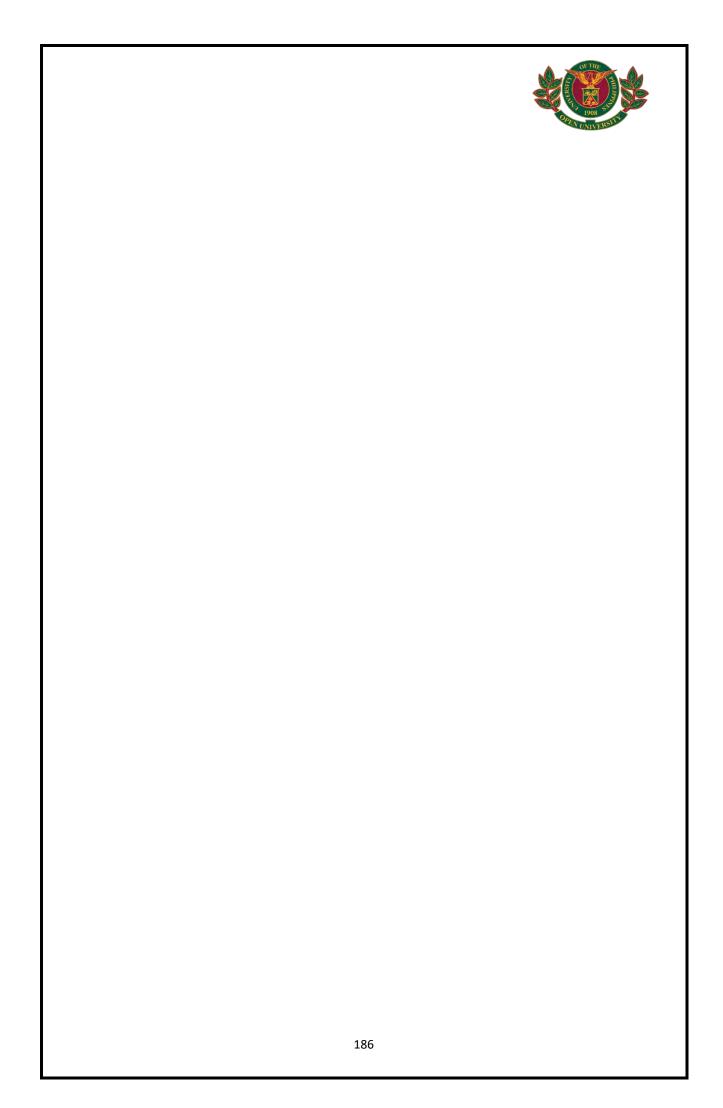
## 1. Request for Financial Report

This report is issued to project grantors to provide information on the use of project funds and also for reversion of unused funds.

Office or Division:	Accounting Office			
Classification:	Highly Technical			
Type of	G2C – Government	to Govern	nment	
Transaction:	G2B – Government	to Busine	SS	
Who may avail:	All Project Grantors			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for financial report to the Chief Accountant via email	1.1 Acknowledges receipt of email and provides instruction to Accounting Staff	None	5 minutes	Chief Accountant Accounting Office
	1.2 Prepares the financial report	None	15 days	Office Aide Accounting Office
	1.3 Reviews and forwards financial report to Chief Accountant	None	1 hour	Office Aide Accounting Office
	1.4 Reviews and signs financial report	None	2 days	Chief Accountant Accounting Office
	1.5 Forwards financial report to requestor	None	10 minutes	Office Aide Accounting Office
TC	TAL	None	17 days, 1 hour, 15 minutes	









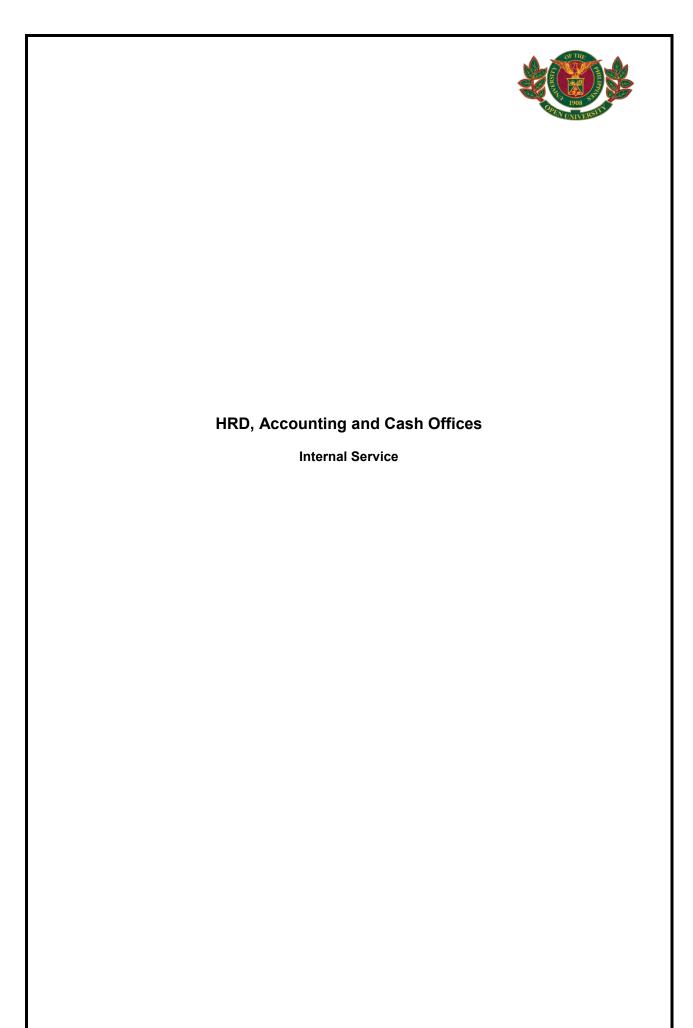
# 1. Processing of Payments for Suppliers

