

For Agencies with Frontline Services



UNIVERSITY OF THE PHILIPPINES LOS BAÑOS
College, Laguna, Philippines 4031

Office of the Chancellor

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act.9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties Therefor

I, Dr. Fernando C. Sanchez Jr., Filipino, of legal age, Chancellor of the University of the Philippines Los Baños, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The University of the Philippines Los Baños has established its service standards known as the Citizen's Charter that enumerates the following:
 - a) Vision and mission of the agency
 - b) Frontline services offered
 - c) Step-by step procedure in availing of frontline services
 - d) Employee responsible for each step
 - e) Time needed to complete the procedure
 - f) Amount of fees
 - g) Required documents
 - h) Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of the University of the Philippines Los Baños that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Office of the University Registrar (OUR)			
Admission Section	Enrollment Process: Before – it will take 5-10 minutes per student to submit/evaluate credentials before issuance of Form 5	With SAIS, 3-5 minutes per student to submit/evaluate credentials. No Form 5 is being issued because of online enlistment of courses	No pending transactions: Less time consuming: Fast process flow
Records Section	Request of Forms: <i>a. Form 5</i> – Before: request in the morning is issued in the afternoon likewise request in the afternoon will be released the following morning <i>b. Tuition Fee Exemption (TFE), Reduced Fee (RF) and Local Government Unit Code (LGU's) and other scholarship forms</i>	After request copy is submitted, online printing is done on the spot through SAIS Upon submission of the approved form with complete requirements the one in-charge will tag to SAIS and the form will be kept/file in the Record Section.	Outright service is done: No pending transaction
	Assessment of matriculation fees and charges: Before: Upon completion of form it will be returned to the student	Trainings is still on-going for the OUR staff to correct flow of the process	No more waiting in assessment ; fast enrollment process; correct and accurate computation of matriculation fees and charges
	Scholarship services: Before: In SAIS, computation of fees and charges are automatic Tagging/Posting of scholarship benefits are automatic	Trainings for the OUR staff in charge	Fast and easy preparation of bills – data is already available thru SAIS; Less time in waiting for the tagging of the scholarship benefits
	Refund of Matriculation Fees		Fast preparation of Disbursement Vouchers (DVs)
	Inquiries of clientele (students, faculties, walk in, etc.):		Effective, efficient and fast delivery of service to clients

	<p>Computation is automatic through SAIS</p> <p>Database system of files</p>		
Data Processing Section	<p>Student enrollment or courses needed/ forms; Class list and Grade sheets; Students grades; Schedule of Classes and course demands; Attends to correspondence and inquiries of students, faculty and administrative personnel pertinent to foregoing functions of SAIS:</p> <p>Fast in retrieving data because of online processing</p> <p>Real time data are explored and their outcomes determined to meet the demands of the client</p> <p>Lessens step processing because of online services</p> <p>Lessens step processing because of online services</p>	<p>Some manual processes are eliminated</p> <p>Submission of hardcopy documents are discouraged, instead direct encoding to the system is applied</p> <p>All process on registration procedures, payments and memos are sent to students and faculty online</p> <p>Trainings, seminars and refresher courses are conducted to educate clients on the software usage</p> <p>All inquiries/problems are answered online thru emails and</p>	<p>More students are serve on daily basis either thru windows or online.</p> <p>Fast workflow among OUR staff especially during registration</p> <p>Less expenses on special forms</p> <p>No long queues of students on windows because they are serve online</p>
Transcript Section	<p>OTR Processing: First time requests are processed within 3-4 weeks during off season and a maximum of 6 weeks during peak season</p> <p>Request for recopy/updated copy of OTR</p>	<p>Migration of Data thru SAIS is currently underway</p>	<p>Reducing processing time to a maximum of 2-3 weeks during off season and 3-4 weeks during peak season</p> <p>Reducing processing time to a maximum of 2-3 weeks during off season and 3-4 weeks during peak season</p>

