



UNIVERSITY OF THE PHILIPPINES LOS BAÑOS

CITIZEN'S CHARTER

2019 (1st Edition Revised)



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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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VETERINARY TEACHING HOSPITAL

EXTERNAL SERVICES

CVM-DVTH.1**Laboratory Test**

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

Office or Division:		VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Government employees and outside clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 mins	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 mins	Medical Technologist II VTH
3. Receives laboratory results	3.1 Logs the laboratory results 3.2 Releases the laboratory results	₱0.00	2 mins	Medical Technologist II VTH
RETURN TO STEP 2 OF CONSULTATION				
TOTAL			48 mins	

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

Office or Division:		VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Government employees and outside clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 min	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 mins	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 mins	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 min	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	1 min 1 min	Medical Technologist II VTH
TOTAL			54 mins	

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

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Farm owners, pet owners, veterinarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Samples from farm (healthy animals and moribund animals (alive)		Patient/Client		
Necropsy form		VTH Farm Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	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 mins	Medical Technologist II and Veterinarian VTH
TOTAL		₱0.00	5 hours and 11 mins	

CVM-DVTH.4

Water analysis

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

Office or Division:	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Farm owners, veterinarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Water sample		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 min	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 mins	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 min	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 mins	Medical Technologist II VTH
TOTAL		₱1,000.00	4 days and 9 minutes	

CVM-DVTH.6

Bacterial Isolation

Office or Division:	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Farm owners, veterinarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request form		VTH Animal Diagnostic Disease laboratory Medical Technologist II, Veterinarian		
Sample		Patient/Farm owners		

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 min	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.	₱ 650.00	5 mins	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 min	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 mins	Medical Technologist II VTH
TOTAL		₱650.00	3 days and 9 mins	

CVM-DVTH.7

Bacterial Isolation with Antibiotic Sensitivity Testing

Office or Division:	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Farm clients, veterinarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II, Veterinarian		
Sample		Patient/Farm owners		
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 min	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 mins	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 min	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 mins	Medical Technologist II VTH
TOTAL		₱1,150.00	4 days and 9 mins	

CVM-DVTH.8

Farm consultation of animals (with vehicle)

Field consultation of livestock

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with farm animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Animal Diagnostic Disease laboratory-Medical Technologist II or Veterinarian		
Laboratory requests form		VTH Farm Animal Section-Veterinarian		
Drug test form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	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	₱ 500.00 (consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱0.00	5 hours 23 mins	

CVM-CVTH.9

Farm consultation of new patients (without vehicle)

Field consultation of livestock

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with farm animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Farm Animal Section-Veterinarian		
Laboratory request form				
Drug test form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	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	₱1000.00 (consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱0.00	5 hours and 23 mins	

CVM-DVTH.10

Consultation of returning patients

Services for livestock animals done in the Hospital

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients

Who may avail:	Clients with farm animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Farm Animal Section-Veterinarian		
ID Number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the patient's ID number. Waits to be called+	1.1Retrieves patient's record 1.2Triage	₱0.00	3 mins 5 mins	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 mins	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 mins	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 4.3Releases patient ID number	₱200.00 (consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱0.00	1 hour and 13 mins	

CVM-DVTH.11

Farm consultation with returning patients (with vehicle)

Field consultation of livestock

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with farm animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	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	₱ 500.00 (consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱0.00	5 hours and 23 mins	

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

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with farm animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins 5 mins	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 mins	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 mins	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	₱1000.00 (consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱0.00	5 hours and 23 mins	

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

Office or Division:	VETERINARY TEACHING HOSPITAL-Farm Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	College of Veterinary Medicine Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Animal use request form		VTH Farm Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the animal use request form	1 Gives animal use request form	₱0.00	3 mins	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 mins	Veterinarian VTH
TOTAL		₱0.00	33 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.14

Vaccination of new patients

Small Animal Section service

Office or Division:		VETERINARY TEACHING HOSPITAL-Small Animal Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Clients with pets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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	₱ 250.00 (rabies vaccine); ₱ 500.00 (DHLPPi vaccine)	30 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱ 950.00	42 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.15

