



University of the Philippines Open University

CITIZEN'S CHARTER

2020 (2nd Edition)



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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:

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

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

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

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





V. LIST OF SERVICES

Office of the Chancellor

Budget Office

External Service

1. Budget Proposal Preparation 13

Internal Services

1. Budget Clearance Issuance 17
2. Internal Operating Budget (IOB) Preparation 18
3. Notice/Advice of Allotment Issuance 19

Office of Public Affairs

External Services

1. Alumni Coordination Request 23
2. Answering of Inquiries 24
3. Training on ODeL Request 25
4. Visit Request to UPOU 26

Internal Services

1. Documentation of Activities Request 29
2. Lay-out and Design Request 30
3. Publishing of Content in the UPOU website 31
4. Video Shoot and Editing Request 32

Information and Communication Technology Development Office

External Services

1. Email Accounts Creation Request – Student 35
2. Email Account One-time Password (OTP)/Password Reset Request - Student 36
3. My Portal Troubleshooting Request 37

Internal Services

1. Email Accounts Creation Request – Employees 41
2. Email Account One-time Password (OTP)/Password Reset Request - Employees 42
3. General Technical Support Request 43
4. MyPortal Account Creation for Students 44
5. MyPortal Additional Access Privileges to Course Sites Request 45
6. MyPortal Assistance in Posting Assignments of FICs to Course Sites Request 46
7. MyPortal Course Site Creation 47
8. MyPortal Creation of FIC Accounts Request 48
9. MyPortal Troubleshooting Request - Faculty 49
10. Systems Development Request 50
11. Web App Deployment Request 51

Multimedia Center

Internal Services

1. Instructional Design Request 55



2. Learning Objects in Multimedia Formats (Interactive Video and Video with Animation) Development	56
3. Learning Objects in Multimedia Formats (Podcasts and Simple Video Lecture) Development	58
4. Learning Objects in Multimedia Formats (Video Lecture and Instructional Video) Development	60
5. Scriptwriting or Assistance/Coaching during Script Development Request	61
6. Sound Editing Request	63
7. Sound Recording Request	64
8. Storyboard Development/Preparation Request	65
9. Supplementary Course Components (OERs) Development	66
10. Video Editing Request	68
11. Video Recording/Documentation Request	69
12. Web Streaming Request	70
Office of Gender Concerns	
Internal Service	
1. Gender-focused Research Grant	75
Office of Legal Counsel	
Internal Services	
1. Contract Review/Drafting	79
2. Handling Administrative/Student Disciplinary Cases Assistance	81
3. Legal Advice/Advisory Request	82
Office of the Vice Chancellor for Academic Affairs	
External Services	
1. Application for Venue of Proctored Midterm/Final examinations	85
2. Application for Scholarship Grants	86
3. Application for Tuition Fee Refund of Scholar	87
4. Application for Student Assistant / Graduate Assistant	89
5. Application for Student Loan	90
6. Application for Undergraduate Admission	91
7. Application for Graduate Admission	96
8. Application for Readmission	102
9. Request for Transcript of Records (TOR)	104
10. Request for Certifications and other Official Documents	106
11. Request for Correction or Change of Name/Information of Student	108
12. Request for Refund/Reimbursement of Payment through Check and eCredit	110
13. Request for Refund/Reimbursement of Payment through Credit Card Reversal	113
14. Application for Student ID	115
15. Request for ID validation sticker - Walk-in	118
16. Request for ID validation sticker - Direct Mailing	119
17. Enrollment/Registration Process - Online Payment	121



18.Enrollment/Registration Process - Bank Payment	122
19.Request on the Use of an Anti-Plagiarism Software	123
20.Availment of Library Services	124
21.Request for Referral	126
Internal Services	
1. Application and Processing of Request to Pursue Post Baccalaureate Degree of Faculty Members	129
2. Application for Professional Chair Awards and Faculty Grants)	130
3. Application for Research Dissemination Grant (RDG)	131
4. Application to the Teaching Assistantship Program	134
5. Request for Student Assistants/Graduate Assistants (SA/GA) Slots	136
Office of the Vice Chancellor for Finance and Administration	
Human Resources Development Office	
External Services	
1. Application for Employment - Administrative	141
2. Application for Employment - REPS	144
3. Application for Employment – Faculty	147
4. Certificate of Employment Request	148
5. Certificate Request of Performance Rating	149
6. Service Record Request	150
Internal Services	
1. Appointment of Affiliate Faculty Members	155
2. Appointment of Lecturers	156
3. Attendance to Training Request	158
4. Authority to Fill/Hire Request – Administrative Position	159
5. Authority to Fill/Hire Request – REPS Position	161
6. Certificate of Employment Request	163
7. Contract of Services Authority to Hire	164
8. GSIS Loan Application	166
9. Issuance of Appointment – Administrative Staff	167
10.Issuance of Appointment – Faculty Members and REPS	169
11.Issuance of Other Appointment	171
12.Leave of Absence Application	173
13.Privilege to Study at Reduced Fee Application	174
14.Service Record Request	175
15.Study Privilege of Non-Earning Dependents Application	176
16.Study Leave (Full-Time) Application	177
17.Sworn Statement of Assets and Liabilities (SALN) Submission	179
18.University Clearance Application Employees	180
Accounting Office	
External Service	
1. Request for Financial Report	183
Accounting and Cash Offices	
External Service	



1. Processing of Payments for Suppliers	187
HRD, Accounting and Cash Offices	
Internal Service	
1. Processing of Payroll	190
Campus Development and Maintenance Office	
External Services	
1. Facilities Rental	195
2. Learner's Hall Rental	197
External Services	
1. Venue Reservation	201
Faculty Offices	
External Services	
1. Application for Graduation	205
2. Completion of EXT (Online) and Removal	207
3. Cross Enrollment (from UPOU to other UP Unit) Request	208
4. Dropping of Courses	210
5. Leave of Absence Application	212
6. Maximum Residency Rule (MRR) Waiver	214



Office of the Chancellor





Budget Office

External Services





1. Budget Proposal Preparation

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

Office or Division:	Budget Office			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UP System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the memorandum		Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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.	None	1 day	<i>Chancellor thru Chief Administrative Officer Budget Office</i>
	1.2. Prepares their respective budget proposals to be submitted to the Budget Office.	None	9 days	<i>Administrative Officer Respective Unit</i>
	1.3. Consolidates the budget proposals of units.	None	8 days	<i>Chief Administrative Officer Budget Office</i>
	1.4. Approves the budget proposal	None	1 day	<i>Chancellor Office of the Chancellor</i>
	1.5. Submits the budget proposal to the UP System.	None	1 day	<i>Chief Administrative Officer Budget Office</i>
	TOTAL	None	20 Days	





Budget Office

Internal Services





1. Budget Clearance Issuance

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

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of letter request		Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter request address to the Chancellor to Budget Office	1.1. Evaluates the request.	None	1 day	Chief Administrative Officer Budget Office
	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 Transaction:	Government-to-Government (G2G)			
Who may avail:	All UPOU units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of memorandum		Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares and submit respective IOB based on their Unit budget ceiling to Budget Office	1.1. Consolidates the Internal Operating Budget	None	5 days	Chief Administrative Officer 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:		Government-to-Government (G2G)		
Who may avail:		All UPOU units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of letter request		Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for issuance of Notice/Advice 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 Affairs		
Classification:		Complex		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		UPOU Alumni and the rest of UP community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		Not applicable		
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/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requested=true OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	5 minutes	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> 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 Affairs		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
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/UPOpenUniversity 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	<i>Administrative Officer IV</i> Office of Public Affairs
	2.2 Sends response to the inquiry	None	5 minutes	<i>Administrative Officer IV</i> Information Office OR <i>Responsible employee</i> Unit
	TOTAL		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 Transaction:	Government-to-Government (G2G) Government-to-Citizen (G2C)			
Who may avail:	Higher Education Institutions, TVET Schools, Academic Institutions, NGOs, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital or original copy of letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends official letter of request addressed to the Director of the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> I Office of Public Affairs
	1.2. Renders decision on the request.	None	5 minutes	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	Based on DBM BUDGET CIRCULAR No.2007 - 1	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	Based on DBM BUDGET CIRCULAR No.2007 - 1	15 minutes	



4. Visit Request to UPOU

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

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



Office of Public Affairs

Internal Services





1. Documentation of Activities Request

This serves as a guideline for request to document activities.