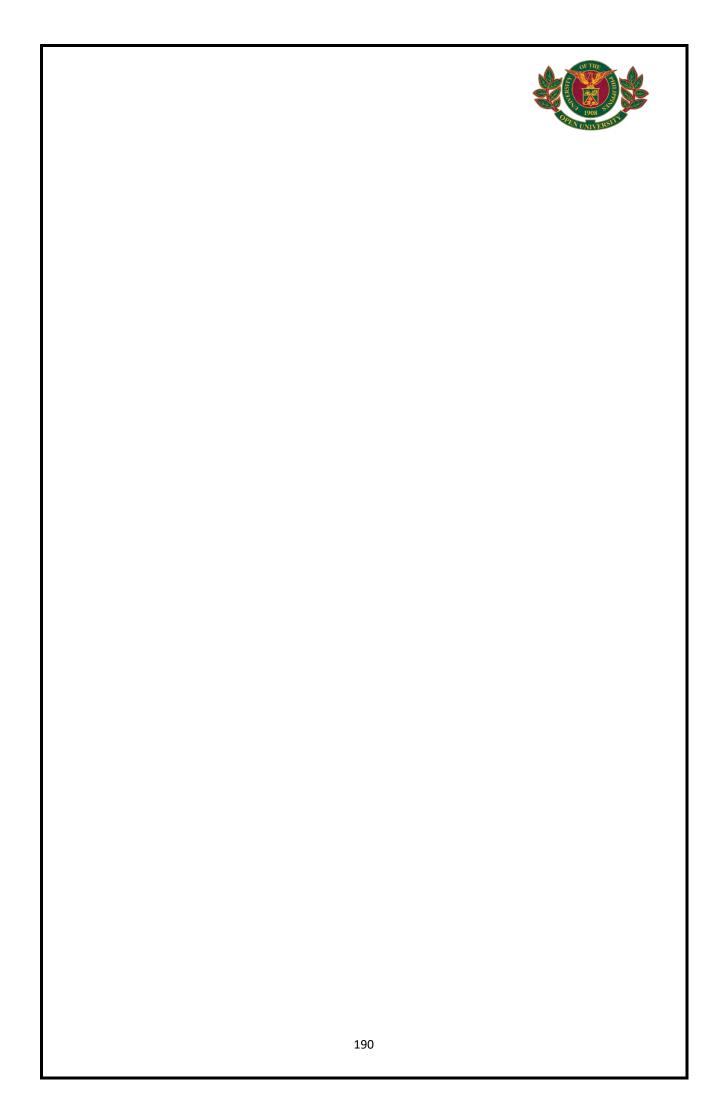
Processing of payments to all suppliers of the University.

Office or Division:	Accounting Office and Cash Office			
Classification:	Simple	<del>-</del>		
Type of	G2C – Government	to Citizen		
Transaction:	G2B – Government	to Busine	ss	
Who may avail:	All suppliers			
CHECKLIST OF F			WHERE TO SE	CURE
1 original copy of Bill Statement/Sales Invo Receipt		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and submits billing statement/sales invoice, and delivery receipts to concerned unit/office for preparation of DV.	1.1 Receives billing statement/sale invoice, and delivery receipts, prepares DV (3 copies), ORS/ BURS and other attachment/s using existing Financial Information System including scanning of all documents	None	15 minutes	Administrative Aide/Assistant Respective Unit
	1.2 Verifies/Check s and signs Box A	None	5 minutes	Administrative Officer/Unit Head Respective Unit
	1.3Pre-audits the document	None	1 day	Administrative Aide Accounting Office
	1.4.Records the transaction to books of accounts	None	4 hours	Administrative Aide Accounting Office



		T		
	1.5.Reviews,	None	4 hours	Chief
	signs and			Accountant
	certifies the			Accounting
	availability of			Office
	funds			
	1.6 Approves the	None	10 minutes	Vice Chancellor
	payment			for Finance and
	, ,			Administration/
				OVCFA
				Chancellor
				OC
	1.7 Prepares e-	None	4 hours	Administrative
	credit			Aide/ Cash
	payment/			Office
	check			
	1.8 Reviews and	None	30 minutes	Chief AO,
	signs the			Cash Office and
	advice/check			Vice Chancellor
				for Finance and
				Administration/
				OVCFA
				Chancellor
				OC
	1.9 Release the	None	5 minutes	Administrative
	advice/check			Aide
	to the bank/			Cash Office
	supplier			
2. Issues official	2.1 Releases the	None	5 minutes	Administrative
receipt (OR) to	Certificate of			Aide
the Cash Office	Withholding Taxes			Cash Office
	TOTAL:	None	2 days, 5	
			hours	







