



# **UNIVERSITY OF THE PHILIPPINES LOS BAÑOS**

## **CITIZEN'S CHARTER**

2019 (1st Edition)



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## **I. Mandate**

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

## **II. Vision:**

A globally competitive graduate and research university contributing to national development

## **III. Mission:**

To develop leaders committed to advancing inclusive growth through education, research, and public service.

## **IV: Service Pledge:**

1. Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
2. Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
3. Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
4. Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
5. Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
6. Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
7. Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
8. Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

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**UPLB-OCS.1**
**Application for Cross-registration**

Processed by students who will enroll at another UP Unit.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Bona fide students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (Signed by the student, and parent/guardian)		Student		
Cross-registration Form		Office of the College Secretary		
Registration Form (Form 5) from UPLB		UPLB		
Registration Form (Form 5) from the CU		CU		
True Copy of Grades		CU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. If approved, return the letter to student, release with the Cross-registration Form and proceed to next step. Else, return the letter to the student without the form.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out the Cross-registration Form.				
3. Submit to				
4. Submit to OCS for signature.	4.1. Receive document. 4.2. Check: if properly filled out, else return to student. 4.3. Check: if signed by adviser, else return to student. 4.4. Add countersign. 4.5. Forward to College Secretary for signature. 4.6. Return to Student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
5. Photocopy the				
6. Submit to OUR.				
7. Submit the letter and a photocopy of the Cross-registration Form to OCS.	7.1. Receive Letter and Photocopy of the Cross-registration Form. 7.2. Check: if signed by the Registrar, else return to student for signature.	₱0.00	3 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
8. Submit to CU.				
9. Enroll Residency at UPLB.				

10. Pay Fees at Cashier.				
11. Submit a photo copy of Form 5 to OCS.	11.1. Receive Form 5. 11.2. Check: if properly filled out and signed.	₱0.00	3 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
10. After the semester, submit a copy of True Copy of Grades (TCG) and Form 5 from the CU.	10.1. Receive TCG and Form 5. 10.2. Check: if properly signed.	₱0.00	3 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			2 working days and 6 minutes	

## UPLB-OCS.2

### Application for Dropping

Processed by students who will drop a course.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (Signed by the student, and parent/guardian)		Student		
Supporting Document (Medical Certificate, Employment Certificate, etc.)		Physician (Medical Certificate) or Employer (Employment Certificate)		
Dropping Form		Office of the College Secretary		
Receipt of Payment		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action.* 1.5. Return the letter to student. Release with the Dropping Form.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out the Dropping Form.				
3. Submit to Adviser for signature.				
4. Submit to Instructor for remarks and signature.				
5. Pay fee at Cashier's Office.		₱10.00 per unit of the course to be dropped		

6. Submit Dropping Form and Pink Receipt to OCS.	6.1. Receive documents. 6.2. Check: if all copies were signed. 6.3. Check: if amount paid was correct. 6.4. Add countersign. 6.5. Forward to College Secretary for signature. 6.6. Release Student's Copy and Instructor's Copy to the student. 6.7. Update Records of students. 6.8. File the Dropping Form to Student's Jacket.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>		₱10.00 per unit of the course to be dropped	1.5 working days*	

the reason that the student stated and the supporting documents attached to the students. This also prolongs the processing time.

### UPLB-OCS.3

#### Application for Extension of Residency

Appeal to continue studying in the university beyond the Maximum Residency Rule (MRR) of 1.5 times the normal length prescribed for the course.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who have maximized their residency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Readmission Form No. 2		Office of the College Secretary		
Notarized Statement of Parent/Guardian attesting/confirming the student's reason for extension of residence and promising to assist/supervise the student if given an extension		Parent/Guardian		
List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with Adviser's signature		Student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance		Office of the College Secretary		
Evaluation Sheet (Green Sheet)		Office of the College Secretary		
Photocopy of Valid ID from Parents with Signature		Parent/Guardian		
Plan of Action (to ensure that the delinquency will not happen again)		Student		
Affidavit of Non-Enrollment (only if applying from an AWOL of more than 2 years)		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain Readmission Form No. 2 from OCS.	1.1. Check: if student reached MRR. 1.2. Release Readmission Form No. 2.		5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Accomplish the Readmission Form No. 2.				

3. Attach the notarized statement of parent/guardian, affidavit of non-enrollment (if from AWOL of >2 years), TCG, list of remaining course(s) to enroll, photocopy of valid ID of parent/guardian, and plan of action.				
4. Submit documents to Adviser for signature				
5. Submit documents to the Department Chair/Institute Director for signature.				
6. Submit documents to OCS.	6.1. Receive document. 6.2. Check: if documents are complete. 6.3. Check: if properly signed by signatories. 6.4. Evaluate records. Check the remaining course(s) to be enrolled. 6.5. Process and generate SAP. 6.6. Print SAP for checking against the records from student jacket. 6.7. Attach and fill out the Evaluation Sheet (Green Sheet). 6.8. Schedule for interview with the SARA Committee.*		3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
7. Interview with the SARA Committee.	7.1. After the interview, the SARA Committee Chair will sign the Readmission Form No. 2 for endorsement (Approval or Disapproval). 7.2. OCS will check all the documents. 7.3. Release to student.		1 working day	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
8. Submit documents to Adviser for signature on the (Evaluation Sheet).				
<b>TOTAL</b>			4 working days and 5 minutes*	

\*Schedule of interview depends on the availability of the committee en banc.

#### UPLB-OCS.4

#### Application for Graduation

Processed by the graduating students at the start of the semester.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Graduating Students within the semester			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Graduation Form		Office of the College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request a copy of Application for Graduation Form.	1.1. Release a copy of Application for Graduation Form.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to adviser for signature.				
4. Submit to OCS for record checking.	4.1. Receive document. 4.2. Check if properly filled out. 4.3. Check records. 4.4. File for further evaluation of the candidates for graduation.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>			1 working day and 5 minutes	

#### UPLB-OCS.5

#### Application for Leave of Absence (LOA)

Processed by students who will not enroll or will not continue his/her enrollment for the current semester.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (Signed by the student, and parent/guardian)		Student		
Supporting Document (Medical Certificate, Employment Certificate, etc.)		Physician (Medical Certificate) or Employer (Employment Certificate)		
Leave of Absence (LOA) Form		Office of the College Secretary		
College Clearance		Office of the College Secretary		
Receipt of Payment		Cashier's Office		
Letter of Intent to Enroll (returning from LOA)		Student		
Letter of Intent to Extend (LOA Extension)		Student		
Medical Clearance (if returning from a medical condition)		Physician (Medical Certificate)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action.* 1.5. Return the letter to student. Release with the LOA Form and College Clearance.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out the LOA Form and College Clearance completely.				
3. Submit to Parent/Guardian for signature.				
4. Submit to Adviser for signature.				
5. Submit to Department Chairs and Institute Director for signature.				
6. Submit to Reading Room In-charge for signature.				
7. If enrolled, submit to instructors of the currently enrolled courses.				
8. Pay LOA Fee at Cashier's Office.		₱150.00		
9. Submit processed documents and pink receipt of payment to OCS.	9.1. Receive documents. 9.2. Check: if properly and completely signed by the signatories. 9.3. Add countersign. 9.4. Forward to College Secretary for signature. 9.5. Release a copy of clearance to the student. 9.6. If enrolled, a LOA notice will be disseminated to the instructors of the students as a reminder of his/her LOA application.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)



10. Submit Letter of Intent to Enroll and medical clearance (if any) to OCS if returning from LOA after the applied semester (s). Else, submit a Letter of Intent to Extend LOA.**	10.1. Receive letter. 10.2. Check: for corrections, attachments, and proper signatories, else return to student. 10.3. Add notes and countersign. 10.4. Forward to College Secretary for action. 10.5. Release a photocopy of the letter to the student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>		<b>₱150.00</b>	<b>2.5 working days*</b>	

\*In some cases, there are series of interrogation and data verification before the decision, depending on the reason that the student stated and the supporting documents attached to the students. This also prolongs the processing time.

\*\*The leave should not exceed one year but may be renewed for at most another year. When not taken in two (2) successive years, the aggregate LOA should not exceed two (2) years.

## UPLB-OCS.6

### Application for Readmission

Appeal to continue studying in the university despite incurring a scholastic status of dismissed or permanently disqualified.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who are on Dismissed or Permanently Disqualified status (Readmission)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Readmission Form No. 2		Office of the College Secretary		
Notarized Statement of Parent/Guardian attesting/confirming the student's reason for extension of residence and promising to assist/supervise the student if given an extension		Parent/Guardian		
List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with Adviser's signature		Student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance		Office of the College Secretary		
Evaluation Sheet (Green Sheet)		Office of the College Secretary		
Photocopy of Valid ID from Parents with Signature		Parent/Guardian		
Plan of Action (to ensure that the delinquency will not happen again)		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain Readmission Form No. 2 from OCS.	1.1. Check: the scholastic status of student if dismissed or permanently disqualified. 1.2. Release Readmission Form No. 2.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Accomplish the Readmission Form No. 2.				

3. Attach the notarized statement of parent/guardian, TCG, list of remaining course (s) to enroll, photocopy of valid ID of parent/guardian, and plan of action.				
4. Submit documents to Adviser for signature				
5. Submit documents to the Department Chair/Institute Director for signature.				
6. Submit documents to CSO.	6.1. Receive document. 6.2. Check: if documents are complete. 6.3. Check: if properly signed by signatories. 6.4. Evaluate records. Check the remaining course(s) to be enrolled. 6.5. Process and generate SAP. 6.6. Print SAP for checking against the records from student jacket. 6.7. Attach and fill out the Evaluation Sheet (Green Sheet). 6.8. Schedule for interview with the SARA Committee.*	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
7. Interview with the SARA Committee.	7.1. After the interview, the SARA Committee Chair will sign the Readmission Form No. 2 for endorsement (Approval or Disapproval). 7.2. OCS will check all the documents. 7.3. Release to student.	₱0.00	1 working day	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
8. Submit documents to Adviser for signature on the (Evaluation Sheet).				
9. Submit documents to the Department Chair/Institute Director for signature (Evaluation Sheet).				
10. Submit documents to Office of the Students Affairs.				

11. Submit documents to the Dean for signature (Evaluation Sheet and Readmission Form No. 2).				
12. For first time Dismissed students, submit documents to OCS. For PD and second time Dismissed students, proceed to next step instead.	12.1. Receive documents 12.2. Check: if signatories 12.3. Add countersign. 12.4. Forward to College 12.5. Release the student	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
13. Submit documents to the Office of the Vice-Chancellor for Academic Affairs for the action.				
<b>TOTAL</b>			4 working days and 10 minutes*	

\*Schedule of interview depends on the availability of the committee en banc.

#### UPLB-OCS.7

#### Application for Revision in the Approved Plan of Coursework

Processed by students who needs to change their approved major/specialization, major option, major course, elective, or major adviser.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Revision in the Approved Plan of Coursework Form		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain an Application for Revision in the Approved Plan of Coursework Form.	1.1. Release Application for Revision in the Approved Plan of Coursework Form.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to Adviser for signature.				
4. Submit to Director/Department Head for signature.				

5. Submit 1 original and 1 photocopy of the form to OCS.	5.1. Check: if completely filled out. 5.2. Check: if signed by signatories. 5.3. Add countersign. 5.4. Forward to College Secretary for approval. 5.5. Release to student 5.6. Update records of students. 5.7. File the document.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>			1 working day and 5 minutes	

\*Might vary during bulk submissions.

## UPLB-OCS.8

### Application for Shifting Out to another College

Processed by CHE students who desires to shift to another college.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent to Shift (with signature of parent/guardian)		Student		
College Clearance		OCS		
Student's Request for Admission Form		OCS of accepting college		
Application for Shifting Form		OCS of accepting college		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent (with signature of parent/guardian) to OCS.	1.1. Receive letter. 1.2. Check: content of letter. 1.3. Check: if properly signed by student and parent/guardian. 1.4. Check: if waitlisted. 1.5. Evaluate records and add notes to the letter. 1.6. Countersign. 1.7. Forward to College Secretary for action.* 1.8. Photocopy the letter and attachments (if any). 1.9. Provide a photocopy to the student.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Once approved by the accepting college, submit Student's Request for Admission and Application for Shifting to present OCS.	2.1. Check: if Student's Request for Admission and Application for Shifting are properly signed. 2.2. Check: updated records of the students. 2.3. Release College Clearance.	₱0.00	30 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out College Clearance.				
3. Submit to Adviser for signature.				

4. Submit to Department Chairs and Institute Director for signature.				
5. Submit to Reading Room In-Charge for signature.				
6. Submit to OCS for signature.	6.1. Check: if signatories are complete. 6.2. Countersign. 6.3. Forward to College Secretary for signature. 6.4. Release the documents to the student.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
7. Submit documents to the accepting OCS.				
<b>TOTAL</b>			1 working day* and 35 minutes	

\*If waitlisted, the letter would be forwarded to the SARA Committee for proper action.

#### UPLB-OCS.9

#### Application for Substitution of Courses

Processed for the previously taken/passed courses to be credited in replacement of the courses required in the curriculum.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
True Copy of Grades (from UP Unit) or Official Transcript of Records (from Other School/University)		CU, school, or university where the course/s was taken and passed		
Substitution Form		CSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit True Copy of Grades or Official Transcript of Records to CSO.	1.1. Receive TCG or OTR. 1.2. Check: if the grade of the course wanted to be used for substitution is passed. 1.3. Release Substitution Form.	₱0.00	10 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out Substitution Form.				
3. Submit to Adviser for signature.				
4. Submit to the Head of the Home Unit for signature.				
5. Submit to the Head of the Unit where the course is offered.				

6. Submit to CSO with 1 photocopy.	6.1. Check: if the form was properly filled out. 6.2. Check: if signatories are complete. 6.3. Update records. 6.4. Countersign. 6.5. Forward to College Secretary for approval. 6.6. Release the photocopy to the student. 6.7. File the original copy to the Student Jacket.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>			1 working day and 10 minutes*	

\*May vary depending on the bulk of submission.

## UPLB-OCS.10

### Application for Transfer to other School/College/University

Processed by CHE students who desires to transfer to non-UP.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent to Transfer (with signature of parent/guardian)		Student		
Admission Slip		Accepting School/College/University		
College Clearance		OCS		
University Clearance		Office of Student Affairs (OSA) Website		
Honorable Dismissal		Office of the University Registrar (OUR)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent (with signature of parent/guardian) and Admission Slip to OCS.	1.1. Receive documents. 1.2. Check: content of letter. 1.3. Check: if letter properly signed by student and parent/guardian. 1.4. Check: if the admission slip was properly signed. 1.5. Evaluate records and provide notes. 1.6. Countersign. 1.7. Forward to College Secretary for action. 1.8. If approved, release College Clearance and Approved Letter to the student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out College Clearance.				
3. Submit to Adviser for signature.				
4. Submit to Department Chairs and Institute Director for signature.				

5. Submit to Reading Room In-Charge for signature.				
6. Print University Clearance.				
7. Submit documents to OCS for signature.	7.1. Check: if signatories are complete. 7.2. Countersign. 7.3. Forward to College Secretary for signature. 7.4. Release the documents to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
8. Accomplish University Clearance.				
9. Submit College Clearance and University Clearance to the Office of the University Registrar.				
10. Claim copy of the documents.				
11. Process Honorable Dismissal				
<b>TOTAL</b>			1.5 working days	

#### UPLB-OCS.11

#### Application for Transfer to other UP Unit

Processed by CHE students who desires to transfer to another UP campus.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent to Transfer (with signature of parent/guardian)		Student		
College Clearance		OCS		
University Clearance		Office of Student Affairs (OSA) Website		
Permit to Transfer		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit Letter of Intent (with signature of parent/guardian) to OCS.	1.1. Receive letter. 1.2. Check: content of letter. 1.3. Check: if properly signed by student and parent/guardian. 1.4. Check: if waitlisted. 1.5. Evaluate records and add notes to the letter. 1.6. Countersign. 1.7. Forward to College Secretary for action.* 1.8. Photocopy the letter and attachments (if any). 1.9. Provide a photocopy to the student. 1.10. If approved, proceed to next step.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Once approved by the accepting campus/university, submit Admission Slip with the letter to OCS.	2.1. Check: if the Letter of Intent was approved. 2.2. Check: if the admission slip was properly signed. 2.3. Check records. 2.4. Release College Clearance.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Fill out College Clearance.				
3. Submit to Adviser for signature.				
4. Submit to Department Chairs and Institute Director for signature.				
5. Submit to Reading Room In-Charge for signature.				
6. Print University Clearance.				
7. Submit documents to OCS for signature.	7.1. Check: if signatories are complete. 7.2. Countersign. 7.3. Forward to College Secretary for signature. 7.4. Release the documents to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
8. Submit Permit to Transfer to Head of Home Unit for signature				
9. Submit documents to OCS for signature				
10. Accomplish University Clearance.				



11. Submit Permit to Transfer (with 3 photocopies), College Clearance, and University Clearance to the Office of the University Registrar.				
12. Claim copy of the documents.				
13. Submit 1 copy of each document to OCS.	13.1. Receive documents. 13.2. Update records. 13.3. File documents.		5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			2 working days and 5 minutes*	

\*If waitlisted, the letter would be forwarded to the SARA Committee for proper action.

## UPLB-OCS.12

### Application for Waiver of Prerequisites

Processed by students who have not yet passed the prerequisite course(s) of the higher course they intend to e

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request to Waive the Prerequisite (with recommending approval of adviser)		Student		
Plan of Study (if approved, and if not approved) with adviser's signature		Student		
Waiver of Prerequisite Form		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request and Plans of Study to Adviser for recommending approval				

2. Submit documents to OCS.	<p>2.1. Check: if the content of letter is properly written.</p> <p>2.2. Check: if the prerequisite to be waived is the correct prerequisite of the higher course.</p> <p>2.3. Check: if the higher course is offered by the CHE. (Waiver of prerequisite is requested to the college where the higher course is offered).</p> <p>2.4. Check: if documents are complete and properly signed.</p> <p>2.5. Evaluate records.</p> <p>2.6. Provide notes on the letter.</p> <p>2.7. Countersign.</p> <p>2.8. Forward to College Secretary for action.</p> <p>2.9. If disapproved, letter will be returned to the student. Else, attach a Waiver of Prerequisite Form and proceed to next step.</p> <p>2.10. Fill out the Certification from the College Secretary.</p> <p>2.11. Forward to the College Secretary for signature.</p> <p>2.12. Release the documents to the student.</p>	₱0.00	2 working days	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
3. Fill out the Waiver of Prerequisite form completely.				
4. If the prerequisite course has been taken already, submit the documents to the previous instructor for the certification of attendance. Else, proceed to next step.				
5. Submit documents to Adviser for action.				
6. Submit to Department Chair/Institute Head for action.				
7. Submit to the SARA Committee for signature.				

8. Submit to OCS for approval. Attach 1 photocopy of the form.	8.1. Check: if documents are complete. 8.2. Check: if all signatories are complete. 8.3. Countersign. 8.4. Forward to College Secretary for approval. 8.5. Release the photocopy to the student.	₱0.00	15 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
<b>TOTAL</b>			2 working days and 15 minutes	

#### UPLB-OCS.13

#### Certification (Good Moral, Completion, Graduation etc.) - Online Request

Requesting of various certificate through online request form.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online Request Form		OCS		
Payment Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.4. Prepare certificate as requested. 1.5. Check: if accurate details. 1.6. Print and countersign. 1.7. Forward to College Secretary for signature.	₱0.00	2 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
2. Pay the corresponding amount as mentioned in the message.		₱30.00 per copy per page		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>		₱30.00 per copy per page	2 working days and 5 minutes*	

\*Might vary depending on the bulk requests or graduation season.

#### UPLB-OCS.14

#### Certification (Good Moral, Completion, Graduation etc.) - Personal Request

Requesting of various certificate through personal request.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		OCS		
Payment Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: types of certificates and number of copies requested. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 per copy per page		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and countersign. 4.6. Forward to College Secretary for signature.	₱0.00	2 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
5. Submit the white receipt to OCS.	3.1. Stamp date on the white receipt. 3.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			2 working days and 10 minutes*	

\*Might vary depending on the bulk requests or graduation season.

#### UPLB-OCS.15

#### Change of Matriculation

Processed by students who seeks to enlist courses through professor's prerogative after the online enlistment.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Bona fide students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form (Form 5) or Printed SAIS Student Center Page		OUR/OCS/Cashier's Office or Student		
Valid ID of Student		Student		
Change of Matriculation Form (Modified Form 26)		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. If no Form 5 on hand, print the SAIS Student Center Page.				
2. Present Valid ID and submit the printed SAIS Student Center Page or Form 5	2.1. Verify the identity of the student. 2.2. Check: if the enlisted courses are updated. 2.3. Check: current scholastic standing of the student. 2.4. Remind the student of the allowed units* as per scholastic standing of the previous semester. 2.5. Release the Change of Matriculation Form (Modified Form 26) with the attached Form 5 or printed SAIS Student Center Page.	₱0.00	15 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
3. Fill out the form completely.				
4. Return to OCS for checking of prerequisites.	4.1. Check: prerequisite (s) of the courses requested to be enlisted. 4.2. Sign for certification of satisfaction of prerequisite(s). 4.3. Release the documents to the student.	₱0.00	4 working hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
5. Consult with the Adviser and have it signed.				
6. Once approved and completed, report to the professor (s) of the course (s) for manual prerogative enlistment.				
7. Submit documents to OCS for closed class permission.	7.1. Receive documents. 7.2. Check: if Modified Form 26 is completely and properly signed and processed. 7.3. Verify: that the total units is allowed as per scholastic standing. If approved, proceed to next step. Else, submit letter of request for enrolling beyond the allowed units. If total units is beyond 21, process overload permit before proceeding to next step. 7.4. Grant closed class permission through SAIS. 7.5. Release documents to student to proceed enlistment.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
8. Enlist the courses approved.				

9. Return documents to OCS.	9.1. Receive documents. 9.2. File documents.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			1 working day, 4 hours, and 20 minutes	

\*Good=21; Warning=18; Probation=15; Readmitted (Dismissed/PD)=12.

#### UPLB-OCS.16

#### College Clearance for Graduation

Processed by graduates to be cleared with their obligations before the release of their Diploma and Official Transcript of Records.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student ID or Old Form 5		Student		
College Clearance Form		OCS		
University Clearance		Office of Student Affairs (OSA) Website		
Graduation Fee Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Student ID to obtain College Clearance Form	1.1. Check: identity of the student/graduate. 1.2. Check: if the student is included in the list of Approved Candidates for Graduation. 1.3. Release College Clearance Form.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to Adviser for signature.				
4. Submit to Institute and Department Heads for signature.				
5. Submit to Reading Room In-Charge for signature.				
6. Print University Clearance.				
7. Pay the graduation fee at the Cashier's Office.		₱300.00		
8. Submit documents to OCS.	8.1. Receive documents. 8.2. Check: if paid. 8.3. Check: if documents are complete. 8.4. Check: if signatories are complete. 8.5. Countersign.	₱0.00	15 minutes*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)

9. Sing the CHE Hymn and UP Naming Mahal in front of the College Secretary.	9.1. Forward to College Secretary for signature. 9.2. Release the documents to the student/graduate.	₱0.00	30 minutes*	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
10. Accomplish University Clearance.				
11. Submit documents to the Office of the University Registrar.				
<b>TOTAL</b>			50 minutes	

\*May vary depending on the bulk of submission.

#### UPLB-OCS.17

#### Consent of Instructor (COI)

Processed by students who will enlist a course with COI as its prerequisite.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Consent of Instructor		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain Consent of Instructor from OCS.	1.1. Release COI Form.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to professor who will teach the course for signature.				
4. For MGT courses, submit to department head for signature. Else, proceed to next step.				
5. Submit to OCS.	5.1. Receive document. 5.2. Check: if properly signed. 5.3. Check: if details are correct. 5.4. Release copy of student and instructor. 5.5. Provide class permission through SAIS.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
6. Submit Instructor's copy to the Professor of the class at the start of the semester.				
<b>TOTAL</b>			1 working day and 5 minutes	

\*May vary depending on the bulk of submission.

**UPLB-OCS.18****Excuse for Absence Form**

Processed by students who were not able to come to class due to an excused reason.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Supporting Document: a) Medical Certificate, b) Death Certificate of Immediate Family Member, c) Memorandum of a University Activity		a) UPLB University Health Service, b) Other agencies, c) Office of the Chancellor		
Excuse for Absence Form		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Supporting Document.	1.1. Check: details such as date(s) excused and stamp (for UHS Medical Certificate) 1.2. Release Excuse for Absence Form	₱0.00	15 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to OCS for signature.	3.1. Receive documents. 3.2. Check: if the dates of absence coincides with the dates excused. 3.3. Countersign. 3.4. Forward to College Secretary for signature. 3.5. Release to student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
4. Submit to Instructors for signature.				
5. Submit the documents with 1 photocopy to OCS.	5.1. Check: if signed completely. 5.2. Verify dates. 5.3. Receive the documents.	₱0.00	4 hours	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			1 day and 15 minutes	

**UPLB-OCS.19****Major Plan of Coursework**

Processed every mid-semester for filing the desired major of incoming Junior students.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Incoming Junior CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Major Plan of Coursework Form		OCS		
Plan of Coursework		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Obtain a copy of Major Plan of Coursework Form and Plan of Coursework Form from OCS.	1.1. Check: if Academic Status is incoming junior. 1.2. Release corresponding forms.	₱0.00	15 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the forms completely.				
3. Consult Adviser, and have the documents signed.				
4. Submit documents to the Department/Institute Head for signature.				
5. Submit the documents with 1 photo copy of each to OCS.	5.1. Check: if documents are complete and properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Update records. 5.4. Countersign. 5.5. Forward to College Secretary for signature. 5.6. Release the photocopies to student. 5.7. File documents.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
6. Receive and keep documents.				
<b>TOTAL</b>			1 working day and 15 minutes*	

\*May vary depending on the bulk of submission.

#### UPLB-OCS.20

#### Overload/Underload Permit

Processed by students who desires to enroll below 15 units (for underload) or beyond 21 units (for overload) of :

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Appeal (with recommending approval of Adviser)		Student		
Plan of Study (if approved, and if not approved) with adviser's signature		Student		
Overload/Underload Permit		OCS		
Supporting documents (if any)		Other agency/ies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request and Plans of Study to Adviser for recommending approval				

2. Submit documents to OCS.	2.1. Check: if the content of letter is properly written. 2.2. Check: if documents are complete and properly signed. 2.3. Verify: if the plan of study is accurate as per remaining courses. 2.4. Provide notes on the letter. 2.5. Countersign. 2.6. Forward to College Secretary for action. 2.7. If disapproved, letter will be returned to the student. Else, attach the Underload/Overload Permit and proceed to next step. 2.8. Release the documents to the student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I)
3. Fill out the Overload/Underload Permit completely.				
4. Submit to Adviser for signature.				
5. Submit to OCS for signature.	5.1. Check: documents if properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Countersign. 5.4. Forward to the College Secretary for signature. 5.5. Release the student's copy to the requesting party. 5.6. Update records. 5.7. File documents.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			1 working day and 4 hours	

#### UPLB-OCS.21

#### Plan of Coursework

Processed by students who will file or change their nominated GE courses, electives, or major courses.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Plan of Coursework		OCS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain a copy of Plan of Coursework Form from OCS.	1.1. Verify degree. 1.2. Release corresponding Plan of Coursework.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Consult with Adviser and have it signed.				

4. Submit to Department/Institute Head for signature.				
5. Submit the form and one photocopy to OCS.	5.1. Check: if documents are complete and properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Update records. 5.4. Countersign. 5.5. Forward to College Secretary for signature. 5.6. Release the photocopy to student. 5.7. File documents.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>			1 working day and 5 minutes*	

\*May vary depending on the bulk of submission.

## UPLB-OCS.22

### Removal of Absence Without Leave (AWOL) Status

Processed by bona fide students who did not enroll for the past semester(s) without applying for Leave of Absence, provided that they have not yet used their maximum residency as per Maximum Residency Rule (MRR).

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Returning CHE Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Application for Reinstatement (with signature of parent/guardian)		Student		
Absence Without Leave (AWOL) Form		OCS		
Payment Receipt		Cashier's Office		
Medical Clearance (if AWOL due to medical reasons)		Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Application for Reinstatement, and supporting documents (if any) to OCS.	1.1. Receive letter. 1.2. Check for corrections, attachments (if any), and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. Return the letter to student. Release with AWOL Form.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Pay corresponding fee at Cashier's Office.		₱225.00		

4. Submit documents to OCS.	4.1. Receive documents. 4.2. Check: if paid amount is correct. 4.3. Countersign. 4.4. Forward to the College Secretary for signature. 4.5. Release student's copy to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
5. Receive and keep the student's copy of AWOL Form and receipt.				
<b>TOTAL</b>		<b>₱225.00</b>	<b>1 working day and 4 hours</b>	

### UPLB-OCS.23

### Request for Completion/Removal Permit

Processed by students who incurred a grade of INC (completion) or 4.0 (removal).

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Removal/Completion Permit		OCS		
Receipt of Payment (if special removals)		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtain a Removal/Completion Permit from OCS.	1.1. Check: if student is enrolled. Else, the student cannot apply for completion or removal. 1.2. Check: if the final grade on the course is 4 (for removal) or INC (for completion). 1.3. Check: if eligible for removal/completion as per semester incurred.* 1.4. Fill out the necessary details (name, final grade, semester and year incurred) on the permit. 1.5. Specify date of issuance. 1.6. Release permit to student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Seek Instructor for the date and consent (signature).				
3. Pay the corresponding fee at Cashier's Office if scheduled for special completion/removal. Else, proceed to next step.		₱20.00		

4. Submit the permit and pink receipt to OCS.	4.1. Receive documents. 4.2. Check: if date specified is regular, special, or during finals. 4.3. Check: if paid amount is correct (for special removal/completion). 4.4. Countersign. 4.5. Forward to the College Secretary for signature. 4.6. Release instructor's copy and student's copy to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
5. Submit instructor's copy to the Instructor before the completion/removal date.				
6. Claim completion/grade from the department offering the course.				
<b>TOTAL</b>			1 working day	

\*A grade of 4 or INC may no longer be improved after the end of the third regular removal period immediately following the semester/term in which the grade was incurred. A grade of 4 received after removing a grade of INC. must be removed within the remaining portion of the prescribed period for the removal of the original grade of INC.

#### UPLB-OCS.24

#### True Copy of Grades (TCG) - Online Request

Requesting of True Copy of Grades through online request form.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online Request Form		OCS		
Payment Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Check: requested semesters and number of copies. 1.4. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.5. Prepare document as requested. 1.6. Check: if accurate details. 1.7. Print and affix signature. 1.8. Forward to College Secretary for signature.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)

2. Pay the corresponding amount as mentioned in the message.		₱30.00 per copy per page		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the TCG requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>		₱30.00 per copy per page	3 working days and 5 minutes*	

\*Might vary depending on the bulk requests or graduation season.

#### UPLB-OCS.25

#### True Copy of Grades (TCG) - Personal Request

Requesting of True Copy of Grades through personal request.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		OCS		
Payment Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: requested semesters and number of copies. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 per copy per page		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and affix signature. 4.6. Forward to College Secretary for signature.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
5. Submit the white receipt to OCS.	3.1. Stamp date on the white receipt. 3.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>		₱30.00 per copy per page	3 working days and 10 minutes*	

\*Might vary depending on the bulk requests or graduation season.

**UPLB-OCS.26****True Copy of Grades for Readmission and Extension Application - Online Request**

Requesting of True Copy of Grades for Readmission and Extension Application with remarks through online request form.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online Request Form		OCS		
Payment Receipt		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Check: requested semesters and number of copies. 1.4. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.5. Prepare document as requested. 1.6. Check: if accurate details. 1.7. Print and affix signature. 1.8. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
2. Pay the corresponding amount as mentioned in the message.		₱30.00 per copy per page		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the TCG requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>		₱30.00 per copy per page	5 working days and 5 minutes*	

\*Might vary depending on the bulk requests or graduation season.

**UPLB-OCS.27****True Copy of Grades for Readmission and Extension Application - Personal Request**

Requesting of True Copy of Grades for Readmission and Extension Application with remarks through personal request.

<b>Office or Division:</b>	Office of the College Secretary			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	CHE Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		OCS		
Payment Receipt		Cashier's Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: requested semesters and number of copies. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 per copy per page		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and affix signature. 4.6. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Joana Marie U. Ortiz (Administrative Officer I) or Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
5. Submit the white receipt to OCS.	3.1. Stamp date on the white receipt. 3.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Melissa R. Manalo (ICS) or Rov Vincent B. Dizon (ICS)
<b>TOTAL</b>		₱30.00 per copy per page	5 working days and 10 minutes*	

\*Might vary depending on the bulk requests or graduation season.

#### CVM-DVTH.1

#### Laboratory Test

The Veterinary Teaching Hospital provides this service to guide the Veterinarian on diagnosis/ Animal Diagnostic Disease Laboratory

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Government employees and outside clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Sample		Patient/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH



2. Submits sample Blood Feces Plucked hair Scraped skin Urine Ear swab  Biopsy (IS, FNAB) Vaginal smear ▪ Waits for result+	Receives and processes the sample	See Table. Laboratory test fees	45 minutes	Medical Technologist II VTH
3. Receives laboratory results	3.1 Logs the laboratory results 3.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
RETURN TO STEP 2 OF CONSULTATION				
<b>TOTAL</b>			48 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.2

### Laboratory Test

The Veterinary Teaching Hospital provides this service to guide the Veterinarian on diagnosis

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Government employees and outside clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Sample		Patient/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH
2. Submits sample Blood Feces Plucked hair Scraped skin Urine Ear swab  Biopsy (IS, FNAB) Vaginal smear ▪ Waits for result+	Receives and processes the sample	₱0.00	45 minutes	Medical Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	See Table: Laboratory test fees	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH

5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	1 minute 1 minute	Medical Technologist II VTH
<b>TOTAL</b>			54 minutes	

Waiting time depends on the VTH's case load

### CVM-DVTH.3

#### Necropsy (Autopsy for animals)

A procedure in the Veterinary Teaching Hospital that examines animal corpses for the purpose of determining the cause of death for research or by client's request

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Farm owners, pet owners, veterinarians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Samples from farm (healthy animals and moribund animals (alive))		Patient/Client		
Necropsy form		VTH Farm Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the necropsy form	Receives and reviews necropsy form	₱0.00		Medical Technologist II VTH
2. Gives detailed medical history	2.1 Takes medical history 2.2 Assesses the case	₱0.00	30 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment, issues official receipt. 3.2 Releases patient ID number	See table: Necropsy fees	5 minutes	Collecting Officer VTH
4. Presents O.R.	4.1 Verifies and notes the O.R. number 4.2 Schedules return of client 4.3 Performs necropsy and other diagnostic tests, as needed 4.4 Writes necropsy report	₱0.00	4 hours and 6 minutes	Medical Technologist II and Veterinarian VTH
5. Returns on schedule Listens Signs duplicate copy of necropsy report	5.1 Discusses necropsy findings and educates client 5.2 Releases original copy of necropsy report 5.3 Files duplicate copy of necropsy report	₱0.00	30 minutes	Medical Technologist II and Veterinarian VTH
<b>TOTAL</b>			5 hours and 11 minutes	

Waiting time depends on the VTH's case load

If sample is already dead, submit within an hour of demise

### CVM-DVTH.4

#### Water analysis

A service of the Veterinary Teaching Hospital that determines the condition of water.