Office or Division:	Office of Public Affairs			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requested=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Information Office
	1.2. Renders decision on the request.	None	5 minutes	<i>Director</i> Information Office
	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Information Office
	TOTAL	None	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		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		UPOU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the content		Client		
1 digital/photo or original copy of preferred designs (if any)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requester=true . OR Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	5 minutes	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.4 Renders the lay-outs and designs	None	5 days	<i>Administrative Officer IV</i> Office of Public Affairs
	1.5 Submits sample lay-out and design for approval	None	1 day	<i>Administrative Officer IV</i> Office of Public 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-Government (G2G)		
Who may avail:		Designated Information Officer (DIO) of UPOU units		
CHECKLIST OF REQUIREMENTS		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.	1.1 Reviews the content of the publication	None	1 day	<i>Administrative Officer</i> Office of Public Affairs
	1.2 Publishes the content in the UPOU website	None	1 day	<i>Administrative Officer</i> Office of Public Affairs
	TOTAL		2 days	



4. Video Shoot and Editing Request

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

Office or Division:		Office of Public Affairs		
Classification:		Complex		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit request via https://docs.google.com/a/upou.edu.ph/forms/d/1ZPLiB2dbmaa3ouO0N6h73gD5FpYC41TAT-X89j0XHq0/viewform?edit_requester=true OR 1.2. Calls 049 536 6001 to 06 local 710 OR Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	1.2. Renders decision on the request.	None	5 minutes	<i>Director</i> Office of Public Affairs
	1.3 Informs the requesting unit on the decision of the request	None	5 minutes	<i>Administrative Officer IV</i> Office of Public Affairs
	TOTAL	None	15 minutes	



Information and Communication Technology Development Office
External Services





1. Email Accounts Creation Request - Student

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Student		
1 digital copy Form 5 (for students)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Creates the email	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	4.2. Releases the email to the student	None	5 minutes	<i>Administrative Assistant III</i> 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:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All existing email account holders - Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Student		
1 digital copy of proof of identity (valid ID/Form 5)		Student		
1 digital copy alternate email address		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the student via the alternative email address	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	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			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All MyPortal users - Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Student		
1 digital copy of the case details		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Sends request receipt confirmation.	None	10 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Performs requests.	None	6 days	<i>Information Systems Researcher III ICTDO</i>
	1.3 Updates the status of the request.	None	10 minutes	<i>Information Systems Researcher III ICTDO</i>
	TOTAL	None	6 days 20 minutes	





Information and Communication Technology Development Office
Internal Services





1. Email Accounts Creation - Employees

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
1 digital copy HRDO email confirmation		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Creates the email	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	a. Releases the email to the employee	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	None	15 minutes	



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

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All existing email account holders – Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
1 digital copy alternate email address		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Acknowledges receipt of the request	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the employee via the alternative email address	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	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:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for General Technical Support .	1.1. Sends request receipt confirmation.	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	1.2. Performs requests.	None	6 days	<i>Administrative Assistant III</i> ICTDO
	1.3. Updates the status of the request.	None	5 minutes	<i>Administrative Assistant III</i> ICTDO
	TOTAL	None	6 days and 10 minutes	



4. MyPortal Account Creation for Students

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Office of the University Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Office of the University Registrar		
1 digital copy of list of student profiles		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of Student Account in MyPortal.	1.1 Sends request receipt confirmation.	None	5 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	5 minutes	Information Systems Researcher III ICTDO
	TOTAL	None	6 days and 10 minutes	



5. MyPortal Additional Access Privileges to Course Sites Request

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office Staff, Program Chair, owner of the course site			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital letter request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request service via email to ictdo@upou.edu.ph.	1.1 Sends request receipt confirmation.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Performs requests.	None	1 day	<i>Information Systems Researcher III ICTDO</i>
	1.3 Updates the status of the request.	None	5 minutes	<i>Information Systems Researcher III ICTDO</i>
	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 Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital letter request		Client		
1 list of FIC assignments		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for posting of FIC Assignments to Course Sites in MyPortal.	1.1 Sends request receipt confirmation.	None	5 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	5 minutes	Information Systems Researcher III ICTDO
	TOTAL	None	6 days and 10 minutes	



7. MyPortal Course Site Creation

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

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Office of the University Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 request letter		Client		
1 list of courses to create		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From any location, ends request via email for the creation of course sites in MyPortal.	1.1 Sends request receipt confirmation.	None	5 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	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 Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Faculty Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Faculty Office		
1 digital copy of list of FIC profiles		Faculty Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of FIC Accounts in MyPortal.	1.1 Sends request receipt confirmation.	None	5 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	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 members.

Office or Division:	Information and Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All MyPortal users – Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request		Faculty member		
1 digital copy of the case details		Faculty member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	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			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees with approval from head of unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request with approval of the unit head		Employee		
1 softcopy of document with rationale, objectives, specifications, features, mock-up, and timeline)		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 recommendations 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 Communication Technology Development Office			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request with approval of the head of unit		Employee		
1 soft copy of document containing systems requirements specifications, unit test report, user acceptance test report, security test report, user's manual, administrator's manual		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request service via an online ticketing system.	1. Sends request receipt confirmation.	None	5 minutes	Information Systems Researcher III ICTDO
	2. Performs requests.	None	6 days	Information Systems Researcher III ICTDO
	3. Updates the status of the request.	None	5 minutes	Information Systems Researcher III 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 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 https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	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	5 days	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	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 Center			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of approved Multimedia production proposal (by the Program Chair and Dean).		Requesting unit		
1 original copy of signed consent form of talent/s.		Requesting unit		
1 original copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.		Requesting unit		
1 photocopy of the approval to do the shoot in a venue outside of UP.		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 https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	Director Multimedia Center
	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



	and other aspects required in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator II Multimedia Center</i>
	1.4 Proceeds the shoot or production.	None	10 days	<i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i>
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.	None	1 day	<i>Information Systems Researcher II Multimedia Center</i>
	2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II Multimedia Center</i>
	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 Center			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of approved Multimedia production proposal (by the Program Chair and Dean)		Requesting unit		
1 original copy of consent form signed by talent/s.		Requesting unit		
1 original copy of permission to use video/sound/ photograph materials for uploading on to the Internet.		Requesting unit		
1 photocopy of approved permit to use the venue for shoot (if shoot will be done outside of UPOU).		Requesting 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 https://goo.gl/forms/QmiFUVdHnp rA2Cck2 .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	Director Multimedia Center
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements,	None	1 day	University Researcher II Multimedia Center



	copyright issues, expectations, and other aspects required in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator I/Administrative Assistant VI Multimedia Center</i>
	1.4 Proceeds the shoot or production.	None	3 days	<i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II Multimedia Center</i>
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.	None	1 day	<i>Information Systems Researcher II Multimedia Center</i>
	2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II Multimedia Center</i>
	TOTAL	None	6 days and 15 minutes	



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

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

Office or Division:	Multimedia Center			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of the approved Multimedia production proposal (by the Program Chair and Dean).		Requesting unit		
1 original copy of signed consent form of talent/s.		Requesting unit		
1 original copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.		Requesting unit		
1 photocopy of the approval to do the shoot in a venue outside of UP.		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 https://goo.gl/forms/QmiFUVdHnpA2Cck2 .	1.1 Assigns MC staff member to lead the requested multimedia material production.	None	10 minutes	Director 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



	aspects required in the productions			
	1.3 Conducts ocular visit to the location shoot	None	1 day	<i>Audio-Video Equipment Operator II/Administrative Assistant II Multimedia Center</i>
	1.4 Proceeds the shoot or production.	None	7 days	<i>University Researcher II, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/Administrative Assistant II Multimedia Center</i>
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.	None	1 day	<i>Information Systems Researcher II Multimedia Center</i>
	2.2. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II Multimedia Center</i>
	TOTAL	None	10 days and 15 minutes	



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 Center		
Classification:		Highly Technical		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		UP Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		<u>Not applicable</u>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>University Researcher II, Multimedia Center</i>
	1.2 Provides the requested service.	None	7 days	<i>Information Systems Researcher II/University Researcher II, Multimedia Center</i>
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II Multimedia Center</i>
	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 Center		
Classification:		Simple		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of sound and video to be edited		Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Administrative Assistant VI</i> Multimedia Center
	1.2 Provides the requested service.	None	2 days	<i>Administrative Assistant VI</i> Multimedia Center
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II</i> 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			
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 https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	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	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	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 Center			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
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 https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	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 Center			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	UPOU Faculty-in-Charge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of letter request to develop OER.		Dean's Office		
1 photocopy of OER Proposal/Concept Note		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2	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
2. Reviews the OER	2.1 Revises/re-edits the OER materials.	None	7 days	Information Systems Researcher II/Administrative Aide IV Multimedia Center
	2.2. Publishes the final OER materials to the UPOU Networks, shares the links to the DO and other OER repositories.	None	1 day	Information Systems Researcher II Multimedia Center
	2.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	15 minutes	Administrative Assistant II Multimedia Center
	TOTAL	None	9 days, 2 hours and 30 minutes	