# 1. Processing of Payroll

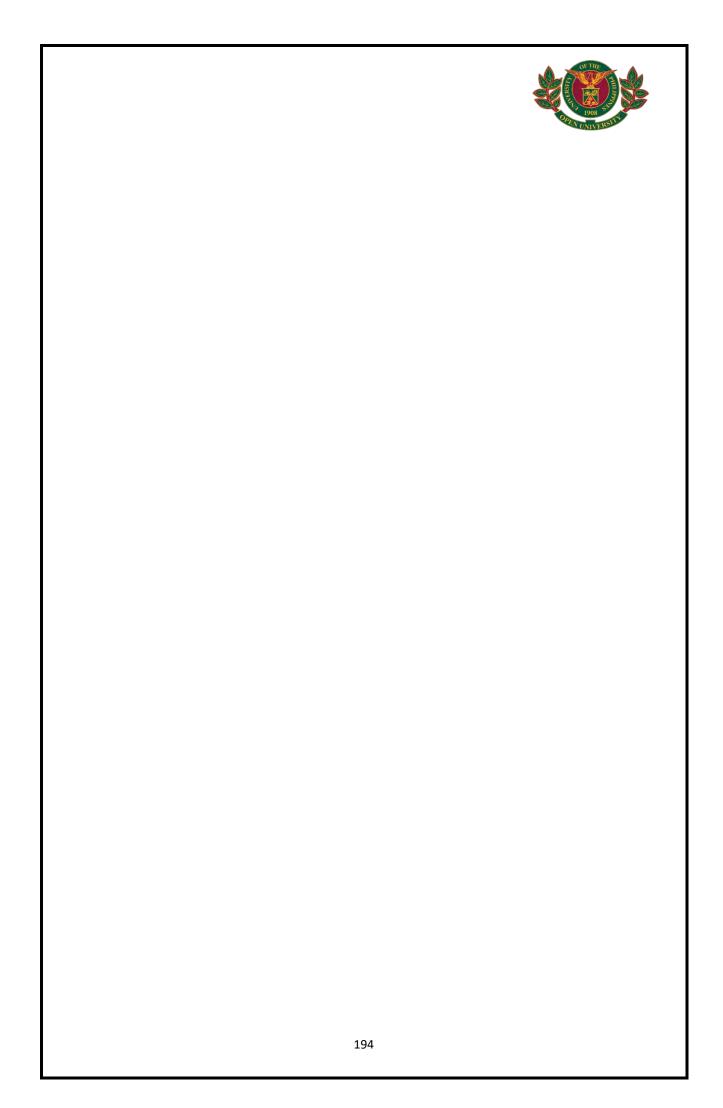
Processing of payroll for all employees of the University.

Office or Division:	HRDO, Accounting Office and Cash Office			
Classification:	Simple			
Type of	Government to Gov	ernment (	G2G)	
Transaction:		,	,	
Who may avail:	All Employees			
CHECKLIST OF F			WHERE TO SE	CURE
1 original copy of dai	ily time	Employee		
record/certificate of s		. ,		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit daily time record/certificat e of service to HRDO	1.1 Consolidates and signs DTR/COS submission and submit to Accounting Office	None	15 minutes	Administrative Aide/Chief AO HRDO
	1.2 Prepares payroll	None	1 day	Administrative Aide Accounting Office
	1.3Verifies and signs payroll	None	1 hr	Chief Accountant Accounting Office/Vice Chancellor for Finance and Administration OVCFA
	1.4.Prepares and signs weekly advice	None	20 minutes	Administrative Aide/Chief Accountant Accounting Office
	1.5.Prepares bank advice	None	10 minutes	Administrative Aide Cash Office
	1.6 Verifies and signs bank advice	None	10 minutes	Chief AO Cash Office/ Vice Chancellor



1.8 Credits the amount on credit date	None None	1 day 2 days, 1 hour, 5	Bank Personnel LBP/PVB
1.7 Photocopies (3 copies) bank advice and sends to bank for crediting	None	10 minutes	Administrative Aide/ Cash Office
			for Finance and Administration/ OVCFA Chancellor OC







#### 1. Facilities Rental

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

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	All citizens			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1 original copy of Form	Reservation/Rental	CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	University Extension Specialist CDMO
	1.2 Confirms and books reservation	None	5 minutes	University Extension Specialist CDMO
	1.3 Provides billing statement	None	10 minutes	University Extension Specialist CDMO
	1.4 Receives payment and issues official receipt	Venue Package Rate – PhP 4400/3 hrs  Additional chairs – PhP 7/chair  Additional equipment – PhP 500/3 units	5 minutes	Administrative Aide VI Cash Office



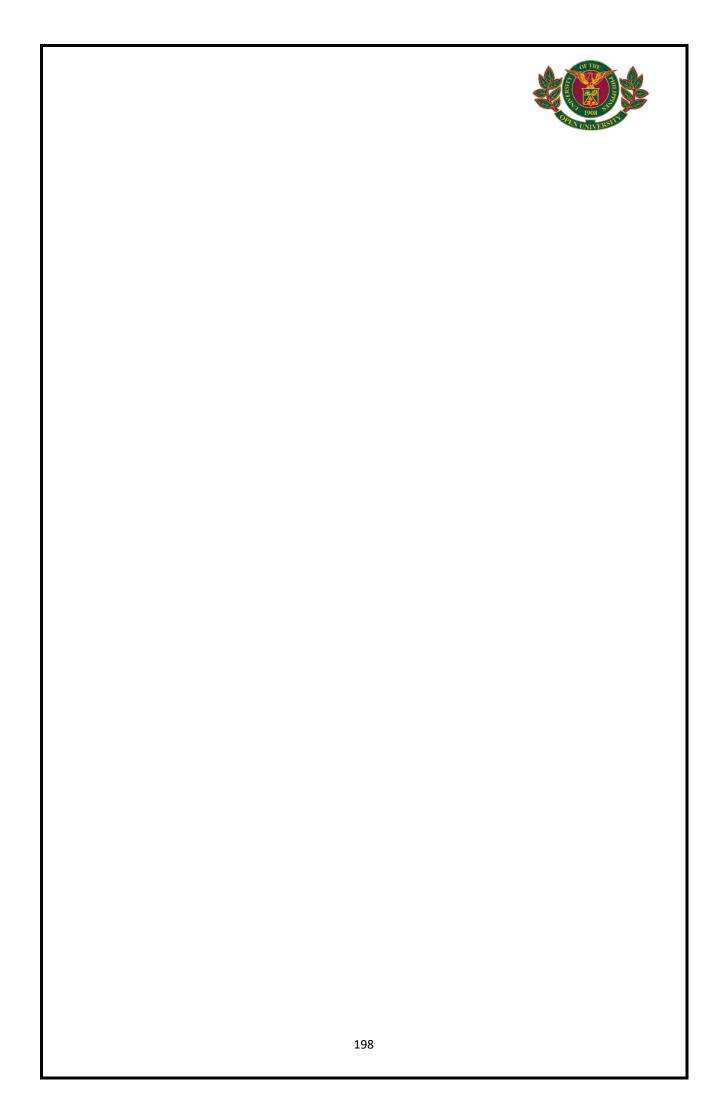
	Honorarium  — PhP 1,000/8 hrs succeeding hours — 125/hr		
TOTAL:	Venue Package Rate – PhP 4400/3 hrs  Additional chairs – PhP 7/chair  Additional equipment – PhP 500/3 units  Honorarium – PhP 1,000/8 hrs succeeding hours – 125/hr	25 minutes	