Vaccination of returning patients

Small Animal Section service

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

3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	₱ 250.00 (rabies vaccine); ₱ 500.00 (DHLPPi vaccine)	5 mins	Collecting Officer VTH
TOTAL		₱ 750.00	42 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.16

Vaccination of patients with lost ID number

Small Animal Section service

Office or Division:		VETERINARY TEACHING HOSPITAL-Small Animal Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Clients with healthy pets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Veterinarian		
Vaccine request form		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	₱ 250.00 (rabies vaccine); PHP 500.00 (DHLPPi vaccine)	5 mins	Collecting Officer VTH
TOTAL		₱ 750.00	39 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.17

Deworming of new patients

Small Animal Section service

Office or Division:		VETERINARY TEACHING HOSPITAL-Small Animal Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Client with pets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Veterinarian		
Drug test form		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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	₱150.00	30 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱ 350.00	42 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.18**Deworming of returning patients**

Small Animal Section service

Office or Division:		VETERINARY TEACHING HOSPITAL-Small Animal Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Client with pets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's identification number		Client		
Patient's record		VTH Small Animal Section-Veterinarian		
Vaccination card		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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	₱ 150.00	30 mins	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	₱ 200.00(Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱350.00	44 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.19**Deworming of returning patient with lost ID number**

Small Animal Section service

Office or Division:		VETERINARY TEACHING HOSPITAL-Small Animal Section		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Clients with pets		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination Card		Client		
Patient's record		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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	₱ 150.00	30 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱350.00	39 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.20**Consultation of new patients**

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug test form		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	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	₱ 200.00(Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	1 hour and 14 mins	

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

CVM-DVTH.21

Consultation of returning patients

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		VTH Small Animal Sectioni Traige 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Triage Officer or VeterinarianvTH
2. Provides the medical history and Restrains the patient during physical examination.	2.1Assesses 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 mins	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 mins	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	₱ 200.00(Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	1 hour and 7 mins	

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

CVM-DVTH.22

Consultation of returning patients with lost ID number

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	Veterinarian VTH
3. 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 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	1 hour and 10 mins	

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

CVM-DVTH.23

Patient for pre-surgical consultation

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restraints 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 mins	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 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	56 mins	

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

CVM-DVTH.24

Patient for surgery proper

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pet(s) to bring during consultation		Client		
ID Number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Triage Officer or Resident Veterinarian VTH
2. Proceeds to the exam room Signs the consent for surgery form Restraints 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 mins	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 mins	
5. Pays to the Collecting Officer	Computes for the bill, issues official receipt	See table: Surgical procedure fees	5 mins	Collecting Officer VTH
TOTAL		₱0.00	5 hours and 55 mins	

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

CVM-DVTH.25

Vaccination of new patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Clients with apparently healthy pets

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		
Vaccination card		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.	₱ 200.00 (Consultation fee)	5 mins	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 mins	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	₱ 250.00 (rabies vaccine); ₱ 500.00 (DHLPPi vaccine)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱950.00	35 mins	

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

CVM-DVTH.26

Vaccination of returning patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with apparently healthy pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's identification number		Client		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s).	₱ 250.00 (rabies vaccine); ₱ 500.00 (DHLPPi vaccine)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱950.00	32 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.27

Vaccination of returning patients with lost ID number

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic
Classification:	Highly Technical

Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with apparently healthy cats and dogs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	₱ 200.00 (Consultation fee) ₱ 20.00 (Record retrieval fee)	5 mins	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 mins	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s).	₱ 250.00 (rabies vaccine); ₱ 500.00 (DHLPPi vaccine)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱970.00	35 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.28

Deworming of new patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with apparently healthy dogs and cats			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccination card		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 mins	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 mins	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 mins	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 mins	Veterinarian VTH
TOTAL		₱200.00	32 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.29

Deworming of returning patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with apparently healthy dogs and cats			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's identification number		Client		
Vaccination card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 ₱ 200.00 (Consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱200.00	32 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.30