10. Video Editing Request

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

Office or Division:		Multimedia Center		
Classification:		Highly Technical		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of the video to be edited		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>Administrative Assistant VI/Information Systems Researcher II Multimedia Center</i>
	1.2 Provides the requested service.	None	14 days	<i>Administrative Assistant VI/Information Systems Researcher II Multimedia Center</i>
	1.3 Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II Multimedia Center</i>
	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		
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 https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 minutes	<i>University Researcher I</i> Multimedia Center
	1.2. Provides the requested service.	None	14 days	<i>University Researcher I</i> Multimedia Center
	1.3. Requests to fill-out Evaluation form via https://goo.gl/forms/3z3qLEs0Q3n0qXeZ2	None	5 minutes	<i>Administrative Assistant II</i> 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 Center			
Classification:	Complex			
Type of Transaction:	Government-to-Government(G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 softcopy of each multimedia material to be used during the web streaming.		Requesting party		
1 digital copy of email approval from ICTDO for internet connection assistance/services.		ICTDO		
1 original copy of consent form of talent/s/speaker/s.		Requesting party		
1 original copy of video release form for featured speaker/s, performer/s or talent/s		Requesting party.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least three weeks before the event, fills out the MC Online Request Form via https://goo.gl/forms/QmiFUVdHnprA2Cck2 .	1.1 Coordinates with the requesting party regarding the details of the service.	None	10 minutes	University Researcher II Multimedia Center
	1.2 Conducts pre- production meeting/s between the proponent/s to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions	None	1 day	University Researcher II Multimedia Center



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



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



Office of Gender Concerns
Internal Service





1. Gender-focused Research Grant

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

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



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



Office of the Legal Counsel

Internal Service





1. Contract Review/Drafting

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

Office or Division:	Office of the Legal Counsel			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of project document		Requesting Unit		
1 digital copy of draft of contract		Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for preparation/ review of contract to legal@upou.edu.ph	1.1 Prepares/ Reviews the contract.	None	2 days	<i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel
	1.2 Returns the prepared/reviewed draft to the requesting unit for review and approval.	None	15 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.3. Incorporates comments and suggestions (if any) of the requesting unit.	None	20 minutes	<i>Administrative Aide VI/Chief Legal Counsel</i> Office of the Legal Counsel
	1.4 Finalizes the contract and prints seven (7) original copies for signature/execution of the parties.	None	10 minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.5 Affixes initials to the contract	None	2 days	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.6. Forwards the contract to the Chancellor and the witness for signature.	None	2 days	<i>Administrative Aide VI</i> Office of the Legal Counsel



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



2. Handling Administrative/Student Disciplinary Cases Assistance

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

Office or Division:	Office of the Legal Counsel			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)/Government-to-Citizen (G2C)			
Who may avail:	UPOU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy and 1 photocopy of the letter from the Dean/Official re: Administrative/Student Disciplinary Case		Dean's Office/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request to the Office of the Legal Counsel	1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).	None	1 days	Chief Legal Officer Office of the Chief Legal Counsel
	1. 2. Facilitates the appointment of an independent prosecutor for the case to act in behalf of the UPOU.	None	3 days	Chancellor Office of the Chancellor
	1. 3. Facilitates hearing on the Case	None	14 days	College/Administrative Investigating Committee (C/AIC)
	4. Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.	None	2 days	Chief Legal Officer Office of the Chief Legal Counsel
	TOTAL	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 Legal Counsel		
Classification:		Simple		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		UPOU officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of letter request for opinion		Requesting Party		
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	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.2 Gives legal advice/opinion in writing or by email.	None	1 day	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.3. Forwards the legal advice/opinion to the requesting unit.	None	10 minutes	<i>Administrative Aide VI</i> 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 Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application for venue at the http://osasystem.upou.edu.ph	1.1 Consolidates the request generated through the system.	None	1 day	University Extension Associate I Office of Student Affairs
	1.2 Makes the exam arrangements with examiners/proctors and coordinates with Faculty Offices.	None	1 day	University 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.

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 2x2 photo		Applicant		
1 photocopy of Current Income Tax Return of parents; if exempted from filing, attach 1 photocopy of BIR Cert. of Exemption; if parents are unemployed, attach 1 original copy of notarized affidavit of income		Applicant		
1 photocopy of UP Form 5		Applicant		
1 original copy of True Copy of Grades from previous semester(s)		Office of the University Registrar		
1 original copy of Certificate of Good Moral Character		Office of the University Registrar		
1 photocopy of Birth Certificate		Applicant		
Three (3) original recommendation letter from previous Professor		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits application documents to the Office of Student Affairs	1.1 Receives and screens the application	None	1 day	Administrative Aide VI Office of Student Affairs
	1.2 Evaluates application	None	1 day	Scholarship Committee
	1.3 Notifies the students on the results through email or mail	None	1 day	Administrative Aide VI Office of Student Affairs
	1.4 Uploads qualified applicants in the Official OUR Database System	None	1 day	Administrative Assistant III Office of the University Registrar
	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.

Office or Division:	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Approved scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Refund form		https://osa.upou.edu.ph/scholarship/		
1 photocopy of UP Form 5		Applicant		
1 photocopy of Proof of Payment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application for refund to the Office of Student Affairs	1.1 Receives application for refund.	None	5 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates the request for refund	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
	1.3 Prepares the Disbursement Voucher (DV)	None	1 day	<i>Administrative Officer</i> Office of Vice Chancellor for Academic Affairs
	1.4 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	1.5 Pre-audits the document	None	1 day	<i>Administrative Aide</i> Accounting Office
	1.6. Records the transaction to	None	4 hours	<i>Administrative Aide</i>



	books of accounts			Accounting Office
	1.7.Reviews, signs and certifies the availability of funds	None	4 hours	<i>Chief Accountant Accounting Office</i>
	1.8 Approves the payment	None	10 minutes	<i>Vice Chancellor for Finance and Administration/ Chancellor OVCFA/OC</i>
	1.9 Prepares e-credit payment/ check	None	4 hours	<i>Administrative Aide/ Cash Office</i>
	1.10 Reviews and signs the advice/check	None	30 minutes	<i>Chief AO, Cash Office and Vice Chancellor for Finance and Administration/ Chancellor Cash Office/ OVCFA/OC</i>
	1.11 Release the advice/check to the bank/ supplier	None	5 minutes	<i>Administrative Aide Cash Office</i>
	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 Transaction:	G2C – Government to Citizen			
Who may avail:	Undergraduate and post graduates students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Biodata		Office of Student Affairs		
1 original copy of True Copy of Grades		Office of the University Registrar/Office of the College Secretary		
1 photocopy of UP Form 5		Applicant		
<i>For graduating students only :</i> 1 original copy of certification from the Secretary to the Faculty that the student is a candidate for graduation		Faculty Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application to the Office of Student Affairs	1.1 Receives and evaluates application	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Endorses the application to Head of Unit for evaluation	None	1 day	<i>Director</i> Office of Student Affairs
	1.3 Evaluates the applications and submits approved work schedule and signs basic papers	None	1 day	<i>Unit head</i> Respective Unit
	1.4 Facilitates the processing of appointment.	None	2 days	<i>Administrative Aide/Chief Admin Officer</i> HRDO
	1.5 Distributes copies of appointment papers.	None	1 day	<i>Administrative Aide VI</i> Office of 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 Student Affairs		
Classification		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Undergraduate and post graduates students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 original copy of application for refund			https://osa.upou.edu.ph/student-loan-program/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application to Office of Student Affairs	1.1 Receives and evaluates application	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates and renders decision on the application	None	1 day	<i>Student Loan Board</i>
	1.3 Informs the applicant and the Office of the University Registrar on the decision	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
TOTAL		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 Transaction:	G2C – Government to Citizen
Who may avail:	UPCAT Successful Applicants, Qualified Transferees, Applicants with previous degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Digital copy of application form for admission	https://our.upou.edu.ph/oas/
<ul style="list-style-type: none"> • If a former UP student: <ul style="list-style-type: none"> • 1 Original copy and 1 photocopy of the Official 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: 	Applicant