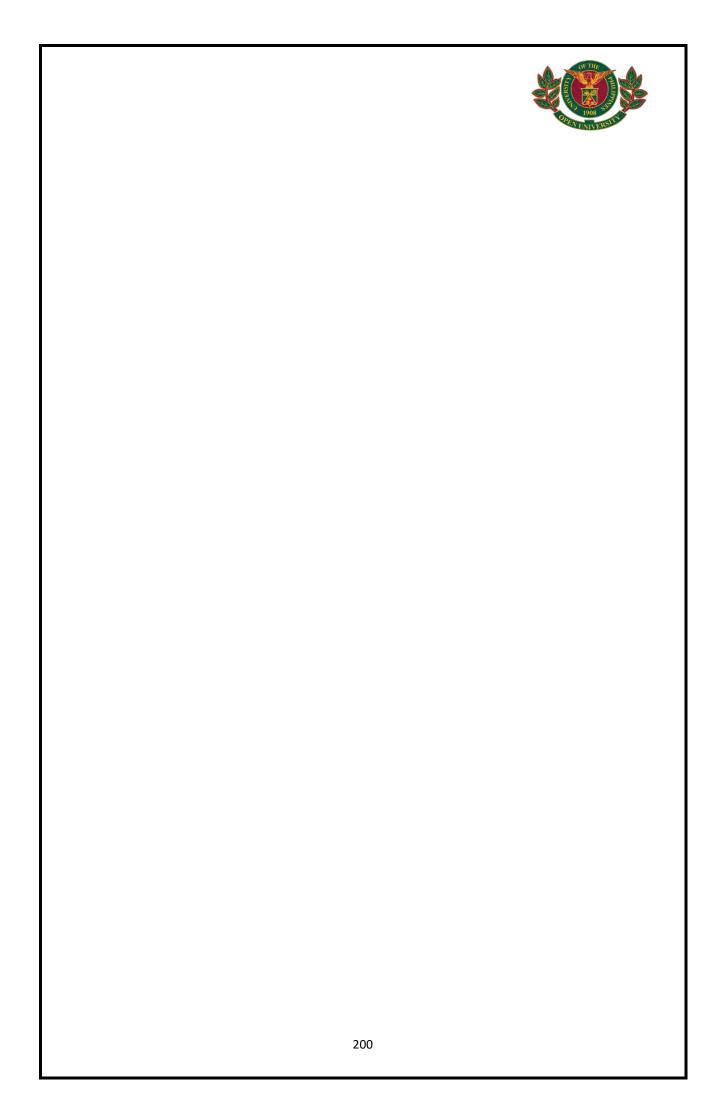
## 2. Learner's Hall Rental

Submission of request to rent the Learner's Hall (LH)

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	G2C – Government	to Citizen		
Who may avail:	All Citizen			
	REQUIREMENTS WHERE TO SECURE			
1 original copy of Form	Reservation/Rental	CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	University Extension Specialist CDMO
	1.2 Confirms and books reservation	None	5 minutes	University Extension Specialist CDMO
	1.3 Provides billing statement	None	10 minutes	University Extension Specialist CDMO
	1.4 Receives payment and issues official receipt	PhP 600/day	5 minutes	Administrative Aide VI Cash Office
	TOTAL:	PhP 600/day	25 minutes	