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Farm owners, veterinarians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Water sample		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH
2. Submits sample Waits for result+	Receives and processes the sample	₱0.00	4 days	Medical Technologist II VTH
3. Pays to the Collecting Officer	Computes for the bill, receives payment, issues official receipt.	₱1,000.00	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>4 days and 9 minutes</b>	

Waiting time depends on the VTH's case load

## CVM-DVTH.5

### Water analysis

A service of the Veterinary Teaching Hospital that determines the condition of water.

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Water sample		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH
2. Requests VTHLB FAS Staff to collect samples Waits for result+	2.1 Collects sample 2.2 Processes the sample	₱0.00	3 hours 4 days	Medical Technologist II VTH
3. Receives laboratory results	3.1 Logs the laboratory results 3.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
4. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	₱1,000.00	5 minutes	Collecting Officer VTH

5. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
<b>TOTAL</b>		<b>₱1,000.00</b>	<b>4 days, 3 hours and 9 minutes</b>	

Waiting time depends on the VTH's case load

## CVM-DVTH.6

### Bacterial Isolation

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Farm owners, veterinarians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory Medical Technologist II, Veterinarian		
Sample		Patient/Farm owners		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH
2. Submits sample Waits for result+	Receives and processes the sample	₱0.00	3 days	Medical Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	PHP 650.00 per sample	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
<b>TOTAL</b>		<b>₱650.00</b>	<b>3 days and 9 minutes</b>	

Waiting time depends on the VTH's case load

## CVM-DVTH.7

### Bacterial Isolation with Antibiotic Sensitivity Testing

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Farm clients, veterinarians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II, Veterinarian		
Sample		Patient/Farm owners		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out laboratory request form	Reviews laboratory request form	₱0.00	1 minute	Medical Technologist II VTH

2. Submits sample Waits for result+	Receives and processes the sample	₱0.00	4 days	Medical Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	₱1,150.00	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
<b>TOTAL</b>		<b>₱1,150.00</b>	<b>4 days and 9 minutes</b>	

Waiting time depends on the VTH's case load

### CVM-DVTH.8

### Farm consultation of animals (with vehicle)

Field consultation of livestock

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with farm animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Animal Diagnostic Disease laboratory-Medical Technologist II or Veterinarian		
Laboratory requests form		VTH Farm Animal Section-Veterinarian		
Drug test form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out new Patient's record Schedules the farm visit	1.1 Gives New Patient's record (PR) 1.2 Logs the schedule	₱200.00	8 minutes	Veterinarian VTH
2. Fetches the veterinarian from the hospital Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Brings the veterinarian back to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH

5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	PHP 500.00 (consultation fee)	5 minutes	Collecting Officer VTH
6. Brings the veterinarian to the farm and back to the hospital Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
<b>TOTAL</b>			5 hours 23 minutes	

Waiting time depends on the VTH's case load

## CVM-CVTH.9

### Farm consultation of new patients (without vehicle)

Field consultation of livestock

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with farm animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Farm Animal Section-Veterinarian		
Laboratory request form				
Drug test form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out new Patient's record Schedules the farm visit	1.1 Gives New Patient's record (PR) 1.2 Logs the schedule 1.3 Requests for vehicle going to farm and back to hospital	₱200.00	8 minutes	Veterinarian VTH
2. Waits for the veterinarian+ Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Travels to the farm 2.2 Assesses the patient and requests for diagnostic procedures 2.3 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Goes to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicine fees	30 minutes	Veterinarian VTH

5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	P1000.00 (consultation fee)	5 minutes	Collecting Officer VTH
6. Goes back to the farm Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
<b>TOTAL</b>			5 hours and 23 minutes	

Waiting time depends on the VTH's case load

\*Duration excludes the travel time

## CVM-DVTH.10

### Consultation of returning patients

Services for livestock animals done in the Hospital

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with farm animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Farm Animal Section-Veterinarian		
ID Number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the patient's ID number. Waits to be called+	1.1Retrieves patient's record 1.2Triage	₱0.00	3 minutes 5 minutes	Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary) 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendation s Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt. 4.2 Quotes price if for surgery 4.3 Releases patient ID number	P200.00 (consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			1 hour and 13 minutes	

Waiting time depends on the VTH's case load

The animal(s) should be present during consultation

## CVM-DVTH.11

### Farm consultation with returning patients (with vehicle)

Field consultation of livestock

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with farm animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Farm Animal Section-Veterinarian		
Laboratory request form		VTH Farm Animal Section-Veterinarian		
Drug request form		VTH Farm Animal Section-Veterinarian		
ID Number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents the patient's ID number. Schedules the farm visit	1.1 Retrieves patient's record 1.2 Logs the schedule	₱0.00	8 minutes	Veterinarian VTH
2. Fetches the veterinarian from the hospital Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Brings the veterinarian back to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4.Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer.	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery	PHP 500.00 (consultation fee)	5 minutes	Collecting Officer VTH



6. Brings the veterinarian to the farm and back to the hospital Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
<b>TOTAL</b>			5 hours and 23 minutes	

Waiting time depends on the VTH's case load

\*Duration excludes the travel time

## CVM-DVTH.12

### Farm consultation with returning patients (without vehicle)

Field consultation of livestock

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with farm animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Farm Animal Section-Veterinarian		
Laboratory request form		VTH Farm Animal Section-Veterinarian		
Drug test form		VTH Farm Animal Section-Veterinarian		
ID number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the patient's ID number. Schedules the farm visit	1.1 Retrieves patient's record 1.2 Logs the schedule 1.3 Requests for vehicle going to farm and back to hospital	₱0.00	3 minutes 5 minutes	Veterinarian VTH
2. Waits for the veterinarian+ Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Travels to the farm 2.2 Assesses the patient and requests for diagnostic procedures 2.3 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Goes to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	P1000.00 (consultation fee)	5 minutes	Collecting Officer VTH

6. Goes back to the farm Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
<b>TOTAL</b>			5 hours 23 and minutes	

Waiting time depends on the distance of the farm from the hospital

#### CVM-DVTH.13

#### Use of Veterinary Teaching Hospital Farm Animal Section experimental animals

Guide for students and faculty on using experimental animals for research

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	College of Veterinary Medicine Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Animal use request form		VTH Farm Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out the animal use request form	1 Gives animal use request form	₱0.00	3 minutes	Veterinarian VTH
2. Proceeds to the animal pen Performs activity indicated in animal use request form	2. Assists in handling of animals and/or collection of samples	₱0.00	30 minutes	Veterinarian VTH
<b>TOTAL</b>			33 minutes	

Waiting time depends on the VTH's case load

#### CVM-DVTH.14

#### Vaccination of new patients

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Triage Officer or Veterinarian		
Vaccine request form		VTH Small Animal Section-Veterinarian		
Vaccination Card		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Acquires queue number Writes client's and pet's names on log book Fills-out new Patient's record Waits to be called. +	1.1 Gives New Patient's record (PR) 1.2 Triage	₱0.00	7 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s) 2.3 Dispenses vaccine 2.4 Administers vaccine (s) 2.5 Educates client 2.6 Fills up and signs vaccination card	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	30 minutes	Nurse II and Resident Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 950.00	42 minutes	

Waiting time depends on the VTH's case load

#### CVM-DVTH.15

#### Vaccination of returning patients

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with healthy pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's identification number		Client		
Vaccination form		VTH Small Animal Section-Veterinarian		
Patient's record		VTH Small Animal Section-Veterinarian		
ID number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Presents patient ID number Waits to be called+	1.1 Retrieves patient's record 1.2 Triage	₱0.00	7 minutes	Triage Officer or Veterinarian VTH

2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assess the patient and recommends vaccination program. 2.2 Requests for vaccine(s) 2.3 Dispenses vaccine (s) 2.4 Administers vaccine (s) 2.5 Educates client 2.6 Fills up and signs vaccination card	₱0.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 750.00	42 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.16

### Vaccination of patients with lost ID number

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with healthy pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Veterinarian		
Vaccine request form		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Waits to be called. +	1.1 Checks the computer database for the patient number. 1.2 Retrieves Patient's record (PR) on file. 1.3 Triage	₱0.00	4 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccines 2.3 Dispenses vaccine (s) 2.4 Administers vaccine (s) 2.5 Educates client 2.6 Fills up and signs vaccination card	₱0.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 750.00	39 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.17

**Deworming of new patients**

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Veterinarian		
Drug test form		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Presents patient ID number Waits to be called+	1.1 Retrieves patient's record 1.2 Triage	₱0.00	7 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assess the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	PHP 150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Gives Id number for new patient	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 350.00	42 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.18

**Deworming of returning patients**

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's identification number		Client		
Patient's record		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Acquires queue number Writes client's and pet's names on log book Presents patient ID number Waits to be called+	1.1 Retrieves patient's record 1.2 Triage	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assess the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	PHP 150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Gives Id number for new patient	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 350.00	44 minutes	

Waiting time depends on the VTH's case load

#### CVM-DVTH.19

#### Deworming of returning patient with lost ID number

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card		Client		
Patient's record		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Presents patient ID number Waits to be called. +	1.1 Retrieves patient's record 1.2 Triage	₱0.00	4 minutes	Triage Officer or Veterinarian VTH

2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	PHP 150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 350.00	39 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.20

### Consultation of new patients

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug test form		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Waits to be called. +	1.1 Checks the computer database for the patient number. 1.2 Retrieves Patient's record (PR) on file. 1.3 Triage	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH

3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt. 4.2 Quotes price if for surgery 4.3 Releases patient ID number	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			1 hour and 14 minutes	

Waiting time depends The pet(s) should be present during consultation.

## CVM-DVTH.21

### Consultation of returning patients

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Small Animal Section Triage Officer or Veterinarian		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Acquires queue number Writes client's and pet's names on log book Waits to be called. +	1 Retrieves Patient's record .	₱0.00	2 minutes	Triage Officer or Veterinarian VTH
2. Provides the medical history and Restrains the patient during physical examination.	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH



3. Provides the medical history and Restrains the patient during physical examination. Takes down notes and listens to the recommendations, Restrains the patient during administration of medications Accepts prescription.	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt. 4.2 Quotes price if for surgery	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			1 hour and 7 minutes	

Waiting time depends The pet(s) should be present during consultation.

## CVM-DVTH.22

### Consultation of returning patients with lost ID number

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes on the log book. Presents the patient's ID number. Waits to be called+	1.1 Checks the database for the patient number. 1.2 Retrieves Patient's record 1.3 Provides owner with a copy of the patient ID	₱0.00	5 minutes	Veterinarian VTH
2. Provides the medical history Restrains the patient during physical examination.	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH

3. Takes down notes and listens to the recommendation s, Restrains the patient during administration of medications Accepts prescription.	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 4.2 Quotes price if for surgery	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			1 hour and 10 minutes	

Waiting time depends The pet(s) should be present during consultation.

### CVM-DVTH.23

### Patient for pre-surgical consultation

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes on the log book. Presents the patient's ID number. Waits to be called+	1.1 Retrieves Patient's record 1.2 Triage	₱0.00	5 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and sample collection Waits for results and for veterinarian to explain findings	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	36 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendation s, Accepts prescription.	3.1 Schedules surgery 3.2 Educates client 3.3 ± Writes prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 4.2 Quotes price if for surgical procedure	PHP 200.00 (consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			56 minutes	

Waiting time depends The pet(s) should be present during consultation.

#### CVM-DVTH.24

#### Patient for surgery proper

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Client with pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pet(s) to bring during consultation		Client		
ID Number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes on the log book. Presents the patient's ID number. Waits to be called+	1.1 Retrieves Patient's record 1.2 Triage	₱0.00	5 minutes	Triage Officer or Resident Veterinarian VTH
2. Proceeds to the exam room Signs the consent for surgery form Restrains the patient during drug administration	1.1 Assesses the patient  1.2 Computes doses of drugs 1.3 Requests for drugs 1.4 Administers drugs	₱0.00	35 minutes	Resident Veterinarian VTH
3. Waits	3.1 Prepares animal for surgery 3.2 Conducts the surgery 3.3 Monitors patient post-operatively 3.4 Writes operative report	See table: Drugs and Medicines fees	4 hours	Resident Veterinarian VTH
4. Listens	4.1 Educates client 4.2 Writes prescription	₱0.00	40 minutes	
5. Pays to the Collecting Officer	Computes for the bill, issues official receipt	See table: Surgical procedure fees	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			5 hours and 55 minutes	

Waiting time depends The pet(s) should be present during consultation.

#### CVM-DVTH.25

#### Vaccination of new patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
Vaccination card		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form. Indicates N (for New) on the Patient Number Column of the Registration form Fills-out new Patient Record Waits to be called+	1.1 Gives New Patient Record (PR). 1.2 Queues in the PR.	PHP 200.00 (Consultation fee)	5 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and restrains the patient during physical examination.	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine (s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>		PHP 950.00	35 minutes	

Waiting time depends If previously vaccinated from another facility, please present vaccination record

## CVM-DVTH.26

### Vaccination of returning patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy pets			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's identification number		Client		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Fills-out registration form. Waits to be called+	1.1 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	PHP 200.00 (Consultation fee)	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination.	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s).	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine (s) and provides client education. 4.2 Fills-out and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>		PHP 950.00	32 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.27

### Vaccination of returning patients with lost ID number

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy cats and dogs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient record		VTH Companion Animal Clinic-Administrative Aide I		
Vaccine form request		VTH Companion Animal Clinic-Veterinarian		
Vaccination card		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form. Indicates R (for retrieval) on the patient number. Goes to the Window 4 (Records Section) and gives the Owner's Name and Pet's Name Waits to be called+	1.1 Checks the computer database for the patient number. 1.2 Retrieves Patient Record (PR) on file. 1.3 Provides owner with a copy of the patient ID 1.4 Queues in the PR.	PHP 200.00 (Consultation fee)  PHP 20.00 (Record retrieval fee)	5 minutes	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s).	PHP 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine (s) and provides client education. 4.2 Fills-out and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>		PHP 970.00	35 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.28

### Deworming of new patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy dogs and cats			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccination card		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form. Indicates N (for New) on the Patient Number Column of the Registration form Fills-out new Patient Record Waits to be called+	1.1 Gives New Patient Record (PR). 1.2 Queues in the PR.	₱0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH

3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment and issues official receipt and dispenses dewormer(s). 3.2 Gives ID number to new patients	See table: Drugs and Medicines fees and PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>			32 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.29

### Deworming of returning patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy dogs and cats			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's identification number		Client		
Vaccination card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form.  Waits to be called+	1.1 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	₱0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	See table: Drugs and Medicines fees and PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>			32 minutes	

Waiting time depends on the VTH's case load

## CVM-DVTH.30

### Deworming of returning patient with lost ID number

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with apparently healthy dogs and cats			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Companion Animal ClinicAdministrative Aide I		
Patient record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
Vaccination card		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form. Indicates R (for Retrieval) on the patient number. Goes to the Window 4 (Records Section) and gives the Owner's Name and Pet's Name  Waits to be called. +	1.1 Checks the computer database for the patient number. 1.2 Retrieves Patient Record (PR) on file. 1.3 Provides owner with a copy of the patient ID 1.4 Queues in the PR.	20.00 (Record retrieval fee)	5 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	See table: Drugs and Medicines fees and PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
<b>TOTAL</b>			35 minutes	

Waiting time depends on the VTH's case load

### CVM-DVTH.31

### Consultation of new patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out registration form. Indicates N (for New) on the Patient Number Column of the Registration form Fills-out new Patient Record Waits to be called+	1.1 Gives New Patient Record (PR). 1.2 Queues in the PR.	₱0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and restrains the patient during physical examination & sample collection	Assesses the patient and recommends diagnostic procedure (see procedure for laboratory and/ or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendation s, Restrains the patient during drug administration Accepts prescription.	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL			47 minutes	

Waiting time depends The pet(s) should be present during consultation.

## CVM-DVTH.32

### Consultation of returning patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation of new problem			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
ID number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form. Presents the ID number. Waits to be called+	1.1 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	₱0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination and sample collection	2 Assesses the patient and recommends which diagnostic procedure to do (see procedure for laboratory and/ or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations. Restrains the patient during administration of medications and Accepts prescription.	3 Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			47 minutes	

Waiting time depends The pet(s) should be present during consultation.

### CVM-DVTH.33

### Constutation of returning patient with lost ID number

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Fills-out registration form. Indicates R (for retrieval) on the patient number. Goes to the Window 4 (Records Section) and gives the Owner's Name and Pet's Name  Waits to be called+	1.1 Checks the database for the patient number. 1.2 Retrieves Patient Record (PR) on file. 1.3 Provides owner with a copy of the patient ID 1.4 Queues in the PR.	PHP 20.00 (Record retrieval fee)	5 minutes	Administrative Aide I (Records Officer) VTH	
2. Proceeds to exam room Provides the medical history Restrains the patient during physical examination and sample collection	Assesses the patient and recommends diagnostic procedure (see procedure for laboratory and /or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 minutes	Veterinarian VTH	
3. Takes down notes and listens to the recommendations, Restrains the patient during administration of medications and Accepts prescription.	Recommends treatment program, gives medications and prepares prescriptions	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH	
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH	
<b>TOTAL</b>			50 minutes		

Waiting time depends The pet(s) should be present during consultation.

#### CVM-DVTH.34

#### Patient for pre-surgical consultation

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's record		VTH Companion Animal Clinic-Administrative Aide I		
ID number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Writes on the log book. Presents the patient's ID number. Waits to be called+	1.1 Retrieves Patient's record 1.2 Triage	₱0.00	5 minutes	Triage officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and sample collection Waits for results and for veterinarian to explain findings	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	36 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations, Accepts prescription.	3.1 Schedules surgery 3.2 Educates client 3.3 ± Writes prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt 4.2 Quotes price of surgical procedure	PHP 200.00 (Consultation fee)	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			56 minutes	

Waiting time depends The pet(s) should be present during consultation.

### CVM-DVTH.35

### Laboratory testing of Veterinary Teaching Hospital patient during consultation

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Attending Resident Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Restrains the patient during sample collection Waits to be called.	1.1 Collects samples for lab exam. 1.2 Accepts and labels the samples for testing 1.3 Logs request in the laboratory log book. 1.4 Performs requested laboratory test(s). 1.5 Logs results in the laboratory log book. 1.6 Releases the laboratory results to the attending Veterinarian.	See table: Laboratory test fees	22 minutes	Medical Technologist II or Veterinarian VTH
RETURN TO STEP 3 OF CONSULTATION				
<b>TOTAL</b>			22 minutes	

### CVM-DVTH.36

### Laboratory testing of referral patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients referred by a non-VTH Veterinarian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral letter		Referring Veterinarian from other clinics		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out registration form. Indicates Referral for Lab Test at the Registration form. Presents Referral Letter or Note at the Registration area. Waits to be called. +	1. Checks or verifies the request.	₱0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Restrains the patient during sample collection and waits for the Official Result. Accepts the Official Result.	2.1 Collects samples for lab exam. 2.2 Accepts and labels the samples for testing 2.3 Logs Request in the Laboratory Log Book. 2.4 Performs requested laboratory test(s). 2.5 Logs Results in the Laboratory Log Book. Writes Official Result in the Laboratory Form and attaches signature 2.6 Releases Official Result.	₱0.00	36 minutes	Medical Technologist II and Veterinarian VTH

3. Pays to the Collecting Officer.	3. Computes for the bill, receives payment and issues official receipt.	See table: Laboratory test fees	3 minutes	Collecting Officer VTH
<b>TOTAL</b>			41 minutes	

Waiting time depends on the VTH's case load

### CVM-DVTH.37

### Radiography (x-ray) of referral patients

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients referred by a non-VTH veterinarian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral letter		Referring Veterinarian from other clinics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents referral letter or form to window 4. Waits to be called+	1.1 Checks and verifies the request 1.2 Directs the client the specific department.	₱0.00	1 minute	Administrative Aide I (Records Officer) VTH
2. Proceeds to the diagnostic imaging room Restrains the patient on the radiograph table. Accepts the radiograph.	2.1 Positions the patient and assists in the restraint during radiography. 2.2 Performs radiography and processes the radiograph++ 2.3 Gives the radiograph.	₱0.00	8 minutes	Radialogic Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	PHP 500.00 per film	5 minutes	Collecting Officer VTH
<b>TOTAL</b>		PHP 500.00	14 minutes	

Waiting time depends on the VTH's case load

### CVM-DVTH.38

### Radiography (x-ray) of patient during consultation

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with patients currently handled by a VTH Veterinarian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for radiography of the patient		VTH Companion Animal Clinic-Attending Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>		<b>PERSON RESPONSIBLE</b>

1. Proceeds to the diagnostic imaging room Restrains the patient on the radiograph table.	1.1 Positions the patient and assists in the restraint during radiography. 1.2 Performs radiography and processes the radiograph.	₱0.00	12 minutes	Radiologic Technologist II and Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 minutes	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 minutes	Veterinarian VTH
4	4. Returns the radiograph to the diagnostic imaging room for filing	₱0.00	2 minutes	Radiologic Technologist II VTH
5. Proceed to consultation(See citizen's charter for consultation of new or returning patients				Veterinarian VTH
6. Pays to the Collecting Officer	Computes for the bill, receives payment and issues official receipt	PHP 500.00 per film	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			32 minutes	

CVM-DVTH.39

### Patient for surgery proper

Companion Animal Clinic service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with dogs and cats for consultation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The pet(s) should be present during consultation		Client		
ID Number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes on the log book. Presents the patient's ID number. Waits to be called+	1.1 Retrieves Patient's record 1.2 Triage	₱0.00	5 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Signs the consent for surgery form Restrains the patient during drug administration	2.1 Assesses the patient 2.2 Computes doses of drugs 2.3 Requests for drugs 2.4 Administers drugs	See table: Drugs and Medicines fees	35 minutes	Veterinarian VTH

3. Waits	3.1 Prepares animal for surgery 3.2 Conducts the surgery 3.3 Monitors patient post-operatively 3.4 Writes operative report	₱0.00	4 hours and 10 minutes	Veterinarian VTH
4. Listens	4.1 Educates client 4.2 Writes prescription	₱0.00	40 minutes	Veterinarian VTH
5. Pays to the Collecting Officer.	5. Computes for the bill, issues official receipt.	See table: Surgical procedure fees	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			5 hours and 35 minutes	

Waiting time depends on the VTH's case load

#### CVM-DVTH.40

#### Radiography (x-ray) of referral patients

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients referred by a non-VTH veterinarian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral letter		Referring Veterinarian from other clinics		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents referral letter or form Waits to be called+	1.1 Checks and verifies the request 1.2 Directs the client the specific department.	₱0.00	1 minute	Triage Officer or Veterinarian VTH
2. Proceeds to the diagnostic imaging room Restrains the patient on the radiograph table. Accepts the radiograph.	2.1 Positions the patient and assists in the restraint during radiography. 2.2 Performs radiography and processes the radiograph++ 2.3 Gives the radiograph.	₱0.00	8 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3. Computes for the bill, receives payment and issues official receipt	PHP 500.00 per film	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			14 minutes	

Waiting time depends on the VTH's case load

#### CVM-DVTH.41

#### Radiography (x-ray) of patient during consultation

Small Animal Section service

<b>Office or Division:</b>	VETERINARY TEACHING HOSPITAL-Small Animal Section
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Clients with patients currently handled by a VTH Veterinarian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for radiography of the patient		VTH Small Animal Section-Attending Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to the diagnostic imaging room Restraints the patient on the radiograph table.	1.1 Positions the patient and assists in the restraint during radiography. 1.2 Performs radiography and processes the radiograph.	₱0.00	12 minutes	Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 minutes	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 minutes	Veterinarian VTH
4 Proceed to consultation(See citizen's charter for consultation of new or returning patients				Veterinarian VTH
5. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	PHP 500.00 per film	5 minutes	Collecting Officer VTH
<b>TOTAL</b>			32 minutes	

#### GS-OCS.LGB1

#### Nomination of Guidance Committee and Plan of Course Work

Required to be submitted by Masters Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Guidance Committee, Coursework and timetable.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Nominated Committee and Unit Head		Home unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (Minutes)</b>	<b>PERSON RESPONSIBLE</b>

1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
2. Student receives the Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	- PIC checks the Appointment of the nominated persons - PIC checks the student's BS Transcript of Record to ensure no courses are retaken - PIC checks the coursework for compliance to the approved curriculum	none	25	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary	
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean	
	- PIC receives the approved Form - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Form to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant	
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant	
TOTAL			65		

**GS-OCS.LGB2****Nomination of Advisory Committee for PhD**

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission.  
This Document becomes the legal basis of the Student's Advisory Committee.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Nominated Committee and Unit Head		Home unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (Minutes)</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the Appointment of the nominated persons	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant

3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			50	

### GS-OCS.LGB3

#### Plan of Study for PhD

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Coursework and Timetable.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Approved Committee and Unit Head		Home unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant

	- PIC checks the students BS and MS Transcript of Record to ensure no courses are retaken - PIC checks the coursework for compliance to the approved curriculum	none	20	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			60	

#### GS-OCS.LGB4

#### Application for Revision in Plan of Course Work

Students can revise their approved Plan of Course Work using this form

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	Students with approved plan of coursework
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Accomplished e-Form	Graduate School Website
Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	<ul style="list-style-type: none"> <li>- Receiving officer preliminary checks for completeness</li> <li>- Receives and logs the document in the GS Tracking (GST) system</li> <li>- Issues the Claim Slip with the Tracking Code and Claim Date to client</li> </ul>	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	<ul style="list-style-type: none"> <li>- PIC receives the document</li> <li>- PIC checks the completeness and correctness of the document</li> </ul>	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	<ul style="list-style-type: none"> <li>- PIC checks the students BS (and MS) Transcript of Record to ensure no courses are retaken</li> <li>- PIC checks the coursework for compliance to the approved curriculum</li> </ul>	none	20	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	<ul style="list-style-type: none"> <li>- PIC receives the approved Document</li> <li>- digitizes the form and uploads the ecopy to the GST</li> <li>- Notifies student</li> <li>- Forwards the Document to Encoder</li> </ul>	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	<ul style="list-style-type: none"> <li>- Releasing Officer checks the client's I.D. and/or Authorization</li> <li>- prints a copy from GST and stamps Certified True Copy and Authenticates the document</li> <li>- Releases the Document</li> </ul>	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	<ul style="list-style-type: none"> <li>- Encoder receives the document and encodes the contents</li> <li>- forwards the document to Records Management Team (RMT)</li> </ul>	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	<ul style="list-style-type: none"> <li>- RMT Receives the document</li> <li>- Indexes and files the document in the student's clearbook,</li> <li>- Logs the document in GST as "Filed" then "Finished"</li> </ul>	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant

TOTAL		60
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**GS-OCS.LGB5**
**Application for Revision in Guidance/Advisory Committee**

Students can revise their approved Committee using this form

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students with approved Guidance/Advisory Committee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Nominated Committee and Unit Head		Home unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the approved committee and Appointment of new nominated persons	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant

3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			50	

#### GS-OCS.LGB6

#### Application for Revision in Course Timetable

Students can revise their approved timetable using this form

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students with approved plan of coursework			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
Signature of Adviser and Unit Head		Home unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC compares the form to the approved timetable and ensures compliance to the program	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant



	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Releasing Officer
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			50	

#### GS-OCS.LGB7

#### Approval of Thesis/Dissertation Outline

submitted towards the end of semester upon enrolling the first thesis/dissertation units

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who enrolled the first unit of thesis/dissertation and students who haven't complied yet			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form		Graduate School Website		
If applicable - Certification of Scientific Name		Museum of Natural History		
If applicable - Graduate Work in absentia		Graduate School Website		
If applicable - MOU for Graduate Work in absentia		Graduate School Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	- PIC evaluates the outline, checks Scientific Name in Title and Place of Study	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
TOTAL			45	

GS-OCS.LGB8

**Application for Graduate Work in Absentia**

Attachment to the Approval of Thesis/Dissertation if the student will conduct the study outside UPLB

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Form		Graduate School Website		
If applicable - MOU between UPLB and Cooperating Institution		Graduate School Website		
If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution		Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Records Management Team (RMT)	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			30	

**GS-OCS.LGB9**
**Memorandum of Understanding (MOU) For Graduate Work in Absentia**

Attachment to the Approval of Thesis/Dissertation outline for Student who will be conducting study outside UPLB with a cooperating institution

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB with a cooperating institution			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished MOU Form		Graduate School Website		
Signed by cooperating institution		Cooperating Institution		
If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution		Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
	PIC receives the signed Form and notifies student	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student Claims the signed document	PIC marks the transaction as Returned to Student	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant

4. Student brings the Form to the Office of the Chancellor for Signature		none		- Chancellor's Office	
5. Student Claims back the form and have it Notarized		none		- Student	
6. Student Gives a notarized copy to the Graduate School	Receiving officer receives and logs the form in the GS Tracking (GST) system; forwards the Form to the PIC	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	- PIC receives the notarized Document - digitizes the form and uploads the ecopy to the GST - Forwards the Document to Records Management Team (RMT)	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant	
TOTAL			37		

#### GS-OCS.LGB10

#### Application for Waiver of Requirements

Form used to waive Graduate School Requirements

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	Students who cannot comply with GS requirements on the specified time				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Accomplished e-Form		Graduate School Website			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	

	PIC evaluates the reason and checks the student records		5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	PIC endorses and forwards the document for Approval of the Graduate School Secretary	none	2	Graduate School Secretary / Assistant Secretary	
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary	
	- PIC receives the approved Document - digitizes the form and uploads the copy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	5	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant	
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant	
TOTAL			35		

#### GS-OCS.LGB11

#### True Copy of Grades

Complete listing of Courses and Grades of a Student

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who have not yet graduated or lapsed.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request form		Graduate School		
Official Receipt		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office	none	2	Receiving Officer

2. Student receives the unvalidated Official Receipt		none	-	Student	
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy	-	Cashiers Office	
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none		2 Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Receiving officer forwards the Encoder	none		2 Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Encoder accepts the request, encode and verify preliminarily then forwards the request to the SRE for verification	none		15 Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant	
	- PIC Receives the request and verifies the grades - PIC prints the True Copy of Grade, affix signature and dry seal - PIC forwards the TCG to releasing	none		15 Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant	
	- Releasing Officer Receives the document - Sorts and store in the releasing storage			2 Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document			2 Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
TOTAL			40		

#### GS-OCS.LGB12

#### True Copy of Grades with General Weighted Average

Complete listing of Courses and Grades of a Student with General Weighted Average.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who have not yet graduated or lapsed.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request form		Graduate School		
Official Receipt		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office	none		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the unvalidated Official Receipt		none	-		Student
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy	-		Cashier's Office
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards the Encoder	none		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Encoder accepts the request, encode and verify preliminarily then forwards the request to the SRE for verification	none		15	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- PIC Receives the request and verifies the grades - Checks approved plan of coursework and revisions to verify the grades - PIC prints the True Copy of Grade, affix signature and dry seal - PIC forwards the TCG to releasing	none		15	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	- Releasing Officer Receives the document - Sorts and store in the releasing storage			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
TOTAL				40	

**GS-OCS.LGB13**
**Request for Local Field Trip/Work**

Form accomplished 1 month before the intended date of Field Trip/Work to ensure students are physically fit to participate and covered with accident insurance.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	Graduate Faculty Handling Graduate Courses
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Accomplished Form	Graduate School Website
Photocopy of Medical Certificates	Participating Students



Photocopy of Proof of Accident Insurance Coverage		Participating Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Faculty receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the completeness and validity of the attachments	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	- PIC receives the approved Document - PIC digitizes the form and uploads the ecopy to the GST, Logs transaction as finished - PIC Notifies the Client - PIC Forwards the Document to Releasing	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Faculty returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
			37	
TOTAL				

**GS-OCS.LGB14**
**Application for Waiver of Course Prerequisites**

Form used to take the prerequisite simultaneously with the higher course

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	Student who will take a course with a prerequisite that he/she have not yet satisfied.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

Accomplished Form		Graduate School Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	1	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the request for compliance to the curriculum	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Approval of the Dean	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Dean Signs the Document	none	2	Graduate School Dean / Associate Dean
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			36	

Form used certify that students have adequate background and need not take the prerequisite

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Student who will take a course with a prerequisite that he/she have not yet satisfied but has already taken other similar/equivalent course/s.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Form		Graduate School Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	1	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the request for compliance to the curriculum	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the document for Signature of the Graduate School Secretary	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			39	

**GS-OCS.LGB16**
**Request for Late Enrollment**

Letter request filed by Students who cannot/did not comply with the specified time for enrollment

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who are not able to enroll on-time			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter from student endorsed by the Adviser		Graduate School Website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits the Letter	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator
	PIC checks relevant student records and evaluates the document	none	5	Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	none	2	Leslie G. Bolanos, Student Records Evaluator
	Graduate School Dean Signs the form	none	2	Graduate School Dean / Associate Dean

	- PIC receives the approved Document - digitizes the form and uploads the ecopy to the GST - Notifies student - forwards the document to Records Management Team (RMT)	none	5	Leslie G. Bolanos, Student Records Evaluator
3. Student returns and claims on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
TOTAL			27	

#### GS-OCS.LGB17 Request for International Field Trip/Work

Form accomplished 1 month before the intended date of Field Trip/Work to ensure students are physically fit to participate and covered with accident insurance.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Graduate Faculty Handling Graduate Courses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Form		Graduate School Website		
Photocopy of Medical Certificates (Fit for International Travel)		Participating Students		
Photocopy of Proof of Accident Insurance Coverage (International Travel Coverage)		Participating Students		
Notarized Consent of Parent/Guardian/Spouse/Next of Kin		Participating Students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Faculty receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC checks the completeness and validity of the attachments	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	none	2	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assistant Secretary
	- PIC receives the approved Document - PIC digitizes the form and uploads the ecopy to the GST, Logs transaction as finished - PIC Notifies the Client - PIC Forwards the Document to Releasing	none	10	Leslie G. Bolanos, Student Records Evaluator / Anabell A. Ocampo, Administrative Assistant
	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Faculty returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
			37	

**GS-OCS.LGB18**
**Enrollment of Residency**

Residency is enrolled when there is no more courses to enroll or when an incomplete course is to be completed or a grade of 4 will be removed

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished form for Residency		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish form for Residency				
2. Submit the form to the Graduate School Enlistor	Enlistor check the students records in SAIS		5	Leslie G. Bolanos, Student Records Evaluator

	Enlistor encodes the enrollment via SAIS and shows the student the enrollment details and fees			5	Leslie G. Bolanos, Student Records Evaluator
3. Student acknowledges and pays the fee at payment centers		₱40.00			
4. Student Obtains Form 5 from the Cashier's Office or OUR					
<b>TOTAL</b>				10	

**GS-OCS.LGB19**
**Request for Re-Enrollment from Absence without Official Leave**

Letter request filed by Students who wants to re-enroll after absence without official leave

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who wants to re-enroll after absence without official leave			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter from student endorsed by the Adviser and Unit Head		Graduate School Website		
Official Receipt (Pink Copy upon approval)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits the Letter	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client - Issues unpaid/unvalidated official receipt for payment to the cashiers office	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the document to the Person-In-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos, Student Records Evaluator
	PIC checks relevant student records and evaluates the document	none	5	Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	none	2	Leslie G. Bolanos, Student Records Evaluator
	Graduate School Dean Signs the form	none	2	Graduate School Dean / Associate Dean

	PIC receives the approved Form, digitizes the form, upload the ecopy to the GST, stores the form awaiting OR attachment, and notifies student to pay the Fee	none	5	Leslie G. Bolanos, Student Records Evaluator	
2. Student pays the indicated fee at the UPLB Cashier's Office				Cashier's Office	
3. Student returns to the Graduate School on the date indicated in the claim slip to submit the paid/validated official receipt and get a copy of the Approved Document	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Releasing Officer prints the tracking code to the OR and forwards it to the PIC		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC receives the OR, Attaches it to the Approved Form and marks the transaction as Finished and forwards the document to RMT		5	Leslie G. Bolanos, Student Records Evaluator	
	RMT Receives the hard copy, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant	
<b>TOTAL</b>			31		

#### GS-DO.MLS1

#### Processing of AD Bustrillos Loan Application

This is a fund donated to UPLB wherein any graduate student currently enrolled and with good standing can avail.