Deworming of returning patient with lost ID number

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with apparently healthy dogs and cats			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 ₱ 200.00 (Consultation fee)	5 mins	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 mins	Veterinarian VTH
TOTAL		₱220.00	35 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.31

Consultation of new patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with dogs and cats for consultation			
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		
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 mins	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 mins	Veterinarian VTH
3. Takes down notes and listens to the recommendations, Restrains the patient during drug administration Accepts prescription.	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 mins	Veterinarian VTH
4. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s)	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	47 mins	

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

CVM-DVTH.32

Consultation of returning patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	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 mins	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 mins	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 mins	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	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	47 mins	

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

CVM-DVTH.33

Constutation of returning patient with lost ID number

Companion Animal Clinic service

Office or Division:		VETERINARY TEACHING HOSPITAL-Companion Animal Clinic		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Clients with dogs and cats for consultation		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	₱ 200.00 20.00 (Record retrieval fee)	5 mins	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 mins	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 prescription	See table: Drugs and Medicines fees	10 mins	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	₱200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL			50 mins	

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

CVM-DVTH.34

Patient for pre-surgical consultation

Companion Animal Clinic service

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

Patient's record		VTH Companion Animal Clinic-Administrative Aide I		
ID number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt 4.2 Quotes price of surgical procedure	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL			56 mins	

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

CVM-DVTH.35

Laboratory testing of Veterinary Teaching Hospital patient during consultation

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with dogs and cats for consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Attending Resident Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Medical Technologist II or Veterinarian VTH
RETURN TO STEP 3 OF CONSULTATION				
TOTAL			22 mins	

CVM-DVTH.36

Laboratory testing of referral patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients referred by a non-VTH Veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter		Referring Veterinarian from other clinics		

Registration form		VTH Companion Animal Clinic-Administrative Aide I		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 ▪ Logs Request in the Laboratory Log Book. 2.3 Performs requested laboratory test (s). 2.4 Logs Results in the Laboratory Log Book. Writes Official Result in the Laboratory Form and attaches signature 2.5 Releases Official Result.	₱0.00	36 mins	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 mins	Collecting Officer VTH
TOTAL			41 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.37

Radiography (x-ray) of referral patients

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients referred by a non-VTH veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter		Referring Veterinarian from other clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 min	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 mins	Radiologic Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	₱ 500.00 per film	5 mins	Collecting Officer VTH
TOTAL		PHP 500.00	14 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.38

Radiography (x-ray) of patient during consultation

Companion Animal Clinic service

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

2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 mins	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 mins	Veterinarian VTH
4	4. Returns the radiograph to the diagnostic imaging room for filing	₱0.00	2 mins	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 mins	Collecting Officer VTH
TOTAL			32 mins	

CVM-DVTH.39

Patient for surgery proper

Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with dogs and cats for consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The pet(s) should be present during consultation		Client		
ID Number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	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 mins	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 mins	Veterinarian VTH
4. Listens	4.1 Educates client 4.2 Writes prescription	₱0.00	40 mins	Veterinarian VTH
5. Pays to the Collecting Officer.	5. Computes for the bill, issues official receipt.	See table: Surgical procedure fees	5 mins	Collecting Officer VTH
TOTAL			5 hours and 35 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.40

Radiography (x-ray) of referral patients

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients referred by a non-VTH veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter		Referring Veterinarian from other clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 min	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 mins	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 mins	Collecting Officer VTH
TOTAL			14 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.41

Radiography (x-ray) of patient during consultation

Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with patients currently handled by a VTH Veterinarian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for radiography of the patient		VTH Small Animal Section-Attending Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 mins	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 mins	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 mins	Collecting Officer VTH
TOTAL			32 mins	



VETERINARY TEACHING HOSPITAL

INTERNAL SERVICES

CVM-DVTH.5**Water analysis**

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

Office or Division:		VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		UPLB Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request form		VTH Animal Diagnostic Disease laboratory-Medical Technologist II		
Water sample		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 mins	Medical Technologist II VTH
2. Requests VTHLB FAS Staff to collect samples Waits for result+	2.1 Collects sample 2.2Processes 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 mins	Medical Technologist II VTH
4. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	₱1,000.00	5 mins	Collecting Officer VTH
5. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 min	Medical Technologist II VTH
TOTAL		₱1,000.00	4 days, 3 hours and 9 mins	