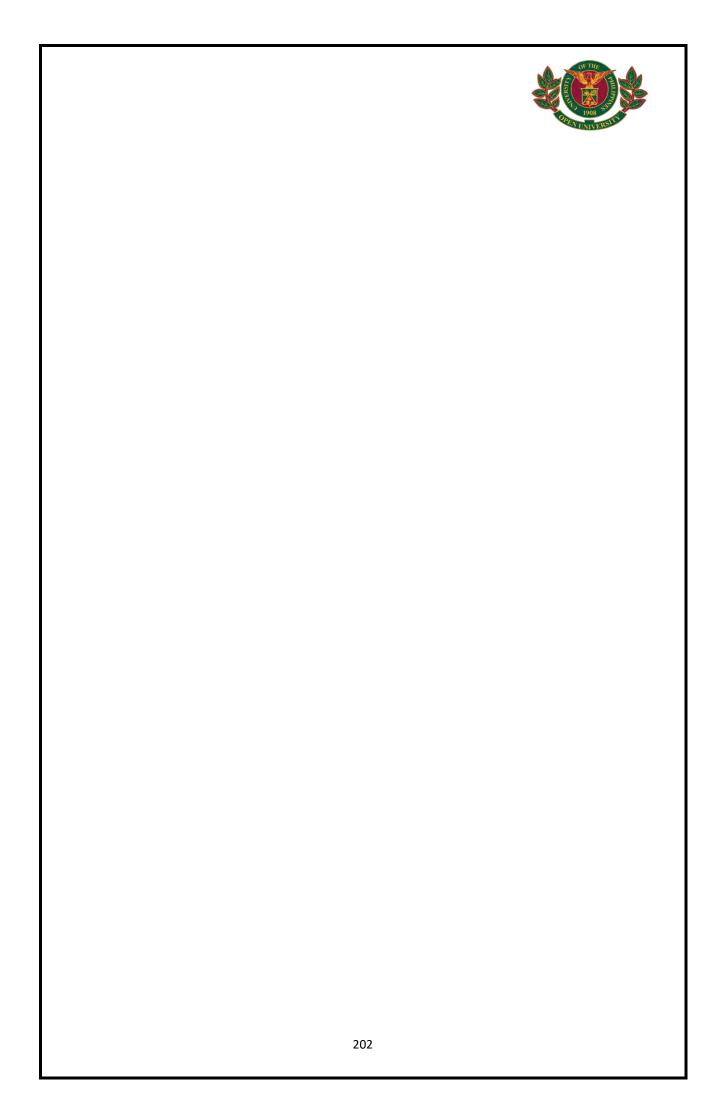


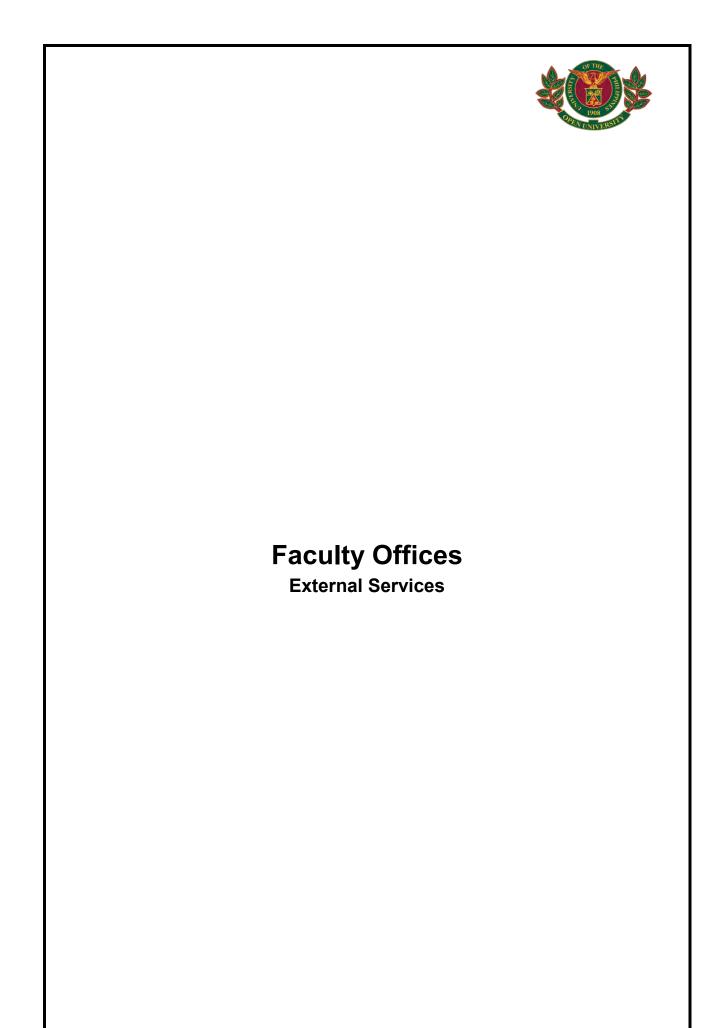


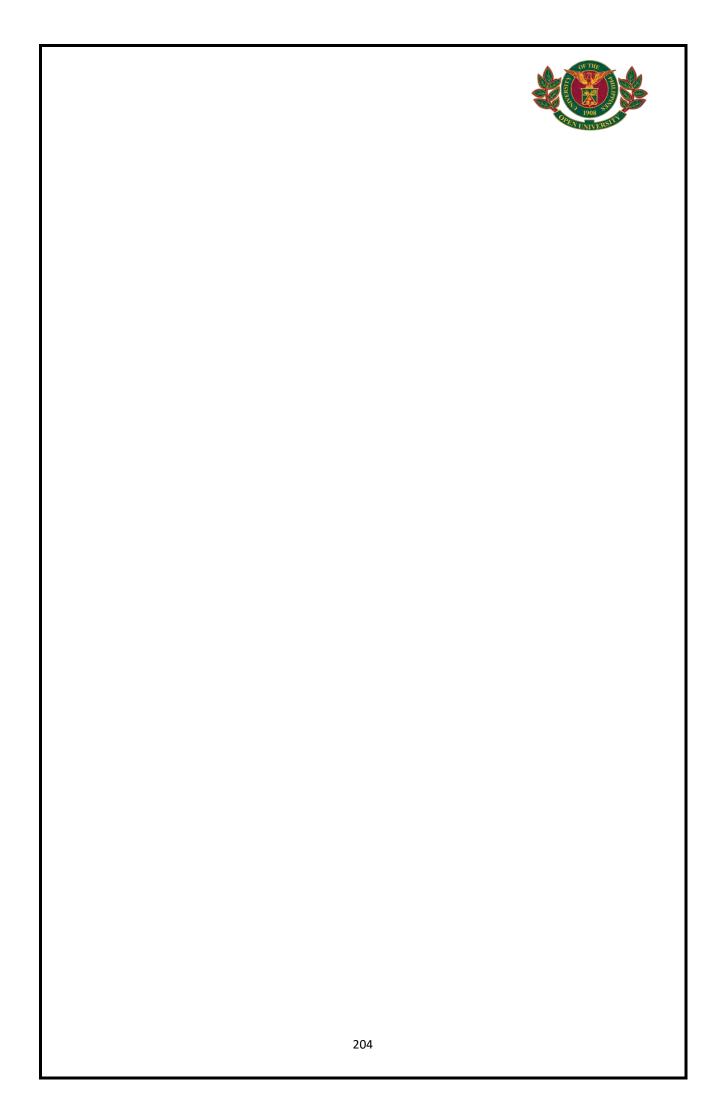
#### 1. Reservation of Venue

Submission of request for reservation of UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL), Oblation Hall (OH), Sandbox and Learner's Hall (LH),

