



**UNIVERSITY OF THE PHILIPPINES
LOS BAÑOS**

CITIZEN'S CHARTER

2020 (2nd Edition)



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2020 (2nd Edition)



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+ | 1.1 Retrieves patient's record 1.2 Triage | ₱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 4.3 Releases 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 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 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 Restrains the patient during drug administration | 1.1 Assesses the patient 1.2 Computes doses of drugs 1.3 Requests for drugs 1.4 Administers drugs | ₱0.00 | 35 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. | P0.00 | 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 | P 200.00 (Consultation fee) | 5 mins | Collecting Officer VTH |
| TOTAL | | P200.00 | 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. | P 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 | | ₱ 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 | 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 | 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. 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 Asstistant |
| | 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 charge | ₱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 | P150.00 | 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 | P150.00 | 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 | | ₱0.00 | 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.

10

BORROWING AND RETURNING OF IN-PROCESS LIBRARY MATERIALS AT THE ACQUISITIONS AND CATALOGING SECTIONS FOR ROOM-USE

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 | e 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 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 | |



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 Head of Staff Housing Division Chief Engineer and Foreman Engineer |
| | 1.2 Inspection of the unit | | 45 mins | |
| | 1.3 Prepares cost of estimate for repair if there is any | | 20 mins | Administrative Assistant II |
| | 1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair | | 5 mins | |
| 1.5 Provides copy of approved letter of extension and list of requirements | 5 mins | Administrative Assistant II | | |
| 2. For personal payment, retiree should pay house occupancy fee and share of repair at the Cahier's Office | 2.1 Prepares Statement of Account | Total amount depends on the existing house occupancy fee and the total months of approved extension | 5 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 Head of Staff Housing Division Chief Engineer and Foreman Engineer |
| | 1.2 Inspection of the unit | | 45 mins | |
| | 1.3 Prepares cost of estimate for repair if there is any | | 20 mins | Administrative Assistant II |
| | 1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair | | 5 mins | |
| | 1.5 Provides copy of approved letter of extension and list of requirements to retiree | | 5 mins | |
| 2. Retiree prepares request addressed to Vice Chancellor for Administration through channels | 2.1 Receives letter and check the details indicated in the letter | None | 5 mins | Administrative Assistant II |
| | 2.2 Chief signs the letter to recommend the approval | | 3 mins | UHO Chief |
| | 2.3 Release of letter | | 2 mins | 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

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|---|---|------------------------------|------------------------|---------------------------|
| 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 TIME | 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 Ce 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 |

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| 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 |

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| 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 |

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| 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 |

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| OVCA | Records Management Office | 536-2546 |
| OVCA | Supply and Property Management Office | 536-2282 |
| OVCAA | Department of Military Science and Tactics | |
| OVCAA | Interactive Learning Center | 536-8689 |
| OVCAA | Learning Resource Center | |
| OVCAA | National Institute of Molecular Biology and Biotechnology | 536-1620 |
| OVCAA | Office of Student Affairs | 536-2238 |
| OVCAA | Office of the University Registrar | 536-2426 |
| OVCAA | Office of the Vice Chancellor for Academic Affairs | 536-2306 |
| OVCAA | University Library | 536-2235 |
| OVCAA | University Publications Office | 536-3606 |
| OVCCA | Business Affairs Office | 536-2314 576-3713 |
| OVCCA | Office of the Vice Chancellor for Community Affairs | 536-3358 |
| OVCCA | UPLB Housing Office | 536-4009 |
| OVCCA | University Health Service | 049-536-3247 and 049-536-2470 049-536-6238 |
| OVCCA | University Police Force | 536-2243 536-2803 |
| OVCPD | Budget Management Office | 536-2464 |
| OVCPD | Land Grant Management Office | 536-3952 |
| OVCPD | Office of the Vice Chancellor for Planning and Development | 536-3484 563-2748 |
| OVCPD | UPLB Information Technology Center | 536-2886 |
| OVCPD | University Planning and Maintenance Office | 536-7085 |
| OVCPD | Resource Generation and Development Office | 530-9717 |
| OVCRE | Museum of Natural History | 536-3669 |
| OVCRE | Office for Initiatives In Culture and the Arts | 536-3452 |
| OVCRE | Office of the Vice Chancellor for Research and Extension | 536-5326 536-2354 |

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|-------|--|------------------------|
| OVCRE | UPLB Gender Center | 501 1844 |
| OVCRE | UPLB Technology Transfer and Business Development Office | 536-4224 501-4756 |
| SESAM | School of Environmental Science and Management | ph 536-3080 536-2836 |