UNIVERSITY OF THE PHILIPPINES LOS BAÑOS

CITIZEN'S CHARTER

2021 - 1st Edition

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I. Mandate

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

II. Vision:

A globally competitive graduate and research university contributing to national development

III. Mission:

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

IV: Service Pledge:

1. Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.

2. Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.

3. Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.

4. Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.

5. Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.

6. Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.

7. Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.

8. Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

LIST OF SERVICES

Internal Services

GRADUATE SCHOOL

Internal Services

OFFICE OF THE CHANCELLOR

Internal Services

OFFICE OF ALUMNI RELATIONS

External Services

HUMAN RESOURCES DEVELOPMENT OFFICE

Internal Services

RECORDS MANAGEMENT OFFICE

External Services

Internal Services

OFFICE OF THE VICE CHANCELLOR FOR STUDENT AFFAIRS

Internal Services

UNIVERSITY LIBRARY

External Services

Internal Services

OFFICE OF THE VICE CHANCELLOR FOR COMMUNITY AFFAIRS

External Services

Internal Services

UNIVERSITY HOUSING OFFICE

Internal Services

UNIVERSITY POLICE FORCE

External Services

CAS OFFICE OF COLLEGE SECRETARY

INTERNAL SERVICES

CAS-OCS 1   **True Copy of Grades and/or Certifications**

Request of students for various reasons i.e., scholarships, graduate studies, readmission, board exam, extension of residency, transfering, shifting

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form	CAS-OCS Window 1
Official receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills up the request form.	1.1. Issues form to student. 1.2. Checks the entries in the requested form and indicates the amount to be paid. 1.3. Asks student to proceed at UPLB Cashier's Office for payment.	P30.00 per page	10 mins	Staff assigned in Window 1
2. Cashier receives payment and issues official receipt.				
3. Student returns to OCS the request form and official receipt.	2.1. Verifies the payment. 2.2. Prepares the requested document.		5 working days (during registration period processing time and release of requested documents will depends on the last day of registration)	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*
	3. College Secretary/Assistant College Secretary signs the requested document.		Within the day	College Secretary / Assistant College Secretary
4. Student shows official receipt on scheduled date of pick up of the requested TCG and/or certification.	4. Releases the requested document.		5 mins	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*
TOTAL		P30.00 per page	6 days and 15 mins	

CAS-OCS 2   **Removal/Completion a Grade of "4.0" or "INC" (DURING FINALS AND REGULAR REMOVALS PERIOD)**

Issued to students who incurred a grade of "4.0" or 'INC'

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit	CAS-OCS Windows 4, 5, 6 & 7
Removal /Completion Grade Report	Unit of concerned faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for a permit and fills up the form.	1.1. Checks the academic record of student. 1.2. Issues permit for student to fill up the form. 1.3. Asks student to poceed to concerned instructor for approval.		30 mins	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*
2. Instructor signs the permit and indicates the schedule of removals or completion.	2. Receives permit for approval.		5 mins	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*
3. Student returns the permit to OCS.	3. College Secrtary / Assistant College Secretary signs the permit.		Within the day	College Secretary / Assistant College Secretary
	4. Returns the student's and instructor's copy to student.		5 mins	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*
4. Student provides copy of permit to concerned instructor on the day of removals or completion.				
5. Instructor or unit staff prepares the grade sheet and submits to OCS. (Instructor concerned must submit the student's grade not later than 5 working days after the removal/completion date.)	5.1. Receives copy of grade for encoding and filing. 5.2. Issues the student's copy to concerned student.		30 mins	*Staff assigned to degree program:* *Rhona F. Anenias (Administrative Officer II)* *Harry B. Exconde (Administrative Aide VI)* *Joan O. Lirio (Administrative Assistant II)* *Emie C. Garcia COS 10 (SRE)*

		TOTAL	None	1 day and 1 hr 10 mins	

CAS-OCS 3 **Removal/Completion a Grade of "4.0" or "INC" (DURING SPECIAL REMOVALS PERIOD)**

Issued to students who incurred a grade of "4.0" or 'INC"