<b>Office or Division:</b>	Graduate School Dean's Office - Administrative Services Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Graduate students in need of financial support.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
AD Bustrillos Loan Application Form		Graduate School		
Form 5		OUR		
Guarantor (Regular UPLB employee)		Applicant		
Landbank account		Landbank of the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





Property Acknowledgement Receipt (for equipment amounting to 20,000 & above).		Graduate School			
Inventory Custodian Slip (for equipment amounting to 20,000 & below)		Graduate School			
Inspection and Acceptance Report with signature of the TWG		Graduate School			
Landbank account		Landbank of the Philippines			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The supplier delivers the item purchased or services rendered.	1.1 Receive the item purchased. 1.2 Inspect the item according to the correct specifications needed. 1.3 Check the completeness of the number of units delivered. 1.4 Prepares Property Acknowledgement Receipt/Inventory Custodian Slip and let the end user received the item. 1.5 Let the end user sign at the received by and the dean at the concurrence by, then forward to SPMO for numbering.		30 minutes	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
2. SPMO	2.1 Indicates PAR/ICS number.				
3. The SPMO will return the PAR/ICS form with number.	3.1 Receive the PAR/ICS form from SPMO. 3.2 Prepares disbursement voucher payable to the supplier thru UIS and Budget Utilization Request if charged to Revolving/General Fund. 2.3 Let the college secretary and the dean sign at the disbursement voucher. 2.4 Forward the processed disbursement voucher with the complete attached checklist of requirements including the processed approved purchase request and purchase order at the Accounting office.		30 minutes	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
4. Accounting Office					
5. Budget Office					
6. Cashiers Office					
7. Landbank of the Philippines					
8. Supplier					
<b>TOTAL</b>					

**Processing of payment to a government agency.**

Preparation of documents for payment to an item purchased or a services rendered.

<b>Office or Division:</b>	Graduate School Dean's Office - Administrative Services Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Government agency with Philgeps accreditation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing statement/Sales Invoice		Supplier		
Delivery Receipt		Supplier		
Warranty		Supplier		
Accomplishment Report (for services rendered)		Supplier		
Pakyaw Labor or Contract of Service		Graduate School		
Property Acknowledgement Receipt (for equipment amounting to 20,000 & above).		Graduate School		
Inventory Custodian Slip (for equipment amounting to 20,000 & below)		Graduate School		
Inspection and Acceptance Report with signature of the TWG		Graduate School		
Landbank account		Landbank of the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The supplier delivers the item purchased or services rendered.	1.1 Receive the item purchased. 1.2 Inspect the item according to the correct specifications needed. 1.3 Check the completeness of the number of units delivered. 1.4 Prepares Property Acknowledgement Receipt/Inventory Custodian Slip and let the end user received the item. 1.5 Let the end user sign at the received by and the dean at the concurrence by, then forward to SPMO for numbering.		30 minutes	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer
2. SPMO	2.1 Indicates PAR/ICS number.			



1. The supplier will offer a complete specification of the item requested of services to be rendered.	1.1 Receive the RFQ. 1.2 Present to the TWG for checking of the specifications and amount offered. 1.3 Once approved by the TWG, we can prepare the purchase request. 1.4 Prepare purchase request indicating the specs approved by the TWG and let it sign by the dean then forward to the BAC.		2 hours	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
2. BAC	2.1 For BAC action.				
3. The BAC will return the purchase request with the approved BAC action.	3.1 Receive the Purchase Request with BAC action. 3.2 If the BAC action is shopping, we will canvass to 3 different suppliers. 3.3 If the BAC action is Public bidding, it will be posted and will wait for the BAC to processed the bidding procedure. 3.4 If the BAC action is Small Value Procurement we can proceed in purchasing where the item is available.		1 day	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
4. Three different suppliers will return the accomplished RFQ.	4.1 Prepares Abstract of Quotation to be signed by the dean, supplier who offers the lowest bid will be the winning bidder and we can proceed to the preparation of the purchase order to be forwarded at the accounting office.		30 minutes	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
5. Accounting Officer					
6. SPMO					
7. OVCA will return the approved Purchase Order.	7.1 The supplier will be notified that they can proceed to the delivery of the item.		10 minutes	Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
8. The supplier will deliver the item.	8.1 Follow the step in processing of payment to supplier.			Marie Cris L. Supleto, Administrative Officer / Joseph P. Sumague, Administrative Officer	
<b>TOTAL</b>					

GS-DO.JPS1	<b>Processing of Faculty Honorarium for serving in a Student's Guidance/Advisory Committee</b>				
	Issued to Faculty upon finishing MS/PhD Degree of their advisees				
	<b>Office or Division:</b>	Graduate School Dean's Office			
	<b>Classification:</b>	Highly Technical			

	<b>Type of Transaction:</b>	G2C - Government to Clients			
	<b>Who may avail:</b>	Faculty who's nominated to be a student's member/chair			
	<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
		Check scanned exam permit	none	2 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
		Prepare honorarium for faculty	none	5 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
		Graduate School Secretary Signs	none	2 mins	Graduate School Secretary / Assistant Secretary
		Graduate School Dean Signs	none	2 mins	Graduate School Dean / Associate Dean
	<b>TOTAL</b>			11 mins	

#### GS-OCS.LAB1

#### REQUEST FOR CERTIFICATE OF CANDIDACY

Certification issued to students who have already passed the Oral General/Comprehensive Examination signifying that they are already a candidate for graduation.

<b>Office or Division:</b>	Graduate School Secretary's Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	Students who have passed the Oral General/Comprehensive Examination				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Accomplished Document Request Form		Graduate School			
Official Receipt Pink Copy		Graduate School			
Claim Slip		Graduate School			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
2. Student receives the unvalidated Official Receipt				Student	
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy	2	Cashiers Office	

4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Receiving officer forwards the Person-In-Charge (PIC)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC accepts the request, Checks record if Oral/General Examination is already passed		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	PIC prepares and print the Certificate		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	GS Executive Signs the Certificate		2	GS Executives	
	PIC receives the signed certificate and forwards to releasing		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
<b>TOTAL</b>		<b>₱50.00</b>	<b>28</b>		

#### GS-OCS.LAB2

#### REQUEST FOR CERTIFICATE OF UNITS EARNED

Certification issued to students to reflect the number of Units earned in a particular program

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who have not yet lapsed and newly graduated students only.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
2. Student receives the unvalidated Official Receipt					Student	
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy		2	Cashiers Office	
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Receiving officer forwards the Person-In-Charge			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC accepts the request, Checks record if Oral/General Examination is already passed			5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	PIC prepares and print the Certificate			5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	PIC endorses and forwards the Form for Signature of GS Executive/s			2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	GS Executive Signs the Certificate			2	GS Executives	
	PIC receives the signed certificate and forwards to releasing			2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	- Releasing Officer Receives the document - Sorts and store in the releasing storage			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
<b>TOTAL</b>		<b>₱50.00</b>		<b>28</b>		

### GS-OCS.LAB3

### Certificate of Good Moral Character

Certification issued to students to certify that the student doesn't have any derogatory records on file

<b>Office or Division:</b>	Graduate School Secretary's Office				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	Students who have not yet lapsed and newly graduated students only.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			





<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who have not yet lapsed and newly graduated students only.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the unvalidated Official Receipt				Student
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy	2	Cashiers Office
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	<ul style="list-style-type: none"> <li>- Receiving officer preliminary checks for completeness</li> <li>- Receives and logs the document in the GS Tracking (GST) system</li> <li>- Issues the Claim Slip with the Tracking Code and Claim Date to client</li> </ul>		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards the Person-In-Charge		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's enrollment via SAIS		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC prepares and print the Certificate		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
	PIC receives the signed certificate and forwards to releasing		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	<ul style="list-style-type: none"> <li>- Releasing Officer Receives the document</li> <li>- Sorts and store in the releasing storage</li> </ul>		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
5. Student returns on the Date indicated in the claim slip	<ul style="list-style-type: none"> <li>- Releasing Officer checks the client's I.D. and/or Authorization</li> <li>- Releases the Document</li> </ul>		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>		<b>₱50.00</b>	<b>28</b>	

GS-OCS.LAB5		Certificate of Completion					
Certification issued to students who have completed all academic requirements of a program							
Office or Division:		Graduate School Secretary's Office					
Classification:		Complex					
Type of Transaction:		G2C - Government to Clients					
Who may avail:		Students who have completed all academic requirements of a program					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE			
Accomplished Document Request Form				Graduate School			
Official Receipt Pink Copy				Graduate School			
Claim Slip				Graduate School			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant		
2. Student receives the unvalidated Official Receipt					Student		
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy		2	Cashiers Office		
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant		
	Receiving officer forwards the Person-In-Charge (PIC)			2	Ma. Loty Sulit, Administrative Assistant		
	PIC accepts the request, Checks student's compliance to all academic requirements			5	Lilian A. Banalo, Administrative Aide		
	PIC prepares and print the Certificate			5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator		
	PIC endorses and forwards the Form for Signature of GS Executive/s			2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator		
	GS Executive Signs the Certificate			2	GS Executives		
	PIC receives the signed certificate and forwards to releasing			2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator		
	- Releasing Officer Receives the document - Sorts and store in the releasing storage			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant		

5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>		<b>₱50.00</b>	<b>28</b>	

**GS-OCS.LAB6**
**Certificate of English as Medium of Instruction**

Certification issued to students stating that english is the medium of instruction used by the UPLB Graduate School

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student fills out and submits the request form	Receiving officer issues unpaid/unvalidated official receipt for payment to the cashiers office		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the unvalidated Official Receipt				Student
3. Student pays the indicated fee at the UPLB Cashier's Office		50 Pesos Per Copy	2	Cashiers Office
4. Student returns to the Graduate School to file the request and submit the paid/validated official receipt	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards the Person-In-Charge (PIC)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's Records		5	Lilian A. Banalo, Administrative Aide
	PIC prepares and print the Certificate		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
	PIC receives the signed certificate and forwards to releasing		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator

	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
5. Student returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>		<b>₱50.00</b>	<b>28</b>	

#### GS-OCS.LAB7

#### Leave of Absence (LOA) of students who are not currently enrolled

Filed by students who will not enroll in a particular term in order to have an official documentation of leave of absence

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Form		Graduate School Website		
Official Receipt (Pink Copy upon approval)		Cashiers Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished LOA Form	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client - Issues unpaid/unvalidated official receipt for payment to the cashiers office	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards to the Person-In-Charge (PIC)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's record		10	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	GS Executive Signs the Form		5	GS Executives
	PIC receives the approved Form, digitizes the form, upload the ecopy to the GST, stores the form awaiting OR attachment, and notifies student to pay the Fee		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator

2. Student pays the indicated fee at the UPLB Cashier's Office		₱300.00		Student	
3. Student returns to the Graduate School on the date indicated in the claim slip to submit the paid/validated official receipt and get a copy of the Approved LOA.	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	Releasing Officer prints the tracking code to the OR and forwards it to the PIC		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC receives the OR, Attaches it to the Approved Form and marks the transaction as Finished and forwards the document to RMT		5	Lilian A. Banalo, Administrative Aide	
	RMT Receives the hard copy, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant	
<b>TOTAL</b>		₱300.00	37		

#### GS-OCS.LAB8

#### Leave of Absence (LOA) for enrolled students

Filed by students who will not enroll in a particular term in order to have an official documentation of leave of absence

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Leave of Absence Form		Graduate School Website		
Accomplished Clearance for Leave of Absence Form		Graduate School Website		
Official Receipt (Pink Copy upon approval)		Cashiers Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished LOA Form	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client - Issues unpaid/unvalidated official receipt for payment to the cashiers office	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	Receiving officer forwards to the Person-In-Charge (PIC)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC accepts the request, Checks attachment and student's record		15	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	GS Executive Signs the Form		5	GS Executives	
	PIC receives the approved Form, digitizes the form, upload the ecopy to the GST, stores the form awaiting OR attachment, and notifies student to pay the Fee		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
2. Student pays the indicated fee at the UPLB Cashier's Office		₱300.00		Student	
3. Student returns to the Graduate School on the date indicated in the claim slip to submit the paid/validated official receipt and get a copy of the Approved LOA.	Releasing Officer receives the OR, checks I.D. and/or Authorization; prints a copy from GST; stamps Certified True Copy and Authenticates the document; Releases the Document		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	Releasing Officer prints the tracking code to the OR and forwards it to the PIC		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	PIC receives the OR, Attaches it to the Approved Form and marks the transaction as Finished and forwards the document to RMT		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator	
	RMT Receives the hard copy, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant	
<b>TOTAL</b>		<b>₱300.00</b>	<b>42</b>		

#### GS-OCS.LAB9

#### Cross Enrolling to Other U.P. Campus

A process for taking courses of other UP Campuses

<b>Office or Division:</b>	Graduate School Secretary's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	Active students who wants to enroll in other U.P. Campus
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Accomplished Form 5B (Cross-enrollment form)	

Form 5				
Approved Plan of Coursework or Justification from Adviser and Unit Head that such course is required to be taken by the student				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplish Form 5B and Attachments	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant
2. Student receives the Claim Slip	Receiving officer forwards the Form to the Person-in-Charge (PIC)	none	2	Ma. Loty Sulit, Administrative Assistant
	PIC receives the Form and Evaluates the Form and its attachments	none	5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary	none	2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the form	none	5	GS School Secretary
	PIC receives the approved Form, digitizes the form and uploads the ecopy to the GST and notifies student	none	5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	PIC logs the transaction as Finished and forwards the Original Document to Releasing	none	2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Releasing Officer Receives the document, sorts and store in the releasing storage	none	5	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Student returns and claims on the Date indicated in the claim slip	Releasing Officer checks I.D. and/or Authorization then Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
4. Student goes to other UP Campus to cross enroll				
<b>TOTAL</b>			30	

#### GS-OCS.LAB10

#### Processing of Removal Permit

A process for removing a grade of 4.0 or completing a grade of INC

<b>Office or Division:</b>	Graduate School Secretary's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Clients



<b>Who may avail:</b>	Active Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Removal Permit form				
Form 5				
Official Receipt (Pink Copy upon approval)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Removal Permit and Form 5	<ul style="list-style-type: none"> <li>- Receiving officer preliminary checks for completeness</li> <li>- Receives and logs the document in the GS Tracking (GST) system</li> <li>- Issues the Claim Slip with the Tracking Code and Claim Date to client</li> <li>- Issues unpaid/unvalidated official receipt for payment to the cashiers office</li> </ul>	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards to the Person-In-Charge		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Person-In-Charge (PIC) accepts the request, Checks attachment and student's record		10	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Form		5	GS Executives
	<ul style="list-style-type: none"> <li>- PIC receives the approved Form</li> <li>- digitizes the form and upload the ecopy to the GST</li> <li>- notifies student to pay the Fee</li> <li>- Attaches the Report of Records for Completion/Removal Grade to the Form</li> <li>- Forwards the Original Form to Releasing</li> </ul>		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
2. Student pays the indicated fee at the UPLB Cashier's Office		10 pesos per unit		Student
	Releasing Officer Receives the document, sorts and store in the releasing storage			Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Student returns to the Graduate School on the date indicated in the claim slip to submit the paid/validated official receipt and get a copy of the Approved Removal Permit	Releasing Officer receives the OR, checks I.D. and/or Authorization; Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

<b>TOTAL</b>	10 pesos per un	28
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#### GS-OCS.LAB10

#### Dropping a Course

Students are given a specified time in the academic calendar when they can still drop a course

<b>Office or Division:</b>	Graduate School Secretary's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Enrolled Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Dropping form				
Official Receipt Pink Copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Dropping form				
2. Pay		10 per Unit		Cashier's Office
3. Submit Dropping Form	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code. Forward to person in charge		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receive from staff and check using Virtual Logbook		2	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Check the Course number , Sem, Year using SAIS System		5	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Endorse to GS Executives for Approval		3	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
	Approval			GS Executives
	Digitize and upload to GS tracking, forward to Releasing Officer		3	Lilian A. Banalo, Administrative Aide / Leslie G. Bolanos, Student Records Evaluator
4. Claim	Releasing Officer checks I.D. and/or Authorization then Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>		10 per Unit	17	

#### GS-OCS.LAB11

#### Internal Data Request

Data request from other UP units

<b>Office or Division:</b>	Graduate School Secretary's Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	Other UP Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code. Forward to person in charge (PIC)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC receives the request and endorses the		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	GS Executive approves the request, indicating the scope of what data to prepare or withhold		5	GS Executives
	PIC receives the approved request and prepares the data making sure that only relevant data are prepared. Personal and Sensitive data is not prepared unless covered by the approved letter request.		240	Person-In-Charge of Data
	Forward the data to GS Executives for Approval		5	Person-In-Charge of Data
	GS Executives approves the release of data		5	GS Executives
	- PIC receives the approved Document - PIC Notifies the Client - PIC Forwards the Document to Releasing	none	10	Person-In-Charge of Data
	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Client returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>			271	

GS-OCS.LAB12

#### External Data Request

{Description}

Office or Division:	Graduate School Secretary's Office		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Client		
Who may avail:	Other Government Agencies and the General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code. Forward to FOI representative (FOI rep)		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	FOI rep receives the request, reviews the		10	FOI Representative
	GS Executive approves the request and forwards to FOI Rep		5	GS Executives
	FOI rep receives the approved request and forwards the request to the person in charge of the data asked.		5	FOI Representative
	PIC receives the approved request and prepares the data making sure that only relevant data are prepared. Personal and Sensitive data is not prepared unless covered by the approved letter request. Forwards to FOI rep		240	Officer-in-Charge of the Data
	FOI Rep receives, checks and forward the		5	FOI Rep
	- Releasing Officer Receives the document - Sorts and store in the releasing storage		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Client returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or A - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>			269	

GS-OCS.DCL1

#### Application for Admission

Required for admission to UPLB Graduate School

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	New applicants to graduate program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form (GS Form 1)		Graduate School		
Official Receipt Pink Copy		Cashiers Office		
Original / photocopy of TOR from all tertiary and graduate institutions attended with explanation of the grading system		Applicant		

Recommendations (GS Form 2)				
For foreign applicants: TOEFL/IELTS score sheet or certification of medium of instruction in previous degree signed by University registrar		Applicant		
Photocopy of official certification or diploma received		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements		Php 500.00		
2. Submit to ADMIN Staff in charge (Receiving Section)	Receive document Encode and assign Tracking No. Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receive document		1 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Encode in database		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents; if document is signed by applicant and put initial on checked complete documents		15 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover to next staff-in-charge		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Briefly re-check documents if complete and make sure the application is initialed by evaluator;		10 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Batch applications per department/unit		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Prepare endorsement letter		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Secure signature of College Secretary		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover documents and endorsement letter to messenger for delivery to department concerned for evaluation		1 day	Office Messenger
3. Evaluation of applications			10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>			11 days and 45 mins	

**Processing of Notice of Admission/Denial**

To document result of application to Graduate School

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	New applicants to graduate program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application documents		Graduate School		
Result of GAC evaluation signed by department dean/chair GAC		Unit/department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Unit/Department sends result of evaluation and recommendation	Receives documents; Record in virtual logbook Turnover to SCE		3 mins	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Record result per applicant in database		10 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Photocopy result to individual file		3 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Prepare Notice of Admission/Denial and Indicate Date of Notice		10 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Secure signature of Dean		3 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Scan signed Notice for digital file		3 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
2. Applicant receives Notice of Admission/Denial	Email applicant and attach copy of Notice and other pertinent documents such as Acceptance/Deferment Card, Medical examination guidelines		10 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover record folder to Records Section		3 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
<b>TOTAL</b>			45 mins	

**Application for Re-admission**

Re-admission process of students who was not able to complete the requirements for the degree within the time limit.

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients

<b>Who may avail:</b>	A student who was not able to complete the requirements for the degree within the time limit. Applicant must not have more than five years of actual residence from the start of graduate work.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form (GS Form 1)		Graduate School		
Official Receipt Pink Copy		Cashiers Office		
Original / photocopy of TOR from all tertiary and graduate institutions attended with explanation of the grading system		Applicant		
Recommendations (GS Form 2)		Former professors/supervisors/research adviser		
For foreign applicants: TOEFL/IELTS score sheet or certification of medium of instruction in previous degree signed by University registrar		Applicant		
Photocopy of official certification or diploma received		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements		Php 500.00		
2. Submit to ADMIN Staff in charge (Receiving Section)	Receive document Encode and assign Tracking No. Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receive document		1 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Encode in database		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents; if document is signed by applicant and put initial on checked complete documents		15 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover to next staff-in-charge		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Briefly re-check documents if complete and make sure the application is initialed by evaluator;		10 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Batch applications per department/unit		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Prepare endorsement letter		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Secure signature of College Secretary		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover documents and endorsement letter to messenger for delivery to department concerned for evaluation		1 day	Office Messenger

3. Evaluation of applications			10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>			11 days and 45 mins	

GS-OCS.DCL4

**Request for change of degree program/major field**

{Description}

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	A student who wishes to shift to another degree or major field.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Applicant		
Official Receipt Pink Copy		Cashiers Office		
Recommendations (GS Form 2)		Former professors/supervisors/research adviser		
True Copy of Grades		Graduate School		
Notice of Admission		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits the letter of intent addressed to the GS Dean and signed by applicants Advisory Committee or Temporary Adviser	Receives letter Encode and assign Tracking No. Forward to SCE	Php 500.00	3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Check letter and completeness of supporting documents (TCG)		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Retrieve applicants GS file		10 min	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents; if document is signed by applicant and put initial on checked complete documents		15 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover to next staff-in-charge		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Briefly re-check documents if complete and make sure the application is initialed by evaluator;		10 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Batch applications per department/unit		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator



	Prepare endorsement letter		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Secure signature of College Secretary		2 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Turnover documents and endorsement letter to messenger for delivery to department concerned for evaluation		1 day	Office Messenger
2. Evaluation of applications			10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
<b>TOTAL</b>			11 days and 57 mins	

#### GS-OCS.DCL5

#### Request for change of status

{Description}

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	A student who has complied with the requirements of probationary status.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits letter request for change of status	Receives letter Encode and assign Tracking No. Forward to SCE		3 min	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Retrieve applicants GS file		10 min	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
	Attach letter of request to student's folder record with new TCG and other supporting documents		3 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Comments/evaluates records		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Prepares letter for change of admission status		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Countercheck and put initial on letter for change of admission status		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	For signature of the College Secretary		2 min	College Secretary

	Notifies student and send approved request through email. Returns GS folder to Records Section.		5 min	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
<b>TOTAL</b>			38 mins	

#### GS-OCS.DCL6

#### Request for Deferment

Issued to admitted students who wish to temporarily delay their First Term of Enrollment

<b>Office or Division:</b>	Graduate School Secretary's Office - Admissions Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	new students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Landbank account		Landbank		
Copy of the Current Registration Form		Student		
Copy of previous semester's grade		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Obtains the form 1.2 Pays the deferment fee 1.3 Submits according to the GS Tracking (GST) system 1.4 Gives the Tracking Card to client	1.1 Initially checks for completeness 1.2 Checks for the payment receipt 1.3 Receives and logs the GS Tracking (GST) system 1.4 Gives the Tracking Card to client	P 200	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Receives the client's payment	2. Verifies admission notice on file		2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
3. Waits for the re-evaluation	3. Prepares letter for approved deferment		5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	4. Signs the notice of approved deferment		Within 1 day	College Secretary
	5. Digitizes in the virtual logbook		5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	6. Sends approved copy to the applicant through email		2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	7. Forwards original documents to Records Section for filing		2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
<b>TOTAL</b>		P 200		

#### GS-OCS.DCL7

#### Payment of scholars benefits (Monthly Stipend)

Preparation and disbursement of the scholarship funds.

<b>Office or Division:</b>	Graduate School Secretary's Office - Scholarships and Other Student Services Team
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	DOST-ASTHRDP Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Landbank account		Landbank		
Copy of the Current Registration Form		Student		
Copy of previous semester's grade		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Submits Copy	1.1 Checks for completeness of documents 1.2 Verifies grades thru SAIS 1.3 Evaluates academic performance of scholar			DOST Project Staff
2.1 Waits for the n thru SMS 2.2 Claims the stip	2.1 Computes for scholar's stipend based on his/her academic performance 2.2 Prepares and reviews the list of scholars certifying that they are eligible to receive stipends 2.3 Prepares the general payroll per batch			DOST Project Staff
	3.1 Signs the certification 3.2 Signs the general payroll			College Secretary
	4. Prepares and generates the disbursement vouchers thru the UPLB-UIS			DOST Project Staff
	5. Reviews and signs the disbursement vouchers		Within 1 day	College Secretary
	6.1 Signs and approves the disbursement vouchers if the amount is below P100,000 6.2 Forwards the DV to OVCAA for approval if the amount is more than P 100,000 6.3 Forwards the DV to OC for approval if amount is more than P 1,000,000		Within 1 day	Dean
	7.1 Digitizes all DV documents 7.2 Uploads the e-copies to the UPLB-UIS			DOST Project Staff
	8. Transmits the original DV documents to the Accounting Office			Messenger
<b>TOTAL</b>				

#### GS-OCS.CGDP1

#### Application for Qualifying examination (for PhD students)

Qualifying examination shall be conducted by the advisory committee before registration for the second semester of residence. The result of the examination will be the basis for evaluating the student's ability to pursue doctoral study and for determining a suitable program of course work.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Currently enrolled Ph.D. student with regular admission status, and with an approved Nomination of Advisory Committee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the		Graduate School Website		
The application should have complete signa		Degree granting unit		
Photocopy of the Student's Official Registra		Client (Student's copy)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Student submits	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	2	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the examination permit	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	5	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard c	none	2	Records Officer
TOTAL			69	

## GS-OCS.CGDP2

### Application for written comprehensive examination

A Written Comprehensive Examination is taken after completing satisfactorily all the courses prescribed by his/her committee and the foreign language requirement, if any, and upon recommendation of his/her major professor.

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	PhD student who passed the qualifying examination; All courses prescribed by committee
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Accomplished e-Form to be submitted to the Graduate School Website	

The application should have a complete signature		Home unit		
Photocopy of the Student's Official Registration		Student's copy		
True Copy of Grades (TCG) with GWA		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP3

#### Application for oral comprehensive examination

An integrative oral examination shall be given after passing the written examination. The details of the examination shall be left to the discretion of the advisory committee.

<b>Office or Division</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	PhD student who passed the qualifying and written comprehensive examinations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the		Graduate School Website		
The application should have a complete signature		Home unit		
Photocopy of the Student's Official Registration		Student's copy		
True Copy of Grades (TCG) with GWA		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>EES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
<b>TOTAL</b>			<b>68</b>	

<b>Application of PhD students for Final examination</b>				
The final oral examination has two purposes: to test the candidate's ability to defend his/her dissertation and to provide the advisory committee the opportunity to suggest modifications in the dissertation.				
<b>Office or Division</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transact</b>	G2C - Government to Clients			
<b>Who may avail:</b>	PhD student who passed the qualifying, written and oral comprehensive examinations.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School not later than two weeks before the examination.		Graduate School Website		
The application should have a complete signatures of the advisory committee and Unit Head		Home unit		
Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy		
True Copy of Grades (TCG) with GWA		Graduate School		
Final draft of dissertation acceptable to his/her major professor		Student's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>EES TO BE PAIR</b>	<b>PROCESSING TIM</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary

	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP5

##### Application for Seminar Presentation

The candidate shall discuss with his/her advisory committee for the approval of portions of the dissertation, which are ready for presentation in a seminar, and to be written and submitted for publication.

<b>Office or Division</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	G2C - Government to Clients
<b>Who may avail:</b>	PhD by Research student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished e-Form to be submitted to the Graduate School Not later than ONE MONTH before the intended date of presentation.	Graduate School Website
The application should have a complete signatures of the advisory committee and Unit Head	Home unit
Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the seminar presentation is scheduled	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Student Records Evaluator
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant



	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP6

Application for Final Examination Of a PhD by Research Student				
The candidate shall be given, by his/her Final Examination panel, an oral examination which will be open to the public.				
<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	PhD by Research student who passed seminar presentation 1,2 and 3			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School Not later than ONE MONTH before the intended date of presentation.		Graduate School Website		
The application should have a complete signatures of the advisory committee and Unit Head		Home unit		
Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the seminar presentation is scheduled		Student's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Student Records Evaluator
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP7

<b>Application for written general examination of a Master's degree (with thesis) student</b>				
This examination, which is to be given by the guidance committee, shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student.				
<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Master degree (with thesis) student with regular admission status, approved Plan of Study and with GWA of 2.00 or better			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School not later than one month before the date of examination.		Graduate School Website		
The application should have a complete signatures of the guidance committee and Unit Head		Home unit		

Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy		
True Copy of Grades (TCG) with GWA		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Student Records Evaluator
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP8

<b>Application for oral general examination of a Master's degree (with thesis) student</b>				
This examination, which is to be given by the guidance committee, in oral form shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student.				

<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Master degree (with thesis) student with regular admission status, approved Plan of Study and with GWA of 2.00 or better and passed the written general examination (if a written examination is required in the degree program)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School not later than one month before the date of examination.		Graduate School Website		
The application should have a complete signatures of the guidance committee and Unit Head		Home unit		
Photocopy of the Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy		
True Copy of Grades (TCG) with GWA		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Student Records Evaluator
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacsa, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant

3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP9

<b>Application for final examination of a Master's degree (with thesis) student</b>				
The student may apply for the Final Examination when his/her thesis is complete and in a form acceptable to his/her major professor, who indicates his/her favorable judgment by recommending the approval of the application for Final Examination.				
<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Master degree (with thesis) student who passed the written and oral general examination .			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School not later than TWO WEEKS before the date of examination.		Graduate School Website		
The application should have a complete signatures of the guidance committee and Unit Head		Home unit		
Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy		
Final draft of thesis acceptable to his/her major professor		Student's copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant

	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP10

<b>Application for final examination of a Master's degree (without thesis) student</b>				
A student must obtain a weighted average grade of "2.00" or better in all the courses prescribed by his/her committee under the major and minor fields. As part of the qualification for taking the Final Examination, he/she must also obtain passing marks in all courses, which he/she had been enrolled in.				
<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Master degree (without thesis) student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School not later than ONE MONTH before the date of examination.		Graduate School Website		
The application should have a complete signatures of the guidance committee and Unit Head		Home unit		
Photocopy of the Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy		
True Copy of Grades with GWA		Graduate School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the application for approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	SRE receives the approved application and notifies student to claim the exam permit	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
3. Student Claims the exam permit	SRE marks the transaction as "FINISHED" and returns the student's folder to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			68	

#### GS-OCS.CGDP11

<b>Appeal for an Extension of Residency (MRR)</b>				
Graduate student who was not able to complete the requirements for the degree within the time limit of her/his residence may apply/appeal for an extension of residency				
<b>Office or Division:</b>	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Graduate student who has completed all coursework requirements based on the approved plan of study with a GWA of 2.00 or better, and has already passed the comprehensive/general examination			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished e-Form to be submitted to the Graduate School at least one month before reaching maximum residency.		Graduate School Website		
The application should have a complete signatures of the guidance committee and Unit Head		Home unit		

True Copy of Grades (TCG) with GWA		Graduate School		
Draft of manuscript		Student's copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Office	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Student receives the Tracking Code and Claim Slip	Receiving officer forwards the Form to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the appeal for recommending approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	Receiving Officer digitizes the documents and forwards to the Office of the Vice Chancellor for Academic Affairs (OVCA) for approval	none	5	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receives action of OVCCA on the appeal, digitizes the document and forwards to SRE.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Student Claims the exam permit	SRE notifies the student and marks the transaction as "FINISHED" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	RMT receives the hard copy, indexes and files the document in the student's clearbook	none	2	Lilian A. Banalo, Administrative Aide / Maritess B. Lacs, Office Assistant
TOTAL			71	



## GRADUATE MENTORING APPRENTICESHIP PROGRAM PRE-SCREENING

Pre-screening of GMAP applicants

<b>Office or Division:</b>	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who are taking 300/400 courses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished GMAP Application Form		Graduate School Website		
Accomplished GMAP Service Agreement		Graduate School Website		
Accomplished form for Expression of Interest to Serve as Faculty Mentor (Work Plan) - for First-Time Mentor /Expression of Interest to Serve as Faculty Mentor (Work Plan) - for Renewal		Graduate School		
True Copy of Grades - GWA should be 2.00 or better		Graduate School		
Form 5		Office of the University Registrar		
Curriculum Vitae		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students submits GMAP application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	none	1 minute	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to prepare GMAP certification	none	3 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to forward application form and certification to SRE	none	1 minute	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE to countercheck application form and put initials on the certification	none	5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE endorses the application form and certification for signature of the Dean to the SCE	none	1 minute	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Graduate School Dean signs the application form and certification	none	2 minutes	Graduate School Dean
	SCE to receive the signed application form and certification and forward all GMAP application requirements to BMO for budget clearance and for signatures of HRMO, OVCAA and OC.	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	For budget clearance and for signatures of HRMO, OVCAA and OC			

	SCE receives GMAP application forms from Records Office	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to inform students that GMAP Service Agreement is ready for notarization	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
2. Student to get the GMAP Service Agreement for notarization				
3. Student to submit notarized GMAP Service Agreement to GS	SCE receives the notarized GMAP Service Agreement and files the document in the student's GMAP folder	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
<b>TOTAL</b>			28 minutes	

## GS-OCS.NAD2

### NESTLE POST-GRADUATE NUTRITION SCHOLARSHIP PRE-SCREENING for THESIS and DISSERTATION GRANT

Pre-screening of Nestle Scholarship applicants for Thesis and Dissertation Grant

<b>Office or Division:</b>	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who are taking MS Applied Nutrition and PhD Human Nutrition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Nestle Application Form		Graduate School Website		
PSA Birth certificate		Applicant		
PRC Board Certification		Applicant		
UPLB Notice of Admission		Graduate School		
Medical Certificate		University Health Service		
Form 5 of current semester		Office of the University Registrar		
True Copy of Grades - GWA should be 2.00 or better		Graduate School		
If with existing scholarship: Notarized certification from existing grantor of approval to avail NESTLE Scholarship		Existing Scholarship Grantor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students submits NESTLE application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	none	1 minute	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE and SRE to evaluate applicants and select awardee for the scholarship	none	60 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE and SRE to provide report regarding the screening and selection of applicants to the Dean of the Graduate School	none	10 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator

	SCE to prepare the NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	60 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	10 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to endorse NESTLE certification, Pledge of Commitment and letter of notification to the applicants to the Dean of the Graduate School for signature	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	none	2 minutes	Graduate School Dean
	SCE to send the letter of notification to the applicants of the scholarship, signed NESTLE certification and Pledge of Commitment (for notarization)	none	20 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
2. Students to print the Pledge of Commitment and have it notarized and submit to GS				
	SCE receives the notarized Nestle Pledge of Commitment and files the document in the student's folder		2 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
<b>TOTAL</b>			174 minutes	

GS-OCS.NAD3

**NESTLE POST-GRADUATE NUTRITION SCHOLARSHIP PRE-SCREENING for FULL PhD and MS GRANT**

Pre-screening of Nestle Scholarship applicants for Full PhD and MS Grant

<b>Office or Division:</b>	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Students who are taking MS Applied Nutrition and PhD Human Nutrition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Nestle Application Form		Graduate School Website		
PSA Birth certificate		Applicant		
PRC Board Certification		Applicant		
UPLB Notice of Admission		Graduate School		
Medical Certificate		University Health Service		
Certified True Copy of Grades or Official Transcript of Record		Applicant		
If Employed: LOA		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Students submits NESTLE application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant	
	SCE receives the application requirements	none	1 minute	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SCE and SRE to evaluate applicants and select awardee for the scholarship	none	60 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SCE and SRE to provide report regarding the screening and selection of applicants to the Dean of the Graduate School	none	10 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SCE to prepare the NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	60 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	10 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	SCE to endorse NESTLE certification, Pledge of Commitment and letter of notification to the applicants to the Dean of the Graduate School for signature	none	2 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	none	2 minutes	Graduate School Dean	
	SCE to send the letter of notification to the applicants of the scholarship, signed NESTLE certification and Pledge of Commitment (for notarization)	none	20 minutes	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
2. Students to print the Pledge of Commitment and have it notarized and submit to GS					
	SCE receives the notarized Nestle Pledge of Commitment and files the document in the student's folder		2 mins	Nhimvhie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator	
<b>TOTAL</b>			174 minutes		

OC-OAR.1

### Alumni Assistance Services

Assistance to alumni

<b>Office or Division:</b>	Office of Alumni Relations
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	All UPLB alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or e-mail		From requesting client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph).	1.1 Receive the request letter.	₱0.00	5 minutes	Admin Officer/Admin Asstistant
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 The staff in charge will contact the client if there are concerns about the request. If none, assistance will be given to the client	₱0.00	3 days	UES I/URA I/UEA II/ Admin Officer
<b>TOTAL</b>			3 days 15 minutes	

## OC-OAR.2

### Request for job posting announcements and sharing of news articles in the social media accounts and bulletin board of OAR

UPLB Alumni and other agencies (government or private company) may share their announcements and articles in the social media and bulletin board of OAR

<b>Office or Division:</b>	Office of Alumni Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
	G2B - Government to Business			
<b>Who may avail:</b>	All UPLB alumni, Government and/or Private Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request for posting		From requesting office		
Hard or soft copy of the announcement or job				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request for posting to OAR Website (Hard copy or thru email: oar.uplb@up.edu.ph)	1.1 Receive the letter of request	₱0.00	5 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 Letter will be forwarded to the client	₱0.00	20 minutes	Director
	1.4 The staff will review the contents of the announcement or articles to be posted.	₱0.00	10 minutes	Admin Officer/UEA II

	1.5 If approved, will immediately post the announcement/article. If there are concerns, a staff will contact the requester if there are revisions to be made.	₱0.00	15 minutes	Admin Officer/UEA II/URA I
	Note:For complex requests, please allow us 15 working days to respond to requests as per RA No. 6713.			
	<b>TOTAL</b>		1 hour	

### OC-OAR.3

#### Requests of Alumni Data

Requests of alumni data for verification purposes. Specifically for UP Unified Car Sticker and awarding of alumni

<b>Office or Division:</b>	Office of Alumni Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB colleges/units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or e-mail		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph).	1.1 Receive the request letter.	₱0.00	5 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director
	1.4 The staff will verify the names in the Alumni database. If there are concerns about the request, the staff will contact the client. If none, appropriate action will be taken.	₱0.00	30 minutes	URA I/UEA II
	<b>TOTAL</b>		1 hour 5 minutes	

### OC-OAR.4

#### Alumni Hostel Services

Hostel accommodation

<b>Office or Division:</b>	Office of Alumni Relations
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Clients

	G2B - Government to Business			
<b>Who may avail:</b>	UPLB alumni, colleges, units, Government and/or Private Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph)	1.1 Receive the request letter.	₱0.00	5 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director
	1.4 The staff in charge will contact the client if there are concerns about the request. If none, hostel reservation will be done	₱0.00	10 minutes	Admin Officer
	1.5 The staff will prepare the billing statement for the hostel accommodation and will forward it to the client for payment before check-in	₱0.00	10 minutes	Admin Officer
<b>TOTAL</b>			55 minutes	

#### OC-OIL.1

#### Assistance in Application of Tourist Visa Extension for Foreign UPLB Student

Assistance given to Foreign UPLB students in their application for Tourist visa extension at the Bureau of Immigration

<b>Office or Division:</b>	Office of International Linkages			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Foreign Students enrolled in UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Passport		Applicant		
Photocopy of Passport (Bio page, Arrival Page)		Applicant		
Tourist visa Bureau of Immigration application form		Applicant (blank application form c/o Bureau of Immigration-Accredited Liason Officer: Maria Cristina Umali)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form				

2. Submit to OIL Liaison Officer	2.1 Receive Documents 2.2. Check if application form is properly filled-up and all the requirements are complete 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the BI and other agencies will be given at the end of the process 2.4. Evaluate the application and Implement tourist visa	₱3,130.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the student's passport, photocopy of passport and necessary payment 3.2 know the schedule of release of passport	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application				
5. Liaison Officer: Claim Passport from the Bureau of Immigration	5.1. Liaison Officer will claim Passport with tourist visa implemented at the Bureau of Immigration on the day of release 5.2. Notify applicant/student when passport is ready for release	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to Student	6. Release passport to student with the Official Receipt from the Bureau of Immigration	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
<b>TOTAL</b>		<b>₱3,130.00</b>	<b>2 days 10 mins</b>	

## OC-OIL.2

### Assistance in Application for Transfer of Arrival to New Passport

Transfer of arrival from old passport to new passport for foreign UPLB student only

<b>Office or Division:</b>	Office of International Linkages			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB Foreign Students who has a new passport			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Passport (old and new passport)		Applicant		
Photocopy of Passport (Bio page, Arrival Pa		Applicant		
Bureau of Immigration transfer application fo		Applicant (blank application form c/o Bureau of Immigration-Accredited Liason Officer: Maria Cristina Umali)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form				



2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the student's passport, photocopy of passport 3.2 know the schedule of release of passport	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application				
5. Liaison Officer will claim passport from the Bureau of Immigration	5.1 Liaison Officer will claim Passport at the Bureau of Immigration 5.2. Notify applicant when to passport is ready for release	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to the student	6.1. Release Passport to the student	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
<b>TOTAL</b>		<b>₱0.00</b>	<b>2 days, 10 mins</b>	

### OC-OIL.3

#### Assistance in Application of Special Study Permit

Assistance given to Foreign Students enrolled in a short-term program in UPLB in their Application for Special S

<b>Office or Division:</b>	Office of International Linkages			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Foreign Students enrolled in a short-term program in UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Passport		Applicant (Student)		
Photocopy of Passport (Bio page, Arrival Pa		Applicant (Student)		
3 pcs 2x2 white background Picture		Applicant (Student)		
Bureau of Immigration Special study permit		Applicant (Student)(blank application form c/o Bureau of Imm		
Certification duration of study from College S		College Secretary		
Letter of acceptance		Applicant or OUR/GS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form				
2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the Bureau of Immigration will be given at the end of the process	₱8,000.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)

3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the supporting documents and necessary payment 3.2 know the schedule of release of passport	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application				
5. Liaison Officer: Claim Passport from the Bureau of Immigration	5.1. Liaison Officer will claim Passport from the Bureau of Immigration on the day of release 5.2 Notify applicant/student when passport is ready for release	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to Student	6. Release passport to student with the Official Receipt from the Bureau of Immigration	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
<b>TOTAL</b>		<b>₱8,000.00</b>	<b>2 days 10 mins</b>	

#### OC-OIL.4

#### Assistance in Visa conversion from 9a to 47(a)(2)

Assistance given to Foreign Students enrolled in UPLB in their application to convert their 9a visa to 47a2 visa

<b>Office or Division:</b>	Office of International Linkages			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB Foreign Students who has 9a visa			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Passport		Applicant (Student)		
Photocopy of Passport (Bio page, Arrival Pa		Applicant (Student)		
Financial Support (Bank Certificate)		Applicant (Student)		
Letter of Acceptance		Applicant or OUR/GS		
Copy of MOA/MOU		OIL		
Department of Justice Application 47a2 visa		Applicant (Student)(blank application form c/o Liason Officer:		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish application form				

2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the BI, DOJ and others will be given at the end of the process 2.4. Prepare all supporting documents for 47a2 visa 2.5. Prepare Endorsement Letter Addressed to the Department of Justice, 2.6. to be signed by OIL Director 2.7. Route Endorsement letter to the Office of University registrar for signature (c/o OIL Liaison Officer or OIL driver)	₱4,500.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)  - OIL Director for signature of Endorsement letter to DOJ	
3. Route Endorsement letter to the Office of University Registrar					
4. Follow-up and retrieve Endorsement Letter from OUR	4.1 Liaison officer will follow-up if endorsement letter was signed		20 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
5. Liaison Officer: File application at the Department of Justice, Manila	5.1 Liaison officer will submit duly accomplished application form at the Department of Justice with the supporting documents and necessary payment 5.2 know the schedule of release of passport		1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
6. Department of Justice, Manila will process application					
7. Liaison Office will follow up	7.1 Follow-up 47a2 visa endorsement letter at Department of Justice from Legal Department to Record section		1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
8. Submit to Bureau of Immigration, Manila					
9. Liaison Office will follow up	9. Follow-up 47a2 visa endorsement letter from Department of Justice at central receiving of the Bureau of Immigration, Manila for No derogatory records		1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	

10. Submit endorsement letter to the Bureau of Immigration, Manila					
11. Submit passport to the Bureau of Immigration, Manila Regulation Division Implementation	11. Submit Passport at Bureau of Immigration, Manila Regulation Division for Implementation		1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
12. Bureau of Immigration, Manila will process implementation					
13. Claim passport from the Bureau of Immigration	13.1. Liaison Officer will claim Passport ( 47a2 visa implemented) at the Bureau of Immigration 13.2. Notify applicant/student when passport is ready for release		1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
14. Release passport to applicant	14. Release passport to student with the Official Receipt from the Bureau of Immigration, Department of Justice, and other ORs		15 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)	
<b>TOTAL</b>		<b>₱4,500.00</b>	<b>5 days, 40 mins</b>		

## OC-OIL.5

### Surety Interview

<b>Office or Division:</b>	Office of International Linkages				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	UPLB Faculty or REPS or Administrative Staff				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
UPLB ID of Applicant		Applicant			
Proof of Identity of Surety: Government issued ID		Surety			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Schedule Interview	1.1 Receive and log Applicant's desired schedule of interview. 1.2 Suggest alternative if there is no interviewer available	₱0.00	5 mins	Ruth delos Reyes Administrative Officer I	

2. Applicant attends interview with one of his/her Sureties. (Skype or other form of videoconferencing is acceptable if Surety is not able to attend in person)	<p>2.1.Explain to Applicant and Surety what are their duties/responsibilities in the Surety and Fellowship Agreement.</p> <p>2.2. Explain to the applicant the corresponding return service obligation for each year of study leave (with or without pay, foreign or local)</p> <p>2.3 Explain their liabilities if the applicant reneged, meaning did not return to service after study leave or travel abroad on official business</p> <p>2.4. Answer any other inquiry/clarification of applicant or surety</p> <p>2.5. Log the names of applicant and Surety who attended</p>	₱0.00	30 mins	<p>Roselle V. Collado Assistant Professor and Project Development Associate to OIL</p> <p>-or-</p> <p>Simplicio M. Medina OIL Director</p> <p>--</p> <p>if neither OIL Director nor PDA is available on the scheduled interview:</p> <p>Madeleine M. Ebor University Extension Associate I</p> <p>-or-</p> <p>Ruth J. delos Reyes Administrative Officer I</p>	
<b>TOTAL</b>		<b>₱0.00</b>	<b>35 mins</b>		

#### OC-OIL.6

#### Foreign Suretyship and Fellowship Agreement (for Foreign Study leave application of UP

Issued to UPLB employees requesting Foreign Study Leave with pay or without pay, and for UPLB employees on Official Business for at least 2 months

<b>Office or Division:</b>	Office of International Linkages
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	UPLB Faculty or REPS or Administrative Staff
<b>CHECKLIST OF REQUIREMENTS</b>	
Yellow Sheet	Department of the Applicant
Duly accomplished Foreign Suretyship and Fellowship Agreement	Department of the Applicant
Proof of Capacity to pay Surety 1 (Photocopy)(ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)	Surety
Proof of Capacity to pay Surety 2 (Photocopy)(ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)	Surety
Photocopy of Government Issued ID of Surety 1	Surety
Photocopy of Government Issued ID of Surety 2	Surety
* Additional Requirement for Original Study Leave and for those who changed Sureties on their application for Extension of Study Leave:  Surety Interview (with Applicant and one Surety)	OIL
Checklist	Department of the Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish requirements					
2. Submit to ADMIN Staff in charge					
3. Document route to Office Head					
4. Route to Unit Head					
5. Route to OVCRE					
6. Route to HRDO					
7. Route to APFC or RPFC or HRMPSB					
8. Route to HRDO					
9. Route to BMO					

10. Route to OIL	<p>10.1. Receive document</p> <p>10.2. Check Surety Agreement. 10.2.a. VC is referred to as "University" 10.2.b. Applicant for Study leave is referred to as "Principal" 10.2.c. Surety must not be married to applicant for Study leave 10.2.d. One Surety must not be married to the other Surety 10.2.e. Surety is not an employee of UPLB unless related to applicant 10.2.f. Check if all pages are duly signed 10.2.g. check if information at acknowledgement page are filled up</p> <p>10.3 Check if Applicant and one surety has undergone Surety interview</p> <p>10.4. Check if photocopies of Proof of capacity to pay (of Sureties) are attached</p> <p>10.5. Check if photocopies of Sureties' IDs are attached</p> <p>10.6 Check Fellowship/Study Leave Agreement 10.6.a. VC is referred to as "University" 10.6.b. applicant for study leave is referred to as "Grantee" 10.6.c. check duration of Study leave 10.6.d. check if University enrolled in is indicated 10.6.e. check if all pages are duly signed 10.6.f. check if information at acknowledgement page are filled up</p> <p>10.7. endorse to OIL Director for signature in Yellow sheet and Fellowship Agreement 10.8. Photocopy Yellow sheet, 1st page of Surety Agreement, and 1st page of Fellowship Agreement 10.9. route to VC</p>	₱0.00	2 hours	<p>Ruth delos Reyes Administrative Officer I</p> <p>OIL Director</p>	
11. Route to Vice Chancellor					
12. Route to OC for Indorsement					
13. Route to HRDO					

14. Route to Applicant	14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department			
<b>TOTAL</b>		0	2 hours	

## OC-OPR 1

### Request for LED posting

Colleges/Units may post their events/activities using the University's LED

<b>Office or Division</b>	Office of Public Relations (OPR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Colleges/Units only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request for posting		Requesting college and units.		
E-copy of the announcement to be posted on the LED		Requesting college and units.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request including the ecopy of the announcements/s to be posted on the LED (Hard copy or thru email: ledpost.uplb@up.edu.ph)	1.1 Receive the request letter.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.2 Refer to the Director for approval.	₱0.00	5 minutes	JM Bo, Director
	1.3 Check contents of the announcement. If revision/s are needed the layout will be returned to the client for revisions. If none, the announcement will be lined up for posting in the LED.	₱0.00	1 day	CV Labe
	1.4 Posting will be scheduled at 5 PM and will be viewed in the LED the next day.	₱0.00	10 minutes	CV Labe
	<i>Note: Posts with time-sensitive information will be posted immediately.</i>			
<b>TOTAL</b>			1 day and 20 minutes	

## OC-OPR 2

### Request for Tarpaulin posting

Colleges, units and student organizations may post their events/activities using tarpaulin.

<b>Office or Division</b>	Office of Public Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Colleges/Units and student organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request for posting		Requesting college/units and student organizations.		
Hard copy of the announcement for posting.		Requesting college/units and student organizations.		
Filled up tarpaulin posting permit form.		Office of Public Relations		



Student Organizations and Activities Division (SOAD) Activity permit filed and approved (for student organizations)		UPLB - Student Organizations and Activities Division (SOAD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure permit from SOAD (if student organization)				
2. Send letter of request and hard copy of the announcement to be posted.	2.1 Receive the request letter and hard copy of the announcement.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
3. Fill out the tarpaulin posting permit form	3.1 Review the filled out form (date of posting and area where the tarpaulin will be posted).	₱0.00	5 minutes	CV Labe/RF Laad
	3.2 Refer to the Director for approval.	₱0.00	5 minutes	CV Labe/RF Laad
	3.3 Director will refer to staff in-charge of checking the layout and content of the tarpaulin	₱0.00	5 minutes	JM Bo, Director
	3.4 The layout and content of the announcement will be reviewed.If there are comments the client will be asked to revise their layout.If none, the client will be asked to print their tarpaulin and ready for posting.	₱0.00	10 minutes	CV Labe/RF Laad
4.If approved, client will be advised to print the tarps and they can forward it to UPMO for posting/installation in the designated area.				
<b>TOTAL</b>			30 minutes	

### OC-OPR 3

#### Visitors' Assistance Services

Assistance to visit/tour the facilities of the University by schools and other agencies (government and private)

<b>Office or Division</b>	Office of Public Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
	G2B - Government to Business			
<b>Who may avail:</b>	Government, Private Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request letter to visit/tour the University.		From requesting client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Send letter of request to OPR (Hard copy or thru email: opr.uplb@up.edu.ph). Please indicate if there are preferred offices/facilities to be visited.	1.1 Receive the request letter.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.2 Letter will be forwarded to the staff in charge for review	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.3 <i>The staff in charge will contact the client if there are concerns about the request. If none, the staff in-charge will make arrangements of the visit, indicating the time and offices/places to be visited. Note: There maybe instances the client will be advised to get permission from the Office of the Vice Chancellor for Community Affairs (OVCCA) depending on the request.</i>	₱0.00	2 days	JPA Aquino
	1.4 Forward itinerary for approval of the Director.	₱0.00	1 minute	JPA Aquino
<b>TOTAL</b>			2 days and 11 minutes	

#### OC-OPR 4

#### Posting of Announcements/News articles on the UPLB Website

University announcements and articles maybe posted on the UPLB Website

<b>Office or Division</b>	Office of Public Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Colleges/Units only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		From requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request for posting to the UPLB Website (Hard copy or thru email: opr.uplb@up.edu.ph)	1.1 Receive the letter of request.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.2 Refer to the Director for approval.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.3 Letter will be forwarded to the staff in charge.	₱0.00	5 minutes	JM Bo, Director
	1.4 The staff will review the contents of the announcement or articles to be posted.	₱0.00	15 minutes	KE Araguas

	1.5 If approved, will immediately post the announcement/article, if there are concerns a staff will contact the requester if there are revisions to be made.	₱0.00	10 minutes	KE Araguas
	<i>Note: For complex requests, please allow us 15 working days to respond to requests as per RA No. 6713.</i>			
<b>TOTAL</b>			40 minutes	

## OC-OPR 5

### Speech requests for University Events

Requests for speeches from the Chancellor

<b>Office or Division</b>		Office of Public Relations		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Colleges, Units, Student Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the Office of the		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request to the Office of the Chancellor (OC)				
2. The OC will forward the request letter to OPR				
	2.1 Receive request letter.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	2.2 Forward to concerned staff to prepare the speeches.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	2.3 Speech writing	₱0.00	20 days	AGB Peralta
	2.4 Forward draft speech to the Office of the Chancellor.	₱0.00	5 minutes	AGB Peralta
	2.5 Finalize speech .			
<b>TOTAL</b>			20 days and 15 minutes	

## OC-OPR 6

### Requests for Coverage of University Events

Photo/Video coverage of University activities.

<b>Office or Division</b>		Office of Public Relations		
<b>Classification:</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Clients		
<b>Who may avail:</b>		UPLB Colleges/Units only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter		Requesting client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Send letter of request to OPR (Hard copy or thru email: opr.uplb@up.edu.ph)	1.1 Receive request letter.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.2 Forward letter to the Director.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.3 If approved, letter will be forwarded to staff in charge for scheduling.	₱0.00	5 minutes	CV Labe/MJE Gloria
	<b>TOTAL</b>		15 minutes	

## OC-OPR 7

### Media Assistance

Assistance extended to media outfits requesting to feature the University (events, technologies and programs/pr

<b>Office or Division</b>	Office of Public Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2B - Government to Business			
<b>Who may avail:</b>	Media outfits (Radio and Television)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		From requesting client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request to OPR (Hard copy or thru email: opr.uplb@up.edu.ph). Please indicate if there are preferred offices/facilities to be visited.	1.1 Receive the request letter.	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.2 Letter will be forwarded to the staff in charge for review	₱0.00	5 minutes	ALG Gabatin/MD Borromeo
	1.3 The staff in charge will contact the client if there are concerns about the request. If none, the staff in-charge will make arrangements of the visit, indicating the time and offices/places to be visited. <i>Note: There maybe instances the client will be advised to get permission from the Office of the Vice Chancellor for Community Affairs (OVCCA) depending on the request.</i>	₱0.00	2 days	JPA Aquino
	1.4 Forward itinerary for approval of the Director.	₱0.00	1 minute	JPA Aquino
	<b>TOTAL</b>		2 days and 11 minutes	

## O C-OC.1

### Clearance

University Clearance form of UPLB Employees

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished University Clearance Form		College/Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to OC	Receive document Encode and assign Unique ID Screen document Forward to the Assistant to the Chancellor Endorse to the Chancellor for Action Release to the requesting college/unit	₱0.00	2 working days	Admin Officer IV Admin Assistant V Admin Officer V Assistant to the Chancellor Chancellor
<b>TOTAL</b>			2 working days	

## O C-OC.2

### Readmission

Student request for readmission in the university

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request from student		Student		
Evaluation from OVCAA		OVCAA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to OC	Receive document Encode and assign Unique ID Screen document Forward to the Assistant to the Chancellor Endorse to the Chancellor for Action Prepare response for signature of the Chancellor Release to student	₱0.00	3 working days	Admin Officer IV Admin Assistant V UES I/URA I Admin Officer V Assistant to the Chancellor Chancellor
<b>TOTAL</b>			3 working days	

## O C-OC.3

### Readmission/Residency

Letter of appeal of students for readmission and residency

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of appeal endorsed by college/adviser		College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to OC	Receive document Encode and assign Unique ID Screen document Forward to the Assistant to the Chancellor Endorse to the Chancellor for Action Release to student	₱0.00	3 working days	Admin Officer IV Admin Assistant V Admin Officer V Assistant to the Chancellor Chancellor
<b>TOTAL</b>			3 working days	

#### O C-OC.4

#### Use of facilities/equipment/vehicle

Letter request for the use of facilities/equipment/vehicle

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees/students/other agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request endorsed by College/Unit or OVCAA/OSA		College/Unit/Student/other agencies		
Letter request only (if non-UP)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to OC	Receive document Encode and assign Unique ID Screen document Forward to the Assistant to the Chancellor Endorse to the Chancellor for Action Release to the requesting college/unit/student/other agencies	₱0.00	2 working days	Admin Officer IV Admin Assistant V Admin Officer V Assistant to the Chancellor Chancellor
<b>TOTAL</b>			2 working days	

#### OVCA-HRDO.1

#### Authority to Travel Abroad (Official Business)

Issued to government employees travelling abroad on official business.

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
Invitation		International organization		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to HRDO	5.1 Receive document 5.2 Encode and assign Unique ID 5.3 Check: if checklist is complete; 5.4 Check: if Official Business is ticked on #7; 5.5 Check: if signatures are affixed on #7, #8 and #9; 5.6 Check: if regular employee; 5.7 Check: if (invitation start date - application start date) is less than four (4) days; 5.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 5.9 Forward to HRDO signatory 5.10 Release to next Office	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
8. Route to BMO				
9. Route to Vice Chancellor				
10. Route to OC for Indorsement				
11. Route to HRDO	11.1 Scan Yellow Sheet and Indorsement 11.2 Email to applicant 11.3 Release Indorsement to messenger 11.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
<b>TOTAL</b>			3 working days	

## OVCA-HRDO.2

### LOCAL TRAVEL (CONFERENCE, WORKSHOP, SEMINAR, TRAINING)

Issued to UPLB employees attending local Conference, Workshop, Seminar, or Training.

<b>Office or Division:</b>				
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
LOCAL TRAVEL/HONORARIUM FORM		Department of the Applicant		
Invitation		Organizers of the workshop, conference, seminar or training		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document routed to Office Head				
4. Route to Unit Head				
<b>TOTAL</b>			3 working days	

### OVCA-HRDO.3

### FLEXIBLE WORKING HOURS (FLEXI-TIME)

Issued to employees requesting to change their working schedule

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request to Chancellor		Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Route to Office Head				
4. Route to Unit Head				



5. Route to HRDO	5.1 Receive document 5.2 Encode and assign Unique ID 5.3 Check: if checklist is complete; 5.4 Check: if signatures of supervisor and unit head are affixed; 5.5 Check: if regular employee; 5.6 Check: if effectivity date is at most one year; 5.7 Check if schedule complies with the rules on Flexible Working Hours ; 5.8 Forward to HRDO signatory 5.9 Release to next Office	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
6. Route to Vice Chancellor for Approval				
7. Route to HRDO	7.1 Scan letter request 7.2 Email to applicant 7.3 Route letter to RMO		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
<b>TOTAL</b>			3 working days	

#### OVCA-HRDO.4

#### Authority to Travel Abroad (Official Business, at least 30 Days not greater than 2 months) Faculty/REPS

Issued to government employees travelling abroad on official business.

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Faculty, REPS, FACREPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Invitation		International organization		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				

6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if Official Business is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to either APFC or RPFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
7. Route to APFC or RPFC	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members
8. Route to HRDO	8.1 Receive document 8.2 Wait for endorsement of Chancellor to recommendation of APFCor RPFC; 8.3 Forward to signatory 8.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
9. Route to BMO				
10. Route to Vice Chancellor				
11. Route to OC for Indorsement				
12. Route to HRDO	12.1 Scan Yellow Sheet and Indorsement 12.2 Email to applicant 12.3 Release Indorsement to messenger 12.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
<b>TOTAL</b>			4 working days	

#### OVCA-HRDO.5

#### Authority to Travel Abroad (Official Business, at least 30 Days not greater than 2 months) ADM

Issued to government employees travelling abroad on official business.

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	UPLB Administrative Staff
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Yellow Sheet	Department of the Applicant

APC Action		Department of the Applicant		
Invitation		International organization		
Checklist		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				
6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if Official Business is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to HRMPSB for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
7. Route to HRMPSB	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		HRMPSB Members
8. Route to HRDO	8.1 Receive document 8.2 Wait for endorsement of Chancellor to recommendation of HRMPSB; 8.3 Forward to signatory 8.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
9. Route to BMO				
10. Route to Vice Chancellor				
13. Route to OC for Indorsement				
14. Route to HRDO	14.1 Scan Yellow Sheet and Indorsement 14.2 Email to applicant 14.3 Release Indorsement to messenger 14.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO

<b>TOTAL</b>	4 working days
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# OVCA-HRDO.6

## Authority to Travel Abroad (Official Business, at least 2 months) Faculty or REPS

Issued to government employees travelling abroad on official business.

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Faculty or REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Invitation		International organization		
Suretyship and Fellowship Agreement		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				
6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if Official Business is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to either APFC or RPFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
7. Route to APFC or RPFC	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members

8. Route to HRDO	8.1 Receive document 8.2 Wait for endorsement of Chancellor to recommendation of APFCor RPFC; 8.3 Forward to signatory 8.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
9. Route to BMO				
10. Route to OIL				
11. Route to Vice Chancellor				
12. Route to OC for Indorsement				
13. Route to HRDO	13.1 Scan Yellow Sheet and Indorsement 13.2 Email to applicant 13.3 Release Indorsement to messenger; and 13.4 Release Suretyship and Fellowship Agreements for Notarization to messenger 13.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
14. Route to Applicant	14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department			
<b>TOTAL</b>			4 working days	

#### OVCA-HRDO.7

#### Authority to Travel Abroad (Official Business, at least 2 months) ADM

Issued to government employees travelling abroad on official business.

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Administrative Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Invitation		International organization		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				

5. Route to OVCRE					
6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if Official Business is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to HRMPSB for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
7. Route to HRMPSB	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		HRMPSB Members	
8. Route to HRDO	8.1 Receive document 8.2 Wait for endorsement of Chancellor to recommendation of HRMPSB; 8.3 Forward to signatory 8.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
9. Route to BMO					
10. Route to OIL					
11. Route to Vice Chancellor					
12. Route to OC for Indorsement					
13. Route to HRDO	13.1 Scan Yellow Sheet and Indorsement 13.2 Email to applicant 13.3 Release Indorsement to messenger; and 13.4 Release Contract for Notarization to messenger 13.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
14. Route to Applicant	14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department				
<b>TOTAL</b>			4 working days		

#### OVCA-HRDO.8

#### Foreign Study leave (Original Request: Faculty or REPS)

Issued to government employees requesting study leave with pay or without pay for the first time

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Faculty or REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Core Staffing Pattern		Department of the Applicant		
Proof of Admission		Applicant		
Scholarship Award		Applicant		
Suretyship and Fellowship Agreement		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				
6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if Official Business is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to either APFC or RPFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Venus L. Benzon Administrative Officer IV or Danna Jean Q. Consignado Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
7. Route to APFC or RPFC	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members
8. Route to HRDO	10.1 Receive document 10.2 Wait for endorsement of Chancellor to recommendation of APFCor RPFC; 10.3 Forward to signatory 10.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
9. Route to BMO				

10. Route to OIL				
11. Route to Vice Chancellor				
12. Route to OC for Indorsement				
13. Route to HRDO	13.1 Scan Yellow Sheet and Indorsement 13.2 Email to applicant 13.3 Release Indorsement to messenger; and 13.4 Release Contract for Notarization to messenger 13.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
14. Route to Applicant	14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department			
<b>TOTAL</b>			4 working days	

#### OVCA-HRDO.9

#### Local Study leave (Original Request: Faculty or REPS)

Issued to government employees requesting study leave with pay or without pay for the first time

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Faculty or REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pink Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Core Staffing Pattern		Department of the Applicant		
Proof of Admission		Applicant		
Scholarship Award		Applicant		
Suretyship and Fellowship Agreement		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
6. Route to OVCRE				



7. Route to HRDO	7.1 Receive document 7.2 Encode and assign Unique ID 7.3 Check: if checklist is complete; 7.4 Check: if signatures are affixed on #7 and #8; 7.5 Check: if regular employee; 7.6 Check: if temporary and the effectivity of request is covered by the appointment of the applicant, else return to department 7.8 Encode to either APFC or RPFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Venus L. Benzon Administrative Officer IV or Danna Jean Q. Consignado Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
8. Route to APFC or RPFC	8.1 Evaluate concerns in the agenda 8.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members	
9. Route to HRDO	9.1 Receive document 9.2 Wait for endorsement of Chancellor to recommendation of APFC or RPFC; 9.3 Forward to signatory 9.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
10. Route to BMO					
11. Route to OIL					
12. Route to Vice Chancellor					
13. Route to OC for Indorsement					
14. Route to HRDO	14.1 Scan Pink Sheet and Indorsement 14.2 Email to applicant 14.3 Release Indorsement to messenger; and 14.4 Release Suretyship and Fellowship Agreements for Notarization to messenger 14.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
15. Route to Applicant	15.1 Notarize Suretyship and Fellowship Agreements 15.2 Distribute Agreements to OIL, HRDO, and Department				
<b>TOTAL</b>			4 working days		

#### OVCA-HRDO.12 Foreign Study leave (Original Request: ADM)

Issued to government employees requesting study leave with pay or without pay for the first time

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Faculty or REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Core Staffing Pattern		Department of the Applicant		
Proof of Admission		Applicant		
Scholarship Award		Applicant		
Suretyship and Fellowship Agreement		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				
6. Route to HRDO	6.1 Receive document 6.2 Encode and assign Unique ID 6.3 Check: if checklist is complete; 6.4 Check: if study leave is ticked on #7; 6.5 Check: if signatures are affixed on #7, #8 and #9; 6.6 Check: if regular employee; 6.7 Check: if (invitation start date - application start date) is less than four (4) days; 6.8 Check: if (application end date - invitation end date) is less than four (4) days check next, else return to department 6.9 Encode to HRMPSB for agenda 6.10 Route to HRMPSB	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Gilanda S. Parungao Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
7. Route to HRMPSB	7.1 Evaluate concerns in the agenda 7.2 Make recommendations to be endorsed to the Chancellor	₱0.00		HRMPSB Members
8. Route to HRDO	8.1 Receive document 8.2 Wait for endorsement of Chancellor on the recommendation of HRMPSB; 8.3 Forward to signatory 8.4 Release to next office	₱0.00	1 working day	Administrative Officer II or Administrative Officer IV or Administrative Officer V HRDO
9. Route to BMO				
10. Route to OIL				
11. Route to Vice Chancellor				
12. Route to OC for Indorsement				

13. Route to HRDO	13.1 Scan Yellow Sheet and Indorsement 13.2 Email to applicant 13.3 Release Indorsement to messenger 13.4 Release Suretyship and Fellowship Agreements 13.5 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO	
14. Route to Applicant	14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department				
<b>TOTAL</b>			4 working days		

### OVCA-HRDO.13

#### Local Study leave (Original Request: ADM)

Issued to government employees requesting study leave with pay or without pay for the first time

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB ADM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pink Sheet		Department of the Applicant		
APC Action		Department of the Applicant		
Core Staffing Pattern		Department of the Applicant		
Proof of Admission		Applicant		
Scholarship Award		Applicant		
Suretyship and Fellowship Agreement		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
6. Route to OVCRE				

7. Route to HRDO	7.1 Receive document 7.2 Encode and assign Unique ID 7.3 Check: if checklist is complete; 7.4 Check: if signatures are affixed on #7 and #8; 7.5 Check: if regular employee; 7.6 Check: if temporary and the effectivity of request is covered by the appointment of the applicant, else return to department 7.8 Encode to HRMPSB for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Gilanda S. Parungao Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
8. Route to HRMPSB	8.1 Evaluate concerns in the agenda 8.2 Make recommendations to be endorsed to the Chancellor	₱0.00		HRMPSB Members
9. Route to HRDO	9.1 Receive document 9.2 Wait for endorsement of Chancellor on the recommendation of APFCor RPFC; 9.3 Forward to signatory 9.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
10. Route to BMO				
11. Route to OIL				
12. Route to Vice Chancellor				
13. Route to OC for Indorsement				
14. Route to HRDO	14.1 Scan Pink Sheet and Indorsement 14.2 Email to applicant 14.3 Release Indorsement to messenger 14.4 Release Suretyship and Fellowship Agreements 14.5 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
15. Route to Applicant	15.1 Notarize Suretyship and Fellowship Agreements 15.2 Distribute Agreements to OIL, HRDO, and Department			
<b>TOTAL</b>			4 working days	