	<p>Processing of CERTIFICATIONS: Certified True Copy of OTR</p> <p>Certified True Copy of Diploma</p> <p>English translation of diploma</p> <p>Certificate of enrolment</p> <p>Certificate of graduation</p> <p>English as medium of instruction</p> <p>Grading system certification</p> <p>DFA set of documents for red ribbon (CAV/SO)</p> <p>Course description/s</p> <p>School/agency evaluation forms and the like</p>	<p>Upon submission of request form, certifications are promptly being processed</p>	<p>Reduced processing time to 2-3 days.</p>
Office of the College Secretary (OCS)			
College of Arts and Sciences (CAS)	<p>Uniformity of Processing and Standard Form, TCG and different certifications requested by students.</p>	<p>Coordination of all College Secretary Offices.</p>	<p>Immediate response to the needs of students.</p>
College of Engineering and Agro-Industrial Technology (CEAT)	<p>Attending to inquiries from students and other clients:</p> <p>Accessible line for clients' inquiries</p> <p>Must be knowledgeable about OCS's operations and other related processes</p>	<p>Used social media (Facebook and website) for information dissemination and to answer inquiries</p> <p>Familiarize with UPLB OCS's rules and regulations</p>	<p>Inquiries immediately answered</p> <p>Clients are satisfied</p>

	<p>Easy flow of transactions and Issuance of forms:</p> <p>Excuse Slips; Removal/Completion; Major Plan of Course Work; GE Plan of Course Work; Substitution; MOU; Consent of Instructor</p>	<p>Check forms every now and then if available</p> <p>Accuracy in Data Entry</p>	<p>Satisfied client</p> <p>Updated student records</p>
College of Agriculture and Food Science (CAFS)	<p>Processes in the Issuance of the following were more straight forward and simple:</p> <p>TCG, Certificates, Removal/Completion, Permit, Excuse Slip, Standard Academic Forms for Students, Shifting/Transfer and LOA</p>	<p>Reduced the steps in the process.</p> <p>Reduced the processing time</p>	<p>More students/clients will be served in a given period of time.</p>
College of Human Ecology (CHE)	Standardized process of all Units; Improved processing time	Standardized (same in all Colleges)	For students not to be confused with the process.
College of Development Communication (CDC)	Request for TCG/ Certification can be released in one day (or within the day)	Signing of documents is now being done twice a day (11:30 am & 4:00 pm)	Quick release of request
	Preparation of Plan of Study/Revision of POS can now be requested anytime during the semester.	Scheduled preparation/ revision of POS is now being disregarded as SYSTEMONE (old system before SAIS) is not implemented anymore.	Students can now revise their POS anytime.
College of Forestry and Natural Resources (CFNR)	All College Secretaries of UP Los Baños standardized the procedures/steps being practiced in the office, including processing time.	The procedures/steps included those for the clients as well as for the service provider.	<p>Standardized/uniform procedures/steps for all Offices of the College Secretary.</p> <p>Saves time for the clients.</p>
College of Economics and Management	TCG/Certification:	The request will be processed upon receiving the request	The student can get the requested document at the shortest time

	Students can get the requested documents within 1 to 2 days		
College of Veterinary Medicine	Standardization of processes among all College Secretary Offices	Consultation with all College Secretaries	Clear understanding of the processes and role of client and staff
Accounting Office	Processing of Philhealth contributions: From 10 minutes to 5 minutes processing time	Establishment of database of Philhealth contributions for faster search of employee information	Faster processing of certificates
	Processing of BIR Form 2316: Processing time is reduced from 1 hour to 10 minutes (from manual to automatic)	Establishment of database and program to compute, format and print form automatically	Faster processing of forms which can render more service per day
	Processing of COS salaries: Salaries of COS are now consolidated in one payroll (400 plus COS)	400 plus employees' information had been set up in FMIS to proceed with the consolidated payroll	Less DVs processed Bulk of salaries are now minimized Faster processing of DVs (average; 3 days)
	Processing/Approval of Disbursement Vouchers: Streamlined approval path of DVs	Units/Originators have been excluded in the workflow path of the DVs as a result the flow of the DVs in the FMIS and in manual process are now in lined	No approval, no payment policy have been enforced DV's are ensured to be approved, hence, are now paid in the FMIS (Reports from Cashier's Office are now generated from FMIS)
Budget Management Office (BMO)	Budget Clearance on Student Assistant Application Form (For SA Appointment): Processing time: from 50 minutes down to 31 minutes	Prioritization of documents to be processed	Faster processing and releasing of documents
	For Obligations under General Fund and Revolving Fund: Processing time: from 57 minutes down to 44 minutes	Full implementation of FMIS	Faster processing and releasing of documents