OFFICE OF ALUMNI RELATIONS
EXTERNAL SERVICES

OC-OAR.1
Alumni Assistance Services

Assistance to alumni

Office or Division:	Office of Alumni Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or e-mail		From requesting client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Admin Officer/Admin Assttiant
	1.2 Refer to unit's Director for approval.	₱0.00	10 mins	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
TOTAL			3 days and 15 mins	

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

Office or Division:	Office of Alumni Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
	G2B - Government to Business			
Who may avail:	All UPLB alumni, Government and/or Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for posting		From requesting office		
Hard or soft copy of the announcement or job advertisement				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 mins	Admin Officer
	1.3 Letter will be forwarded to the staff in	₱0.00	20 mins	Director
	1.4 The staff will review the contents of the announcement or articles to be posted.	₱0.00	10 mins	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 mins	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.			
TOTAL			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 during the college foundation anniversary.

Office or Division:	Office of Alumni Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB colleges/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or e-mail		Requesting client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 mins	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 mins	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 mins	URA I/UEA II
TOTAL			1 hour and 5 mins	

OC-OAR.4

Alumni Hostel Services

Hostel accommodation

Office or Division:	Office of Alumni Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
	G2B - Government to Business			
Who may avail:	UPLB alumni, colleges, units, Government and/or Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 mins	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 mins	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 mins	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 mins	Admin Officer
TOTAL			55 mins	



RECORDS MANAGEMENT OFFICE
EXTERNAL SERVICES

OVCA-RMO.1

Certification of Employment for Inactive Personnel

Issued to resigned/transferred/retired employees of UPLB

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 mins	Ana G. Valisno Administrative Officer I
2. Fills up Job Request Form and pays at Cashier's Office			5 mins	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 mins	Ana G. Valisno Administrative Officer I
	3.3 Signs Certification of Employment			Chief Administrative Officer or Officer-in-charge
	Releases Certification of Employment		1 min	Ana G. Valisno Administrative Officer I
TOTAL			28 mins	

OVCA-RMO.3

Service Records

Issued to resigned/transferred/retired employees of UPLB

Office or Division:	Service Record			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Inactive UPLB employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Service Record	Issues Job Request Form and Official Receipt	₱30.00	1 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
TOTAL			1 day	

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

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2C - Government to Clients

Who may avail:	Active UPLB Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 requisitione/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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
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 day	Eudes T. Pural Administrative Aide III or Adjarael A. Malali Administrative Assistant IV
	1.8 Submits to RMO signatory			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
TOTAL		P5.00	1 day	



RECORDS MANAGEMENT OFFICE
INTERNAL SERVICES

OVCA-RMO.4
Postal Service

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Departments/Offices/Units with postage allocation at Records Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Mail Delivery Form (MDF) duly accomplished		Concern Departments/Offices/Units		
Postage Allocation		Concern Departments/Offices/Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 weight, class of	10 mins	Andrew P. Licardo Administrative Assistant II
	1.6 Returns the original copy of MDF to dept./unit's clerk		1 min	Andrew P. Licardo Administrative Assistant II
TOTAL			11 mins	

OVCA-RMO.6
Soft Binding

Binding of materials using morocco or cartolina as cover

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB offices, employees, students and 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 bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱60.00	3 mins	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 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		54 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 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
TOTAL			1 hour	

OVCA-RMO.7
Hard/Full Binding

For theses and dissertations

Office or Division:	Records Management Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	UPLB offices, employees, students and 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 bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 mins	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 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		2 hours and 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 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
TOTAL			2 hours and 39 mins	

OVCA-RMO.8

Rebinding

Rebinding of reference materials from college libraries and university library

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB offices, employees, students, college libraries, university library, 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 rebinding services	1.1 Receives the book for rebinding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 mins	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 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		3 hours and 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 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
TOTAL			3 hours and 48 mins	