#### OVCA-HRDO.14 SECONDMENT (FACULTY and REPS)

Issued to government employees requesting secondment

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	UPLB employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Pink Sheet	Department

OVCRE No Pending Terminal Report Clearance		OVCRE Main		
APC Action		Department		
Letter from requesting Agency		Requesting Agency		
MOA		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
6. Route to OVCRE				
7. Route to HRDO	7.1 Receive document 7.2 Encode and assign Unique ID 7.3 Check: if checklist is complete; 7.4 Check: if signatures are affixed on #7 and #8; 7.5 Check: if regular employee; 7.6 Check: if temporary and the effectivity of request is covered by the appointment of the applicant, else return to department 7.8 Encode to either APFC or RPFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Venus L. Benzon Administrative Officer IV or Danna Jean Q. Consignado Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
8. Route to APFC or RPFC	8.1 Evaluate concerns in the agenda 8.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members
9. Route to HRDO	9.1 Receive document 9.2 Wait for endorsement of Chancellor on the recommendation of APFCor RPFC; 9.3 Forward to signatory 9.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
10. Route to BMO				
11. Route to Vice Chancellor				
12. Route to OC for Indorsement				
13. Route to HRDO	13.1 Scan Yellow Sheet and Indorsement 13.2 Email to applicant 13.3 Release Indorsement to messenger 13.4 Messenger delivers Indorsement to applicant		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
<b>TOTAL</b>			4 working days	

**OVCA-HRDO.15 SABBATICAL**

Issued to UPLB Faculties applying for Sabbatical

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Associate Professors or Professors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pink Sheet		Department		
OVCRE No Pending Terminal Report Clearance		OVCRE Main		
University Library Clearance		UNIV LIB		
APC Action		Department		
SPMO Clearance to transfer MR		SPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
6. Route to OVCRE				
7. Route to UNIV LIB				
8. Route to HRDO	8.1 Receive document 8.2 Encode and assign Unique ID 8.3 Check: if checklist is complete; 8.4 Check: if signatures are affixed on #7 and #8, else return to department 8.5 Encode to APFC for agenda	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Venus L. Benzon Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
9. Route to APFC	9.1 Evaluate concerns in the agenda 9.2 Make recommendations to be endorsed to the Chancellor	₱0.00		APFC or RPFC Members
10. Route to HRDO	10.1 Receive document 10.2 Wait for endorsement of Chancellor on the recommendation of APFC; 10.3 Draft Indorsement 10.3 Forward to signatory 10.4 Release to next office	₱0.00	1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
11. Route to BMO				
12. Route to Vice Chancellor				
13. Route to OC for Indorsement				

14. Route to HRDO	13.1 Route to Office of the Secretary of the University		1 working	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
15. Route to OSU				
<b>TOTAL</b>			4 working days	

#### OVCA-HRDO.16 HONORARIUM

Issued to UPLB employees who are to be paid of honorarium as resource person

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pink Sheet		Department of the Applicant		
Approved Budget		Department of the Applicant		
Checklist		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document routed to Office Head				
4. Route to Unit Head				
5. Route to HRDO	5.1 Receive document 5.2 Encode and assign Unique ID 5.3 Check: if checklist is complete; 5.4 Check: if signatures are affixed on #8 and #9; 5.5 Check: if regular employee, else return to department 5.6 Forward to HRDO signatory 5.7 Release to next Office	₱0.00	2 working days	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV or Irene A Sale Administrative Officer V HRDO
6. Route to Vice Chancellor				
7. Route to OC for approval				
8. Route to HRDO	8.1 Scan Pink Sheet 8.2 Email to applicant 8.3 Release pink sheet to RMO		1 working day	Rosalyn Mabel M Jimera Administrative Officer II or Vladimir G Amatorio Administrative Officer IV
<b>TOTAL</b>			3 working days	

#### OVCA-HRDO.17 FILING FOR MANDATORY/OPTIONAL RETIREMENT/ SEPARATION

In cases of retiring government employee for the processing of retirement pay, pensions, gratuities and other be

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Sworn Statement of Assets, Liabilities and Net Worth (SALN) (rev. 2013)		Applicant		
GSIS Retirement/Separation (Form No. 02282014-RET)		Human Resources Development Office (Lino P. Aquino)		
University Clearance (rev. May 2012)		Department of the Applicant		
Leave Form CSC Form No. 6 (rev. 1984)		Department of the Applicant		
Application for Service Recognition UPS-HRDO Form, s.2012 [for Mandatory and Optional with Catastrophic illness only]		Human Resources Development Office (Angela SD. Sipriaso)		
Life Insurance Benefits form (No-03102014-ALIB)		Human Resources Development Office (Lino P. Aquino)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. (For mandatory retirement) HRDO sends notice to employee 1 year before date of retirement	₱0.00		Ricardo Amiel V. Reveche Administrative Officer V
2. Submit retirement/separation documents		₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
3. Secure a copy of University Clearance from HRDO to be signed by concerned units				
4. Pick-up original copy of University Clearance	4.1 Receive documents 4.2 Checks and evaluates all documents submitted 4.3. Provides additional instructions/advice on retirement benefits  4.4 Prepares retirement documents for submission to the concerned agencies			
<b>TOTAL</b>			1 working day	

## OVCA-HRDO.18

### SEPARATION IN CASE OF DEATH

For the processing of benefits of diseased employees

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Relatives and/or authorized representative of employees who are no longer in service due to death			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Clearance (rev. May 2012)		Department of the Applicant		
Sworn Statement of Assets, Liabilities and Net Worth (SALN) (rev. 2013)		Applicant		



Application for Survivorship (Form-No-03102014-AFS)		Human Resources Development Office (Lino P. Aquino)		
Application for Leave; CSC Form 6, Revised 1984		Department of the Applicant		
Application for Service Recognition UPS-HRDO Form, s.2012		Human Resources Development Office (Angela SD. Sipriaso)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents		₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
2. Pick-up original copy of University Clearance				
3. Submit accomplished document at HRDO	3.1 Receive documents 3.2 Checks and evaluates all documents submitted 3.3 Provides additional instructions/advice on separation benefits 3.4 Prepares retirement documents for submission to the concerned agencies			
<b>TOTAL</b>			1 working day	

#### OVCA-HRDO.19 APPLICATION FOR MATURITY OF GSIS POLICY

For processing of maturity benefits to GSIS policy holders upon reaching the maturity of their policy

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employees whose GSIS policy matured			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of GSIS Policy Contract		Applicant		
Application for Retirement		Applicant		
Life Insurance Benefits (Form No. 03102014-ALIB)		Human Resources Development Office (Lino P. Aquino)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring original copy of GSIS Policy Contract		₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
2. Submit all requirements	2.1 Receive documents 2.2 Checks and evaluates all documents submitted 2.3 Provides additional instructions/advice 2.4 Prepares documents for submission to GSIS upon regular helpdesk visit			
<b>TOTAL</b>			1 working day	

#### OVCA-HRDO.20 APPLICATION FOR CASH SURRENDER VALUE OF POLICY (CSV)

Cash Surrender Value (CSV) is the policy reserve earned by the policy at the end of each anniversary year. After the insurance have been in force for one (1) year, it begins to earn cash value which increases annually, but which never exceeds the face value of the policy. The CSV of the policy less any indebtedness and surrender charge is the amount which the GSIS will pay to any policyholder in the event that he surrenders the policy.

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Life Insurance Benefits (Form No. 03102014-ALIB)		Human Resources Development Office (Lino P. Aquino)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished documents	1.1 Receive accomplished Application for Life Insurance Benefits (Form No. 03102014-ALIB) 1.2 Encodes and prints an electronic copy of the form 1.3 Provides additional instructions/advice	₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
2. Receive document/advice	2. Prepares documents for submission to GSIS upon regular helpdesk visit			
<b>TOTAL</b>			1 working day	

## OVCA-HRDO.21 APPLICATION FOR GSIS TENTATIVE COMPUTATION

For checking of contributions/premiums made to GSIS

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to HRDO and request for GSIS Tentative Computation				
	2. Generates service record	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
	3. Forwards Service Record and request to GSIS upon regular helpdesk visit			Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO

<b>TOTAL</b>		1 working day	
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## OVCA-HRDO.22 REQUESTING OF SERVICE RECORD

A service record is a collection of either electronic or printed material which provides a documentary history of an employee's accredited government services rendered.

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For personnel applying for maturity of PAG-IBIG: PAG-IBIG maturity form (HQP-PFF-040)		Department of the Applicant		
Authorization letter (if a representative will claim on behalf of the employee)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph, cdalfonso@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. through UIS/HRIS d. by visiting HRDO and signing the logbook	1. Acknowledges receipt of request.	₱0.00	3 working days	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
	2. Checks and verifies entries on the electronic database			
3. Receives document	3. For requests requiring printout: Print, Sign and release the Service Record  For requests not requiring printout: Generates electronic copy of Service Record and sends through official email			
<b>TOTAL</b>			3 working days	

## OVCA-HRDO.23 CERTIFICATE OF EMPLOYMENT

Certificate of Employment consists the Complete Name, Current Salary, Unit, Office, Status, Original Appointment and other benefits currently received by the employee

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through the following: a. using official email (@up.edu.ph) and send to assipriaso@up.edu.ph, avtalatala@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. through UIS/HRIS d. by visiting HRDO and signing the logbook	1. Acknowledges receipt of request.	₱0.00	1 working day	Angela SD. Sipriaso Administrative Officer IV or Ammiel V. Talatala Administrative Officer IV or Jose Juel J. Baroña Administrative Assistant II
	2. Checks and verifies personnel employee data			
	3. Print, Sign and release the Certificate of Employment			
<b>TOTAL</b>			1 working day	

#### OVCA-HRDO.24 UNIVERSITY ID (CLAIMING)

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ID form		Human Resources Development Office		
Official receipt - UP Form 113		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents accomplished ID form and Official receipt - UP Form 113	Verifies document presents and releases the University ID	₱0.00 (₱130.00 to be paid at the Cashier's Office)	4 hours	Angela SD. Sipriaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV
2. Receives University ID				
<b>TOTAL</b>			4 hours	

#### OVCA-HRDO.25 BIR TIN CARD

Request depends on the availability of cards at BIR RDO 056

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BIR Form 1905		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit form 1905 and request TIN Card	1. Receives document and requests additional information necessary for TIN Card preparation	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV
	2. Forwards documents and request to BIR on weekly scheduled trip			
	3. Provides advice when the TIN Card can be claimed (depends on the availability of card at the BIR RDO 056)			
<b>TOTAL</b>			1 working day	

#### OVCA-HRDO.26

#### REQUEST FOR UNIVERSITY PERSONNEL STATISTICS / DATA

Data requests must be done in compliance with the Freedom of Information (FOI) guidelines

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Freedom of Information (FOI) Form		UPLB Office of Public Relations		
Request letter		Applicant		
Photocopy of IDs		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. HRDO receives approved FOI form and attachments	₱0.00	7 working days	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
	2. Gathers information on the data requested			
3. Receives requested data/information	3. Sends data through specified means on the FOI form by the applicant			
<b>TOTAL</b>			7 working days	

#### OVCA-HRDO.27

#### REQUEST FOR CHANGE/UPDATE OF PERSONAL RECORDS

For changes due to correction, update of name, list of dependents and other personal information

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			

<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BIR Form 1905		Department of the Applicant		
PhilHealth Member Registration (PMRF) form		Department of the Applicant		
Pag-IBIG Member's Change of Information (MCIF) form		Department of the Applicant		
Request letter addressed to HRDO Director		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished forms and requirements to HRDO	Receives documents and verifies entries on the forms	₱500.00 (For ADM only)	20 working days	Camille Rose DG. Alfonso Administrative Officer IV and Ammiel V. Talatala Administrative Officer IV and Lino P. Aquino Administrative Officer IV
	Forwards necessary documents to concerned agencies and updates profile on university database			
<b>TOTAL</b>			20 working days	

#### OVCA-HRDO.28 LEAVE CREDITS BALANCE INQUIRY

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through the following: a. using official email (@up.edu.ph) and send to assipriaso@up.edu.ph, Impunzalan@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. by visiting HRDO	HRDO provides leave balance requested	₱0.00	3 working days	Angela SD. Sipriaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV
<b>TOTAL</b>			3 working days	

#### OVCA-HRDO.29 SERVICE RECOGNITION CREDIT APPLICATION (SRC)

{Description}

<b>Office or Division:</b>	Human Resources Development Office
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Service Recognition UPS-HRDO Form, s.2012		Department of the Applicant		
Medical Certificate		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished forms and requirements to HRDO	1. Receives documents and verifies entries on the forms	₱0.00	3 working days	Angela SD. Sipriaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV
	2. Forwards copies to RMO and Unit upon arrival of messenger			
<b>TOTAL</b>			3 working days	

### OVCA-HRDO.30 ENHANCED HOSPITALIZATION PROGRAMME (UP eHoPe) CLAIM

{Description}

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
eHOPE Form		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished form and requirements to HRDO	1. Receives documents and verifies entries on the forms	₱0.00	3 working days	Angela SD. Sipriaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV
	2. Forwards documents to UHS upon arrival of messenger			
<b>TOTAL</b>			3 working days	

### OVCA-HRDO.31 SPECIAL MONETIZATION OF LEAVE CREDITS

{Description}

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave form CSC form No 6		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submits accomplished form and requirements to HRDO	1. Receives documents and verifies entries on the forms	₱0.00	3 working days	Angela SD. Sipiaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV
	2. Forwards documents to UHS upon arrival of messenger			
<b>TOTAL</b>			3 working days	

### OVCA-HRDO.32 REQUEST FOR UIS ACCOUNT CREDENTIALS (REGULAR EMPLOYEES)

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appointment (for regular employees)		Human Resources Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request using official email (@up.edu.ph) and send to avtalatala@up.edu.ph, cdalfonso@up.edu.ph, or hrdo.uplb@up.edu.ph	1. Receives request and endorses to the UP UIS Helpdesk	₱0.00	3 working days	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
	2. Send account credentials to applicant's official email			
<b>TOTAL</b>			3 working days	

### OVCA-HRDO.33 REQUEST FOR UIS ACCOUNT CREDENTIALS (CONTRACT OF SERVICE)

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract		Human Resources Development Office		
Authorization letter from Unit head, Department head, or Project Leader		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph or hrdo.uplb@up.edu.ph b. by visiting HRDO	1. Receives request and provides link to the google form to be accomplished	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
2. Receives link of the google form for registration				
3. Accomplishes google form for registration	3. Receives google form submission			
	4. Creates UIS Profile		2 working days	
	5. Endorses request for Account Creation to the UP UIS Helpdesk		2 working days	
6. Receives account credentials through official email	6. Sends UIS Account Credentials to applicant's official email			
<b>TOTAL</b>			1 week	

#### OVCA-HRDO.34 CREATION OF UIS PROFILE (CONTRACT OF SERVICE)

For processing of salaries of newly hired contract of service

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract		Human Resources Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph or hrdo.uplb@up.edu.ph b. by visiting HRDO	1. Receives request and provides link to the google form to be accomplished	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
2. Receives link of the google form for registration				
	3. Receives google form submission			
	4. Creates UIS Profile		2 working days	
	5. Forwards financial information and UIS HRIS Assignment information to Accounting Office		2 working days	

<b>TOTAL</b>		1 week	
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## OVCA-HRDO.35 UIS ACCOUNT PASSWORD RESET

<b>Office or Division:</b>	Human Resources Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph, cdalfonso@up.edu.ph or hrdo.uplb@up.edu.ph b. by visiting HRDO	Receives request and provides the new password	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
<b>TOTAL</b>			1 working day	

## OVCA- OVCA.1

### COMPUTER LOAN PROGRAM

Assistance to UPLB employees in acquiring computer units for personal use

<b>Office or Division:</b>	OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
APPLICATION FORM		OVCA		
CURRENT PAYSLIP				
QUOTATION OF DESIRED COMPUTER				
CO-MAKER PAYSLIP (If temporary employee)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get CLP form and fill-up the CLP application form				Applicant
2. Submit a duly accomplished form to OVCA with the required documents				L.D. Tamayo, Administrative Officer V
	2.1 Forward CLP form to HRDO and Accounting Office for certification		2 minutes	L.D. Tamayo, Administrative Officer V

	2.2 Receive the duly certified CLP form for approval of the Vice Chancellor		5 minutes	L.D. Tamayo, Administrative Officer V/ Dr. C.A. Dorado, Vice Chancellor for Administration
	2.2 Prepare DV for processing at the Accounting Office		5 minutes	C.A. Lampa, Administrative Officer V
	2.3 Receive the DV for approval of VCA from the Accounting Office		5 minutes	M.D. Torio, Administrative Assistant V
	2.3 Forward the DV to the Cashier's Office for transmittal			M.D. Torio, Administrative Assistant V
	2.4 Receive the transmittal from the Cashier's Office for approval of VCA then return to the Cashier's Office		5 minutes	M.D. Torio, Administrative Assistant V/ Dr. C.A. Dorado, Vice Chancellor for Administration
TOTAL			22 minutes	

## OVCA-OVCA.2

### University Clearance

#### Clearance from property and financial accountabilities

<b>Office or Division:</b>	OVCA-Main Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Sheet		HRDO		
Promissory Note for COA disallowances and UPLB payables		concerned staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit to OVCA				
	1.1 Receive document		2 minutes	C.A. Lampa, Administrative Officer IV
	1.2 Encode and assign Unique ID		5 minutes	C.A. Lampa, Administrative Officer IV
	1.3 Check signatories		5 minutes	C.A. Lampa, Administrative Officer IV L.D. Tamayo, Administrative Officer V
	1.4 Forward to VCA for action		5 minutes	L.D. Tamayo, Administrative Officer V Vice Chancellor for Administration
	1.5 Upon action of VCA, forward to Legal Office		5 minutes	C.A. Lampa, Administrative Officer IV
<b>TOTAL</b>			22 minutes	

## OVCA-RMO.1

### Certification of Employment for Inactive Personnel

Issued to resigned/transferred/retired employees of UPLB

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

1. Approved University Clearance		Records Management Office/Human Resource Development Office		
2. Duly accomplished Job Request Form (RMO Form No. 01)		Records Management Office		
3. Authorization letter and one (1) valid ID, If claimant/requisitioner is the authorized representative.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Certification of Employment	Issues Job Request Form and Official Receipt	₱30.00	2 minutes	Ana G. Valisno Administrative Officer I
2. Fills up Job Request Form and pays at Cashier's Office			5 minutes	Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Prepares Certification of Employment		20 minutes	Ana G. Valisno Administrative Officer I
	3.3 Signs Certification of Employment			Chief Administrative Officer or Officer-in-charge
	Releases Certification of Employment		1 minute	Ana G. Valisno Administrative Officer I
<b>TOTAL</b>			28 minutes	

## OVCA-RMO.2

### Certification of No Pending Administrative Case

Issued to UPLB employee for the following purposes: travel (Visa and passport application), loan application, promotion, LTO deputation, study leave, employment, scholarship, grant of eligibility by the CSC, fidelity bond, awards and National Telecommunications Commission accreditation.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Job Request Form (RMO Form No. 01)		Records Management Office		
2. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certification of No Pending Administrative Case	1.1 Verifies 201 files if there is pending administrative case on file 1.2 If no pending administrative case on file, issues job Request form and Official Receipt	₱30.00	2 minutes	For Academic Personnel: Justina T. Malinao Administrative Officer I  For Administrative Personnel: Patricia M. Lunaria Administrative Aide III
2. Fills up Job Request Form and pays at Cashier's Office			5 minutes	UPLB Cashier's Office

3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Prepares Certification of No Pending Administrative Case		12 minutes	For Academic Personnel: Justina T. Malinao Administrative Officer I  For Administrative Personnel: Patricia M. Lunaria Administrative Aide III
	3.3 Counterchecks 201 file and signs the Job Request Form			Cecilia O. Calilung Administrative Officer V
	3.4 Signs Certification of No Pending Administrative Case			Chief Administrative Officer or Officer-in-charge
	Releases Certification of No Pending Administrative Case		1 minute	For Academic Personnel: Justina T. Malinao Administrative Officer I  For Administrative Personnel: Patricia M. Lunaria Administrative Aide III
<b>TOTAL</b>			20 minutes	

### OVCA-RMO.3

#### Service Records

Issued to resigned/transferred/retired employees of UPLB

<b>Office or Division:</b>	Service Record			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Inactive UPLB employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved University Clearance		Records Management Office/Human Resource Development Office		
2. Duly accomplished Job Request Form (RMO Form No. 01)		Records Management Office		
3. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests Service Record	Issues Job Request Form and Official Receipt	₱30.00	1 working day	Ana G. Valisno Administrative Officer I
2. Fills up Job Request Form and Pays at Cashier's Office				
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Checks and verifies on the electronic database 3.3 If not available, drafts the Service Records manually and encodes to the electronic database			Ana G. Valisno Administrative Officer I
	Submits to RMO Signatory			Chief Administrative Officer or Officer-in-charge

	Releases Service Record		Ana G. Valisno Administrative Officer I
<b>TOTAL</b>		1 working day	

#### OVCA-RMO.4

##### Postal Service

Centralized mail/postal service of departments/units with postage allocation at Records Management Office

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Departments/Offices/Units with postage allocation at Records Management Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 copies of Mail Delivery Form (MDF) duly accomplished		Concern Departments/Offices/Units		
Postage Allocation		Concern Departments/Offices/Units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forwards two (2) copies of MDF together with the mail	1.1 Receives MDF and mail 1.2 Determines the mail class 1.3 Weighs mail to determine the amount of postage base on the prevailing rates of PHILPOST 1.4 Pastes postage stamps to the mail 1.5 Puts the corresponding amount of postage on the MDF	Depends on the we	10 minutes	Andrew P. Licardo Administrative Assistant II
	1.6 Returns the original copy of MDF to dept. /unit's clerk		1 minute	Andrew P. Licardo Administrative Assistant II
<b>TOTAL</b>			11 minutes	

#### OVCA-RMO.5

##### University Clearance

University clearance passed to Records Management Office to check if the employee has contractual obligation

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Clearance Form		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submits to RMO	1.1 Receives document 1.2 Verifies 201 files for contractual obligation 1.3 If no contractual obligation: Counter signs beside the name of the RMO signatory 1.4 Forward to RMO signatory 1.5 Releases the document	₱0.00	11 minutes	Cecilia O. Caliluing Administrative Officer V or Eric Cris D. Valencia Administrative Officer III
	If with contractual obligation: RMO prepares the computation of the contractual obligations; if the fellow cannot settle the obligations he/she will make a letter request address to the Chancellor through the Office of the Institutional Linkages (OIL) to propose the scheme of payment to settle the obligations.			
	If the financial obligation is settled, the RMO signatory will sign the Clearance			
<b>TOTAL</b>			11 minutes	

## OVCA-RMO.6

### Soft Binding

Binding of materials using morocco or cartolina as cover

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB offices, employees, students and nearby schools and institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		Records Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱60.00	3 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I

	3.4 Binds the material		54 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the materials		1 minute	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
<b>TOTAL</b>			1 hour	

## OVCA-RMO.7

### Hard/Full Binding

For theses and dissertations

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB offices, employees, students and nearby schools and institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		Records Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		2 hours & 33 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the materials		1 minute	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
<b>TOTAL</b>			2 hours and 39 mins	



**OVCA-RMO.8**
**Rebinding**

Rebinding of reference materials from college libraries and university library

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB offices, employees, students, college libraries, university library, nearby schools and institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		Records Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests rebinding services	1.1 Receives the book for rebinding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		3 hours & 42 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the materials		1 minute	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
<b>TOTAL</b>			3 hours & 48 mins	

**OVCA-RMO.9**
**Certificate Jacket**

Jacket for diploma and certificates

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Departments/Offices/Units, nearby schools and institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request Form		Records Management Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate Jacket	1.1 Prepares Job Request Form 1.2 Issues Official Receipt	₱150.00	2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Makes Certificate Folder		1 hour & 23 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the Certificate Folder		1 minute	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
<b>TOTAL</b>			1 hour & 28 mins	

## OVCA-RMO.10

### Folder

Hard folder for special documents (i.e. land titles) and documents for signature

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Departments/Offices/Units, nearby schools and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Special Folder	1.1 Prepares Job Request Form 1.2 Issues Official Receipt	₱200.00	2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 minutes	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I

	3.4 Makes Folder		1 hour & 19 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases Folder		1 minute	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
<b>TOTAL</b>		<b>₱200.00</b>	<b>1 hour &amp; 24 mins</b>	

#### OVCA-RMO.11

#### Academic 201 File Document Authentication (Active Employee)

Issued to active academic personnel of UPLB for compliance with the requirements of government and private agencies.

<b>Office or Division</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form		Records Management Office		
2. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, If requisitioner/claimant is authorized representative.		Concerned UPLB employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Requests Authentication of documents	1.1 Issues Job Request Form 1.2 Locates and pull out the folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" if the document was issued by the University;"CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE"if the document was issued by other agency. 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	15 minutes	Justina T. Malinao Administrative Officer I
	1.8 Submits to RMO sign			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			Justina T. Malinao Administrative Officer I
<b>TOTAL</b>		<b>P5.00</b>	<b>15 minutes</b>	

#### OVCA-RMO.12

#### Administrative 201 File Document Authentication (Active Employee)

Issued to active administrative personnel of UPLB for compliance with the requirements of government and private agencies.

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form		Records Management Office		
2. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, If requisitioner/claimant is authorized representative.		Concerned UPLB employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Requests Authentication of documents	1.1 Issues Job Request Form 1.2 Locates and pull out the folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" if the document was issued by the University;"CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE"if the document was issued by other agency. 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	15 minutes	Patricia M. Lunaria Administrative Aide III
	1.8 Submits to RMO sign			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			Patricia M. Lunaria Administrative Aide III
<b>TOTAL</b>		P5.00	15 minutes	

## OVCA-RMO.13

### 201 File Document Authentication (Inactive Employee)

Issued to inactive academic and administrative personnel of UPLB for compliance with the requirements of government and private agencies

<b>Office or Division:</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished University Clearance		Employee's 201 file - Records Management Office		
2. Job Request Form		Records Management Office		
3. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, If requisitioner/claimant is authorized representative.		Concerned UPLB employee		
4. If the owner of the document is deceased, the claimant who must be a descendant of the deceased, shall present proof of relationship to the deceased and his/her own ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

1. Requests Authentication of documents	1.1 Issues Job Request Form 1.2 Locates and pull out the folder/bundle 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" if the document was issued by the University;"CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE"if the document was issued by other agency. 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	1 working day	Eudes T. Pural Administrative Aide III or Adjarael A. Malali Administrative Assistant IV
	1.8 Submits to RMO sign			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			Eudes T. Pural Administrative Aide III or Adjarael A. Malali Administrative Assistant IV
<b>TOTAL</b>		P5.00	1 working day	

#### OVCA-RMO.14

#### General Records Authentication

Authenticated General Records are use for decision making and as reference in policy formulation. General records contain Minutes/Excerpt of meetings of the BOR, Issuances, Annual Reports, Minutes of meeting of Academic Advisory Committees, Program/Terminal Reports, Legal Services and Historical Documents.

<b>Office or Division</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form		Records Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

1. Requests Authentication of documents	1.1 Issues Job Request Form 1.2 Locates and pull out the folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" if the document was issued by the University;"CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE"if the document was issued by other agency. 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	15 minutes	<b>For Active Records:</b> <b>Cecilia O. Calilung</b> <b>Administrative Officer V</b> or <b>Eric Cris D. Valencia</b> <b>Administrative Officer III</b>  <b>For Inactive Records:</b> <b>Allyson B. Calapine</b> <b>Administrative Officer V</b> or <b>Ana Marie G. Valisno</b> <b>Administrative Officer I</b> or <b>Adjarael A. Malali III</b> <b>Administrative Assistant IV</b> or <b>Eudes T. Pural</b> <b>Administrative Aide III</b>
	1.8 Submits to RMO signatory			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			<b>For Active Records:</b> <b>Cecilia O. Calilung</b> <b>Administrative Officer V</b> or <b>Eric Cris D. Valencia</b> <b>Administrative Officer III</b>  <b>For Inactive Records:</b> <b>Allyson B. Calapine</b> <b>Administrative Officer V</b> or <b>Ana Marie G. Valisno</b> <b>Administrative Officer I</b> or <b>Adjarael A. Malali III</b> <b>Administrative Assistant IV</b> or <b>Eudes T. Pural</b> <b>Administrative Aide III</b>
<b>TOTAL</b>			15 minutes	

#### OVCA-RMO.15

#### OPCR/IPCR Authentication

Issued to UPLB personnel for compliance with the requirements of government and private agencies

<b>Office or Division</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form/Document Request Form		Records Management Office		
2. One (1) valid Identification Card (ID)				
2. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>

1. Requests Authentication of documents	1.1 Issues Job Request Form 1.2 Locates and pull out the folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	15 minutes	Eric Cris D. Valencia Administrative Officer III
	1.8 Submits to RMO sign			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			Eric Cris D. Valencia Administrative Officer III
<b>TOTAL</b>		P5.00	15 minutes	

#### OVCA-RMO.16

#### UP Diliman Courier Service

The courier service between UPLB and UP Diliman is scheduled twice a week, every Tuesday and Thursday. Documents/communications for delivery to UP Diliman are received at RMO before 5:00 P.M. on Mondays and Wednesdays, those from UP Diliman are collected by the courier from the Office of the Secretary of the University (OSU).

<b>Office or Division</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Departments/Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Routing Delivery Slip (RMO Form No. 06)		Department/Units		
2. Routing Delivery Form (Diliman) (RMO-CS		Records Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Submits document to RMO with 2 copies of Routing Delivery Slip (RMO Form No. 06) a day before the scheduled courier to U.P. Diliman	1.1 Receives the document and signs one copy of Routing Delivery Slip (RMO Form No. 06) 1.2 Records document for delivery to U.P. Diliman using the Routing Delivery Form (Diliman) (RMO-CSS Form No. 02) 1.3 Delivers and collects documents to OSU, UP Diliman	None	16 working hours	Andrew P. Licardo Administrative Assistant II or Jeffrey C. Tandang Administrative Assistant II or Hermogenes R. Guzman Admin Aide II or Andrew B. Consulta Document Dispatcher
<b>TOTAL</b>			16 working hours	

#### OVCA-RMO.17

#### Copy of Certificate of Service, Daily Time Records and Leave Application

{Description}

<b>Office or Division</b>	Records Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Active UPLB Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Job Request Form		Records Management Office		
2. One (1) valid Identification Card (ID)				

3. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Authorized	1.1 Issues Job Request Form 1.2 Locates and pull out the folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" 1.6 Imprints with university dry seal 1.7 Countersigns the document	P3.00 for authentication P2.00 for photocopy	15 minutes	Adjarael A. Malali III Administrative Assistant IV
	1.8 Submits to RMO sign			Chief Administrative Officer or Officer-in-charge
	1.9 Releases the document			Adjarael A. Malali III Administrative Assistant IV
<b>TOTAL</b>		P5.00	15 minutes	

## BIOTECH.1

### Sale of BIOTECH Products for walk-in clients

BIOTECH has developed 47 products such as biofertilizers, microbial-based enzymes, animal probiotics, animal vaccines, microbial pesticides and various diagnostic kits and provided services that contribute significantly to instruction, research, training/extension, resource generation, and public service programs for the university and national development.