and Learner's Ha	III (∟⊓ <i>)</i> ,				
Office or	Campus Developm	Campus Development and Maintenance Office (CDMO)			
Division:					
Classification:	Simple				
Type of	Government to Gov	ernment (G20	<del>S</del> )		
Transaction:					
Who may avail:	All employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1 original copy of	Reservation/Rental	CDMO			
Form					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Fills out the	1.1 Confirms and	None	5 minutes	University	
online	books			Extension	
reservation	reservation			Specialist	
form				CDMO	
(https://docs.goo					
gle.com/a/upou.					
edu.ph/forms/d/					
e/1FAIpQLSeIUIU					
vQOTXtY6fI- Et4BHnH3ENeV8f					
o6hsonVAP9wLP					
k470Q/viewform					
?c=0&w=1)					
TOTAL:		None	5 minutes		









#### 1. Application for Graduation

Student must apply for the application in order to graduate. The application for graduation serves as the basis for evaluating the record of the student/candidate. If the student is completing all the academic requirements of the program on his/her last enrollment, s/he should apply for graduation on or before the deadline for filing of application for graduation on that particular term.

Office or Division:	Faculty Office			
Classification:	Highly technical			
Type of	Government to Citi	zen (G2C	<b>(</b> )	
Transaction:				
Who may avail:	Undergraduate and	l graduate		
CHECKLIST OF R			WHERE TO SE	
1 digital copy of App	lication Form for	https://o	<u>ur.upou.edu.ph/st</u>	udent/pdf/APPLI
Graduation		CATION	FOR GRADUA	TION.pdf
			istrar.upou.edu.ph/wp bloads/2019/10/APPLIC	
		TION.pdf	110aus/2019/10/AFFLIC	ATION FOR GRADUA
	4.0.511.017	FEES		7770011
CLIENT STEPS	AGENCY	TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Fill ups the	1.1 Inputs the	None	2 days	University
application form	information in the			Researcher/
and sends it to the	google drive			University
Faculty Secretary	database and			Research
via email	conducts initial			Associate/
attachment or hard	checking of			University
сору.	records to identify			Extension Associate/
	lacking courses and grades.			Research
	and grades.			Assistant/
				Project Staff
				Faculty of
				Studies
	1.2 Deliberates	None	1 day	Faculty
	the application		,	Executive
	and if merited,			Committee
	endorses to the			Faculty of
	Faculty Council.			Studies
	1.3 Deliberates	None	1 day	Faculty Council
	the application			Faculty of
	and if merited,			Studies
	endorses to the			



		[		
	University			
	Execom.			
	1.4 Deliberates	None	1 day	University
	the application		•	Executive
	and if merited,			Committee
	endorses to the			
	University			
	Council.			
	1.5 Deliberates	None	1 day	University
	_	INOTIC	i uay	Council
	the application			Couricii
	and if merited, endorses to the			
	BOR.			
	1.6 Approves/	None	1 day	Board of
	Disapproves			Regents
	recommendation			
	for graduation.			
	1.7 Sends	None	3 days	Administrative
	notification to the		-	Officer OUR
	student on the			
	decision of			
	his/her			
	application for			
	graduation.			
TOTA	. •	None	10 days	
1017	<b>1</b>	110110	10 days	



### 2. Completion of EXT (Online) and Removal

To complete a grade of EXT (extended) and 4.00 (for removal) in a course, a student has a maximum period of one year from the end of the term to complete all the requirements of the course. The student need not re-enroll the course during this period of completion. The validity of the approved completion is per term only.

Office or Division:	Faculty Office			
Classification:	Complex	•		
Type of Transaction:	Government to Citi	zen (G2C	3)	
Who may avail:	Enrolled students			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	
1 original copy of Rem Exam Form	noval/ Completion	-	ur.upou.edu.ph/st	<u>udent</u>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files an online application for completion of EXT grade through the Student Portal https://our.upou.edu.ph/student and submits the requirements required for completion to the Faculty Secretary.	1.1 Checks the eligibility and requirements of the student for completion  1.2 Forwards the requirements to the Faculty in Charge (FIC)	None	3 days	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies University Research Associate/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.3 Checks the requirements and issues completion grade online.	None	1 day	Faculty in Charge Faculty of Studies
TOTA	· ·	None	5 days	



# 3. Cross Enrollment (from UPOU to other UP Unit) Request

This refers to the process of enrollment where a student of UPOU chooses to cross-enroll into another UP unit.