	<p>Budget Clearance for Vouchers, Payrolls, Pakyaw Labor, or Purchase Orders Chargeable Against Trust Liability Accounts and Reprogrammed Fund/Programmed Fund:</p> <p>Processing time: from 55 minutes down to 43 minutes</p>	Full implementation of FMIS	Faster processing and releasing of documents
	<p>Budget Clearance for Contract of Service:</p> <p>Processing time: from 55 minutes down to 35 minutes</p>	Prioritization of documents to be processed	Faster processing and releasing of documents
	<p>Budget Clearance on Basic Recommendations for Appointments, Reappointments, Renewals, Promotion, Reclassifications of positions for Faculty, Reps and Administrative Staff:</p> <p>Processing time: from 25 minutes down to 19 minutes</p>	Prioritization of documents to be processed	Faster processing and releasing of documents
	<p>Budget Clearance for special detail, Sabbatical, Study/Vacation leave with or without pay Faculty, Reps and Administrative Staff:</p> <p>Processing time: from 25 minutes down to 18 minutes</p>	Prioritization of documents to be processed	Faster processing and releasing of documents
	<p>Budget Clearance for application of foreign travel of Faculty, Reps and Administrative Staff:</p> <p>Processing time: from 25 minutes down to 14 minutes</p>	Prioritization of documents to be processed	Faster processing and releasing of documents

Business Affairs Office (BAO)	Saturday Bazaar: Counter checking for Saturday Bazaar Registration Fee	Coordinated with the UPF to check the proof of constituency and payment	Resolved non-qualified participants and improved income due to religious payments of permit
Cashier's Office	Check preparation: Minimized no. of checks prepared in a day	Mandatory implementation of opening of Landbank Account for both personal and non- personal (i.e. suppliers) Verification of no bank account first before preparation of check Preparation of checks until 3 pm in the afternoon	No. of stale and cancelled checks has diminished significantly Availability of check for release in shorter period of time (lesser volume of checks, lesser time of preparation and monitoring)
	Check releasing: Collection/Pick-up of check by the payee	Releasing period is from 8 am-5 pm from previous 8 am-4 pm Multiple notices of payment to payees (through SMS messaging, phone call, written notice, Social media) Successive follow-ups for unresponded notices Submission of advanced copy of Advice of Checks Issued to Landbank at 3:00 pm daily	Encourages prompt collection/pick-up by the payee Earlier segregation of disbursement vouchers and supporting documents Earlier preparation of disbursement report Earlier submission of report to Accounting Office Earlier correction/adjustment if there is a need to
	Preparation of ADA and transmittal to bank: Inclusion of all vouchers issued with OR for the day in the preparation of ADA and transmittal	ADA and transmittal of all previous day's vouchers with issued OR are prepared the following morning (12 nn at the most) instead of the previous preparation in the afternoon	Follow-up of status of payment by concerned was minimized No. of checks to be prepared has diminished significantly as payees saw the shorter processing time of receiving payment through ADA instead of check (1-2 days shorter)