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit	CAS-OCS Windows 4, 5, 6, & 7
Removal /Completion Grade Report	Unit of concerned faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for a permit and fills up the form.	1.1. Checks the academic record of student. 1.2. Issues permit for student to fill up the form. 1.3. Asks student to poceed to concerned instructor for approval. 1.4. Asks student to proceed at UPLB Cashier's Office for payment.	P20.00 per subject	30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Instructor signs the permit and indicates the schedule of removals or completion.				
3. Cashier's Office receives payment and issues official receipt.				UPLB Cashier's Office
4. Student returns the permit and official receipt to OCS.	2. Receives official receipt and permit with instructor's approval.		5 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	3. College Secrtary / Assistant College Secretary signs the permit.		Within the day	College Secretary / Assistant College Secretary
	4. Returns the student's and instructor's copy to student.		5 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
4. Student provides a copy of permit to concerned instructor on the day of removal or completion.				
5. Instructor or unit staff prepares the grade sheet and submits to OCS. (Instructor concerned must submit the student's grade not later than 5 working days after the removal/completion date.)				
	5.1. Receives copy of grade for encoding and filing. 5.2. Issues the student's copy to concerned student.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	TOTAL	P20.00 per subject	1 day and 1 hr 10 mins	

CAS-OCS 4 **Excuse for Absence**

Any student, who, for unavoidable cause is absent from class, must obtain an excuse slip to be presented to the faculty concerned not later than the second class session following the student's return.

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Excuse for Absence Request Form	CAS-OCS Window 1
Medical certificate (if applicable)	University Health Service (UHS)
Death certificate (if applicable)	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student presents supporting document/s (i.e.. medical certificate from UHS, death certificate, etc.) for issuance of excuse slip form. 1.2. Student fills-up the excuse slip form.	1.1. Checks the accuracy of certificate submitted. 1.2. Issues excuse slip.		15 mins	Staff assigned in Window 1
	2. The College Secretary/Assistant College Secretary signs the excuse slip form.		Within the day	College Secretary / Assistant College Secretary

2. Student picks up the signed excuse slip and secures the approval of his/her instructor(s).				
3. Instructor(s) signs the excuse slip form.				
4. Student returns the signed excuse slip form to OCS. (The student may photocopy the excuse slip form for his/her personal copy)	3. Receives excuse slip form duly signed by concerned instructor(s) for record and filing.		30 mins	Staff assigned in Window 1
TOTAL	None		1 day and 45 mins	

CAS-OCS 5   **Accomplishing Plan of Study (DURING REGULAR PERIOD)**

Issued to all students to determine major option/field, adviser, electives and area of specialization.

Office or Division:	CAS Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Plan of Study Form		Institute/Department of concerned student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Student requests Plan of Study form at his/her institute/department. 1.2. Student fills up the form and have his/her assigned adviser and unit head signs the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.		15 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Student picks-up a copy of approved Plan of Study.	2. College Secretary / Assistant College Secretary signs the form.		Within the day	College Secretary / Assistant College Secretary
	3.1. Returns the student's copy. 3.2. Disseminates department's copy to concerned unit. 3.3. Encodes the necessary information and files the OCS copy to individual student record jacket.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
TOTAL	None		1 day and 45 mins	

CAS-OCS 6   **Accomplishing Plan of Study (DURING REGISTRATON AND GRADUATION PERIODS)**

Issued to all students to determine major option/field, adviser, electives and area of specialization.

Office or Division:	CAS Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Plan of Study Form		Institute/Department of concerned student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Student requests Plan of Study form at his/her institute/department. 1.2. Student fills up the form and have his/her assigned adviser and unit head signs the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	2. College Secretary / Assistant College Secretary signs the form.		Within the day	College Secretary / Assistant College Secretary
2. Student picks-up a copy of approved Plan of Study.	3.1. Returns the student's copy. 3.2. Disseminates department's copy to concerned unit. 3.3. Encodes the necessary information and files the OCS copy to individual student record jacket.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
TOTAL	None		7 days	