Office or Division:	Faculty Office				
Classification:	Simple	•			
Type of	Government to Citizen (G2C)				
Transaction:	,				
Who may avail:	Undergraduate and	d graduate	students		
CHECKLIST OF R			WHERE TO SE	CURE	
1 original copy of the	permit to Cross	https://oui	r.upou.edu.ph/stu	dent/pdf/Permit%	
Register Form		20to%200	Cross%20Registe	r.pdf	
			trar.upou.edu.ph/wp-		
			oads/2019/10/Permit-t	o-Cross-Register.pdf	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits the	1.1 Receives the	None	10 minutes	University	
permit to cross	form and			Researcher/	
register form to the	forwards it to the			University	
Faculty Secretary.	Program Chair			Research	
				Associate/	
				University	
				Extension	
				Associate/	
				Research	
				Assistant/	
				Project Staff	
				Faculty of	
				Studies	
	1.2 Receives and	None	1 day	Program Chair	
	evaluates the			Faculty of	
	application	NI	4 -1	Studies	
	1.3 Renders	None	1 day	Dean Faculty of	
	decision on the			Faculty of	
	request	Nlassa	10 min	Student	
	1.4 Receives the letter with final	None	10 minutes	Student Records	
				Records Evaluator I/	
	action of the				
	Dean.			Office of the University	
				,	
	1.5 Informs the	None	10 minutes	Registrar Student	
		inone	10 minutes		
	student on the			Records	



	decision of the request.			Evaluator/Admin istrative Aide Office of the University Registrar
TOT	AL:	None	3 days	



### 4. Dropping of Courses

The student may drop a course before three-fourths (3/4) of the semester/term has elapsed, and not later. The system is accessible only at the start of the class and deactivated a day after the deadline for filing an application for dropping on that particular term. If the student applies less than 1 month after classes start (semestral) or less than 1 week (trimestral), they are advised to apply for withdrawal of enrollment and refund of fees instead.

Office or Division:	Faculty Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Enrolled students			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	ECURE
1 original copy of Dropp	ing Form	https://o	ur.upou.edu.ph/st	udent
1 photocopy of proof of	payment	Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for dropping of course/s via student portal https://our.upou.edu.ph/student	1.1 Checks all requirements are complete, inputs the information in the database under the Application for DRP folder, generates excel file DRP Summary and updates the status of the application in STROL as In-	PhP10 /unit	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Evaluates and renders decision on the application via STROL and updates the database.  1.3 Creates summary of approved DRP	None	10 minutes	Secretary to the Faculty Faculty of Studies  University Researcher/



		T		_
	forwards to the			University
	Secretary to the			Research
	Faculty at least			Associate/
	1 week before			University
	the deadline for			Extension
	Submission of			Associate/
	Grades for			Research
	distribution to			Assistant/
	the Faculty in			Project Staff
	Charge (FIC).			Faculty of
				Studies
	1.4 informs the	None	10 minutes	Secretary to the
	student and FIC			Faculty
	on the decision.			Faculty of
				Studies
TOTAL		PhP10	1 day and 30	
		/unit	minutes	



#### 5. Leave of Absence Application

A student may apply for a leave of absence (LOA) a day after the deadline for the withdrawal of enrollment. The LOA must not exceed one year from the term of effectivity. The online application for LOA is activated at the start of the registration period and deactivated a day after the deadline for filing application for LOA.

Office or Division:	Faculty Office			
Classification:	Simple			
Type of	Government to Citizen (G2C)			
Transaction:		, ,		
Who may avail:	Enrolled students	and not pre	viously on Absend	ce Without
	Official Leave (AV	VOL) status		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
1 original copy of LO	A form	https://our.i	upou.edu.ph/stud	ent/
1 photocopy of Proof	of Payment	Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for LOA	1.1 Checks all	PhP 150	1 day	University
via student portal	requirements			Researcher/
https://our.upou.edu.ph/	are completed.			University
student				Research
				Associate/
				University
				Extension
				Associate/
				Research
				Assistant/
				Project Staff
				Faculty of
				Studies
	1.2 Inputs the	None	10 minutes	University
	information to			Researcher/
	the database			University
	under the			Research
	Application for			Associate/
	LOA folder and			University
	excel file LOA			Extension
	Summary and			Associate/
	updates the			Research
	status in STROL			Assistant/
	as <i>In-process</i> .			Project Staff
				Faculty of
				Studies



T	1.0 Evaluates	Nlana -	1 4-11	Coordon: to the
	1.3 Evaluates	None	1 day	Secretary to the
	and renders			Faculty
	decision on the			Faculty of
	application via			Studies
	STROL and			
	updates the			
	database.			
	1.4 Creates	None	10 minutes	University
	summary of			Researcher/
	approved LOA			University
	applications and			Research
	forwards to the			Associate/
	Secretary to the			University
	Faculty at least			Extension
	one week			Associate/
	before the			Research
	deadline for			Assistant/
	Submission of			Project Staff
	Grades for			Faculty of
	distribution to			Studies
	the Faculty in			Ctaaloo
	Charge (FIC).			
	1.5 Informs the	None	10 minutes	Secretary to the
	student and FIC	140110	10 1111110100	Faculty
	of the final			Faculty of
	decision on the			Studies
				Studies
TOTA	request.	DhD 4 <i>E</i> 0	2 days and 20	
IOIA	\L.	PhP 150	2 days and 20	
			minutes	



## 6. Maximum Residency Rule (MRR) Waiver

Students who have reached the Maximum Residency Rule in the program may still be considered to continue with the program by applying for a formal request to waive their MRR.