<ul style="list-style-type: none"> 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): <ul style="list-style-type: none"> 1 Photocopy of data page of the student’s passport showing date and place of birth, and birth certificate or its equivalent duly authenticated by the Philippine Foreign Service Post. 		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends all admission requirements on or before the application deadline to: Admissions Section Office of the University Registrar Los Banos, Laguna.	1.1 Receives the application documents	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	5 minutes	University extension Associate I/Administrative Assistant V Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	10 minutes	University extension Associate I Office of the 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



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



	TOTAL	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	31 days 7 hours and 25 minutes	
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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 University Registrar, Office of the Vice Chancellor for Academic Affairs
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants who hold a Bachelor's degree and who have satisfied the minimum qualifications of the program.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Accomplished online application form for admission	https://our.upou.edu.ph/oas/
Original copy of academic credentials: <ul style="list-style-type: none"> • Original and photocopy of the Official Transcript of Records (OTR). <ul style="list-style-type: none"> ◦ If the applicant attended multiple schools or earned multiple degrees, OTR from the last school attended reflecting all credentials from prior school/s or degree/s; bear the school's dry seal and imprint, the Registrar's signature in ink, and must bear an acceptable remarks. TORs without remarks are considered valid. ◦ If the applicant holds an international scholastic records, original copy duly authenticated by the Philippine Foreign Service Post located in the student applicant's country of origin or legal residence. 	Applicant
Two (2) letters of recommendation from any of your employer/supervisor, former professor, or former program	Applicant



adviser (UPOU Form 1a https://our.upou.edu.ph/student/pdf/recommendation%20form_UPOU%20Form%201a.pdf)	
Proof of Payment of Application fee (non-refundable) amounting to PHP 500.00 for applicants based in the Philippines, and USD 100.00 for applicants based abroad.	Applicant.
Two pieces identical 2" x 2" photos and two pieces identical 1" x 1" photos, with name and program applied for printed at the back of the photos;	Applicant
Photocopy of PSA Birth Certificate;	Applicant
Photocopy of one government-issued IDs with photo;	Applicant
Additional Requirements for the DIH program: <ol style="list-style-type: none"> 1. A certified true copy of college diploma; 2. An updated curriculum vitae; 3. A certificate of training or employment describing the nature of the applicant's work. 	Applicant
Additional Requirements for DCOMM: <ol style="list-style-type: none"> 1. 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 	Applicant



<p>proficiency examination (e.g., International English Language Testing System – IELTS, or Test of English as Foreign Language – TOEFL).</p> <p>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.</p> <p>5. Special Needs Statement that would include but not limited to physical and mental conditions that might require special attention or support service.</p>				
<p>Additional requirements for foreign applicants (non-Filipino):</p> <ul style="list-style-type: none"> • 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
<p>1. Sends all admission requirements on or before the application deadline to:</p> <p>Admissions Section Office of the University Registrar</p>	<p>1.1 Receives the application documents</p>	<p>PHP 500.00 for applicant based in the Philippines, and USD 100.00</p>	<p>5 minutes</p>	<p>University Extension Associate I/Administrative Aide VI/Administrative Assistant V Office of the University Registrar</p>



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



	international venues.		1 day	Office of the University Registrar
	2.6 Prepares test permits of confirmed examinees		1 day	<i>University Extension Associate I/Administrative Aide VI</i> Office of the University Registrar
	2.7 Sends test permit to the examinees along with the instructions for taking the test via email.		1 day	<i>University Extension Associate I/Administrative Aide VI</i> Office of the University Registrar
	2.8 Prepares the examination pack and sends them to the examiner.		2 days	<i>University Extension Associate I/Administrative Aide VI</i> Office of the University Registrar
	2.9 Receives the examination pack.		1 day	<i>Examiner</i> Office of the Student Affairs
3. Takes the exam (if required)	3.1 Conducts the exam at the designated time and venue.		5 Hours	<i>Examiner</i> Office of the Student Affairs
	3.2 Mails back the examination pack to the OUR		3 days	<i>Examiner</i> Office of the Student Affairs
	3.3 Sends the answer sheets (using the required		1 day	<i>University Extension Associate I/Administrative Assistant V</i>



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



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 Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are on Absence without Leave (AWOL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Original copy of Accomplished application form for readmission	https://our.upou.edu.ph/ourweb/details.php?id=41		
1	Photocopy of Valid proof of payment for application fee	Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Student submits documents to the Records Section (records@upou.edu.ph) before the set deadline for the term.	1.1 Acknowledges receipt of the application	PHP225.00	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Downloads and prints application form and proof of payment		5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Stamps and logs in the received application form in the incoming documents		5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Prints the Student Checklist, attaches residency evaluation and sends the application form to respective Faculty of		1 day	<i>Administrative Aide VI</i> Office of the University Registrar



	Study for evaluation			
	1.5 Processes the application for readmission		1 day	<i>Secretary to the Faculty Office of the Secretary to the Faculty</i>
	1.6 Forwards the application for readmission to the concerned PC for appropriate action		1 day	<i>Secretary to the Faculty Office of the Secretary to the Faculty</i>
	1.7 Evaluates the application, and recommends action to the Dean		7 days	<i>Program Chair Faculty of Study</i>
	1.8 Renders decision on the application (including request for waiver of MRR if necessary)		1 day	<i>Dean Faculty of Study</i>
	1.9 Forwards the evaluated application for readmission to the OUR		1 day	<i>Secretary to the Faculty Office of the Secretary to the Faculty</i>
	1.10 Informs the student through email notification of the evaluation result and updates the database		10 minutes	<i>Administrative Aide VI Office of the University Registrar</i>
	TOTAL	PHP225.00	12 days and 25 minutes	



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 University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who are graduating, will transfer to another university and have reached the prescribed maximum residency rule must file for university clearance. Once they are cleared from the university, they may apply for the issuance of TOR.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 original copy of Approved University Clearance		Applicant		
2. 1 original Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted)		Applicant		
3. 1 digital copy of Online Request for Documents System (ORDS)		https://our.upou.edu.ph/ourweb/details.php?id=49		
4. 1 photocopy of Proof of Payment for TOR and mailing fees		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.ph .	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	PhP30.00 per page	30 minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Encodes request to the records database		5 minutes	<i>Student Records Evaluator I</i> Office of the



				University Registrar
	1.3 Processes the documents		7 days	<i>Student Records Evaluator I/Administrative Officer V/ University Registrar</i> Office of the University Registrar
	1.4 Sends the requested documents to the student through mail (or may be picked-up at the OUR)		1 day	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.5 Notifies through email the student of the sending of the requested document/s.		1 day	<i>Student Records Evaluator I</i> Office of the University Registrar
	TOTAL	PhP30.00 per page	9 days and 35 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 Transaction:	G2C – Government to Citizen			
Who may avail:	Currently enrolled students, alumni and former students who have left the university (on AWOL or honorably dismissed)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Digital copy of Online Request for Documents System (ORDS)		https://our.upou.edu.ph/ourweb/details.php?id=49		
1 Photocopy of Proof of Payment for document and mailing fees		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request for documents through https://our.upou.edu.ph/ourweb/details.php?id=49 and emails the accomplished form directly to the Records Section (records@upou.edu.ph).	1.1. acknowledges receipt of request and sends the billing statement to the student through email	PhP20.00 per document	20 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Encodes request to the records database		10 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Processes the documents		2 days	<i>Administrative Aide VI/ Administrative Officer V/ University Registrar</i> Office of the University Registrar



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



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 University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students who have not graduated/cleared yet from the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original copy of the Request form for correction or change of name/information of student		https://our.upou.edu.ph/ourweb/details.php?id=50		
2.a. Change of Last Name/Change of Civil Status – 1 photocopy of marriage certificate; 1 photocopy of Court Order if change is due to annulment, legal separation, divorce 2.b. Correction of First Name – 1 original copy of Affidavit of Change of Name (explaining discrepancy); photocopy of Birth Certificate (with PSA authentication) 2.c. Correction of Student Number – 1 photocopy of UP transcript of records from former school		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends through emails the accomplished form to the Records Section (records@upou.edu.ph) together with the required supporting document/s.	1.1. Acknowledges receipt of the request	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2. Validates the supporting document submitted	None	1 day	<i>Administrative Aide VI</i> Office of the University Registrar