CAS-OCS 7   **Change in the Approved Plan of Study (DURING REGULAR PERIOD)**

Issued to students who need to make changes in the approved Plan of Study

Office or Division:	CAS Office of the College Secretary	
Classification:	Simple	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	CAS students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Request for Change in the Approved Plan of Study Form		Institute/Department of concerned student
Copy of Approved Plan of Study		Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student applies for Request for Change of Approved Plan of Study at his/her institute/department. 1.2. Student fills up the form, have his/her assigned adviser and unit head signs the form. 1.3. Student submits form to OCS.	1.1. OCS receives the form. 1.2. Checks and evaluates the completeness of the form.		15 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Student picks-up a copy of approved request for change of plan of study.	2. College Secretary / Assistant College Secretary signs the form.		Within the day	College Secretary / Assistant College Secretary
	3.1. Returns the student's copy. 3.2. Disseminates department's copy to concerned unit. 3.3. Encodes the necessary information and files the OCS copy to individual student record jacket.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	TOTAL	None	1 day and 45 mins	

CAS-OCS 8 **Change in the Approved Plan of Study (DURING REGISTRATON AND GRADUATION PERIODS)**

Issued to students who need to make changes in the approved Plan of Study

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Change in Approved Plan of Study	Institute/Department of concerned student
Approved Plan of Study	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student applies for Request for Change of Approved Plan of Study at his/her institute/department. 1.2. Student fills up the form, have his/her assigned adviser and unit head signs the form. 1.3. Student submits form to OCS.	1.1. OCS receives the form. 1.2. Checks and evaluates the completeness of the form.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Student picks-up a copy of approved request for change of plan of study.	2. College Secretary / Assistant College Secretary signs the form.		Within the day	College Secretary / Assistant College Secretary
	3.1. Returns the student's copy. 3.2. Disseminates department's copy to concerned unit. 3.3. Encodes the necessary information and files the OCS copy to individual student record jacket.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	TOTAL		7 days	

CAS-OCS 9 **Accomplishing General Education (GE) Plan of Coursework (DURING REGULAR PERIOD)**

Issued to freshmen students who are required to take 15 units of general education subjects

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	CAS-OCS Windows 4, 5, 6, & 7

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests GE Plan of Coursework form at OCS. 1.2. Student fills up the form.	1.1. OCS issues GE Plan of Coursework form to student. 1.2. Asks student to secure the approval of registration/bllock adviser and concerned unit head.		10 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Student secures the signatures of registration/block adviser and concerned unit head.				Registration/Block Adviser and Unit Head of concerned unit
3. Submits GE Plan of Coursework form to OCS.	2.1. OCS receives GE Plan of Study from student duly signed by the registration/block adviser and concerned unit head. 2.2. OCS staff assigned to degree program checks and evaluates the form.		20 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	3. College Secretary / Assistant College Secretary approves the GE Plan of Study.		Within the day	College Secretary / Assistant College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Student picks-up the approved GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to concerned student. 4.2. OCS send the department's copy to concernd unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
TOTAL		None	1 day and 1 hr	

CAS-OCS 10　　**Accomplishing General Education (GE) Plan of Coursework (DURING REGISTRATION AND GRADUATION PERIODS)**

Issued to freshmen students who are required to take 15 units of general education subjects

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	CAS-OCS
Approved GE Plan of Study	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests GE Plan of Coursework form at OCS. 1.2. Student fills up the form.	1.1. OCS issues GE Plan of Coursework form to student. 1.2. Asks student to secure the approval of registration/bllock adviser and concerned unit head.		10 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
2. Student secures the signatures of registration/block adviser and concerned unit head.				Registration/Block Adviser and Unit Head of concerned unit
3. Submits GE Plan of Coursework form to OCS.	2.1. OCS receives GE Plan of Study from student duly signed by the registration/block adviser and concerned unit head. 2.2. OCS staff assigned to degree program checks and evaluates the form.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	3. College Secretary / Assistant College Secretary approves the GE Plan of Study.		Within the day	College Secretary / Assistant College Secretary
4. Student picks-up the approved GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to concerned student. 4.2. OCS send the department's copy to concernd unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
TOTAL		None	7 days	

CAS-OCS 11　　**Accomplishing Change in the Approved General Education (GE) Plan of Coursework (DURING REGULAR PERIOD)**

Issued to students who need to make changes in the approved GE Plan of Coursework