<b>Office or Division:</b>	National Institute of Molecular Biology and Biotechnology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Entrepreneurs/farmers/students/clients from private and government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIOTECH Order Slip Form		BIOTECH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up BIOTECH order slip from the purchase of products needed	Provide the client with order slip		5 minutes	Narciso L. Panting
	Serve products needed by the client and receive payment		15 minutes*	Narciso L. Panting
Pay necessary fees to the Special Collecting Officer	Provide Official Receipt to the client(s)		5 minutes	Narciso L. Panting
<b>TOTAL</b>			25 minutes	

\*for available stock

\*for bulk order, to be arranged

## OVCAA-OSA.1

### Request for Use of Makiling Hall

Rental of Makiling Hall

<b>Office or Division:</b>	Office of Student Affairs - Director's Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students, UPLB Employees and Non-UP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request and Facility Request Form		Office of Student Affairs - Director's Office (Room 2)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Inquire availability	Check availability of the venue		1 minute	
3. Accomplish form	Provide client with the Facility Request Form		1 minute	Ariane Joyce L. Hernandez
4. Submit to Office of Student Affairs - Director's Office (Room 2)	4.1 Receive accomplished form and letter	₱640.00/hour (UPLB Students/Staff/Faculty/Alumni) ₱840.00/hour (Non-UP) Sound System Rental Fee: ₱250.00/hour	4 minutes	Ariane Joyce L. Hernandez
	4.2 Compute amount to be paid			
	4.3 Submit documents to OSA Director for approval			
	4.4 Collect payment and issue official receipt		2 minutes	Peter Paul A. Cruz
	4.5 Provide the client a photocopy of the approved Facility Request Form		3 minute	Ariane Joyce L. Hernandez
<b>TOTAL</b>			11 minutes	

## OVCAA-OSA.2

### Request for Use of Other OSA-Managed Spaces

Use of free OSA-managed spaces such as Sunken Lobby 1 and 2, Old Table Tennis Area, SU Amphitheater, SU Creekside Park and Basement Rooms 8-11

<b>Office or Division:</b>	Office of Student Affairs - Director's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request and Facility Request Form		Office of Student Affairs - Director's Office (Room 2)		
Activity Permit (if the requesting party is a student organization)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Inquire availability	Check availability of the venue	₱0.00	1 minute	Ariane Joyce L. Hernandez
3. Accomplish form	Provide client with the Facility Request Form		1 minute	Peter Paul A.. Cruz

4. Submit to Office Staff in charge	4.1 Receive accomplished form and letter 4.2 Submit documents to OSA Director for approval 4.3 Provide the client a photocopy of the approved Facility Request Form		5 minutes	
<b>TOTAL</b>		₱0.00	7 minutes	

### OVCAA-OSA.3

#### Issuance of Certificate of Good Moral Certificate (CGMC)

Issued to students, alumni and former students upon request

<b>Office or Division:</b>	Office of Student Affairs - Director's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students, Alumni, Former Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Certificate of Good Moral Character Form		Office of Student Affairs - Director's Office (Room 2) or Office of Student Affairs - Student Disciplinary Tribunal (Room 14)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby.				
2. Request for Certificate of Good Moral Character form	Issue Request for Certificate of Good Moral Character form		1 minute	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
3. Proceed to Office of Student Affairs - Student Disciplinary Tribunal (Room 14)	Verify student records and countersign Certificate of Good Moral Character Form		1 minute	Edilberto Casano or Maria Elizabeth Silot
4. Submit the countersigned form to Office of Student Affairs - Director's Office (Room 2)	4.1 Prepare Certificate of Good Moral Character 4.2 Submit to OSA Director for signing		4 minutes	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
5. Settle corresponding fees	Collect payment and issue official receipt	₱20.00/copy	1 minute	Peter Paul A. Cruz
6. Log personal details on the Clientele Log Sheet	Release signed Certificate of Good Moral Character		1 minute	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
<b>TOTAL</b>		₱20.00/copy	8 minutes	

### OVCAA-OSA.4

#### Issuance of OSA Clearance

<b>Office or Division:</b>	Office of Student Affairs - Director's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Clients

<b>Who may avail:</b> UPLB Students				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA Clearance Form		Office of Student Affairs - Director's Office (Room 2)		
University Clearance Form (graduating/graduate, request of transcript of records, request of diploma, honorable dismissal, transferring)		<a href="http://www.uplbosa.org">www.uplbosa.org</a>		
College Clearance Form (shifting, leave of absence, absence without leave)		Respective Colleges		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Secure and accomplish OSA Clearance Form	Provide client with the OSA Clearance Form	₱0.00	1 minute	Ariane Joyce L. Hernandez
3. Proceed to Office of Student Affairs - Scholarships and Financial Assistance Division (Room 6), Window 3 for SFAD clearance	Verify student records and sign form		2 minutes	Cicero M. Peñaflor or Raquel D. Velasco
4. Proceed to Office of Student Affairs - Counselling and Testing Division (Room 9) for CTD clearance (for Filipino students) or Office of Student Affairs - International Students Division (Room 12) for ISD clearance (for international students)	Verify student records and sign form		2 minutes	Madel Arendain (Room 9) Sheryl B. Posadas (Room 12)
5. Proceed to Office of Student Affairs - Student Disciplinary Tribunal (Room 14) for SDT clearance	Verify student records and sign form		2 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
6. Proceed to Office of Student Affairs - Director's Office (Room 2) and submit OSA Clearance Form and University Clearance Form or College Clearance Form (whichever is applicable to the purpose of clearance)	6.1 Receive forms from client 6.2 Submit to OSA Director for signature		3 minutes	Ariane Joyce Hernandez
7. Log personal details on the Clientele Log Sheet	Release signed forms		1 minute	Ariane Joyce L. Hernandez

<b>TOTAL</b>	₱0.00	11 minutes	
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## OVCAA-OSA.7

## Request for Study Permit for International Students

<b>Office or Division:</b>	Office of Student Affairs - International Students Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB International Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<i>For New Students:</i>	<i>For Continuing Students:</i>	Office of Student Affairs - International Students Division (Room 12)		
1 photocopy of Valid Passport	1 photocopy of Valid Passport			
1 photocopy of Valid Visa	1 photocopy of Valid Visa			
1 photocopy of Notice of Admission	<i>Other Requirement for Those Holding 47A2 Visa and 9F Visa:</i>			
2 pcs. 2x2 of Passport-Size Picture	1 photocopy of valid ACR-I Card (Front and Back) and/or ACR-Alien Certificate of Registration			
1 photocopy of Letter of Deferment (if applicable)				
<i>Other Requirement for Those with Scholarships:</i>				
1 photocopy of Letter of Scholarship				
<i>Other Requirement for Those Holding 47A2 Visa and 9F Visa:</i>				
1 photocopy of ACR-I Card (Front and Back) and/or ACR-Alien Certificate of Registration				
<i>Note: Students must also present original documents for verification.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client secures a service ticket (queue number) from the OSA kiosk at the lobby.				
2. Submit/Present requirements and log personal details in the clientele logbook	2.1 Screen the requirements 2.2 Encode client information and prepare study permit or print out, if online request has been made	₱0.00	30 minutes	Sheryl B. Posadas

3. Verify information on the study permit form then sign	3.1 Sign and release study permit 3.2 For continuing students, untag/activate the SAIS account of the client prior to the release of the study permit			
<b>TOTAL</b>		₱0.00	30 minutes	

#### OVCAA-OSA.8

#### Request for Certification

For passport renewal and visa extension

<b>Office or Division:</b>	Office of Student Affairs - International Students Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB International Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For New and Continuing Students:				
1 photocopy of Valid Passport				
1 photocopy of Valid Visa				
1 photocopy of U.P. Form 5/Study Permit				
<i>Note: Students must also present original documents for verification.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Submit requirements and log personal details on the clientele logbook	Screen the requirements and prepare the certification	₱0.00	1 working day	Sheryl B. Posadas
3. Verify the information on the certification	3.1 Bring the certification to the Student Disciplinary Tribunal personnel for verification 3.2 Bring the certification, along with the student file, to the International Students Division Head for verification and countersigning 3.3 Forward to the Office of Student Affairs - Director's Office (Room 2) for the signature of the OSA Director 3.4 Prepare a duplicate copy of the signed certification			
4. Claim the certification and sign the receiving copy	File the receiving copy in the student's individual file			
<b>TOTAL</b>			1 working day	

#### OVCAA-OSA.9

#### Filing of Complaint

<b>Office or Division:</b>	Office of Student Affairs - Student Disciplinary Tribunal			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students, UPLB Employees and others			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card, Complaint Letter and Other Related Documentary Evidence				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Present ID and log personal information in the clientele logbook	2.1 Interview complainant or assess the complaint letter (whether under the SDT or college jurisdiction) 2.2 Docket complaint if under SDT jurisdiction	₱0.00	45 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
<b>TOTAL</b>		₱0.00	45 minutes	

#### OVCAA-OSA.14 Issuance of Certification

<b>Office or Division:</b>	Office of Student Affairs - Student Organizations and Activities Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Recognized UPLB Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip		Office of Student Affairs - Student Organizations and Activities Division (Room 8)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Fill out request slip for certification	2.1 Process the requested document 2.2 Submit to SOAD head and the OSA Director for signing 2.3 Give claim stub to the client	₱0.00	30 minutes	Marites E. Mojica or Jimby E. Casquete
3. Submit claim stub	Release certification			
<b>TOTAL</b>		₱0.00	30 minutes	

#### OVCAA-OSA.15 Processing of Activity Permit

<b>Office or Division:</b>	Office of Student Affairs - Student Organizations and Activities Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			

<b>Who may avail:</b>	Recognized UPLB Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Activity Permit		<a href="http://www.uplbosa.org">www.uplbosa.org</a>		
Valid Identification Card				
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Submit the generated activity permit to the Office of Student Affairs - Student Organizations and Activities Division (Room 8)	2.1 Check if the Activity Permit has been signed by the Head, Junior Adviser and Senior Adviser and if the necessary attachments are complete before stamping the document as "RECEIVED" 2.2 Record the activity permit online via OSAM workstation and mark it as "RECEIVED" 2.3 Submit to the SOAD Head for the recommending approval of the activity permit 2.4 Submit to the OSA Director for approval of the activity permit 2.5 Mark the activity permit as "APPROVED" in the OSAM workstation 2.6 Ask for student identification (for encoding of student number in the OSAM workstation)	₱0.00	30 minutes	Marites E. Mojica or Jimby E. Casquete
3. Receive organization's copy of the Activity Permit	3.1 Release the organization's copy of the Activity Permit 3.2 Record the release of the Activity Permit via OSAM workstation			
<b>TOTAL</b>		₱0.00	30 minutes	

#### OVCAA-OSA.16 Application for Student Loan Board (SLB)

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 copies (1 original, 1 photocopy) of OSA-SFAD Form 4A-1 SLB Application Form		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section) or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a>		
Original Valid Identification Card of Co-debtor				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				

2. Secure OSA-SFAD Form 4A-1 from the Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3, or from <a href="http://www.uplbosa.org">www.uplbosa.org</a>	Provide the student with the OSA-SFAD Form 4A-1	₱0.00	1 minute	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
3. Fill out the SLB application form				
4. Submit the SLB application form with the requirement/s to OSA-SFAD (Student Loan Section), Window 2 or 3, for processing	4.1 Evaluate the SLB application and the requirement/s. If complete, process the SLB application thru SAIS		15 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
	4.2 Certify the completeness and correctness of the SLB computation 4.3 Review and recommend for the approval of the application			Cicero M. Peñaflor
5. Proceed to Office of Student Affairs - Director's Office (Room 2) for approval of application	5.1 Receive the forms 5.2 Submit to the OSA Director for approval 5.3 Release the approved SLB application to the student applicant		4 minutes	Otoniel A. Genosa or Peter Paul A. Cruz or Ariane Joyce L. Hernandez
6. Accept the approved SLB application and pay the matriculation fees at any designated payment center				
<b>TOTAL</b>		₱0.00	20 minutes	

#### OVCAA-OSA.17 Application for 100% SLB

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA SFAD Form 4B Request Form to Avail 100% SLB		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section) or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				



2. Secure OSA-SFAD Form 4B at the Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3, or download at www.uplbosa.org.	Provide client with the OSA-SFAD Form 4B	₱0.00	15 minutes	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
3. Fill out the OSA-SFAD Form 4B - Request to Avail of 100% SLB Form					
4. Submit the queue ticket and the application form to OSA-SFAD (Student Loan Section), Window 2 or 3, for processing	4.1 Accept application form 4.2 Verify and certify client's loan balance 4.3 Release the application form				
5. Proceed to Office of Student Affairs - Scholarships and Financial Assistance Division (Socialized Tuition Section) at Room 5 for ST System Section Percentage Discount certification	Certify discount certification and release the application form		15 minutes	Mark Kevin L. Movillon or Isabella Nadine L. Jimenez	
6. Proceed to the College Dean for endorsement of the application					
7. Proceed to the Office of Student Affairs - Director's Office for the evaluation and recommendation of the application	7.1 Receive and evaluate the application form for signature of the OSA Director 7.2 Release the signed application form		3 minutes	Otoniel A. Genosa or Peter Paul A. Cruz or Ariane Joyce L. Hernandez	
8. Proceed to the University Registrar for recommendation of application					
8. Proceed to the Office of the Chancellor for the approval of request to avail of 100% SLB					
9. Submit the approved Request to Avail of 100% SLB to OSA-SFAD (Student Loan Section), Window 2 or 3	Accept the approved Request to Avail of 100% SLB Form		5 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
10. Proceed with the SLB application					

<b>TOTAL</b>	₱0.00	38 minutes	
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#### OVCAA-OSA.18 Payment of Student Loan Board (SLB)

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
U.P. Form 5 (of semester when loan was made)		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Present the UPLB Form 5 (Certificate of Registration) at the Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3	2.1 Compute interest and issue UP Form 113 (statement of account) 2.2 Post loan charge (interest) in SAIS		15 minutes	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
3. Pay at the Cashier's Office or at Room 4 - OSA Satellite Collection's Office or thru LandBank Government ePayment Service System				
4. Submit the pink copy of the official receipt (UP Form 113) and/or Landbank Payment Confirmation Receipt, and UPLB Form 5 (Certificate of Registration) to OSA-SFAD (Student Loan Section), Window 2 or 3 for recording of loan payment	4.1 Accept the pink copy of the official receipt (UP Form 113) and/or LandBank Payment Confirmation Receipt and UPLB Form 5 (Certificate of Registration) 4.2 Record the loan payment 4.3 Remove the hold in the student's SAIS account		5 minutes	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
<b>TOTAL</b>			20 minutes	

#### OVCAA-OSA.19 Adjustment of SLB

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UPLB Form 5 (Certificate of Registration)		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section)		
Proof of Scholarship, if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Present the queue ticket and the copies of the UPLB Form 5 (Certificate of Registration) and proof of scholarship, if applicable, to Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3	2.1 Accept the queue ticket, copies of the UPLB Form 5 (Certificate of Registration) and proof of scholarship, if applicable . 2.2 Compute SLB adjustment 2.3 Reverse/cancel original amount of SLB posted in SAIS and post SLB adjustment	₱0.00	15 minutes	Cicero M. Peñaflor or Raquel D. Velasco
<b>TOTAL</b>		₱0.00	15 minutes	

#### OVCAA-OSA.20 Application for Cash Loan Assistance Program (CLAP)

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA-SFAD Cash Loan Assistance Program (CLAP) Application Form - OSA-SFAD Forms 4D1 to 4R1		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section) or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a>		
Form 5 (Certificate of Registration) (original and photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				

2. Present the UPLB Form 5 (Certificate of Registration) and check for available Cash Loan Assistance Program (CLAP) at Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3	Provide applicable Cash Loan Assistance Program Form	₱0.00	3 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
3. Obtain and fill out the Cash Loan Assistance Program (CLAP) application form					
4. Proceed to College Secretary to certify the academic standing of the cash loan applicant during the previous semester					
5. Secure parent/guardian/ any UPLB employee's signature to attest loan application					
6. Submit the Cash Loan Assistance Program (CLAP) application and the requirements to OSA-SFAD (Student Loan Section), Window 2 or 3	6.1 Accept and evaluate the Cash Loan Application Program (CLAP) application and the requirements		5 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
	6.2 Review the completeness of the application and countersign the application		5 minutes	Cicero M. Peñaflor or Raquel D. Velasco	
	6.3 Release the Cash Loan Assistance Program (CLAP) application for signing and approval of the loan committee members		1 minute	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
7. Proceed to two (2) of the designated loan committee members for signing and approval of the Cash Loan Assistance Program (CLAP) application.					
8. Secure a service ticket (queue number) at the OSA kiosk at the lobby and submit the approved Cash Loan Assistance	8.1 Prepare the loan check. For the CHED SAFE, SFST EAP, SJDLEAF, and UPAASV SLF, prepare a voucher using the University Information System (UIS) for loan disbursement		10 minutes	Cicero M. Peñaflor or Raquel D. Velasco	

Program (CLAP) application including the requirements to OSA-SFAD (Student Loan Section), Window 2 or 3	8.2 Proceed to two (2) of the designated loan committee members for check signing		5 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
	8.3 Release the check/disbursement voucher to the student applicant for encashment/processing		2 minutes	
<b>TOTAL</b>		₱0.00	31 minutes	

#### OVCAA-OSA.21 Payment of Cash Loan Assistance Program (CLAP)

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
U.P. Form 5 (of semester when loan was made)		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Present the UPLB Form 5 (Certificate of Registration) to OSA-SFAD (Student Loan Section), Window 2 or 3	Compute interest and issue deposit slip (PNB or PlanBank) and/or OSA-SFAD Form 4E-2 to 4R-2 - CLAP Statement of Account	₱0.00	15 minutes	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
3. Pay at the designated bank or at the Cashier's Office				
4. Proceed to OSA-SFAD (Student Loan Section), Window 2 or 3 and submit the copy of the PNB or PlanBank deposit slip or official receipt and UPLB Form 5 (Certificate of Registration) for recording of loan payment	4.1 Accept the copy of the PNB or PlanBank deposit slip or official receipt and the UPLB Form 5 (Certificate of Registration). 4.2 Record the loan payment 4.3 Remove the hold on the student's account in SAIS		5 minutes	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
<b>TOTAL</b>		₱0.00	20 minutes	

#### OVCAA-OSA.22 Application for SLB Promissory Note

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division
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<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Clients				
<b>Who may avail:</b>	UPLB Students				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
OSA-SFAD Form 4C Student Loan Board (SLB) Promissory Note Form			Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section) or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a>		
	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Secure a service ticket (queue number) at the OSA kiosk at the lobby.				
	2. Secure OSA-SFAD Form 4C at OSA-SFAD (Student Loan Section), Window 2 or 3 or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a> .	Staff provides client with the OSA-SFAD Form 4C	₱0.00	1 minute	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
	3. Fill out the OSA-SFAD Form 4C and affix signature in the application form and have it signed by the co-debtor				
	4. Submit the application form to OSA-SFAD (Student Loan Section), Window 2 or 3 for processing	4.1 Accept application form 4.2 Verify and certify client's loan balance 4.3 Release the application form		15 minutes	
	5. Proceed to Office of Student Affairs - Scholarships and Financial Assistance Division (Socialized Tuition Section) at Room 5 for the ST System Section Percentage Discount certification	Certify and release the application form		15 minutes	Mark Kevin L. Movillon or Isabella Nadine L. Jimenez
	6. Proceed to the College Dean for endorsement of the application.				
	7. Proceed to the Office of Student Affairs - Director's Office for the evaluation and recommendation of the application	7.1 Receive and evaluate the application form for signature of the OSA Director 7.2 Release signed application form		3 minutes	Otoniel A. Genosa or Peter Paul A. Cruz or Ariane Joyce L. Hernandez
	8. Proceed to the University Registrar for recommendation of the application				

8. Proceed to the Office of the Chancellor for the approval of Promissory Note				
9 Submit the approved Promissory Note to the OSA-SFAD (Student Loan Section), Window 2 or 3	9.1 Accept the approved SLB Promissory Note 9.2 Post and untag hold of applicant in SAIS		5 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
<b>TOTAL</b>		<b>₱0.00</b>	<b>39 minutes</b>	

**OVCAA-OSA. 23 Issuance of Student Loan Certification**

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students, Alumni, Former Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA-SFAD Form 4T Request for Student Loan Certification		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Secure OSA-SFAD Form 4T from OSA-SFAD (Student Loan Section), Window 2 or 3 or download at <a href="http://www.uplbosa.org">www.uplbosa.org</a>	Provide client with the OSA-SFAD Form 4T	₱0.00	1 minute	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
3.Fill out the OSA-SFAD Form 4T and submit to OSA-SFAD (Student Loan Section), Window 2 or 3	3.1 Accept the request for certification and forward the request to the student loan coordinator		1 minute	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
	3.2 Prepare and countersign the Certification of Outstanding Loan Balance		1 working day	Cicero M. Peñaflor and Jenette Lory T. Estabillo
	3.3 Review and sign the Certification of Outstanding Loan Balance			
4. Claim the Certification of Outstanding Loan Balance	Release the Certification of Outstanding Loan Balance to client		1 minute	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa
<b>TOTAL</b>		<b>₱0.00</b>	<b>1 working days and 3 minutes</b>	

**OVCAA-OSA.24 Application for Student Assistant (SA)**

<b>Office or Division:</b>	Office of Student Affairs - Scholarships and Financial Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA-SFAD Form 3B		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Assistantship Section)		
UPLB Form 5 (Certificate of Registration), Form 26 (if any)				
Certificate of Graduation/Underload				
LandBank Transaction Slip (photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Generate SA application form through the OSAM system and have it signed by the student, their supervisor and unit/office head.				
2. Secure a service ticket (queue number) at the OSA kiosk at the lobby and submit application together with the required documents	2.1 Pre-screen SA application (check SA information in the form, required documents submitted and signatures of applicant, supervisor and unit head)	₱0.00	5 minutes	Eric Kristoffer T. Beronio
	2.2 Perform final screening of applications, scan QR codes and generate appointment slips 2.3 Prepare batch masterlist and facilitate signing at OSA		1 working day	Ferdie C. Ocampo
3. Submit to BMO				
4. Submit to OVCAA				
5. Claim SA Appointment Slip	Release SA appointment slip to student		5 minutes	Eric Kristoffer T. Beronio
<b>TOTAL</b>		₱0.00	1 working day and 10 minutes	

#### OVCAA-OUR.1

#### Transfer Application (Filipino)

Processing of applications for admission of Filipino transferees from other universities/schools

<b>Office or Division:</b>	Admission Section, OUR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP and non-UP undergraduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Undergraduate Application Form (OUR-Form No.3)		OUR		
True Copy of Grades		Applicant		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section, OUR	1.1 Receive application requirements			Ernane D. Cruz Student Records Evaluator III
	1.2 Check for completeness of entries in application form and validity of academic records			
	1.3 Compute number of units earned and general weighted average			
	1.4 Prepare referral and forward credentials to college concerned if applicant satisfied the minimum requirements		1 week	
2. Follow-up on result of initial evaluation	2.1 Inform applicant if qualified for further evaluation by college or not			
	2.2 Prepare letter of regret if not qualified			
	2.3 Issue letter to applicant			
3. Follow-up on final result of application	3.1 Receive recommendation from college			
	3.2 Prepare letter of admission/regret based on college recommendation			
	3.3 Issue letter to applicant			
	3.4 Issue registration requirements to qualified applicant		1 week	
<b>TOTAL</b>			2 weeks	

## OVCAA-OUR.2

### Transfer Application (non-Filipino)

Processing of applications for admission of non-Filipino transferees from universities/schools abroad

<b>Office or Division</b>	Admission Section, OUR			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who May Avail</b>	Foreign undergraduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Undergraduate Application Form (OUR Form No.3)		OUR		
True Copy of Grades/Original Transcript of Records		Applicant		
Application Fee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section, OUR	1.1 Receive application requirements	US\$20.00		Ma. Arabella Caridad E. Ricarte Student Records Evaluator II

	1.2 Check for completeness of entries in application form and validity of academic records				
	1.3 Compute number of units and general weighted average earned				
	1.4 Prepare referral letter to college concerned if applicant meets minimum requirements				
	1.5 Forward application credentials to college concerned		1 week		
2. Follow-up on initial result	2.1 Inform applicant if qualified for further evaluation or not				
	2.2 Prepare letter of regret for applicant who did not meet minimum requirement				
	2.3 Issue letter to applicant				
3. Follow-up on final result	3.1 Receive recommendation from college				
	3.2 Prepare letter of admission/regret based on college recommendation				
	3.3 Issue letter to applicant				
	3.4 Issue registration requirements to qualified applicants		1 week		
<b>TOTAL</b>			2 weeks		

### OVCAA-OUR.3

#### New Freshman Application for Automatic Admission

Processing of application for admission as new freshman of high school graduate from non-Filipino schools/from abroad

<b>Office or Division</b>	Admission Section, OUR			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who May Avail</b>	High school graduates of non-Filipino schools or schools abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Undergraduate Application Form		OUR		
Certificates/Official Result of Accepted Examinations		Applicant		
Application Fee		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Admission Section, OUR	1.1 Receive documents and application requirements	US\$20.00		Ma. Arabella Caridad E. Ricarte Student Records Evaluator II
	1.2 Check for completeness of entries in application form and validity of academic records			

	1.3 Assess if applicant is qualified for automatic admission		1 week	
2. Follow-up on result of initial evaluation	2.1 Inform the applicant if qualified for automatic admission or not			
	2.2 Prepare letter of regret for unsuccessful applicant			
	2.3 Issue letter of regret			
	2.4 Confirm with the University Registrar of available slot for qualified applicant			
	2.5 Prepare letter of admission for qualified applicant			
	2.6 Issue letter of admission			
	2.7 Issue registration requirements		1 week	
	<b>TOTAL</b>		2 weeks	

#### OVCAA-OUR.4

#### Admission for a Second Baccalaureate

Processing of application for admission for a second baccalaureate

<b>Office or Division</b>	Admission Section, OUR			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who May Avail</b>	UP or non-UP graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Undergraduate Application Form (OUR Form No.3)		OUR		
Original Transcript of Records		Applicant		
Three recommendation letters from former teachers		Applicant		
Photocopy of college diploma		Applicant		
Application fee		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Admission Section	1.1 Receive application requirements	Php100.00 (Filipino)/US\$20.00 (non-Fil)		Ma. Arabella Caridad E. Ricarte Student Records Evaluator II
	1.2 Check for completeness of entries in application form and validity of submitted documents			
	1.3 Compute number of units and general weighted average earned			
2. Follow up on result of initial evaluation	2.1 Inform applicant if qualified for further evaluation by the college			
	2.2 Prepare letter of regret for non-qualified applicant			
	2.3 Issue letter of regret		1 week	

	2.4 Prepare referral letter to college concerned for applicant who satisfied minimum requirements				
3. Follow up on final result of application	3.1 Receive college recommendation				
	3.2 Prepare letter of admission/regret based on college recommendation				
	3.3 Issue letter to applicant				
	3.4 Issue registration requirements to qualified applicants		1 week		
<b>TOTAL</b>			2 weeks		

#### OVCAA-OUR.5

#### Admission as Non-Degree/Special Student

Process application for admission of college graduates to earn additional undergraduate units

<b>Office or Division</b>	Admission Section, OUR			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who May Avail</b>	Graduates of bachelor's degree			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Undergraduate Application Form (OUR Form No.3)		OUR		
Original Transcript of Records		Applicant		
Application Fee		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Admission Section	1.1 Receive application requirements	Php100.00 (Filipino)/US\$20.00 (non-Fil)		Ma. Arabella Caridad E. Ricarte Student Records Evaluator II
	1.2 Check for completeness of entries in application form and validity of academic records			
	1.3 Secure action of the University Registrar of the application			
	1.4 Prepare letter of admission/regret based on the action of University Registrar on the application			
	1.5 Issue letter to applicant			
	1.6 Issue registration requirements to applicant who qualify for admission		1 week	
<b>TOTAL</b>			1 week	

#### OVCAA-OUR.6

#### Processing of Faculty Service Records

Verify computation of schedule of courses, computation of teaching load credits and off-hour class schedules

<b>Office or Division</b>	Admission Section
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<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who May Avail</b>	UPLB Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Faculty Service Records		Office of the College Secretary where faculty member is under		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished faculty service record as checked by the college personnel	1.1 Receive the documents			Ernane D. Cruz Student Records Evaluator III
	1.2 Check for correctness of entries			
	1.3 Countercheck schedule of courses, computation of teaching load credits and off-hour schedule			
	1.4 Countersign the faculty service record and forward to the University Registrar for signature			
	1.5 Record the document and forward to the OVCAA			
	1.6 Inform the Office of the College Secretary to prepare letter request/voucher for payment of overload honoraria		1 week	
2. Submit letter of request for offering of class/voucher for payment of overload honoraria	2.1 Receive the letter/voucher			
	2.2 Countercheck the letter request/voucher for honoraria			
	2.3 Countersign the document			
	2.4 Forward the document to the University Registrar for signature			
	2.5 Forward the letter/voucher to OVCAA for final processing		1 week	
<b>TOTAL</b>			2 weeks	

#### OVCAA-OUR.7

#### Request for Duplicate Diploma

Process applications/requests for a duplicate diploma for graduates with lost or se

<b>Office or Division</b>	Publication and Secretariat Section
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Clients

<b>Who May Avail</b>	UPLB Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the University Registrar		Applicant		
Processing Fee		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the OUR	1.1 Receive and record letter request	Php380.00		Luningning D. Mercado Administrative Officer III
	1.2 Retrieve and check student records for verification			
	1.3 Countersign letter request and forward to the University Registrar for approval			
	1.4 Forward pertinent student information to printing press for printing of duplicate diploma		1 week	
	1.5 Receive duplicate diploma from printing press		1 week	
	1.6 Forward the duplicate diploma to the University Registrar for signature			
	1.7 Forward the duplicate diploma to the UPLB Chancellor for signature			
	1.8 Receive the duplicate diploma and forward to the Records Section of the OUR for recording and issuance		1 week	
<b>TOTAL</b>			3 weeks	

## OVCAA-UNIV LIB. INTERNET / COMPUTER SERVICES

1

Use of Library computers and other handheld technologies

<b>Office or Division:</b>	Learning Commons			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID		Office of the University Registrar		
Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner 1.2. Asks the client/patron on the topic and Operating System (OS) preference 1.3. Deploys client/patron to vacant computer unit		1 min	College Librarian III College Librarian I (2) Librarian I Administrative Assistant

2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID		30 sec	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID		30 sec	
<b>TOTAL</b>			2 mins	

## OVCAA-UNIV LIB. 2

### PRINTING SERVICE

Self-service printing of documents

Office or Division:	Learning Commons			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1.Commands its printing depends on client's preference	B&W/Plain Text Dot-Matrix Print = P 1.00/page Laser Print =P 5.00/page Colored/Graphic =P 5.00/page	1 min (depends on the number of pages to be printed)	College Librarian III College Librarian I (2) Librarian I Administrative Assistant
2. Client/patron pays the amount and signs in the log sheet.	2.1.Gives the printout/s to client/patron and receives and records the payment.		1 min	
TOTAL			2 mins (depends on the number of pages to be printed)	

## OVCAA-UNIV LIB. SCANNING SERVICE 3

Scanning of documents using either flat bed or scan snap scanners.

Office or Division:	Learning Commons			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1.Commands its scanning depends on the number of documents	P 10.00/page	1 min/page	College Librarian III College Librarian I (2) Librarian I Administrative Assistant
2. Client/patron pays the amount and signs in the log sheet.	2.1. Saves the file to client/patron's flashdrive (USB) and receives and records the payment.		1 min	
TOTAL			2 mins or more	

**OVCAA-UNIV LIB.**
**4**
**NEWSPAPER VIEWING (in MICROFILM or DVD)**

Old newspapers in Microfilm and DVD are viewed using Microfilm Reader

<b>Office or Division:</b>	Learning Commons			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner 1.2. Asks the client/patron on the title and date of issue		1 min	College Librarian III College Librarian I (2) Librarian I Administrative Assistant
2. Client/patron proceeds to microfilm viewing area or assigned computer unit and performs activity	2.1. Assists/orients client/patron in newspaper viewing using microfilm reader/scanner		3 mins	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID		30 sec	
<b>TOTAL</b>			4.5 mins	

**OVCAA-UNIV LIB. ARTICLE REQUEST SERVICE**
**5**

An online request for article(s) may or may not be available in any database subscribed by the University Library

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request thru e-mail/web mail	1.1. Checks email and verifies if sender is UP constituents or non-UP		1 min	
	1.2. Searches the requested article in the database		3 mins	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 mins	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	



	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 mins 1 min/page	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article	*NO FEE (if the article is available online) **P5.00/ page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	7 days	
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 mins	College Librarian III College Librarian I (4)
<b>TOTAL</b>			7 days	

## OVCAA-UNIV LIB. 6

### REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service either in real time (chat through Messenger) or email

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Data: Name, Student Number, College/Institution, User Classification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Introduces himself/herself	1.1. Responds to the client's introduction		5 mins (real time)	College Librarian III College Librarian I (4)
2. Sends query thru e-mail/web mail, chat	2.1. Answers/responds academically/library related queries or,  2.2. Refers the client to concerned individual/ office/ authority		15 mins (real time)	
<b>TOTAL</b>			15 mins (real time)	

## OVCAA-UNIV LIB. 7

### ACCESSING ONLINE RESOURCES USING DEDICATED iMac (2nd Floor)

Provision of computers (iMac) in searching and accessing online resources

<b>Office or Division:</b>	University Library 2nd flr.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin), Non-UP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Signs log-in sheet and asks for iMac password to start the session.	1.1. Provides iMac password		20 sec	Librarian II, Librarian I (2), University Researcher I
2. Views University Library website to click the Journal subscriptions and search the online journals, or  Types keyword on the Search Box of EBSCO Discovery Search and views search results.	2.1. Orients/assists clients if necessary			
3. Asks assistance whenever they encountered problem.	3.1. Assists whenever clients encountered problem.		10 mins	
<b>TOTAL</b>			10 mins and 20 sec	

#### OVCAA-UNIV LIB.

8

#### ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP clients that requires electric charging of their personal laptop/netbook. This service is the counter part of the 20 hours students' privilege on the use of computer.

<b>Office or Division:</b>	Main Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated School ID, Employee's ID		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks and validates the ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	P50.00/hour for Non-UP researchers/visitors	15 sec	Librarian II, Librarian I (2), Administrative Assistant II, Aide VI (2), Administrative Aide III, Administrative Aide I (2), Senior Administrative Aide IV (ICS)
2. Proceeds to the power charging station. Returns the number tag after availing the service	2.1. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		5 sec	
<b>TOTAL</b>			20 sec	

#### OVCAA-UNIV LIB.

9

#### RENEWAL OF CIRCULATION BOOKS BORROWED FROM OTHER LIBRARY UNIT

This service would allow library clients to renew a circulation book in any nearest or the most convenient library in UPLB campus as long as the book to be renewed is not overdue and was not on reserve by other user.