	1.3 Encodes the information to the records database, furnishing information to the MyPortal Administrator (<i>for change/correction of name only</i>).	None	30 minutes	<i>Administrative Assistant III</i> Office of the University Registrar
	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 University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students and applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Digital copy of Refund Application Form (RAF)	https://our.upou.edu.ph/student/pdf/REFUND%20APPLICATION%20FORM%20rev%202018(3).pdf		
1	Photocopy Registration form (Form 5)	https://our.upou.edu.ph/student		
1	Photocopy of Valid Proof of payment	Applicant		
	Applicable supporting documents (i.e 1 photocopy of either of the following medical certificate, scholarship certification, change of matriculation form, approved reduced fee/TFE application form, etc.)	Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the correctly filled application for refund form and complete supporting documents	1.1. Receives and reviews the documents	PhP150.00 (for mailing of check)	5 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.2.Computes the refundable amount	None	10 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.3.Prepare a summary of refund requests	None	5 minutes	<i>Student Records Evaluator III</i> Office of the



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



				<i>Administration/ Chancellor Cash Office/ OVCFA/OC</i>
	1.13 Release the advice/check to the bank/ supplier	None	5 minutes	<i>Administrative Aide Cash Office</i>
	1.14 Updates the report of refund record and prepares the mailing labels, lists and envelopes	None	10 minutes	<i>Student Records Evaluator III Office of the University Registrar</i>
	1.15.1 For check refunds, packs the document in the courier's pack/envelope records the tracking number	None	30 minutes	<i>Student Records Evaluator III Office of the University Registrar</i>
	1.15.2. Sends dispatch notification to student	None	5 minutes	<i>Student Records Evaluator III Office of the University Registrar</i>
	1.15.3 Turns-over the document to the courier's representative	None	1 day	<i>Student Records Evaluator III Office of the University Registrar</i>
	TOTAL	PhP150.00 (for mailing of check)	3 days, 6 hours and 20 minutes	



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 University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students and applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Digital copy of Refund Application Form (RAF)	https://our.upou.edu.ph/student/pdf/REFUND%20APPLICATION%20FORM%20rev%202018(3).pdf		
1	Photocopy of Registration form (Form 5)	https://our.upou.edu.ph/student		
1	Photocopy of Valid Proof of payment	Applicant		
Applicable supporting documents (i.e 1 photocopy of either of the following - medical certificate, scholarship certification, change of matriculation form, approved reduced fee/TFE application form, etc.)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits the correctly filled application for refund form and complete supporting documents	1.1. Receives and reviews the documents	PhP150.00 (for mailing of check)	5 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.2.Computes the refundable amount	None	10 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.3.Prepare a summary of refund requests	None	5 minutes	<i>Student Records Evaluator III</i>



				Office of the University Registrar
	1.4. Endorses the summary to the University Registrar for approval/ signature	None	10 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.6 Forwards the summary and attachments to Cash Office	None	10 minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.11 Requests the credit card reversal	None	10 minutes	<i>Chief Administrative Officer</i> Cash Office
	1.12 Updates the report of refund record and notifies the student	None	10 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	TOTAL	PhP150.00 (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 Transaction:	Application for student ID Card			
Who may avail:	Bonafide UPOU student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 digital copy of online request for student ID (ORSID)			https://our.upou.edu.ph/student	
1 photocopy of Proof of payment of ID fee and mailing fee			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
i. Accomplishes online application/ request for ID and uploads the proof of payment for ID and mailing fees (<i>note: free tuition grantees are exempted from the paying the ID fees</i>)	1.1.Receives application and checks details of the request including validity of uploaded photo and signature	PhP130 .00 for the ID card (for non-exempted student) PhP150 .00 for the local mailing fee	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2. Changes the application status in the student information system- AIMS (i.e.from "new application" to "in process" or "pending", etc.).	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Edits and cleans the	None	1 day	<i>Administrative Aide VI</i>



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



		card (for non-exempted student) PhP150.00 for the local mailing fee		
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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 or Division:	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	Request for ID validation sticker			
Who may avail:	Currently enrolled UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of Email request		Send email request to orsid.support@upou.edu.ph		
1 photocopy of Proof of payment for ID and mailing fees		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in/Pick up				
1. Presents his/her ID to the Office of the University Registrar	1.1 checks enrollment status of the student	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2. Attaches the sticker on the ID card	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3. Records request in the logbook and request student to log-out the validated ID	None	5 minutes	<i>Administrative Aide VI</i> Office of the University 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 for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Currently enrolled UPOU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of Email request		Applicant		
1 photocopy of Proof of payment for ID and mailing fees		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email request to orsid.support@upo.edu.ph and attaches the proof of payment	1.1 Receives and acknowledges receipt of the email request and instructs the student to pay the mailing fee	PhP 150.00 for the local mailing fee	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Checks validity of the proof of payment (checks the name, date and bank/ machine validation)	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Verifies enrollment status of the student	None	5 minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Prepares the validation sticker for mailing and records ID sticker to be dispatched	None	1 day	<i>Administrative Aide VI</i> Office of the University Registrar



	including courier tracking number			
	1.5 Mails ID validation sticker	None	1 day	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Sends email notification to students	None	1 day	<i>Administrative Aide VI</i> 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 Transaction:	G2C – Government to Citizen			
Who may avail:	UPOU students eligible to enroll			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Enlists courses online, views the actual assessment of fees and pays online using credit or debit card (for those not on scholarship)	1.Confirms enrollment of the student	PhP1,000/unit, PhP2,000 Miscellaneous fee	30 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	TOTAL	PhP1,000/unit, PhP2,000 Miscellaneous 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 – Government to Citizen		
Who may avail:		UPOU students eligible to enroll		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists courses online and views the actual assessment of fees	1.1 Generates the assessment form	PhP1,000 /unit, PhP2,000 Miscellaneous fee	5 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
2. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS	2.1 Verifies the uploaded POP	None	10 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	1.2 Changes the enrollment status of the student from IN PROCESS to ENROLLED and sends enrollment confirmation		5 minutes	<i>Student Records Evaluator III</i> Office of the University Registrar
	TOTAL	PhP1,000/unit, PhP2,000 Miscellaneous fee	20 minutes	



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 well as research of UPOU faculty members and staff.

Office or Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request account via walk in and online/phone call to the University Library	1.1 Verifies the enrollment/status of the requester	None	2 days	Head Librarian University Library
	1.2 The University Library will provide the account to users	None	1 day	Head Librarian University 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 the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All faculty, students, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPOU iLib account		Applicant		
Proof of Payment		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the Web OPAC (Online Public Access Catalog)/Electronic Resources and sends an email requesting materials and specifies a delivery option (print or pdf format)	1.1 Checks the status of the requestor if he/she is currently enrolled or employed	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	1.2. Evaluates requests and send via email the amount to be paid based on delivery option	Php165 -Php191 (delivery charge)	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	1.3. Emails the Borrower's Information Sheet to the requestor.	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
2. Accomplishes the Borrower's Information Sheet , pays corresponding fees and sends copy of the proof of payment	2.1 Encodes the information in the UPOU iLib system .	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.2 Checks-out the book in the iLib system	None	10 minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.3 Dispatches the requested item	None	1 day	<i>Computer File Librarian II/ Head Librarian</i>



				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	<i>Computer File Librarian II/ Head Librarian</i> 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 Division:	University Library, Office of the Vice Chancellor for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All faculty, students, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 name of Head Librarian, school and address.	1.1.Acknowledges receipt of the request through email	None	5 minutes	Head Librarian University Library
	1.2.Checks the status of the requestor if currently an employee or student	None	1 day	Head Librarian 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 Chancellor for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UPOU Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of Admission notice		University from which the applicant is currently enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits a letter request to the Chancellor through channels	1.1 Receives the request	None	5 minutes	<i>Administrative Officer</i> Faculty Offices
	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	<i>Dean</i> Faculty Offices
	1.3 Endorses the request to the Chancellor	None	1 day	<i>University APB</i>
	1.4 Renders decision on the request	None	1 day	<i>Chancellor</i> Office of the Chancellor
	1.5 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO	None	5 minutes	<i>Administrative Aide VI</i> 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 Chancellor for Academic Affairs		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Faculty Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 original copy of UP Teaching Assistantship Program Application Form		OVCAA	
1 photocopy of Admission notice		Applicant	
1 photocopy of Official Transcript of Records or True Copy of Grades up to previous semester		Applicant	
1 photocopy of Postgraduate Program of Study (for those currently enrolled)		Applicant	
1 photocopy of Registration Form 5 for those currently enrolled		Applicant	
1 original 750 – 1000 essay in English on the applicants career goals and interest in teaching, research and/or creative work		Applicant	
Two original recommendation letters for applicant based on past performance from teachers/mentors endorsed by the unit head		Applicant	
1 original Proposed courses to teach with specific tasks and duties		Faculty Offices	
1 original Proposed post graduate program of study (applicable only for applicants who are baccalaureate graduates)		Applicant	
1 original Proposed plan for teaching enhancement and training		Faculty Offices	
1 original Proposed plan for research and creative work mentoring		Faculty Offices	
1 original Justification letter for endorsing an applicant who is already in the thesis stage		Faculty Offices	