MRR.				
Office or Division:	Faculty Office			
Classification:	Highly technical			
Type of	Government to Citizen (G2C)			
Transaction:				
Who may avail:	Undergraduate and	d graduate		
CHECKLIST OF R			WHERE TO SE	ECURE
1 original request lette MRR	r for waiver of	Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter to waive MRR to the Secretary to the Faculty.	1.1 Receives the letter and attaches a student checklist to the letter and forwards the request to the Program Chair	None	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Receives, evaluates and recommends the application	None	15 days	Program Chair Faculty of Studies
	1.3 Renders final action.	None	1 day	Dean Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	Student Records Evaluator I/ Office of the University Registrar
	1.5 Informs the student on the decision of the request.	None	5 minutes	University Researcher/ Student Records



			Evaluator/ Administrative Office of the University Registrar
OTAL:	None	16 days and 25 minutes	



# VI. Feedback and Complaints

FE	EDBACK AND COMPLAINTS MECHANISM
How to send feedback	Answer the client feedback form and check the suggestion or complement box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - <a href="https://forms.gle/qEGF56NFwUxNg3nbA">https://forms.gle/qEGF56NFwUxNg3nbA</a>
How feedbacks are processed	Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles and records all feedback submitted.  Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients my contact 049-536-6001 loc 299 or send an email to feedback@upou.edu.ph
How to file a complaint	Answer the client feedback form and check the complaint box and drop it at the designated dropbox in the lobby OR send an email to feedback@upou.edu.ph OR accomplish our Online Feedback Form - <a href="https://forms.gle/qEGF56NFwUxNg3nbA">https://forms.gle/qEGF56NFwUxNg3nbA</a>
How complaints are processed	Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles, records and evaluates all complaints submitted.  Upon evaluation, the complaint shall be forwarded to the relevant office for evaluation and investigation. A report shall be submitted to the Chancellor for appropriate action.
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA	CCB: 0908-881-6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)



## VII. List of Offices

Office	Address	Contact Information
Office of the Chancellor	3 <sup>rd</sup> Floor, UPOU	049 536 6015
(OC)	Headquarters, National	049 536 6001 to 06 local 702,800
	Highway, Maahas, Los	oc@upou.edu.ph
	Baños, Laguna	
Budget Office (BO)	3 <sup>rd</sup> Floor, UPOU	049 536 6001 to 06 local 703
	Headquarters, National	budget@upou.edu.ph
	Highway, Maahas, Los	
	Baños, Laguna	
Information and	3 <sup>rd</sup> Floor, UPOU	049 536 6001 to 06 local 452
Communication	Headquarters, National	miso@upou.edu.ph
Technology	Highway, Maahas, Los	
Development Office	Baños, Laguna	
(ICTDO)	Company with a little LID	040 F2C C004 to 0C local 4F2
Multimedia Center (MC)	Community Hub, UP Open University,	049 536 6001 to 06 local 453
	National Highway,	mc@upou.edu.ph
	Maahas, Los Baños,	
	Laguna	
Office of Public Affairs	Community Hub, UP	049 536 5992
	Open University,	049 536 6001 to 06 local 710
	National Highway,	info@upou.edu.ph
	Maahas, Los Baños,	
	Laguna	
Office of the Legal	2nd Floor, UPOU	049 536 6001 to 06 local 450
Counsel (OLC)	Headquarters, National	legal@upou.edu.ph
	Highway, Maahas, Los	
0.6	Baños, Laguna	242 522 2224 4 224 4 454
Office of Gender	1st Floor, UPOU	049 536 6001 to 06 local 451
Concerns (OGC)	Headquarters, National	gender@upou.edu.ph
	Highway, Maahas, Los	
Ugnayan ng	Baños, Laguna Community Hub, UP	049 536 6001 to 06 local 483
Pahininghod/Oblation	Open University,	pahinungod@upou.edu.ph
Corps Office	National Highway,	pariiridi igod@apod.cdd.pir
(Pahinungod)	Maahas, Los Baños,	
(	Laguna	
Office of the Vice	3 <sup>rd</sup> Floor, UPOU	049 536 6014
Chancellor for	Headquarters, National	049 536 6001 to 06 local 301
Academic Affairs	Highway, Maahas, Los	ovcaa@upou.edu.ph
(OVCAA)	Baños, Laguna	·
Office of the University	1 <sup>st</sup> Floor, UPOU	049 536 6001 to 06 local 101
Registrar (OUR)	Headquarters, National	registrar@upou.edu.ph



Office	Address	Contact Information
	Highway, Maahas, Los Baños, Laguna	
University Library (UL)	1 <sup>st</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los	049 536 5998 049 536 6001 to 06 local 721 library@upou.edu.ph
Office of Student Affairs (OSA)	Baños, Laguna Community Hub, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 5484 049 536 6001 to 06 local 340 osa@upou.edu.ph
Office of Academic Support and Instructional Services (OASIS)	IMDPO Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 399 oasis@upou.edu.ph
Office of the Vice Chancellor for Finance and Administration (OVCFA)	2 <sup>nd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6013 049 536 6001 to 06 local 151 ovcfa@upou.edu.ph
Accounting Office (AO)	2 <sup>nd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 202,480 accounting@upou.edu.ph
Cash Office (CO)	2 <sup>nd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 250 cash@upou.edu.ph
Human Resources Development Office (HRDO)	2 <sup>nd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 220,777 hrdo@upou.edu.ph
Supply and Property Management Office (SPMO)	2 <sup>nd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 210 spmo@upou.edu.ph
Campus Development and Maintenance Office (CDMO)	Centennial Center for Digital Learning Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 483 cdmo@upou.edu.ph
Faculty of Education (FEd)	IMDPO Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6009 049 536 6001 to 06 local 831,830 fed@upou.edu.ph



Office	Address	Contact Information
Faculty of Information	IMDPO Bldg., UPOU	049 536 6008; 536 5070
and Communication	Headquarters, National	049 536 6001 to 06 local 334
Studies (FICS)	Highway, Maahas, Los	fics@upou.edu.ph
	Baños, Laguna	
Faculty of Management	3 <sup>rd</sup> Floor, UPOU	049 536 6010
and Development	Headquarters, National	049 536 6001 to 06 local 821
Studies (FMDS)	Highway, Maahas, Los	fmds@upou.edu.ph
	Baños, Laguna	