OVCA-RMO.9

Certificate Jacket

Jacket for diploma and certificates

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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 Certificate Jacket	1.1 Prepares Job Request Form 1.2 Issues Official Receipt	₱150.00	2 mins	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 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Makes Certificate Folder		1 hour and 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 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
TOTAL			1 hour and 28 mins	

OVCA-RMO.10

Folder

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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 mins	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 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Makes Folder		1 hour and 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 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
TOTAL		₱200.00	1 hour and 24 mins	



**OFFICE OF THE VICE CHANCELLOR
FOR STUDENT AFFAIRS**
EXTERNAL SERVICES

OVCSA-OVCSA.3 Issuance of Certificate of Good Moral Certificate (CGMC)

Issued to students, alumni and former students upon request

Office or Division:		Office of Student Affairs - Director's Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students, Alumni, Former Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby.			1 min	
2. Request for Certificate	Issue Request for Certificate of Good Moral Character form		1 min	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 min	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 mins	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
5. Settle corresponding fees	Collect payment and issue official receipt	₱20.00/copy	1 min	Peter Paul A. Cruz
6. Log personal details on the Clientele Log Sheet	Release signed Certificate of Good Moral Character		1 min	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
TOTAL		₱20.00/copy	8 mins	

OVCSA-OVCSA.4 Issuance of OSA Clearance

Office or Division:		Office of Student Affairs - Director's Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)		www.uplbosa.org		
College Clearance Form (shifting, leave of absence, absence without leave)		Respective Colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby			1 min	
2. Secure and accomplish OSA Clearance Form	Provide client with the OSA Clearance Form	₱0.00	1 min	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 mins	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		1 min	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 mins	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 mins	Ariane Joyce Hernandez
7. Log personal details on the Clientele Log Sheet	Release signed forms		1 min	Ariane Joyce L. Hernandez
TOTAL		P0.00	11 mins	



UNIVERSITY LIBRARY

EXTERNAL SERVICES

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.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
TOTAL			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.

Office or Division:	All college/unit libraries in UPLB			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student's ID/Employee's ID and the book(s) to be renewed		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins	Librarian II, Librarian I (2), Assistant II, Aide VI (2), Administrative Aide III, Aide I (2), Senior Administrative Aide IV (ICS)
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 mins	
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 mins	
TOTAL		P2.00/day for overdue book exclusive of Sundays and holidays	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

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

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	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	
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	
TOTAL			3 mins and 10 sec	



UNIVERSITY LIBRARY
INTERNAL SERVICES

OVCAA-UNIV LIB. INTERNET / COMPUTER SERVICES
1

Use of Library computers and other handheld technologies

Office or Division:		Learning Commons		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID		Office of the University Registrar		
Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
TOTAL			2 mins	

OVCAA-UNIV LIB.
2
PRINTING SERVICE

Self-service printing of documents

Office or Division:		Learning Commons		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
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	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	

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:		G2G - Government to Government		
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	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	

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

Old newspapers in Microfilm and DVD are viewed using Microfilm Reader

Office or Division:	Learning Commons			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	
TOTAL			4.5 mins	

OVCAA-UNIV LIB.

7

ACCESSING ONLINE RESOURCES USING DEDICATED iMac (2nd Floor)

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

Office or Division:	University Library 2nd flr.			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Undergraduate/graduate students, Faculty and Staff (REPS and Admin), Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Employee's ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs log-in sheet and asks for iMac password to start the session.	1.1. Provides iMac password		20 sec	College Librarian II, College 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	
TOTAL			10 mins and 20 sec	



**OFFICE OF THE VICE CHANCELLOR
FOR COMMUNITY AFFAIRS**
EXTERNAL SERVICES

OVCCA.4
Video and photoshoot for academic or official use

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

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP students, UP employees			
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		
Activity permit (if student organization)		OSA		
For class requirement: letter addressed to the Vice Chancellor endorsed by class adviser		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. Permit for action	None	50 mins	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 2.2 Scan and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		None	50 mins	

OVCCA.8
Open Tambayan

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP employees, students, alumni			
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		
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 Permit for action	None	50 mins	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
TOTAL		None	50 mins	