<b>Office or Division:</b>	All college/unit libraries in UPLB			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Validated Student's ID/Employee's ID and th		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); 1.2. Gives RENEWAL SLIP	P2.00/day for overdue book exclusive of Sundays and holidays	2 min/client	
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and iLib Circulation Module- RESERVATIONS to see if the book is on- Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed.		10 min/book	
3. Receives ID and books	3.1. Owner Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the iLib.		3 min/book	
<b>TOTAL</b>			15 mins	

# OVCAA-UNIV LIB. BORROWING AND RETURNING OF IN-PROCESS LIBRARY MATERIALS AT THE ACQUISITIONS AND CATALOGING SECTIONS FOR ROOM-USE

10

In-process of newly acquired books can be borrowed for room use only

<b>Office or Division:</b>	Acquisitions and Cataloging Sections
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Undergraduate/graduate students, Faculty and Staff (REPS and Admin), NON-UP
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

Validated School/Student ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the use of an in-process library material(s).	1.1. Asks the specific title of the in-process book/library material		3 mins/title	Page Librarian IV Librarian I Librarian I
	1.2. Searches the title of the in-process material in the iLib System to confirm/check the status and location of the library material being requested.			
	1.3. Retrieves the in-process library material either at the Acquisitions or Cataloging Sections.			
2. Signs at the registry logbook and leaves ID.	2.1. Validates ID and serves the requested in-process library material to the client		5 secs/title	
3. Browses/reads the book within the office (Acquisitions or Cataloging Sections)				
3. Returns the in-process library material(s) borrowed to the Acquisitions/Cataloging Librarian in-charge.	3.1. Returns the ID and receives the library material			
4. Receives ID.	4.1. Shelves the borrowed book to the respective book truck.		5 secs/title	
<b>TOTAL</b>			3 mins and 10 sec / title	

## OVCAA-UNIV LIB. 11

### ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of library by scanning it using the User Monitoring System.

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID, Form 5, SAIS Screenshot, Class		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Presents ID with FORM 5 or class schedule or SAIS screenshot of registration. Student's ID from College of Agriculture and Food Sciences (CAFS), College of Arts and Sciences (CAS), College of Human Ecology (CHE), and College of Development Communication (CDC) are validated at the Main Library	1.1. Staff checks student's status if New Freshman, Transferees or Old Student  1.2. Checks the name of the student at the Delinquent List		15 sec	Librarian II, College Librarian I (2), Administrative Assistant II, Administrative Aide VI (2), Administrative Aide III, Administrative Aide I (2), Senior Administrative Aide IV (ICS)	
2. Pays library dues if listed in the delinquent list.	2.1. Accepts payment and issues Official Receipt (OR)		5 mins		
3. Registers at the excel log sheet with Name, Student Number, College and Course	2.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID together with the Form 5 to the student.  2.2. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		1 min		
<b>TOTAL</b>			21 mins		

**OVCAA-UNIV LIB.**  
**12**

**SIGNING OF UNIVERSITY CLEARANCE (UNIVERSITY LIBRARY)**

{Description}

<b>Office or Division:</b>	General Reference Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Undergraduate/Graduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Clearance Form		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Clearance Form	1.1. Checks the purpose of clearance, the college of the client and the counter initial of the unit librarian.		2 mins	College Librarian II, College Librarian I (2), Administrative Assistant II, Administrative Aide VI (2), Administrative Aide III, Administrative Aide I (2), Senior Administrative Aide IV (ICS)
	1.2. Checks the client's name at the Delinquent List			

	1.3. Computes amount of library dues if the name is included in the Delinquent List		5 mins	
2. Pays library due if	1.4. Accepts payment and issues official receipt (OR)			
	1.5. At the Clearance Form, the staff stamps the date opposite and initials. Validates and signs by the Section Head. Returns signed clearance		1 min	
2. Receives signed clearance	2.1. Tick the purpose of clearance and the college at the Clearance Statistics Sheet		20 sec	
<b>TOTAL</b>			8 mins and 20 sec	

## OVCAA-UPO.1

### Books

Request for printing of Books

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy of final book for printing	1.1 Receive document	400/ book (700-720 pages)	1hr	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout, number of pages and the quality of print of the book provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Collating			
	1.6 Sorting			
	1.7 Padding			
	1.8 Cutting			
	1.9 Stapling and flattening of staple wire			
	1.10 Covering			
	1.11 Trimming			
	1.12 Packaging			
	1.13 Issue Statement of Account			

2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed book			
<b>TOTAL</b>		400/ book (700-720 pages)	1hr 5 mins	

## OVCAA-UPO.2

### Laboratory Manual

Request for printing of Laboratory Manual

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy of final laboratory manual for printing	1.1 Receive document	350/ Laboratory Manual (200-220 pages)	30 mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout, number of pages and quality of print of the laboratory manual provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Collating			
	1.6 Sorting			
	1.7 padding			
	1.8 Cutting			
	1.9 Stapling and flattening of staple wire			
	1.10 Covering			
	1.11 Trimming			
	1.12 Packaging			
	1.13 Issue Statement of Account			

2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed laboratory manual			
<b>TOTAL</b>		350/ Laboratory Manual (200-220 pages)	35 mins	

### OVCAA-UPO.3

#### Newsletter

Request for printing of Newsletter

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy (for black and white) soft copy (for colored) of final Newsletter for printing	1.1 Receive document	P15/page (colored) P3/page (black and white)	20mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout and quality of print of the hard copy or soft copy of final newsletter provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Issue Statement of Account			
2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			



	3.3 Issue the printed laboratory manual			
	<b>TOTAL</b>	P15/page (colored) P3/page (black and white)	25mins	

#### OVCAA-UPO.4

#### Evaluation Form

Request for printing of Evaluation Form

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy of final evaluation form for printing	1.1 Receive document	150/ream	20mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout and quality of print of the evaluation form provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Issue Statement of Account			
2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed evaluation			
	<b>TOTAL</b>	150/ream	25mins	

#### OVCAA-UPO.5

#### Letter head

Request for printing of Letter head

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy of final letter head for printing	1.1 Receive document	100/ream	20mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout and quality of print of the letter head provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Issue Statement of Account			
2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed letter head			
<b>TOTAL</b>		100/ream	25mins	

## OVCAA-UPO.6

### Flyers

Request for printing of Flyers

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide/submit hard copy of flyers for printing	1.1 Receive document	150/ream	20mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout and quality of print of the flyer provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Issue Statement of Account			
2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed flyers			
	<b>TOTAL</b>	150/ream	25mins	

## OVCAA-UPO.7

### Routing Slip

Request for printing of Routing slip

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Statement of Account	OVCAA-UPO			
Payment receipt	UPLB Cashier's Division			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide/submit hard copy of flyers for printing	1.1 Receive document	150/ream	45mins	Administrative Aide VI; Administrative Officer II
	1.2 Check: If the layout and quality of print of the routing slip provided is in order			
	1.3 Compute the amount to be paid			
	1.4 Actual printing			
	1.5 Padding			
	1.6 Cutting			
	1.7 Trimming			
	1.8 Issue Statement of Account			

2. Submit the Statement of Account to UPLB Cashier's Division for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	Administrative Aide VI
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the printed routing slip			
<b>TOTAL</b>		150/ream	50mins	

## OVCAA-UPO.8

### UPLB Journal

Publication and pring of UPLB Journal

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB units and other Government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notes to prospective contributors		OVCAA-UPO		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Cashier's Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for "Notes to prospective contributors"	1.1 Email the "Notes to prospective contributors"		6 months	Administrative Aide IV; Administrative Officer II; Director
	1.2 Entertain/answer possible questions about the Notes			
2. Submit the soft copy of article through email	2.1 Receive email			Administrative Aide IV; Director
	2.2 Check: If the description of the article is in compliance to the Notes			
	2.3 Check: If there is author's basic information			
	2.4 Check: If there are 3 possible reviewers listed/provided			
	2.5 Invite/Notify the 3 reviewers provided			
	2.6 Check: If the reviewer accepted or rejected the invitation			

	2.7 If rejected: Request the author to provide another reviewer to be invited until we completed the 3 reviewers and confirmed their acceptance				
	2.8 Email the article to the confirmed reviewers for their review, comments and assessment				
	2.9 Check: If the assessment of the reviewer is "for revision"				
	2.10 If for revision: Return the article with reviewer's comments to the author				
3. Revise and re-submit the article	3.1 Receive the revised article		2weeks	Administrative Aide IV; Director	
	3.2 Forward the revised article to the reviewer				
	3.3 Follow-up will be made if the reviewer has no action in 1 week time				
	3.4 If returned, still with comment: repeat #3.2				
	3.5 Recieve the article from reviewer with "approved" notation				
	3.6 Layouting				
	3.7 Return the approved article with final layout to the author for confirmation and prepatation for printing				
4. Final checking and re-submission of approved article for printing	4.1 Receive the Final Article		45 mins	Administrative Aide IV; Director	
	4.2 Actual printing				
	4.3 Collating				
	4.4 Sorting				
	4.5 Padding				
	4.6 Cutting				
	4.7 Stapling and flattening of staple wire				
	4.8 Covering				
	4.9 Trimming				
	4.10 Packaging				
	4.11 Issue Statement of Account to the author				
2. Submit the Statement of Account to UPLB Cashier's Division for payment					
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid	P2,000/10 copies	5 mins	Administrative Aide VI; Administrative Officer II	
	3.2 Get the duplicate copy of the Official Receipt for record/filing				
	3.3 Issue 10 copies of UPLB journal for mandatory availment of the Author				

	<b>TOTAL</b>	P2,000	6 months, 2 weeks 50 mins	

## OVCAA-UPO.9

### Books, Journals, Manuals, etc.

Selling of Books, Journals, Manuals, etc.

<b>Office or Division:</b>	OVCAA-UPO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees or students or Filipino Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		OVCAA-UPO		
Payment receipt		UPLB Foundation Inc. (UPLB-FI)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the UPO bookstore and inform the intention to purchase	1.1 Entertain the prospective buyer	depends on the price of the item/s purchased	For identified item to purchase: 5 mins	Administrative Aide VI
	1.2 Issue Statement of Account			
2. Submit the Statement of Account to UPLB-FI for payment				
3. Return the Official Receipt to UPO	3.1 Check: If the payment made is valid		5 mins	
	3.2 Get the duplicate copy of the Official Receipt for record/filing			
	3.3 Issue the item purchased			
	<b>TOTAL</b>	depends on the price of the item/s purchased	10 mins	

## OVCCA.1

### Videoshoot for commercial use

(e.g., ads, films, music, videos, telenovelas)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		

Copy of script/lay-out/story outline		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Endorse permit for action	First 8 hours: Php 8,500.00  Excess hour: Php 1,700.00  Bond Deposit: Php 13,000.00 (refundable)  Processing fee: Php 500.00	20 to 50 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5. Vice Chancellor or Asst. to the Vice Chancellor
2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)	Security Assistance (note: UPF/CSB off duty will be assigned during the activity)		Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office		Non-UP clients: Php 125.00 /hr/guard UP clients: Php 100.00 /hr/guard		Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Get OR (pink copy) 4.2 Coordinate with the concerned unit/s		10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>		minimum Php 22,000.00	30 to 60 minutes	

## OVCCA.2

### Photoshoot for commercial use

(e.g., ads)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP and non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of script/lay-out		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Endorse permit for action	First 8 hours: Non-UP clients: Php 4,250.00 UP clients: Php 2,550.00 (40% discount)  Excess hour: Php 1,700.00 Bond Deposit: Php 13,000.00 Processing fee:	20 to 50 minutes	1.1 - 1.4. Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5. Vice Chancellor or Asst. to the Vice Chancellor

2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)	Php 500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)		Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office				Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Get OR (pink copy) 4.2 Coordinate with the concerned unit/s	Non-UP clients: Php 125.00 /hr/guard UP clients: Php 100.00 /hr/guard	10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>		minimum Php 17,750.00	30 to 60 minutes	

### OVCCA.3

#### Videoshoot and photoshoot for non-commercial use

(e.g., prenuptial and other special occasions, portfolio)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Activity permit (if student organization)		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Permit for action	For Non-UP clients: Php 500.00/day  For UP clients: Php 300.00/day (40% discount)  Processing fee: Php 500.00  Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	20 to 50 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office		Non-UP clients: Php 125.00 /hr/guard		Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Receive the pink copy of official receipt 4.2 Coordinate with the concerned unit/s	UP clients: Php 100.00 /hr/guard	10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>		minimum Php 1,000.00	30 to 60 minutes	



#### OVCCA.4

#### Video and photoshoot for academic or official use

(e.g., class requirement, student organization activity, office IEC materials)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP students, UP employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Activity permit (if student organization)		OSA		
For class requirement: letter addressed to the Vice Chancellor endorsed by class adviser		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1. Check documents including other requirements 1.2. Received documents 1.3. Encode and assign unique ID 1.4. Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.2 Scan and file			1.4 Vice Chancellor or Asst. to the Vice Chancellor Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

#### OVCCA.5

#### Fun Run, Marathon, Triathlon, Concert

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of route		Client		

Activity permit (if student organization)		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Permit for action	For Non-UP clients: Php 6,200.00/hr  For UP clients: Php 3,720.00 (40% discount)  Processing fee: Php 500.00  Security Assistance (note: UPF/CSB off duty will be assigned during the activity) Non-UP clients: Php 125.00 /hr/guard UP clients: Php 100.00 /hr/guard	20 to 60 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office				Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Get OR (pink copy) 4.2 Coordinate with the concerned unit/s		10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>		minimum Php 6,700.00	30 to 60 minutes	

## OVCCA.6

### Exhibit, car shows, and similar activities

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of layout		Client		
Activity permit (if student organization)		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Permit for action	For Non-UP clients: Php 25/sqm/day  For UP clients: Php 15/sqm/day  Processing fee: Php 500.00  Security	20 to 50 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5 Vice Chancellor or Asst. to the Vice Chancellor

2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)	Assistance (note: UPF/CSB off duty will be assigned during the activity)		Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office		Non-UP clients: Php 125.00 /hr/guard		Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Get OR (pink copy) 4.2 Coordinate with the concerned unit/s	UP clients: Php 100.00 /hr/guard	10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>			30 to 60 minutes	

## OVCCA.7

### Receptions and other special occasions

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of layout		Client		
Activity permit (if student organization)		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Discuss policies and fees 1.5 Permit for action	For Non-UP clients: Php 7/sqm/day  For UP clients: Php 4/sqm/day  Processing fee: Php 500.00  Security Assistance (note: UPF/CSB off duty will be assigned during the activity) Non-UP clients: Php 125.00 /hr/guard UP clients: Php 100.00 /hr/guard	20 to 60 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Get payment form from OVCCA	2.1 Prepare payment form (UP Form 113)			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
3. Pay at the Cashier's Office				Cashier's Office
4. Return copy of official receipt (OR) to OVCCA	4.1 Get OR (pink copy) 4.2 Coordinate with the concerned unit/s		10 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
5. Get approved permit	5.1 Out to client with signature and date 5.2 Scan and file			
<b>TOTAL</b>				

## OVCCA.8

## Open Tambayan

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Activity permit (if student organization)		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. to the Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

## OVCCA.9

## Parade

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of route		Client		
Activity permit (if student organization)		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. to the Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

#### OVCCA.10

#### Team Building, Sports Festival

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni, other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification		Client		
Activity permit (if student organization)		OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. to the Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

#### OVCCA.11

#### Security assistance

(e.g., escorts for diplomats/officials, helicopter landing, activity monitoring, parades/processions)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; Other non-UP parties (official business only)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to Chancellor (ATTN: Vice Chancellor for Community Affairs) containing purpose of activity, date, time, place, and no. of people expected (including names of officials)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter addressed to Chancellor and Attn: Vice Chancellor  Note: letter request may send to ovcca. uplb@up.edu.ph	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	within 4 hours	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 For helicopter landing UPF Chief will give the coordinates 2.4 Scan and file			2.1 - 2.2 and 2.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  2.3 UPF Chief
<b>TOTAL</b>		None	within 4 hours	

## OVCCA.12

### Entry of Suppliers/Services Delivery Vehicles

(constructions/supplies deliveries, moving house trucks)

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP and non-UP clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Entry of Supplier's Delivery Vehicle form (OVCCA Form #2017-03)		OVCCA		
Clearance (for UPLB housing concerns)		UHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. Vice Chancellor

2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

### OVCCA.13

#### Junk collectors

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni, private housing residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Permit for the Entry of Junk Collectors form (OVCCA Form #2018-04)		OVCCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Pollution Control Officer and Vice Chancellor or Asst. Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

### OVCCA.14

#### Entry of PNP or military personnel

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UP employees, students, alumni; other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request addressed to Chancellor (ATTN: Vice Chancellor for Community Affairs) containing purpose of activity, date, time, place, and no. of people expected (including names of officials)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Send letter addressed to Chancellor and Attn: Vice Chancellor  Note: letter request may send to ovcca. uplb@up.edu.ph	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	within 4 hours	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	within 4 hours	

#### OVCCA.15

#### Fire and earthquake drills

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Colleges and Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-out Request for the conduct of Fire/Earthquake Drills form (OVCCA Form #2018-05)		OVCCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

#### OVCCA.16

#### Posting of directional signs

<b>Office or Division:</b>	Office of the Vice Chancellor for Community Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees, students, alumni; other non-UP parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Filled-out Permit for Posting of Directional Sign form (OVCCA Form #2017-002)		OVCCA		
For student organizations: submit activity permit		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action	None	20 to 50 minutes	1.1 - 1.3 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V  1.4 Vice Chancellor or Asst. Vice Chancellor
2. Get approved permit	2.1 Out to client with signature and date 2.2 Coordinate with concerned unit/s 2.3 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
<b>TOTAL</b>		None	20 to 50 minutes	

#### OVCCA-UHO.1

#### Dorm Application

Application to a UPLB dormitory

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Current UPLB dormitory residents applying to another UPLB dormitory; Non-current UPLB dormitory residents (upperclassman or freshman)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original/photocopy)		UHO Website - <a href="https://uho.uplb.edu.ph/gallery/">https://uho.uplb.edu.ph/gallery/</a>		
Residence Hall Agreement (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/gallery/">https://uho.uplb.edu.ph/gallery/</a>		
Notarized Waiver & Quitclaim (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/gallery/">https://uho.uplb.edu.ph/gallery/</a>		
Passport-size picture with nametag (2 pieces)		Applicant		
Notice of Admission to UPLB - for new freshmen and Graduate Students (1 photocopy)		Office of the University Registrar (for new freshmen) Graduate School (for Graduate Students)		
Proof of Income for both parents - for new freshmen (1 photocopy for each proof)		Parent's Employer / Bureau of Internal Revenue / Barangay Hall in student's area		
Recommendation Certificate - for interdorm application (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/services/online-forms/">https://uho.uplb.edu.ph/services/online-forms/</a>		
Statement of Account (3 original/photocopies)		Dormitory Office		
Deposit Slip / Debit Confirmation Slip (1 original/photocopy)		Landbank (any branch) / Landbank ePayment Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements listed above (except for the last 2)				

2. Submit the requirements to chosen dormitory (via email or personal)	2.1. Receive requirements 2.2. Check if requirements are complete 2.3. Check if signatures of student and parent (for undergraduate) are affixed on the Agreement 2.4. Check if signatures of student and parent(s) are affixed on Waiver 2.5. Check if Waiver is notarized at student's place of residence 2.6. Check if signature of previous dormitory head is affixed on the Recommendation Certificate (for interdorm) 2.7. Issue 3 copies of Statement of Account for the breakdown of initial payment	None	5 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
3. Pay initial fees to Landbank via any option: Over-the-Counter (using 3 deposit slips) or ePayment Portal. *Make sure to have 2 copies of Deposit Slip after payment.		(one-month Residence Fee) ₱600/ ₱650/₱1,500 (Breakage Fee) ₱600.00 (Key Deposit) ₱50.00 (Reservation Deposit) ₱600.00		
4. Submit payment receipt (1 original, printout, OR photocopy) to dormitory office	4.1. Receive receipt 4.2. Give Basic Info Card to be filled up	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
5. Fill-out Basic Info Card	5.1. Check if completely filled	None	3 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
6. Choose / Verify room and bed slot on floor plan	6.1. Let student choose/ assign room and bed slot to resident	None	5 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
<b>TOTAL</b>		<b>₱1,850.00</b>	<b>14 mins.</b>	

## OVCCA-UHO.2

### Dorm Renewal

Renewal of residency in same UPLB dormitory

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Current UPLB dormitory residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Residence Hall Agreement (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/gallery/">https://uho.uplb.edu.ph/gallery/</a>		
Notarized Waiver & Quitclaim - if previous waiver is no longer valid (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/gallery/">https://uho.uplb.edu.ph/gallery/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Accomplish requirements				
2. Submit to dormitory office	2.1. Receive documents 2.2. Check if signatures of student and parent (for undergraduate) are affixed on the Agreement 2.3. Check if signatures of student and parent(s) are affixed on Waiver 2.4. Check if Waiver is notarized at student's place of residence	None	3 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
3. Choose / Verify room and bed slot on floor plan	3.1. Let resident choose his/her own slot (for privileged reservation) 3.2. Assign slot to resident (for priority reservation)	None	5 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
4. Update information on Basic Info Card	4.1 Check if all needed information (e.g. contacts, etc.) are written	None	5 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
<b>TOTAL</b>			13 mins.	

#### OVCCA-UHO.4

#### Storage

Request for leaving storage in the dormitory for semestral break

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB dormitory residents reserved in the following semester			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account (3 original/photocopies)		Dormitory Office		
Landbank Deposit Slip / Debit Confirmation Slip (1 original/photocopy)		Landbank (any branch) / Landbank ePayment Portal		
Inventory list of the things to be stored (1 original/photocopy)		Resident		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for triplicate copy of Statement of Account in dormitory office	1.1. Issue triplicate copy of Statement of Account	None	3 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
2. Pay fees to Landbank via any option: Over-the-Counter (using 3 deposit slips) or ePayment Portal. *Make sure to have 2 copies of Deposit Slip after payment.		1 Month Residence Fee ₱600/₱650/ ₱1,500 *Depending on dormitory or what is approved by the Office of the Chancellor		
3. Submit payment receipt and inventory list to dormitory office	3.1. Receive receipt and inventory list	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>

4. Bring labeled bags/boxes to storage area and properly place them in the room	4.1. Accompany the resident to the storage area	None	30 mins.	<i>Dormitory Head, Dormitory Assistant, or Housekeeping Staff Dormitory Office</i>
<b>TOTAL</b>			34 mins.	

#### OVCCA-UHO.5

#### Late/Overnight/Homebound Permit

Request for Late (10PM-12MN) / Overnight (12MN-6AM) / Homebound Permit

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Current UPLB dormitory residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Late/ Overnight/ Homebound Permit (1 original copy)		Dormitory Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for late/ overnight/ homebound permit from the office and fill it out.	1.1. Issue blank permit 1.2. Check details - date to be used, (expected) time-out and in, name of student, destination, and purpose. 1.3. Check student's waiver 1.4. Sign the permit and return to the resident	None	5 mins.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
2. Write on the corresponding logbook.	2.1. Verify details compared to permit requested	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
<b>TOTAL</b>			6 mins.	

#### OVCCA-UHO.6

#### Borrowing of Room File Key

Borrowing of room file key

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Current UPLB dormitory residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student ID		Resident		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write all needed information in the Key Borrowing Logbook and show ID for verification.	1.1. Verify ID and room number with floor plan. 1.2. Issue file key	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
2. Get the file key and open own room.				

3. Return file key to the office.	3.1. Get file key	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
4. Write the date and time returned in the logbook.	4.1. Verify details	None	1 min.	<i>Dormitory Head or Dormitory Assistant Dormitory Office</i>
<b>TOTAL</b>			3 mins.	

#### OVCCA-UHO.8

#### Request for Emergency External Assistance (UHS,UPF,etc.)

Request for emergency assistance, such as ambulance or investigator, from other units/offices

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Current UPLB dormitory residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform any dorm staff of request stating the cause or reason for it and other necessary details	1.1. Verify details 1.2. Contact proper authorities and inform them of the request 1.3. Note down all details including identities of all involved people, date & time if possible of the incident, and other details gathered 1.4. Inform concerned parties e.g. Dormitory Head and UHO Chief	None	5 mins.	<i>Community Service Brigade on-duty Dormitory</i>
2. Follow instructions given by the authorities	2.1. Accompany authorities inside the dorm if necessary			
<b>TOTAL</b>			5 mins.	

#### OVCCA-UHO.10

#### Refund of Reservation Fee and Key Deposit

Refund of the reservation fee and key deposit by a UPLB dormitory resident permanently checking-out of the do

<b>Office or Division:</b>	Student Housing Division, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Former UPLB dormitory residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Official Receipt (1 original copy)		Client		
Refund form (1 original copy)		UHO Website - <a href="https://uho.uplb.edu.ph/services/online-forms/">https://uho.uplb.edu.ph/services/online-forms/</a>		
Completed Dormitory Clearance (1 original copy)		UPLB Dormitory		
Landbank account number, if any		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements to Dormitory Head for verification	1.1. Receives and Verifies documents 1.2. Affix Signature 1.3. Return to student	None	3 mins.	<i>Dormitory Head Dormitory Office</i>

2. Submit all requirements to UPLB Housing Office	2.1. Receives requirements 2.2. Prepares Certification of refund 2.3. Prepares and print Disbursement Voucher	None	2 minutes 10 minutes 5 minutes	Administrative Assistant II UPLB Housing Office
	3.1. Process Disbursement Voucher at Accounting Office and Office of the Vice Chancellor for Community Affairs			
	4.1. Receives approved Disbursement Voucher 4.2. Photocopy the approved Disbursement Voucher 4.3. Forwards the approved Disbursement Voucher to Cashier's Office	None	2 minutes 2 minutes 5 minutes	Administrative Assistant II Administrative Assistant II  Administrative Aide IV UPLB Housing Office
5. Client picks-up cash from Cashier's Office *If not deposited to client's Landbank account				
<b>TOTAL</b>			29 mins.	

#### OVCCA-UHO.11

#### Avail of UPLB Staff Housing unit

University provides staff housing units to qualified UPLB Faculty and Staff

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application form		UHO Office		
Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)		Accounting Office/201 File		
Statement of Assets, Liabilities and Net Worth (previous year)		HRDO/RMO/201 File		
Diploma or certification for degrees earned		201 File		
For non-Ph. D. holders, certificates(s) of completion of trainings attended and copy of transcript of records for units earned for advanced degree, if any		201 File		
Up-to-date Service Record(s) of applicant and spouse (if UPLB personnel)		HRDO		
Copy of current appointment to additional assignments, if any		Unit/College/RMO		
Copies of award(s) received		201 File		
Latest payslip		Accounting Office/Cashier's Office		
Marriage Contract (for family housing unit)		201 File		
Accomplished promissory letter (UHO form)		UHO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Applicants should submit their applications with complete requirements to UPLB Housing Office	1.1 UHO will check if the submitted requirements are complete. Incomplete requirements will not be received and evaluated.	None	15 minutes	Receiving personnel or Administrative Assistant II	
	1.2 After the set deadline of submission of applications, UHO will initially evaluate the applications based on the submitted documents.		20 minutes per applicant	Administrative Assistant II	
	1.3 The evaluated applications will be forwarded to the Office of the Vice Chancellor for Community Affairs for checking of initial evaluations.		15 minutes per applicant	Administrative Assistant II	
	1.4 Once UHO receives the final results of evaluation. The office will request to the Office of the Vice Chancellor for Community Affairs for the awarding of staff housing units to qualified UPLB faculty and staff.		10 minutes	Administrative Assistant II	
	1.5 UHO informs the staff who will be awarded with staff housing unit to attend the orientation and awarding of staff housing units for new staff housing beneficiaries. All applicants will received letter to inform them of the results of evaluation.		5 minutes/ applicant	Administrative Assistant II	
	1.6 UHO will set the Orientation and Awarding of Staff Housing Units to New Staff Housing Beneficiaries, and all awardees should attend the said orientation.		15 minutes	Administrative Assistant II	
2. Awardees should attend the Orientation and Awarding of staff housing units to new staff housing beneficiaries	2.1 UHO Chief will conduct the orientation and awarding of staff housing units to new staff housing beneficiaries at the Office of the Vice Chancellor for Community Affairs.	None	3 hours	UHO Chief or Head of Staff Housing Division	
	2.2 Notice of Award will be given to the new staff housing beneficiaries after the orientation.		10 minutes per beneficiary	Administrative Assistant II	
	2.3 Keys for their specific unit will be issued to the new staff housing beneficiaries		5 minutes per beneficiary	Administrative Assistant II	

3. New staff housing beneficiaries will get Statement of Account for the payment of deposits and advance house occupancy fee. Payment will be made at the Cahier's Office	3.1 Issues Statement of Account for the payment of deposits.	3 month house occupancy (total amount depends on the monthly house occupancy fee) Key PhP 200.00 Electric meter PhP 2998.00 Water meter PhP 1688.00	10 minutes per beneficiary	Administrative Assistant II
4. New staff housing beneficiary should submit a copy of Official Receipt, submits other requirements and signs the house occupancy agreement.	4.1 Receives copy of Official Receipt 4.2 Prepares the house occupancy agreement 4.3 Signs the house occupancy agreement by the beneficiary 4.4 Chief signs the house occupancy agreement 4.5 Vice Chancellor for Community Affairs signs the house occupancy agreement 4.3 Process notarization of agreement 4.4 Forwards copy agreement to staff housing beneficiary 5.5 Informs Utilities Billing Unit, UPMO the new staff housing beneficiary	PhP 100.00 (private Notary Public)	2 minutes/ applicant 20 minutes/ contract 3 minutes/ agreement 3 minutes 3 minutes 10 minutes 10 minutes 5 minutes	Administrative Assistant II Administrative Assistant II UHO Chief OVCCA Administrative Assistant II Administrative Assistant II Administrative Assistant II
5. New staff housing beneficiary can now move to the awarded staff housing unit				
<b>TOTAL</b>			20 working days	

#### OVCCA-UHO.12

#### Renewal of house occupancy agreement in staff housing unit

Existing staff housing occupants (UPLB employee) can avail another five-year house occupancy agreement.

Office or Division:	Staff Housing Division, UPLB Housing Office		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Clients		
Who may avail:	UPLB employees who are currently residing in staff housing unit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request availing another five-year house occupancy agreement		Provided by beneficiary	
List of occupants			
Pictures of occupants			
Photocopy of UPLB ID			



Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)		Accounting Office/201 File		
Statement of Assets, Liabilities and Net Worth (previous year)		HRDO/RMO/201 File		
Photocopy of latest payslip		Cashier's Office/201 file		
Affidavit of no house within 15 km radius		Notary Public		
Certification from Utilities billing Unit of no arrears		Utilities Billing Unit, UPLB		
Certification of pet vaccination if there is any pet		Private veterinarians, Local Government Unit or College of Veterinary Medicine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary request for renewal of house occupancy agreement	1.1 Receives letter 1.2 Checks complete requirements 1.3 Schedule for a meeting with Chief	N/A	2 minutes 10 minutes 5 minutes	Administrative Assistant II
2. Interview with UHO Chief	2.1 UHO Chief interviews client 2.2 Schedule of 2nd inspection if the suggested repair is followed	N/A	15 minutes 2 minutes	UHO Chief Administrative Assistant II
3. Accompanies UHO staff inside housing unit for inspection	3.1 Inspection of the housing unit 3.2 Prepares house occupancy agreement 3.3 Gives housing agreement to client	N/A	45 minutes 5 minutes	Engineer and Foreman/ Skilled Workers, Administrative Assistant II
4. Signs the house occupancy agreement	4.1 Forwards to UHO Chief and Office of the Vice Chancellor for Community Affairs for signature	N/A	3 minutes	Administrative Assistant II
	5.1 UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement			
	6.1 Receives from Office of the Vice Chancellor for Community Affairs 6.2 Process notarization 6.3 Forwards copy to staff housing beneficiary	N/A	2 minutes 15 minutes 10 minutes	Administrative Assistant II
<b>TOTAL</b>			1 hr., 54 mins.	

**OVCCA-UHO.13 Avail of extension of stay in UPLB staff housing unit (Beneficiaries who maximize 20 years tenure)**

UPLB employees who are occupants of staff housing unit may avail extension of stay in the staff housing unit ev

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - Government to Clients
<b>Who may avail:</b>	UPLB Employees who are occupants of UPLB staff housing unit
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Approved letter of extension	Provided by the UPLB employees who is a beneficiary of staff housing unit
List of occupants, names and pictures	
Statement of Assets. Liabilities and Net Worth (previous year)	HRDO/RMO/201 file

Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)		Accounting Office/201 file		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits request letter to the Office of the Chancellor				
	1. Receives request letter from Office of the Chancellor (through Office of the Vice Chancellor for Community Affairs) 2. Prepares history of occupancy and other documents needed 3. UHO forwards the request letter (with recommendation and attachment of documents) to the Office of the Vice Chancellor for Community Affairs and Office of the Chancellor for approval	N/A	2 minutes  15 minutes 5 minutes	Administrative Assistant II  Head, Staff Housing Division Administrative Assistant II
	Office of the Vice Chancellor for Community Affairs and Office of the Chancellor approves request letter			
	1. Receives response from the Office of the Chancellor 2. Informs beneficiary the approval of request, request to submit the requirements and provided copy of the approved letter	N/A	10 minutes	Administrative Assistant II
2. Staff housing beneficiary submits requirements and sign the house occupancy agreement	2.1 Check requirements submitted 2.2 Prepares house occupancy agreement 2.3 Let beneficiary sign the agreement 2.4 Forward to UHO Chief and Vice Chancellor for Community Affairs for their signature	N/A	5 minutes 20 minutes  15 minutes 10 minutes	Administrative Assistant II
	UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement			
	1. Receives from Office of the Vice Chancellor for Community Affairs 2. Process notarization 3. Forwards copy to staff housing beneficiary	N/A	2 minutes  15 minutes 10 minutes	Administrative Assistant II
<b>TOTAL</b>			1 hr., 49 mins.	

## OVCCA-UHO.14

**Avail of extension of stay in UPLB staff housing unit (As retiree - personal payment of housing fees)**

Existing staff housing occupants may avail extension of stay in the staff housing unit as retiree

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Retirees who are staying in UPLB staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Retiree will forward request letter to UHO for the extension of stay in UPLB staff housing unit: For optional retiree: allowed to stay up to 1 year; and For compulsory retiree: allowed to stay up to 2 years	1.1 Receives the letter, forwards to the Head of Staff Housing Division for checking and initials, and to UHO Chief for approval	None	10 minutes	Receiving Personnel Head of Staff Housing Division
	1.2 Inspection of the unit		45 minutes	Chief
	1.3 Prepares cost of estimate for repair if there is any		20 minutes	Engineer and Foreman Engineer
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair		5 minutes	Administrative Assistant II
2. For personal payment, retiree should pay house occupancy fee and share of repair at the Cahier's Office	2.1 Prepares Statement of Account	Total amount depends on the existing house occupancy fee and the total months of approved extension	5 minutes	Administrative Assistant II
3. Retiree should submit copy of Official Receipt to the office	3.1 Receives copy Office Receipt		3 minutes	Administrative Assistant II
	3.2 Prepares house occupancy agreement, signs agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs		20 minutes	
	3.3 Process notarization of agreement		15 minutes	
	3.4 Forwards copy of agreement to staff housing beneficiary		10 minutes	
<b>TOTAL</b>			2 hrs., 18 mins.	

## OVCCA-UHO.15

**Avail of extension of stay in UPLB staff housing unit (As retiree - payment of housing fees charge to retirement benefits)**

Existing staff housing occupants may avail extension of stay in the staff housing unit as retiree

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Retirees who are staying in UPLB staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Special Power of Attorney		Notary Public		

Approved letter of extension		UHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree will forward request letter to UHO for the extension of stay in UPLB staff housing unit: For optional retiree: allowed to stay up to 1 year; and For compulsory retiree: allowed to stay up to 2 years	1.1 Receives the letter, forwards to the Head of Staff Housing Division for checking and initials, and to UHO Chief for approval	None	10 minutes	Receiving Personnel Head of Staff Housing Division
	1.2 Inspection of the unit	Total amount depends on the existing house occupancy fee and the total months of approved extension	45 minutes	Chief
	1.3 Prepares cost of estimate for repair if there is any		20 minutes	Engineer and Foreman Engineer
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair		5 minutes	Administrative Assistant II
			5 minutes	Administrative Assistant II
	1.5 Provides copy of approved letter of extension and list of requirements to retiree			
2. Retiree prepares request addressed to Vice Chancellor for Administration through channels	2.1 Receives letter and check the details indicated in the letter	None	5 minutes	
	2.2 Chief signs the letter to recommend the approval		3 minutes	Administrative Assistant II
	2.3 Release of letter		2 minutes	UHO Chief Administrative Assistant II
3. Retiree should submit approved letter to the office	3.1 Receives approved letter		3 minutes	
	3.2 Prepares house occupancy agreement, signs agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs		20 minutes	
	3.3 Process notarization of agreement		15 minutes	
	3.4 Forwards copy of agreement to staff housing beneficiary		10 minutes	Administrative Assistant II
<b>TOTAL</b>			2 hrs., 23 mins.	

**OVCCA-UHO.16 Staff housing beneficiary requests for refund of repair cost (Construction materials purchased by beneficiary)**

Staff housing beneficiaries will be responsible in the maintenance and repair of staff housing unit awarded to them

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees who are staying in UPLB staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipts/Sales Invoices		Business establishments where you buy the construction materials		
Cost of repair estimate		UHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Staff housing beneficiary submits copies of Official Receipts/Sales Invoices used for the repair of staff housing unit	1.1 Receives the Official Receipts/Sales Invoices	N/A	2 minutes	Administrative Assistant II
	1.2 Checks the submitted receipts if all are Official Receipts or Sales Invoices		5 minutes	Engineer
	1.3 Checks the items listed in the Official Receipts or Sales Invoices which are used for the repair and included in the list of items for 50:50 sharing scheme indicated in the 2008 UPLB Housing Policies, rules and Regulations		45 minutes	Engineer
	1.4 Prepares computation of sharing for the change of deduction		15 minutes	Engineer
	1.5 Checks and records computation of changes of deduction		10 minutes	Head of Staff Housing Division
	1.6 Prepares cover letter		5 minutes	Engineer
	1.7 Forwards to Chief for approval		3 minutes	Administrative Assistant II
	1.8 Forwards approval of the changes of deduction to staff housing beneficiary		10 minutes	Administrative Assistant II
<b>TOTAL</b>			1 hr., 35 mins.	