	<p>Issuance of OR for approved vouchers by Suppliers/Creditors: Issuance of OR first by supplier/creditor before crediting of payment to their account</p>	<p>No cut off time for issuance of OR, from office opening to closing</p> <p>Multiple notices of informing suppliers/creditors of availability of vouchers for issuance of OR (through SMS messaging, phone call, written notice, Social media)</p> <p>Successive follow-ups for unresponded notices</p> <p>Successive follow-ups for unresponded notices</p>	<p>Earlier crediting of payment to Payees' Account</p> <p>Encourages prompt issuance of OR by supplier/creditor</p> <p>Earlier segregation of disbursement vouchers and supporting documents</p> <p>Earlier preparation of disbursement report</p> <p>Earlier submission of report to Accounting Office</p> <p>Earlier correction/adjustment if there is a need to</p>
	<p>Receiving of Disbursement Vouchers (DV): Tracking of Disbursement Voucher</p>	<p>Direct verification of the DV to Financial Management Information System (FMIS) which can be access by all stakeholders.</p>	<p>Easy tracking of payment by the Cashier's Office. Able to assist stakeholders of the DV status at the Cashier's Office.</p>
	<p>Request for payment of Individual Disbursement: Processing of payment</p>	<p>Facilitates the request to debit account (RDA) directly to FMIS</p>	<p>Generation of accurate DV amount from FMIS. Lessen the number of errors during the processing of vouchers. Direct generation of disbursement report to FMIS.</p>
	<p>Notification of availability of claims</p>	<p>All employees who submit their cellphone numbers were notified of their claims via SMS</p>	<p>Lessen the number of follow-ups both personal and through phone.</p>
	<p>Copy of Cash Advances</p>	<p>Sending email of cash advance to the respective payees</p>	<p>The employees with cash advances are no longer required to go to the Cashier's Office to get a copy of their cash advance documents. Prevent additional work</p>

			for the Cashier's staff to search for the processed Cash Advance DV. Facilitates liquidation of cash advances.
	Payment of regular Individual Contract of Service (ICS) through payroll system	Consolidation of ICS payroll per unit	Lessen the number of DV preparation and processing. Shorten processing of payment.
	Collection of Tuition Fees: Implementation of Payment Appointment System (PAS)	Students were given options to choose the date they want to pay their tuition fees within the registration period.	Avoid long queue. Students were assured of being accommodated.
	Collection in a team	Each collecting counters were assigned 2 persons to accommodate the paying students.	Transaction with each students was shortened by about 40% of the normal allotted time to receive payment and issue form 5. Reconciliation between actual cash received and the collection report for the day was easier.
Graduate School	Maintained CC/ Service Agreement		
Human Resources Development Office (HRDO)	Lessen the requirements and signatories in the processing of additional assignment by designation	Pink sheet is no longer required	Faster processing of additional assignment by designation
	Lessen signatories in processing of Special Monetization and E-HOPE	Revised Special Monetization Forms and used new form for E-HOPE	Faster processing of Special Monetization and E-HOPE
Information Technology Center (ITC)	Maintained CC/ Service Agreement		
Supply & Property Management Office (SPMO)	Application for Clearance: Updated and aligned to new format & standard	Validated process with the help of UPLB IE students	Transparency and accountability
	Issuance of PAR: Clear documentary request & accountable officials	Vouched & validated process	Responsive to needs of end-user
	Issuance of Pre-Post Repair:	Posted in front	Facilitate processes

	Correctness of information clearly defined		
	Issuance of RIS: Clear step by step process	Devise format	Expedite processes
	Issuance of PO: Updated manual on operations	Posted on website	Reduce numerous inquiries from end-users
University Health Service (UHS)	Maintained CC/ Service Agreement		
University Library	Maintained CC/ Service Agreement		
University Police Force (UPF)	Maintained CC/ Service Agreement		
Office of the Student Affairs (OSA)	Maintained CC/ Service Agreement		

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 01 of June 2017 in Los Baños, Laguna, Philippines.

FERNANDO C. SANCHEZ JR.
Chancellor, UPLB

SUBSCRIBED AND SWORN to before me this 01 of June 2017 in Los Baños, Laguna, Philippines, with affiant exhibiting to me his/her UPLB ID #191003733 issued on _____ at UPLB.

NOTARY PUBLIC

ATTY. ALADDIN P. DOMINGUITA
NOTARY PUBLIC
UNTIL DECEMBER 31, 2017
NOT. COMM. NO. 26-2016-C 8/24/16
CALAMBA CITY, LOS BAÑOS,
BAY AND CALAUAN, LAGUNA
PTR NO. 9069638/ 01/03/2017 LOS BAÑOS, LAG.
IBP NO. 1052912/ 01-03-2017 LAGUNA
ROLL NO. 65859

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