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



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 Chancellor for Academic Affairs		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Regular faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original Application for Professional Chair/Faculty Grant		Office of the Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends application for Professional Chair/Faculty Grant to the Office of the Dean	1.1. Receives the application	None	5 minutes	<i>Administrative Officer</i> Faculty Offices
	1.2 Evaluates the nomination/ application	None	1 day	<i>Academic Personnel Committee (APC)</i> Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 day	<i>Dean</i> Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 day	<i>CPCFG</i>
	1.5 Submits to the UP President the recommendations for the grant of the Professorial Chair/Faculty Grant award	None	1 day	<i>Chancellor</i> Office of the Chancellor



	1.6 Renders decision on the application	None	1 day	<i>Vice President for Academic Affairs/ President/Board of Regent University of the Philippines</i>
	1.7 Prepares the contract	None	1 day	<i>Chief Legal Counsel Office of the Legal Counsel</i>
	1.8 Facilitates the signing of the contract and distribute signed contract	None	2 days	<i>Administrative Aide VI Office of the Legal Counsel</i>
	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 Transaction:	G2G – Government to Government			
Who may avail:	All Employees and Affiliate/Adjunct faculty members and Lectures			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original copy of UPOU HRDO Form no. CE 002		http://hrdo.upou.edu.ph		
1 Photocopy of Notice of abstract acceptance		Applicant		
1 Original and 1 photocopy of Full paper		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	<i>Administrative Officer Faculty Offices/Unit</i>
	1.2 Evaluates and endorses the application	None	1 day	<i>Dean/Head of Unit Faculty Offices/Unit</i>
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 day	<i>Chief Administrative Officer Human Resources Development Office</i>
	1.4 Reviews the documents and issues clearance	None	1 day	<i>Chief Administrative Officer Budget Office</i>
	1.5 Reviews and endorses the application 1.9 Office of the	none	1 day	<i>Vice Chancellor for Academic Affairs</i>



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



Office of the Vice Chancellor for Finance and Administration





Human Resources Development Office

External Services





1. Application for Employment – Administrative

Submission of application to any vacant administrative position.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original/digital copy of application letter addressed to the Chief AO, HRDO 		Applicant		
<ul style="list-style-type: none"> 1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017) 		HRDO or can be downloaded at www.csc.gov.ph or at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 photocopy/digital copy of Performance rating in the last rating period (if applicable); 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of certificate of eligibility/rating/license 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 		Applicant		
<ul style="list-style-type: none"> 1 original copy/digital copy of Signed Data Privacy Notice for Applicant 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements in hard copy to HRDO or digital copy via email to hrdo@upou.edu.ph	1.1. Receives the application documents and conducts preliminary screening of documents	None	5 minutes	Administrative Aide HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	Administrative Aide HRDO
	1.3. Provides scores to the applicant's qualification	None	1 day	Chief AO HRDO



	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	<i>Administrative Aide/Chief AO HRDO</i>
	1.5. Conducts the examination and interviews	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.6. Interviews and evaluates applicants	None	1 day	<i>Chair and Members Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)</i>
	1.7. Prepares endorsement to University Human Resource Merit Promotion and Selection Board (UHRMPSB)	None	1 day	<i>Chair Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)</i>
	1.8 Prepares agenda and documents for the Human Resource Merit Promotion and Selection Board (UHRMPSB) Meeting	None	1 day	<i>Secretary University Human Resource Merit Promotion and Selection Board (UHRMPSB)</i>
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 day	<i>Chair and Members University Human Resource Merit Promotion and Selection Board (UHRMPSB)</i>



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



2. Application for Employment - REPS

Submission of application to any vacant REPS position.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original/digital copy of application letter addressed to the Chief AO, HRDO 		Applicant		
<ul style="list-style-type: none"> 1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017) 		HRDO or can be downloaded at www.csc.gov.ph or at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 photocopy/digital copy of Performance rating in the last rating period (if applicable); 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of certificate of eligibility/rating/license, if any 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 		Applicant		
<ul style="list-style-type: none"> 1 original/digital copy of Signed Data Privacy Notice for Applicant 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements in hard copy to HRDO or digital copy via email to hrdo@upou.edu.ph	1.1. Receives the application documents and conducts preliminary screening of documents	None	5 minutes	Administrative Aide HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 day	Administrative Aide HRDO
	1.3. Provides scores to the applicant's qualification	None	1 day	Chief AO HRDO



	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	<i>Administrative Aide/Chief AO</i> HRDO
	1.5. Conducts the examination and interviews	None	1 day	<i>Administrative Aide/Chief AO</i> HRDO
	1.6. Interviews and evaluates applicants	None	1 day	<i>Chair and Members Unit</i> REPS Personnel and Fellowship Committee (uRPFC)
	1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 day	<i>Chair</i> Unit REPS Personnel and Fellowship Committee (uRPFC)
	1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 day	<i>Secretary</i> 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	<i>Chair and Members</i> University REPS Personnel and Fellowship Committee (URPFC)



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



3. Application for Employment - Faculty

Submission of application to any vacant faculty position.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All qualified citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original/digital copy of application letter address to the Dean of the Faculty of Study 		Applicant		
<ul style="list-style-type: none"> 1 original/digital copy of curriculum vitae with recent passport-sized picture and at least three character references 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of Transcript of Records. 		Applicant		
<ul style="list-style-type: none"> 1 photocopy/digital copy of sample publications 		Applicant		
<ul style="list-style-type: none"> 1 original/digital copy of Signed Data Privacy Notice for Applicants 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements in hard copy to HRDO or digital copy via email to hrdo@upou.edu.ph	1.1. Receives the application documents and forwards all documents to the Faculty Office concern	None	5 minutes	<i>Administrative Aide</i> HRDO
	1.2. Evaluates application	None	2 days	<i>Unit Academic Personnel Committee (uAPB)</i> Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 day	<i>Chair</i> <i>Unit Academic Personnel Committee</i> Faculty of Study
	1.4 Prepares agenda and documents for the University	None	1 day	<i>Secretary</i> University Academic



	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	<i>Chair and Members University Academic Personnel Committee (UAPB)</i>
	1.5. Renders decision	None	1 day	<i>Chancellor OC</i>
	1.6. Notifies all applicant on the decision of the Chancellor	None	1 day	<i>Chief AO HRDO</i>
	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 Transaction:	G2C – Government to Citizen			
Who may avail:	All former employees of UPOU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1. Approves the request	None	5 minutes	Chief AO HRDO
	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 SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1 Approves the request	None	5 minutes	Chief AO HRDO
	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			
Who may avail:	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email to hrdo@upou.edu.ph	1.1. Approves the request	None	5 minutes	Chief AO HRDO
	1.2. Generates, signs and releases the Service Record	none	5 minutes	Chief AO, HRDO
TOTAL:		None	10 minutes	





Human Resources Development Office

Internal Services





1. Appointment of Affiliate Faculty Members

Request to appoint affiliate faculty members from other constituent universities

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Deans			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of list of faculty members from CUs to be requested 		Respective Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to the Chancellor through channels	1.1 Issues HR clearance	None	1 day	Chief AO HRDO
	1.2 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 Consolidates the list of faculty members by CU and prepares letter request	none	2 days	Chief AO HRDO
	1.4 Renders decision and signs the letter request	none	1 day	Chancellor Office of the Chancellor for
	1.5 Releases the letter and attachments to the CUs	none	1 day	Administrative Aide/Chief AO HRDO
TOTAL:		None	6 days	