**OFFICE OF THE VICE CHANCELLOR
FOR COMMUNITY AFFAIRS**
INTERNAL SERVICES

OVCCA.9

Parade

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	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 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 Permit for action	None	50 mins	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
TOTAL		None	50 mins	

OVCCA.10

Team Building, Sports Festival

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	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		
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 Permit for action	None	50 mins	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
TOTAL		None	50 mins	

OVCCA.11

Security assistance

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

Office or Division:	Office of the Vice Chancellor for Community Affairs
Classification:	Simple

Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP employees, students, alumni; Other non-UP parties (official business only)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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
TOTAL		None	4 hours	

OVCCA.12

Entry of Suppliers/Services Delivery Vehicles

(constructions/supplies deliveries, moving house trucks)

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP and non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Entry of Supplier's Delivery Vehicle form (OVCCA Form #2017-03)		OVCCA		
Clearance (for UPLB housing concerns)		UHO		
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	50 mins	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
TOTAL		None	50 mins	

OVCCA.13

Junk collectors

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP employees, students, alumni, private housing residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Entry of Junk Collectors form (OVCCA Form #2018-04)		OVCCA		
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	50 mins	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
TOTAL		None	50 mins	

OVCCA.14

Entry of PNP or military personnel

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP employees, students, alumni; other non-UP parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	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
TOTAL		None	4 hours	

OVCCA.15

Fire and earthquake drills

Office or Division:	Office of the Vice Chancellor for Community Affairs			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Colleges and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Request for the conduct of Fire/Earthquake Drills form (OVCCA Form #2018-05)		OVCCA		
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	50 mins	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
TOTAL		None	50 mins	

OVCCA.16

Posting of directional signs

Office or Division:		Office of the Vice Chancellor for Community Affairs		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB employees, students, alumni; other non-UP parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	50 mins	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 2.3 Scan and file			1.4 Vice Chancellor or Asst. Vice Chancellor Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		None	50 mins	



UNIVERSITY HOUSING OFFICE
INTERNAL SERVICES

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

Office or Division:	Staff Housing Division, UPLB Housing Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Retirees who are staying in UPLB staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
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 mins	Receiving Personnel
	1.2 Inspection of the unit		45 mins	Head of Staff Housing Division
	1.3 Prepares cost of estimate for repair if there is any		20 mins	Chief
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair		5 mins	Engineer and Foreman
	1.5 Provides copy of approved letter of extension and list of requirements		5 mins	Engineer
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 mins	Administrative Assistant II
3. Retiree should submit copy of Official Receipt to the office	3.1 Receives copy Office Receipt		3 mins	Administrative Assistant II
	3.2 Prepares house occupancy agreement, signs agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs		20 mins	
	3.3 Process notarization of agreement		15 mins	
	3.4 Forwards copy of agreement to staff housing beneficiary		10 mins	
TOTAL			2 hours and 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

Office or Division:	Staff Housing Division, UPLB Housing Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Retirees who are staying in UPLB staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 mins	Receiving Personnel
	1.2 Inspection of the unit		45 mins	Head of Staff Housing Division
	1.3 Prepares cost of estimate for repair if there is any		20 mins	Chief
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair		5 mins	Engineer and Foreman
	1.5 Provides copy of approved letter of extension and list of requirements to retiree		5 mins	Engineer
2. Retiree prepares request addressed to Vice Chancellor for Administration through channels	2.1 Receives letter and check the details indicated in the letter 2.2 Chief signs the letter to recommend the approval 2.3 Release of letter	None	5 mins 3 mins 2 mins	Administrative Assistant II UHO Chief Administrative Assistant II

3. Retiree should submit approved letter to the office	3.1 Receives approved letter 3.2 Prepares house occupancy agreement, signs agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs 3.3 Process notarization of agreement 3.4 Forwards copy of agreement to staff housing beneficiary		3 mins 20 mins 15 mins 10 mins	Administrative Assistant II
TOTAL			2 hours 23 mins	