**OVCCA-UHO.17 Staff housing beneficiary requests for refund of repair cost (construction materials and labor provided by UHO)**

Staff housing beneficiaries will be responsible in the maintenance and repair of staff housing unit awarded to them

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees who are staying in UPLB staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cost of repair estimate		UHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	UHO sends cost of bill estimates for repair to staff housing beneficiary	N/A	2 minutes	Engineer

1. Staff housing beneficiary will request to UHO for the available materials and schedule of repair	1.1 UHO will provide materials available		5 minutes	Engineer
	1.2 Schedule repair upon the availability of the beneficiary		5 minutes	Engineer
	1.3 Repair of housing unit		Total number of days repair depends on the repair needed or requested by the beneficiary	Skilled Workers and Laborers
			20 minutes	Engineer
	1.4 Prepares computation of repair cost sharing for the changes of deduction		10 minutes	Head of Staff Housing Division
	1.5 Checks and records computation of changes of deduction		5 minutes	Engineer
	1.6 Prepares cover letter		3 minutes	Administrative Assistant II
	1.7 Forwards to Chief for approval		10 minutes	Administrative Assistant II
	1.8 Forwards approved changes of deduction to staff housing beneficiary			
<b>TOTAL</b>			1 hour	

#### OVCCA-UHO.18

#### Personal payment of house occupancy fee or land use rental

UPLB employees, UPLB retirees and other agencies' housing occupants personally pay housing fees instead of salary deduction

<b>Office or Division:</b>	Staff Housing Division, UPLB housing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employee, UPLB retirees and other agencies housing occupants who are staying in staff housing units inside the UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		UHO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Housing occupant will go to UHO to get the statement of account	1.1 Check the record for the payment of fees 1.2 Prepares the Statement of Account	Fee depends on the existing rate in the contract	3 minutes 2 minutes	Administrative Assistant II
2. Housing occupant pays to Cashier's Office the fees and submits copy of Official Receipt to UHO	2.1 Receives photocopy of the Official Receipt 2.2 Records payment	N/A	2 minutes 3 Minutes	Administrative Assistant II
<b>TOTAL</b>			10 minutes	

#### OVCCA-UHO.19

#### Refund of housing deposits

UPLB employees who are previous occupants of staff housing unit can request refund of deposits once they will vacate the unit

<b>Office or Division:</b>	Staff Housing Division, UPLB Housing Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Clients

<b>Who may avail:</b>	UPLB employees who are occupants of staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Official Receipt		UPLB Employee		
Certification of Refund		UHO		
copy of Approved letter vacating the staff housing unit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Staff housing beneficiary submits copy of original Official	1.1 Receives original Official Receipt	N/A	2 minutes	Administrative Assistant II
	1.2 Prepares Certification of refund		10 minutes	Administrative Assistant II
	1.3 Prepares and print Disbursement Voucher		5 minutes	Administrative Assistant II
	1.4 Process Disbursement Voucher at Accounting Office, Office of the Vice Chancellor for Community Affairs			
	1.5 Receives approved Disbursement Voucher	N/A	2 minutes	Administrative Assistant II
	1.6 Photocopy the approved Disbursement Voucher		2 minutes	Administrative Assistant II
	1.7 Forwards the approved Disbursement Voucher to Cashier's Office		5 minutes	Administrative Aide IV
<b>TOTAL</b>			26 minutes	

#### OVCCA-UHO.20

#### Repair of staff housing unit

UHO is in charge in the maintenance and repair of staff housing units

<b>Office or Division:</b>	Technical Maintenance Services, UPLB Housing Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees who are occupants of staff housing unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Staff housing beneficiary files job request through personal visit, telephone call or through email	1.1 Receives and fill out the job request	N/A	5 minutes	Engineer
	1.2 Schedule of inspection		3 minutes	
	1.3 Inspection of unit		45 minutes	Engineer and Foreman/ Skilled worker
	1.4 Preparation and signs of cost of repair estimate		20 minutes	Engineer
	1.5 Forwards copy of cost of repair estimate for conforme of staff housing beneficiary		5 minutes	Engineer

2. Staff housing beneficiary signs the repair cost of estimate as conforme and forwards to UHO	2.1 Receives cost repair of estimate 2.2 Forwards to Chief for Noted 2.3 Schedule of repair (depends on the availability of staff housing beneficiary) 2.4 Repair of housing unit	N/A	2 minutes 5 minutes 5 minutes	Engineer
	2.5 Provides UHO Satisfaction Survey		Total number of days repair depends on the repair needed or requested by the beneficiary  2 minutes	Foreman/ Skilled workers  Foreman/ Skilled workers
3. Beneficiary fowards UHO Satisfaction Survey	3.1 Receives filled out UHO Satisfaction Survey	N/A	2 minutes	Administrative Assistant II
<b>TOTAL</b>			1 hr., 34 mins.	

#### OVCCA-UHO.21 Process of university clearance for students who did not stay in the dormitory

Students process clearance to UHO for checking of accountabilities

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students submits university clearance	1.1 Requests student to log in in the UHO logbook clearance	N/A	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	
	1.3 Checks the name of the student in the record of dorm accountabilities		3 minutes	
	1.4 Staff who will check the record will put his/her initials		2 minutes	
	1.5 Forwards to Chief for signature		5 minutes	
2. Student signs in the UHO logbook clearance	2.1 Release of clearance		2 minutes	Administrative Assistant II
<b>TOTAL</b>			16 minutes	

#### OVCCA-UHO.22 Process of university clearance for students who stay in the dormitory

Students process clearance to UHO for checking of accountabilities

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB students			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student go to the dormitory where he/she previously stayed	1.1 Dorm Manager/Head receives the clearance 1.2 Dorm Manager/Head checks the record of accountabilities 1.3 Signs/Initials the clearance			
2. Student submits university clearance the UHO	2.1 Requests student to log in in the UHO logbook clearance 2.2 Receives clearance 2.3 Checks the clearance if there is an initial of dorm manager/head 2.4 Staff who will check the record will put his/her initials 2.5 Forwards to Chief for signature	N/A	2 minutes 2 minutes 2 minutes 5 minutes	Administrative Assistant II Administrative Assistant II Administrative Assistant II UHO Chief
3. Student signs UHO logbook clearance	3.1 Release of clearance		2 minutes	Administrative Assistant II
<b>TOTAL</b>			15 minutes	

**OVCCA-UHO.23 Process of clearance of UPLB employee/retiree who did not stay in staff housing unit**  
UPLB employees process clearance to UHO for checking of accountabilities

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees/retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPLB employee/retiree submits clearance	2.1 Requests employee to log in in the UHO logbook clearance 2.2 Recieves clearance 2.3 Checks the name of the employee in the record of UHO accountabilities 1.4 Staff who will check the record will put his/her initials 1.5 Forwards to Chief for signature		2 minutes 2 minutes 2 minutes 5 minutes	Administrative Assistant II Administrative Assistant II Administrative Assistant II Head of Staff Housing Division Administrative Assistant II
2. UPLB employee/retiree signs UHO logbook clearance	2.1 Release of clearance		2 minutes	Administrative Assistant II
<b>TOTAL</b>			15 minutes	

## OVCCA-UHO.24

**Process of clearance of UPLB employee who previously stayed in staff housing unit (Personal payment)**

UPLB employees/retirees process clearance to UHO for checking of accountabilities

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees/retirees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance	N/A	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	Administrative Assistant II
	1.3 Checks the name of the employee in the record of UHO accountabilities		2 minutes	Administrative Assistant II
	1.4 Infoms the UPLB employee of the accountability		10 minutes	Head of Staff Housing Division
	1.5 Issues Statement of Account for personal payment		5 minutes	Administrative Assistant II
2. UPLB employee pays his/her accountabilities to Cashier's Office	2.1 Receives copy of Official Receipt	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	2 minutes	Administrative Assistant II
	2.2 Records the Official Receipt		2 minutes	Administrative Assistant II
	2.3 Staff put his/her initials for settlement of accountabilities		2 minutes	Head of Staff Housing Division
	2.4 Forwards to Chief for signature		5 minutes	Administrative Assistant II
3. UPLB employee/retiree signs UHO logbook clearance	3.1 Release of clearance	N/A	2 minutes	Administrative Assistant
<b>TOTAL</b>			34 minutes	

## OVCCA-UHO.25

**Process of clearance of UPLB employee who previously stayed in staff housing unit (Salary Deduction)**

UPLB employees process clearance to UHO for checking of accountabilities

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approval letter for the request for salary deduction		UPLB employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance	N/A	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	Administrative Assistant II
	1.3 Checks the name of the employee in the record of UHO accountabilities		2 minutes	Administrative Assistant II
	1.4 Informs the UPLB employee of the accountability		10 minutes	Head of Staff Housing Division
2. UPLB employee submits letter requesting for a salary deduction of her/his accountabilities	2.1 Receives letter	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	2 minutes	Administrative Assistant II
	2.2 Check details of request and initials		5 minutes	Head of Staff Housing Division
	2.2 Forwards to Chief for approval		5 minutes	Administrative Assistant II
3. UPLB employee/retiree signs UHO logbook clearance	3.1 Release of clearance	N/A	2 minutes	Administrative Assistant II
<b>TOTAL</b>			30 minutes	

#### OVCCA-UHO.26 Process of clearance of retiree with approved extension of stay in staff housing unit

Retirees process clearance to UHO for checking of accountabilities

Office or Division:	Administrative Services, UPLB Housing Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Retirees who is staying in staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of extension		UHO		
Approved letter from Office of the Vice Chancellor for Administration that that charging of housing fees will be deducted from his/her retirement benefits		Retiree		
Notarized Special Power of Attorney				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance 1.2 Receives clearance 1.3 Checks the requirements if complete 1.4 Staff who will check the record will put his/her initials 1.5 Forwards to Chief for signature		2 minutes	Administrative Assistant II
			2 minutes	Administrative Assistant II
			5 minutes	Administrative Assistant II
			2 minutes	Head of Staff Housing division
			5 minutes	Administrative Assistant II
2. UPLB employee/retiree signs UHO logbook clearance	2.1 Release of clearance		2 minutes	Administrative Assistant II
TOTAL			18 minutes	

#### OVCCA-UHO.27 Process of request letters from residents, students, student organizations, employees and or other offices

Any nature of request by residents, students, student organizations, employees and or other offices made to UHO

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB employees, students and other offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student, resident, UPLB employee and other offices submit request to UHO	1.1. Receives letter 1.2. Fowards letter to the concerned division 1.3. Checks details of request and initials 1.4. Schedule for a meeting with Chief	N/A	2 minutes 2 minutes 5 minutes 3 minutes	Administrative Assistant II Administrative Assistant II Head of Division concerned Administrative Assistant II
2. Meet with UHO Chief	2.1. UHO Chief meets with client for verification of details and/or concerns 2.2. Affixes signature and approves/disapproves letter 2.3. Provides copy of approval to the client and or division concerned with the request	N/A	30 mins. 3 minutes 5 minutes	UHO Chief UHO Chief Administrative Assistant II
<b>TOTAL</b>			50 mins.	

#### OVCCA-UHO.28

#### Request of Certificate of Employment for Individual Contract of Service

Individual Contract of Service provided with Certificate of Employment

<b>Office or Division:</b>	Administrative Services, UPLB Housing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Individual Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Individual Contract of Service may request Certificate of Employment through phone calls, personally inform the office or through email	1.1. Receives request 1.2. Checks folder for the details to be put in the certificate 1.3. Prepares Certificate of Employment 1.4. Fowards for signature of Chief 1.5. Release of document	N/A	2 minutes 3 minutes 3 minutes 3 minutes 3 minutes	Administrative Assistant II Administrative Assistant II Administrative Assistant II UHO Chief Administrative Assistant II
<b>TOTAL</b>			14 mins.	

#### OVCCA-UPF.1

#### Issuance of UPLB car sticker

Issued to vehicles of constituent and non-constituent of UPLB entering the campus

<b>Office or Division:</b>	University Police Force			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Constituents and Non-constituents of UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of LTO car vehicle registration and Official Receipt		Land Transportation Office		
Driver's License of the applicant		Land Transportation Office		
If second-hand, copy of deed of sale notarized		Applicant		
If company owned, company certification of vehicle issued notarized		Company of the applicant		
If applicant is not the owner, copy of proof of affinity is required (e.g., marriage or birth certificate)		Civil Registrar or Philippine Statistics Authority		
for UPLB Constituents Additional Requirements				
Student: Photocopy of validated UPLB student ID or Form 5 for current semester		Office of the University Registrar		
Faculty and Staff: Photocopy of UPLB employee ID or appointment paper		Applicant, or Human Resource and Development Office		
Alumni: Photocopy of alumni ID, or certification from the Office of the University Registrar (OUR), or certification from the Office of Alumni Relations (OAR), or diploma		Applicant, or Office of the University Registrar, or Office of Alumni Relations		
Officials of partner agencies such as LBSCFI and retirees and professor emeriti: Photocopy of valid office ID		Applicant		
Service provider/Concessionaires/Contractors: Photocopy of proof of contract, legal arrangement/document		Applicant		
PUJ: Franchise/PA, insurance, PUJ ID		LTFRB, LTO, UPLB-UPF		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Application Form and attach requirements and bring vehicle for inspection				
2. Inspection of vehicle and requirements	2.1 Receive accomplished form and requirements 2.2 Inspect vehicle (fill-up Vehicle Inspection Report at the back of the application form)		5 mins.	JSA or Administrative Officer I UPF
3. Submit filled-up application form with requirements to Special Collecting Officer	3.1 Receive and check the accomplished application form and requirements 3.2 Check category of vehicle for payment		2 mins.	Administrative Officer I UPF



	Valid Identification	Applicant		
	Incident Record Form	Investigation Section, UPF		
	Statements from victims and/or witnesses	Investigation Section, UPF		
	Documentary and/or Physical Evidence	Applicant		
	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
	1. Report Incident			
	2. Fill-up Incident	2.1 Determine whether a crime has been committed 2.2 Record incident to UPF Blotter and as 2.3 Provide investigative assistance to co 2.4 Arrest suspect (if possible) 2.5 Conduct ocular inspection and docum 2.6 Conduct interview of witnesses if poss 2.6 Submit physical evidence for laborato 2.7 Prepare Spot/Incident Report	8 hrs	Duty Investigator
	3. File criminal case	3.1 File case before the Office of the Provincial	4 hrs	Investigator-on-Case
	4. Provide additional information	4.1 Conduct follow-up investigation 4.2 Secure laboratory examination results 4.3 Prepare Progress Report 4.4 Prepare judicial affidavits of victim and 4.5 Prepare case folders of the incident 4.6 Prepare Investigation Report	1 month	Investigator-on-Case
	5. File criminal case	5.1 File case before the Office of the Provincial	4 hours	Investigator-on-Case
	6. Receive Police Release	3.1 Record the release of the subject	PhP0.00 2 mins	Duty Investigator
		<b>TOTAL</b>	PhP0.00 1 month 2 days	

<b>OVCCA-UPF.4</b>	<b>Issuance of PUJ/Pedicab Driver's Identification</b>			
	Issued to PUJ/Pedicab Drivers applying to commute passengers inside the University			
	<b>Office or Division</b>	University Police Force		
	<b>Classification:</b>	Simple		
	<b>Type of Transaction</b>	G2C - Government to Clients		
	<b>Who may avail:</b>	Constituents and Non-constituents of UPLB		
	<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
	Application Form		Investigation Section, UPF	
	Fingerprint Specimen Form		Investigation Section, UPF	
	3 - 2"x2" ID Picture		Applicant	
	Professional Driver's License		Land Transportation Office	
	Original Police and NBI Clearances		Barangay Hall and Local Police	
	Certificate of membership (for Pedicab drivers only)		Tuntungin-Putho Pedicab Operators and Drivers Association	
	Drug Test (Additional Requirement for applicants of Blue or White Identification Card)		Drug Testing Laboratory duly accredited by the Department of Health	
	<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
	1. Accomplish requirements			
	2. Fill-up Application Form			
	3. Submit requirements to the Duty Investigator	3.1 Verify documents submitted for completeness and validity 3.2 Issue Order of Payment to Applicant	PhP100.00 15 mins	Duty Investigator
	4. Pay amount at Cashier's Office and submit duplicate copy of receipt to Investigation Section			

5.Fill-up Fingerprint Specimen Form and undergo fingerprinting	5.1Take fingerprint specimen of applicant		30 mins	Administrative Aide I
6.Attend seminar	6.1Conduct orientation seminar on Campus Rules and Regulations 6.2Prepare and print Identification Card 6.3Have the signatories sign the Identification Card		1 hr	Duty Investigator
5.Receive the Identification Card	5.1Record the release of the Identification Card		5 mins	Duty Investigator
<b>TOTAL</b>		PhP100.00	1hr 50 mins	

#### OVCCA-UPF.5 Issuance of Construction / Concessionaire Worker's Identification Card

Issued to Construction and Concessionaire Workers working inside the University

<b>Office or Division:</b>	University Police Force			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Constituents and Non-constituents of UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract and Notice to Proceed (for Construction)		Supply and Property Management Office (Public Bidding) / End User (Small Value Procurement)		
Lease Contract (for Concessionaires)		Business Affairs Office		
Business Permit (for Concessionaires)		Local Government Unit		
List of Workers		Construction/Business Owner		
2 - 2"x2" ID pictures		Applicant		
Fingerprint Specimen Form		Investigation Section, UPF		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Accomplish requirements				
2.Submit requirement to Duty Investigator and fill-up Fingerprint Specimen Form	2.1Verify documents submitted for completeness and validity 2.2Take fingerprint specimen of applicant		15 mins	Duty Investigator
3.Attend seminar	3.1Conduct orientation seminar on Campus Rules and Regulations 3.2Prepare and print Identification Card 3.3Have the signatories sign the Identification Card		1 hr	Duty Investigator
5.Receive the Identification Card	5.1Record the release of the Identification Card		5 mins	Duty Investigator
<b>TOTAL</b>		PhP0.00	1hr 20mins	

#### OVCCA-UPF.6 Issuance of Security Clearance

Issued to Individual and Concessionaire Owners working inside the University

<b>Office or Division:</b>	University Police Force
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Constituents and Non-constituents of UPLB			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Lease Contract (for Concessionaire Owners)		Business Affairs Office		
Business Permit (for Concessionaire Owners)		Local Government Unit		
NBI and Police Clearances		NBI and Local Police		
Fingerprint Specimen Form		Investigation Section, UPF		
2 - 2"x2" ID Pictures		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				
2. Submit requirement to Duty Investigator and fill-up Fingerprint Specimen Form	2.1 Verify documents submitted for completeness and validity 2.2 Take fingerprint specimen of applicant		5 mins	Duty Investigator
3. Pay amount at Cashier's Office	3.1 Conduct record check 3.2 Prepare and print Security Clearance Form 3.3 Have the signatories sign the Security Clearance	PhP50.00	1 hr	Duty Investigator
5. Submit duplicate copy of receipt to Investigation Section and receive the Security Clearance	5.1 Record the release of the Security Clearance		5 mins	Duty Investigator
<b>TOTAL</b>		PhP50.00	1 hr 10 mins	

**OVCPD-OVCPD.1 Physical Decorations, Service Vehicles, Tool/Equipment, Manpower Assistance, Generation of Services** services that will be provided by UPMO for various events of the university and private entity

<b>Office or Division:</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units and UPLB Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For UPLB Units, letter request stating purpose of the event, date, time, venue properly endorsed by authorized officials		Client		
For student organizations, letter should be endorsed by faculty adviser with approved activity permit issued by OSA		Client		
For private entities, letter request approved by the Chancellor with details of the event		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request	Receive documents Encode/record and assign reference number		5 minutes	Administrative Officer III or Senior Office Aide

	Check letter if properly endorsed with attached required documents, if any Endorse request for referral to UPMO	Fees for use of the facilities will be determined by UPMO	5 minutes	Administrative Officer V
	Approval/Disapproval of request		1 day	Vice Chancellor
	Scan/record document prior to the release of document to client or to the messenger		3 minutes	Administrative Officer III or Senior Office Aide
<b>TOTAL</b>			1 day 13 minutes	

#### OVCPD-OVCPD.2 Use of Sound System, LED screen, Baker Hall

service that will be provided by RGDO for various events of the university, and private entity

<b>Office or Division:</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units and UPLB Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For UPLB Units, letter request stating purpose of the event, date, time, venue properly endorsed by authorized officials		Client		
For student organizations, letter should be endorsed by faculty adviser with approved activity permit issued by OSA		Client		
For private entitites, letter request approved by the Chancellor with details of the event		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request	Receive documents Encode/record and assign reference number	Fees for use of the facilities will be computed by Resource Generation and Development Office	5 minutes	Administrative Officer III or Senior Office Aide
	Check letter if properly endorsed with attached required documents Endorse request for referral to RGDO		5 minutes	Administrative Officer V
	Approval/Disapproval of request		1 day	Vice Chancellor
	Scan/record document prior to the release of document to client or to the messenger		3 minutes	Administrative Officer III or Senior Office Aide
<b>TOTAL</b>			1 day 13 minutes	

#### OVCPD-OVCPD.3 Livestreaming

service that will be provided by ITC for various events of the university that require livestreaming of events

<b>Office or Division:</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units and UPLB Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request stating purpose of the event, date, time, venue properly endorsed by authorized officials		Client		

For student organizations, letter should be endorsed by faculty adviser with approved activity permit issued by OSA		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request	Receive documents Encode/record and assign reference number	none	5 minutes	Administrative Officer III or Senior Office Aide
	Check letter if properly endorsed with attached required documents, if any Endorse request for referral to ITC	none	5 minutes	Administrative Officer V
	Approval/Disapproval of request	none	1 day	Vice Chancellor
	Scan/record document prior to the release of document to client or to the messenger	none	3 minutes	Administrative Officer III or Senior Office Aide
<b>TOTAL</b>			1 day 13 minutes	

#### OVCPD-OVCPD.4 Pruning of Trees

<b>Office or Division</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units, UPLB Housing Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request indicating reason for cutting of trees, exact location and properly endorsed by authorized officials, if necessary.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to OVCPD	1. Receive the document 2. Encode and assign reference number	None	5 minutes	Administrative Officer III or Senior Office Aide
	3. Check content of letter for completeness of information 4. Letter request for referral of the Vice Chancellor to UPMO	None	3 minutes	Administrative Officer V
	5. For action on the request	None	1 day	Vice Chancellor
	6. Scan the documents 7. Release the document to the messenger of UPMO	None	5 minutes	Administrative Officer III or Senior Office Aide
<b>TOTAL</b>		None	1 day 11 minutes	

#### OVCPD-OVCPD.5 Cutting of Trees and Landscaping

cutting of trees or landscaping of specific area

<b>Office or Division</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units, UPLB Housing Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

Letter request indicating reason for cutting of trees/landscaping of an area; indicate exact location and properly endorsed by authorized officials, as necessary.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to OVCPD	1. Receive the document 2. Encode and assign reference number	None	5 minutes	Administrative Officer III or Senior Office Aide
	3. Check content of letter for completeness of information 4. Letter request for referral of the Vice Chancellor to the Landscaping Committee for evaluation of tree to be cut	None	3 minutes	Administrative Officer V
	5. For action on the request	None	1 day	Vice Chancellor
	6. Scan the documents 7. Release the document to the messenger	None	5 minutes	Administrative Officer III or Senior Office Aide
	8. Receive assessment/recommendation of Landscaping Committee	None	5 minutes	Administrative Officer III or Senior Office Aide
	9. For action on the recommendation of Landscaping Committee	None	1 day	Vice Chancellor
	10. Scan/record the document 11. Release of document to appropriate recipient as directed by the Vice Chancellor	None	5 minutes	Administrative Officer III or Senior Office Aide
<b>TOTAL</b>		None	1 day and 5 minutes	

#### OVCPD-OVCPD.6 Permit for Delivery of Hardware and Construction Materials

hardware and construction materials for UPLB infrastructure projects by administration

<b>Office or Division</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Units, Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OVCCA Form #2017-03 Entry of Supplier's		OVCCA		
Copy of purchase order		client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the documents				
2. Submit to OVCPD	2.1 Receive the documents 2.2 Check the form if properly accomplished 2.3 Make phone verification to concerned unit, if permit is being secured by the supplier 2.4 Encode and assign reference number 2.5 Permit for action of the Vice Chancellor	None	1 day	2.1 - 2.4 Administrative Assistant II or Administrative Officer 2.5 Vice Chancellor

3. OVCPD to release the permit	3.1 Scan the documents 3.2 Release to the client or forward the documents to OVCCA	None	5 minutes	Administrative Assistant II or Administrative Officer
<b>TOTAL</b>		None	1 day and 5 minutes	

### OVCPD-OVCPD.7 Vehicle Pass for Entry of Construction Materials and Equipment

for contractor of a specific UPLB infrastructure project

<b>Office or Division:</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Pass		UPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure pass from UPMO				
2. Submit to OVCPD	2.1 Receive the document 2.2 Check the project name 2.3 Check if signed by authorized personnel of UPMO 2.3 Make phone verification with concerned staff of UPMO, if needed 2.4 Encode and assign reference number 2.5 Pass for signature of the Vice Chancellor	None	1 day	2.1 - 2.4 Administrative Assistant II or Administrative Officer 2.5 Vice Chancellor
3. OVCPD to release the pass	3.1 Scan the documents 3.2 Release to the client or forward the documents to OVCCA	None	5 minutes	Administrative Assistant II or Administrative Officer
<b>TOTAL</b>		None	1 day and 5 minutes	

### OVCPD-OVCPD.8 University Clearance Sheet

<b>Office or Division:</b>	Office of the Vice Chancellor for Planning and Development			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Department of the Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish requirements				

2. Submit to OVCPD	2.1 Receive document 2.2 Encode and assign Reference Number 2.3 Check if countersigned by signatory of Billing Section 2.4 Check if countersigned by signatory of Stockroom 2.5 Check if countersigned by the Director of UPMO 2.6 For signature of the Vice Chancellor	none	3 minutes	Administrative Officer III or Encoder Administrative V Vice Chancellor
3. OVCPD to release clearance	Record for release of clearance to requesting party or authorized representative		5 minutes	Administrative Officer III or Encoder or Administrative Officer V
<b>TOTAL</b>			8 minutes	

## MNH - OVCRE 1

## SCIENTIFIC NAME VERIFICATION

Verification of Scientific name on thesis title

<b>Office or Division:</b>	MUSEUM OF NATURAL HISTORY			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	UPLB STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Cover page of thesis		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Processing of Scientific Name Verification Services	1.1 Receive a copy of the Manuscript " Title Page to the Director's Office	₱0.00	5 minutes	Client
	1.2 Encode Request details in the MNH Service Logger System	₱0.00	3 minutes	Receiving Clerk
	1.3 Forward to MNH Section in-charge	₱0.00	1 minute	Receiving Clerk
	1.4 Prepare MNH form 5 and forward to responsible MNH Curator for verification of Scientific name and have it signed	₱0.00	3 days	REPS/ Admin assigned in each section
	1.5 Return to the Director's Office for Signature of Director or Officer-in-charge	₱0.00	1 day	REPS/ Admin assigned in each section
	1.6 Get original copy of the MNH Form 5 and signed in releasing log book	₱0.00	5 minutes	Client
	1.7 Evaluate service using NH Service Logger System	₱0.00	3 minutes	Client
	1.8 File copy of MNH Form 5 in Record box and	₱0.00	3 minutes	Releasing Officer
<b>TOTAL</b>			5 days	

**OVCRE-TTBDO.1 CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT**

Issued to UPLB Employees and Individual Contract of Service as part of their requirements for appointment proc

<b>Office or Division:</b>	Technology Transfer and Business Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	UPLB Employees and Individual Contract of Service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal appearance of the client		Technology Transfer and Business Development Office		
Request Letter from Unit Head/Project Leader for Off-site viewing		Unit Head/Project Leader of the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Requirements				Client
2. Submit to TTBDO/OVCRE Annex	2.1 Record name of client and assign CNDA control number		5 minutes	TTBDO Staff/OVCRE Annex Staff
	2.2 Prepare equipment for AVP Viewing			
3. AVP Viewing	3.1 Prepare Certificate of Confidentiality and Non Disclosure Agreement		20 minutes	TTBDO Staff/OVCRE Annex Staff
	3.2 Releasing of CNDA Certificate			
<b>TOTAL</b>		<b>₱0.00</b>	<b>25 minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<p>Answer the client feedback form and drop it at the designated drop box in the front of the Office.</p> <p>Contact info: 049-536-3457 or <a href="mailto:hrdo.uplb@up.edu.ph">hrdo.uplb@up.edu.ph</a></p>
How feedback is processed	<p>Every Friday, the Officer-in-charge opens the drop box and and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices or personnel and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box of the Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>-Name of person being complained</li> <li>-Incident</li> <li>-Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Chancellor for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457</p>
Contact Information of CCB, PCC, ARTA	<p>1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>Email: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a></p> <p>Website: <a href="http://www.arta.gov.ph">www.arta.gov.ph</a></p> <p>Facebook - Anti-Red Tape Authority</p> <p>Twitter - @ARTAgovph</p> <p>Instagram - @ARTAgovph</p>



<b>Unit</b>	<b>Office</b>	<b>Telephone Number</b>
CAFS	Agricultural Systems Institute	536-3229
CAFS	Central Experiment Station	576-0013
CAFS	Dairy Training and Research Institute	536-3426   536-2547
CAFS	Institute of Animal Science	536-3426   536-2547
CAFS	Institute of Crop Science	536-2468   525-7499   536-2217
CAFS	Institute of Food Science and Technology	536-3472
CAFS	Institute of Plant Breeding	536-5287
CAFS	Institute of Weed Science, Entomology and Plant Pathology	
CAFS	La Granja Research and Training Station	
CAFS	National Crop Protection Center	536-1315   536-3534   536-2651
CAFS	Office of the College Secretary	536-2329
CAFS	Office of the Dean	536-3546
CAFS	Philippine Agricultural Scientist	536-2379
CAFS	Postharvest Horticulture Training and Research Center	536-3138
CAS	Department of Human Kinetics	536-2534
CAS	Department of Humanities	536-9259
CAS	Department of Social Sciences	536-3446   536-2440
CAS	Institute Of Biological Sciences	536-2893
CAS	Institute Of Computer Science	536-2313
CAS	Institute Of Mathematical Sciences And Physics	536-6610
CAS	Institute Of Statistics	536-0818   536-2381
CAS	Institute of Chemistry	536-2220
CAS	Office of the College Secretary	536-2345
CAS	Office of the Dean	536-2402

CAS	UP Rural High School	501-0389   573-0093
CDC	CDC Library	
CDC	Department of Development Broadcasting and Telecommunication	536-2433   536-2511 (loc 228)
CDC	Department of Development Journalism	536-2511 (loc 219/211)
CDC	Department of Educational Communication	536-2511 (loc 231) - 536-2511
CDC	Department of Science Communication	536-2511 (loc 205/208)
CDC	Office of the College Secretary	536-2429
CDC	Office of the Dean	536-3356   536-2511 (loc 214)
CEAT	Agricultural Machinery Testing and Evaluation Center	536-2527
CEAT	CEAT Library	536-2385
CEAT	Center for Agri-Fisheries and Biosystems Mechanization	
CEAT	Department Of Civil Engineering	536-5614
CEAT	Department Of Industrial Engineering	536-6625
CEAT	Department of Chemical Engineering	536-2315
CEAT	Department of Electrical Engineering	536-7089   536-6031
CEAT	Department of Engineering Science	536-2874
CEAT	IAE Director's Office	536-8745
CEAT	IAE ABPROD	536-3291
CEAT	IAE AFSD	536-2941
CEAT	IAE AMD	
CEAT	IAE LWRD	
CEAT	Office of the College Secretary	536-7450
CEAT	Office of the Dean	536-0250   536-4728
CEM	CEM Library	536-2716
CEM	Department Of Agricultural and Applied Economics	536-3292

CEM	Department of Agribusiness Management and Entrepreneurship	536-2846
CEM	Department of Economics	
CEM	Institute of Cooperatives and Bio-Enterprise Development	536-3266
CEM	Office of the College Secretary	536-2716
CEM	Office of the Dean	536-4750
CFNR	Administrative Services Office	
CFNR	CFNR Library	536-2266
CFNR	Department of Forest Biological Sciences	536-2773
CFNR	Department of Forest Products and Paper Science	536-3432
CFNR	Department of Social Forestry and Forest Governance	536-3493
CFNR	Forestry Development Center	536-3097   536-2341
CFNR	Institute of Agroforestry	536-3809
CFNR	Institute of Renewable Natural Resources	536-2557
CFNR	Makiling Center For Mountain Ecosystems	536-2577   536-3572
CFNR	Office of the College Secretary	536-3524
CFNR	Office of the Coordinator for Research and Extension	536-5305
CFNR	Office of the Dean	536-3206   536-2342
CFNR	Training Center For Tropical Resources and Ecosystems Sustainability	536-2736
CHE	Department of Community and Environmental Resource Planning	536-3645
CHE	Department of Human and Family Development Studies	536-2480
CHE	Department of Social Development Services	536-8409
CHE	IHNF - Barangay Integrated Development Approach For Nutrition Improvement (BIDANI) Network Program	536-3643
CHE	Institute of Human Nutrition and Food	536-2445
CHE	Office of the College Secretary	536-2682
CHE	Office of the Dean	536-2682

CPAf	Center for Strategic Planning and Policy Studies	536-3455   536-3637
CPAf	Community Innovations Studies Center	536-2484   536-2453   536-3284
CPAf	Institute For Governance And Rural Development	536-0407
CPAf	Knowledge Management Office	536-3382
CPAf	Office of the Dean	536-4267
CVM	Administrative Services Office	
CVM	CVM Library	
CVM	Department of Basic Veterinary Sciences	536-7512
CVM	Department of Veterinary Clinical Sciences	536-6901
CVM	Department of Veterinary Paraclinical Sciences	536-2728
CVM	Office of the College Secretary	536-2727
CVM	Office of the Dean	536-2730
CVM	Veterinary Teaching Hospital	536-0863
G S	Graduate School	536-3414
O C	Internal Control Office	536-2345
O C	Legal Office	536-3453
O C	Office of Alumni Relations	576-0104
O C	Office of International Linkages	536-2239
O C	Office of Public Relations	536-2928
O C	Office of the Chancellor	536-2567   536-2894
O C	Ugnayan Ng Pahinungod	536-0505
OVCA	Accounting Office	536-2296
OVCA	Cashier's Office	536-3558
OVCA	Human Resources Development Office	536-2307
OVCA	Office of the Vice Chancellor for Administration	536-2331

OVCA	Records Management Office	536-2546
OVCA	Supply and Property Management Office	536-2282
OVCAA	Department of Military Science and Tactics	
OVCAA	Interactive Learning Center	536-8689
OVCAA	Learning Resource Center	
OVCAA	National Institute of Molecular Biology and Biotechnology	536-1620
OVCAA	Office of Student Affairs	536-2238
OVCAA	Office of the University Registrar	536-2426
OVCAA	Office of the Vice Chancellor for Academic Affairs	536-2306
OVCAA	University Library	536-2235
OVCAA	University Publications Office	536-3606
OVCCA	Business Affairs Office	536-2314   576-3713
OVCCA	Office of the Vice Chancellor for Community Affairs	536-3358
OVCCA	UPLB Housing Office	536-4009
OVCCA	University Health Service	049-536-3247 and 049-536-2470   049-536-6238
OVCCA	University Police Force	536-2243   536-2803
OVCPD	Budget Management Office	536-2464
OVCPD	Land Grant Management Office	536-3952
OVCPD	Office of the Vice Chancellor for Planning and Development	536-3484   563-2748
OVCPD	UPLB Information Technology Center	536-2886
OVCPD	University Planning and Maintenance Office	536-7085
OVCPD	Resource Generation and Development Office	530-9717
OVCRE	Museum of Natural History	536-3669
OVCRE	Office for Initiatives In Culture and the Arts	536-3452
OVCRE	Office of the Vice Chancellor for Research and Extension	536-5326   536-2354

OVCRE	UPLB Gender Center	501 1844
OVCRE	UPLB Technology Transfer and Business Development Office	536-4224   501-4756
SESAM	School of Environmental Science and Management	ph 536-3080   536-2836