2. Appointment of Lectures

Request to appoint lecturers

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of basic paper for faculty (green) for those who is less than 65 years old; (white) for those who is 65 years old and above 		Respective Unit		
<ul style="list-style-type: none"> 1 original copy of curriculum vitae 		Prospective Lecturer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely fill-out basic paper to HRDO	1.1 Issues HR clearance	None	1 day	Chief AO HRDO
	1.2 Issues Budget clearance	None	1 day	Chief AO Budget Office
	1.3 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.4 Prepares appointment	None	1 day	Administrative Aide/Chief AO HRDO
	1.5 Renders decision and signs the appointment	none	1 day	Chancellor Office of the Chancellor for
	1.6 Releases the original copy of appointment to the unit and retain photocopy	none	1 day	Administrative Aide HRDO



	of appointmen t and attachment s for file			
	TOTAL:	None	6 days	



3. Attendance to Training Request

Request to attend training.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 1 original copy of request to attend training form		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
• 1 photocopy of invitation letter		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to attend training form to HRDO	1.1 Evaluates the request and issues HR clearance	none	1 day	Chief AO HRDO
	1.2 Evaluates the request and issues budget clearance	none	1 day	Chief AO Budget Office
	1.3 Evaluates the request and recommends approval	none	1 day	Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration
	1.4 Renders decision	none	1 day	Chancellor Office of the Chancellor
TOTAL:		None	4 days	



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:	G2G – Government to Government			
Who may avail:	All UPOU Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 digital copy of organizational, functional and personnel chart 		Respective Unit		
<ul style="list-style-type: none"> 1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution 		Respective Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Logs in to his/her University Information System (UIS) account (https://uis.up.edu.ph), fills in the required information, attaches the required documents and submits the request	2.1 Evaluates the request and recommends approval	None	1 day	Unit Head Respective Unit
	2.2 Evaluates the request and recommends approval	none	1 day	Chief AO HRDO
	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



	recommends approval			
	2.6 Evaluates the request and recommends approval	none	1 day	<i>Vice President for Administration</i> Office of the Vice Chancellor for Administration
	2.7 Renders decision on the request	none	1 day	<i>President</i> Office of the President
	TOTAL:	None	7 days	



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.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All UPOU Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 digital copy of organizational, functional and personnel chart 		Respective Unit		
<ul style="list-style-type: none"> 1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution 		Respective Unit		
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), fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 day	Unit Head Respective Unit
	1.2 Evaluates the request and recommends approval	none	1 day	Chief AO HRDO
	1.3 Evaluates the request and recommends approval	none	1 day	Chief AO Budget Office
	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



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



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 REQUIREMENTS		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) and submits request for service record	1.1. Approves the request	None	5 minutes	Chief AO HRDO
	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			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All UPOU Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 1 original copy of letter request		Respective Unit		
• 1 original copy of organizational, functional and personnel chart		Respective Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to Budget Office	1.1 Evaluates the request and issues budget clearance	None	1 day	Chief AO Budget Office
	1.2 Evaluates 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 Recommends 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	<i>President</i> Office of the President
	TOTAL:	None	5 days	



8. GSIS Loan Application

Application for GSIS loan facility via GWAP kiosk

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
	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 Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of Basic Paper (blue) 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS)</i> <i>Office of the Vice Chancellor for Academic Affairs/ Vice Chancellor for Finance and Administration (for Admin staff)</i> <i>Office of the Vice Chancellor for Finance and Administration</i>
	1.4 Approves and signs basic paper and appointment	None	1 day	<i>Chancellor</i> <i>Office of the Chancellor</i>



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



10. Issuance of Appointment – Faculty Members and REPS

Issuance of appointment to faculty members and REPS

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of Basic Paper (green) 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>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</i>
	1.4 Approves and signs basic paper	None	1 day	<i>Chancellor Office of the Chancellor</i>



	and appointment			
	TOTAL:	None	4 days	



11. Issuance of Other Appointment

Issuance of other appointment to faculty, REPS and administrative staff

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Administrative Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 1 original copy of letter request		Respective Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to HRDO	1.1 Reviews the letter request and issues HR clearance	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews letter request and issues Budget clearance	None	1 day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	none	1 day	<i>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</i>
	1.4 Renders decision	None	1 day	<i>Chancellor Office of the Chancellor</i>
	1.5 Prepares and reviews appointment	None	1 day	<i>Administrative Aide/Chief AO HRDO</i>



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



12. Leave of Absence Application

Application for vacation and sick leave.

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy and 1 photocopy of application for leave 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 1 original copy of Medical Certificate (for more than five days of sick leave for REPS and Admin staff; more than two days of sick leave for faculty members) 		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely filled-in application for leave to the Unit Head	1.1 Renders action to the application and If approved, submits the application to HRDO, otherwise return to the applicant	None	5 minutes	<i>Immediate Supervisor/ Administrative Officer Respective Unit</i>
	1.2 Certifies the number of leave credits	none	5 minutes	<i>Administrative Aide/Chief AO HRDO</i>
	1.3 Renders action to the application	none	5 minutes	<i>Chancellor (for VCs and Deans) Office of the Chancellor/Vice Chancellor for Finance and Administration for other employees Office of the Vice Chancellor for Finance and Administration</i>
	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:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of privilege to study at reduced fee application 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 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
1. 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 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for 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.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All current and former employees			
CHECKLIST OF REQUIREMENTS		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) and files request for service record	a. Approves the request	None	5 minutes	Chief AO HRDO
	b. Generates, signs and releases the Service Record	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

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of study privilege of non-earning dependent application 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
<ul style="list-style-type: none"> 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
1. Submits application to HRDO	1.1 Evaluates the request and certifies the employment details of the employee	None	1 day	Chief AO HRDO
	1.2 Recommends approval	none	1 day	Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin Staff) Office of the Vice Chancellor for Finance and Administration
	1.3 Renders decision	none	1 day	Chancellor Office of the Chancellor
	TOTAL:	None	2 days	



16. Study Leave (Full-time) Application

Application for study leave (full-time) of employees

Office or Division:	Human Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 original copy of letter request duly endorsed by the Unit Head and Unit APC/RPFC/HRMPSB 		Employee		
<ul style="list-style-type: none"> 1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application) 		Employee		
<ul style="list-style-type: none"> 4 original copies study 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
1. Submits letter request to HRDO	1.1 Evaluates the request and prepares referendum for action of the UAPC (for Faculty) /RFPC (for REPS) /HRMPSB(for 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



2. Submits study leave contract	2.1 Evaluates and signs the contract	None	1 day	Chief AO HRDO
	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

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All current employees			
CHECKLIST OF REQUIREMENTS		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 Consolidates submission of all employees for submission to Office of the Ombudsman	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 Resources Development Office (HRDO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 4 original copies of clearance form 		HRDO or can be downloaded at http://hrdo.upou.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance application to HRDO	1.1 Request the offices concern to issue clearance to the employee via email	None	5 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.2 Facilitates the signing of clearance per office	None	7 days	<i>Administrative Aide</i> HRDO
	1.3 Issues certificate of clearance	None	5 minutes	Chief AO HRDO
	TOTAL:	None	7 days and 10 minutes	



Accounting Office

External Service





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 Transaction:	G2C – Government to Government G2B – Government to Business			
Who may avail:	All Project Grantors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for financial report to the Chief Accountant via email	1.1 Acknowledges receipt of email and provides instruction to Accounting Staff	None	5 minutes	Chief Accountant Accounting Office
	1.2 Prepares the financial report	None	15 days	Office Aide Accounting Office
	1.3 Reviews and forwards financial report to Chief Accountant	None	1 hour	Office Aide Accounting Office
	1.4 Reviews and signs financial report	None	2 days	Chief Accountant Accounting Office
	1.5 Forwards financial report to requestor	None	10 minutes	Office Aide Accounting Office
TOTAL		None	17 days, 1 hour, 15 minutes	





Accounting and Cash Offices

External Service





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			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Billing Statement/Sales Invoice and Delivery 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/Checks and signs Box A	None	5 minutes	Administrative Officer/Unit Head Respective Unit
	1.3 Pre-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