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

Office or Division:	Administrative Services, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees, students and other offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student, resident, UPLB employee and other offices submit request to UHO	1.1. Receives letter 1.2. Forwards letter to the concerned division 1.3. Checks details of request and initials 1.4. Schedule for a meeting with Chief	N/A	2 mins 2 mins 5 mins 3 mins	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 mins 5 mins	UHO Chief UHO Chief Administrative Assistant II
TOTAL			50 mins	

OVCCA-UHO.28 Request of Certificate of Employment for Individual Contract of Service

Individual Contract of Service provided with Certificate of Employment

Office or Division:	Administrative Services, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Individual Contract of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Forwards for signature of Chief 1.5. Release of document	N/A	2 mins 3 mins 3 mins 3 mins 3 mins	Administrative Assistant II Administrative Assistant II Administrative Assistant II UHO Chief Administrative Assistant II
TOTAL			14 mins	



UNIVERSITY POLICE FORCE

EXTERNAL SERVICES

OVCCA-UPF.1

Issuance of UPLB car sticker

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

Office or Division:		University Police Force		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Constituents and Non-constituents of UPLB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application Form and attach requirements and bring vehicle for inspection	1.1 Receive accomplished form and requirements		5 mins	JSA or Administrative Officer I UPF
2. Inspection of vehicle and requirements	2.1 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
4. Pay corresponding fee	4.1 Receive payment	Cars/Motorcycles – P500 Van/Pick-up/SUV/AUV – P600 PUJ – P750 Trucks with gross wt. 4,500kg above - P1,800 Trucks with gross wt. 4,499 and below – P1,500	1 min	Administrative Officer I UPF
5. Register at the Official Logbook and claim UPLB sticker and Official Receipt	5.1 Receive Logbook 5.2 Check if Properly filled-up 5.3 Issue Official Receipt and UPLB car sticker		5 mins	Administrative Officer I UPF
TOTAL		Cars/Motorcycles – P500 Van/Pick-up/SUV/AUV – P600 PUJ – P750 Trucks with gross wt. 4,500kg above - P1,800 Trucks with gross wt. 4,499 and below – P1,500	18 mins	

OVCCA-UPF.2

Issuance of Blotter Extract Certification

Issued to Complainants whose complaints are recorded in the UPF Blotter

Office or Division:		University Police Force		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Constituents and Non-constituents of UPLB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Applicant		
Authorization from complainant if applicant is other than the complainant		Complainant		
Valid Identification		Applicant and/or Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE

1. Submit Letter Request	1.1 Receive letter request 1.2 Record in UPF Blotter 1.3 Forward letter request to Chief, UPF or Chief, Investigation Section 1.4 If approved, prepare and sign Blotter Extract Certification.		18 mins	Duty Investigator
2.Receive Blotter Extract	2.1 Record the release Blotter Extract Certification 2.2 Release Blotter Extract Certification	PhP0.00	2 min	Duty Investigator
TOTAL		PhP0.00	20 mins	

OVCCA-UPF.5

Issuance of Construction / Concessionaire Worker's Identification Card

Issued to Construction and Concessionaire Workers working inside the University

Office or Division:	University Police Force			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Constituents and Non-constituents of UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		PhP0.00	1 hour and 20 mins	

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 hrdo.uplb@up.edu.ph</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"> -Name of person being complained -Incident -Evidence <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: info@arta.gov.ph</p> <p>Website: www.arta.gov.ph</p> <p>Facebook - Anti-Red Tape Authority</p> <p>Twitter - @ARTAgovph</p> <p>Instagram - @ARTAgovph</p>

Unit	Office	Telephone Number
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

OVC PD	University Planning and Maintenance Office	536-7085
OVC PD	Resource Generation and Development Office	530-9717
OVC RE	Museum of Natural History	536-3669
OVC RE	Office for Initiatives In Culture and the Arts	536-3452
OVC RE	Office of the Vice Chancellor for Research and Extension	536-5326 536-2354
OVC RE	UPLB Gender Center	501 1844
OVC RE	UPLB Technology Transfer and Business Development Office	536-4224 501-4756
SESAM	School of Environmental Science and Management	ph 536-3080 536-2836