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



HRD, Accounting and Cash Offices

Internal Service





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 Transaction:	Government to Government (G2G)			
Who may avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of daily time record/certificate of service		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit daily time record/certificate of service to HRDO	1.1 Consolidates and signs DTR/COS submission and submit to Accounting Office	None	15 minutes	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Prepares payroll	None	1 day	<i>Administrative Aide Accounting Office</i>
	1.3 Verifies and signs payroll	None	1 hr	<i>Chief Accountant Accounting Office/Vice Chancellor for Finance and Administration OVCFA</i>
	1.4 Prepares and signs weekly advice	None	20 minutes	<i>Administrative Aide/Chief Accountant Accounting Office</i>
	1.5 Prepares bank advice	None	10 minutes	<i>Administrative Aide Cash Office</i>
	1.6 Verifies and signs bank advice	None	10 minutes	<i>Chief AO Cash Office/Vice Chancellor</i>



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



Campus Development and Maintenance Office
External Services





1. Facilities Rental

Submission of request to rent the UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL), Oblation Hall (OH), Sandbox and 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 citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Reservation/Rental Form		CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	<i>University Extension Specialist CDMO</i>
	1.2 Confirms and books reservation	None	5 minutes	<i>University Extension Specialist CDMO</i>
	1.3 Provides billing statement	None	10 minutes	<i>University Extension Specialist CDMO</i>
	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	<i>Administrative Aide VI Cash Office</i>



		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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Reservation/Rental Form		CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the reservation form at CDMO	1.1 Provides guidelines and rental rates and receives accomplished form	None	5 minutes	<i>University Extension Specialist CDMO</i>
	1.2 Confirms and books reservation	None	5 minutes	<i>University Extension Specialist CDMO</i>
	1.3 Provides billing statement	None	10 minutes	<i>University Extension Specialist CDMO</i>
	1.4 Receives payment and issues official receipt	PhP 600/day	5 minutes	<i>Administrative Aide VI Cash Office</i>
TOTAL:		PhP 600/day	25 minutes	





Campus Development and Maintenance Office
Internal Services





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),

Office or Division:	Campus Development and Maintenance Office (CDMO)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Reservation/Rental Form		CDMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the online reservation form (https://docs.google.com/a/upou.edu.ph/forms/d/e/1FAIpQLSeIUIUvQOTXtY6fl-Et4BHnH3ENeV8fo6hsonVAP9wLPk47OQ/viewform?c=0&w=1)	1.1 Confirms and books reservation	None	5 minutes	<i>University Extension Specialist</i> CDMO
TOTAL:		None	5 minutes	





Faculty Offices

External Services





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 Transaction:	Government to Citizen (G2C)			
Who may avail:	Undergraduate and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 digital copy of Application Form for Graduation		https://our.upou.edu.ph/student/pdf/APPLICATION_FOR_GRADUATION.pdf https://registrar.upou.edu.ph/wp-content/uploads/2019/10/APPLICATION_FOR_GRADUATION.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill ups the application form and sends it to the Faculty Secretary via email attachment or hard copy.	1.1 Inputs the information in the google drive database and conducts initial checking of records to identify lacking courses and grades.	None	2 days	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Deliberates the application and if merited, endorses to the Faculty Council.	None	1 day	<i>Faculty Executive Committee Faculty of Studies</i>
	1.3 Deliberates the application and if merited, endorses to the	None	1 day	<i>Faculty Council Faculty of Studies</i>



	University Execom.			
	1.4 Deliberates the application and if merited, endorses to the University Council.	None	1 day	<i>University Executive Committee</i>
	1.5 Deliberates the application and if merited, endorses to the BOR.	None	1 day	<i>University Council</i>
	1.6 Approves/ Disapproves recommendation for graduation.	None	1 day	<i>Board of Regents</i>
	1.7 Sends notification to the student on the decision of his/her application for graduation.	None	3 days	<i>Administrative Officer OUR</i>
TOTAL:		None	10 days	



2. Completion of EXT (Online) and Removal

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

Office or Division:	Faculty Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of Removal/ Completion Exam Form		https://our.upou.edu.ph/student		
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	None	3 days	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Forwards the requirements to the Faculty in Charge (FIC)	None	1 day	University Researcher/ 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
TOTAL:		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 Transaction:	Government to Citizen (G2C)			
Who may avail:	Undergraduate and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original copy of the permit to Cross Register Form		https://our.upou.edu.ph/student/pdf/Permit%20to%20Cross%20Register.pdf https://registrar.upou.edu.ph/wp-content/uploads/2019/10/Permit-to-Cross-Register.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the permit to cross register form to the Faculty Secretary.	1.1 Receives the form and forwards it to the Program Chair	None	10 minutes	University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies
	1.2 Receives and evaluates the application	None	1 day	Program Chair Faculty of Studies
	1.3 Renders decision on the request	None	1 day	Dean Faculty of Studies
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	Student Records Evaluator I/ Office of the University Registrar
	1.5 Informs the student on the	None	10 minutes	Student Records



	decision of the request.			<i>Evaluator/Administrative Aide</i> Office of the University Registrar
TOTAL:		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 REQUIREMENTS		WHERE TO SECURE		
1 original copy of Dropping Form		https://our.upou.edu.ph/student		
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 <i>Application for DRP</i> folder, generates excel file <i>DRP Summary</i> and updates the status of the application in STROL as <i>In-process</i> .	PhP10 /unit	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Evaluates and renders decision on the application via STROL and updates the database.	None	10 minutes	<i>Secretary to the Faculty Faculty of Studies</i>
	1.3 Creates summary of approved DRP applications and	None	1 day	<i>University Researcher/</i>



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



5. Leave of Absence Application

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

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



	1.3 Evaluates and renders decision on the application via STROL and updates the database.	None	1 day	<i>Secretary to the Faculty Faculty of Studies</i>
	1.4 Creates summary of approved LOA applications and forwards to the Secretary to the Faculty at least one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC).	None	10 minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.5 Informs the student and FIC of the final decision on the request.	None	10 minutes	<i>Secretary to the Faculty Faculty of Studies</i>
TOTAL:		PhP 150	2 days and 20 minutes	



6. Maximum Residency Rule (MRR) Waiver

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

Office or Division:	Faculty Office			
Classification:	Highly technical			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Undergraduate and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original request letter for waiver of MRR		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	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Receives, evaluates and recommends the application	None	15 days	<i>Program Chair Faculty of Studies</i>
	1.3 Renders final action.	None	1 day	<i>Dean Faculty of Studies</i>
	1.4 Receives the letter with final action of the Dean.	None	10 minutes	<i>Student Records Evaluator I/ Office of the University Registrar</i>
	1.5 Informs the student on the decision of the request.	None	5 minutes	<i>University Researcher/ Student Records</i>



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



VI. Feedback and Complaints

FEEDBACK 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 - https://forms.gle/qEGF56NFwUxNg3nbA
How feedbacks are processed	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact 049-536-6001 loc 299 or send an email to feedback@upou.edu.ph</p>
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 - https://forms.gle/qEGF56NFwUxNg3nbA
How complaints are processed	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles, records and evaluates all complaints submitted.</p> <p>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.</p>
Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Legal and Public Assistance Office, ARTA	<p>CCB : 0908-881-6565 (SMS)</p> <p>PCC : 8888</p> <p>ARTA : complaints@arta.gov.ph</p> <p>1-ARTA (2782)</p>



VII. List of Offices

Office	Address	Contact Information
Office of the Chancellor (OC)	3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6015 049 536 6001 to 06 local 702,800 oc@upou.edu.ph
Budget Office (BO)	3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 703 budget@upou.edu.ph
Information and Communication Technology Development Office (ICTDO)	3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 452 miso@upou.edu.ph
Multimedia Center (MC)	Community Hub, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 453 mc@upou.edu.ph
Office of Public Affairs	Community Hub, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 5992 049 536 6001 to 06 local 710 info@upou.edu.ph
Office of the Legal Counsel (OLC)	2 nd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 450 legal@upou.edu.ph
Office of Gender Concerns (OGC)	1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 451 gender@upou.edu.ph
Ugnayan ng Pahininghod/Oblation Corps Office (Pahinungod)	Community Hub, UP Open University, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 483 pahinungod@upou.edu.ph
Office of the Vice Chancellor for Academic Affairs (OVCAA)	3 rd Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6014 049 536 6001 to 06 local 301 ovcaa@upou.edu.ph
Office of the University Registrar (OUR)	1 st Floor, UPOU Headquarters, National	049 536 6001 to 06 local 101 registrar@upou.edu.ph



Office	Address	Contact Information
	Highway, Maahas, Los Baños, Laguna	
University Library (UL)	1 st Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5998 049 536 6001 to 06 local 721 library@upou.edu.ph
Office of Student Affairs (OSA)	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 nd 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 nd 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 nd 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 nd 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 nd 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 (FEEd)	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
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