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Change in the Approved General Education (GE) Plan of Coursework	Concerned units
Copy of Approved GE Plan of Coursework	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests Change in GE Plan of Coursework form at units' concerned. 1.2. Student fills up the form.				Concerned unit
2. Student secures the signatures of registration/block adviser and concerned unit head.				Registration/Block Adviser and Unit Head of concerned unit
3. Submits Change in the Approved GE Plan of Coursework form to OCS.	2.1. OCS receives Change in the GE Plan of Study from student duly signed by the registration/block adviser and concerned unit head. 2.2. OCS staff assigned to degree program checks and evaluates the form.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
	3. College Secretary / Assistant College Secretary approves the Change in GE Plan of Study.		Within the day	College Secretary / Assistant College Secretary
4. Student picks-up the approved GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to concerned student. 4.2. OCS send the department's copy to concernd unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)*
TOTAL		None	1 day and 1 hr	

CAS-OCS 12 **Accomplishing Change in the Approved General Education (GE) Plan of Coursework (DURING REGISTRATION AND GRADUATION PERIODS)**

Issued to students who need to make changes in the approved GE Plan of Coursework

Office or Division:	CAS Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Change in the Approved General Education (GE) Plan of Coursework		Concerned units		
Copy of Approved GE Plan of Coursework		Concerned student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Student requests Change in GE Plan of Coursework form from concerned unit.. 1.2. Student fills up the form.				Concerned unit
2. Student secures the signatures of registration/block adviser and concerned unit head.				Registration/Block Adviser and Unit Head of concerned unit
3. Submits Change in the Approved GE Plan of Coursework form to OCS.	2.1. OCS receives Change in the GE Plan of Study from student duly signed by the registration/block adviser and concerned unit head. 2.2. OCS staff assigned to degree program checks and evaluates the form.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE)*
	3. College Secretary / Assistant College Secretary approves the Change in GE Plan of Study.		Within the day	College Secretary / Assistant College Secretary
4. Student picks-up the approved Change in the GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to concerned student. 4.2. OCS send the department's copy to concerend unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.		3 days	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE)*
	TOTAL	None	7 days	

CAS-OCS 13 **Request for Consent of Instructor (COI)**

Issued to students whose subjects requires COI as a prerequisite.

Office or Division:	CAS Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UPLB OCS Form No. 006 (COI form)		CAS-OCS Windows 4, 5, 6 & 7		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student requests COI form at OCS.	1.1. OCS verifies the prerequisite and if included in the student's curriculum 1.2. OCS issues COI form in triplicate copies. 1.3. Asks student to secure approval from the concerned instructor.		15 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE)*
2.1. Student obtains the approval of the instructor. 2.2. Student gives instructor a copy of COI.				Instructor of concerned unit
3. Student submits the copy of COI to OCS.	2.1. OCS receives and checks the COI form. 2.2. OCS gives permission thru SAIS to enable the student to enlist in a particular subject.		30 mins	*Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE)*
4. Student access individual SAIS account for enlistment prior to registration and/or during registration period.				Concerned student
	TOTAL	None	45 mins	

CAS-OCS 14	**Application for Waiver of Prerequisite**			

A waiver may be granted, provided that the student is graduating within one year from the time of application and provided further, that the student will most likely pass the higher course on the basis of his/her academic record.

Office or Division:	CAS Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Waiver of Prerequisite Form		Concerned unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.1. Student requests for waiver of prerequisite form from the concerned unit. 1.2. Student fills up the form.				Concerned Unit
2. Submits to OCS for processing.	1.1. OCS checks the academic record of the student, number of times the student waived the prerequisite, and when the student is expected to graduate. 1.2. College Secretary certifies the academic record of student. 1.3. Asks student to proceed to concerned unit for evaluation.		Within the day	Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE)
3. Obtains certification from instructor of the prerequiste course (only if the student has taken the prerequisite course, otherwise proceed to next step).				Previous instructor in the non-satisfied prerequisite course/s
4. Student obtains certification from the Office of Student Affairs				Staff in charge at OSA
5. Student secures evaluation from the unit's waiver committee				Unit concerned
6. Student secures evaluation from the unit head of concerend unit				Unit concerned
7. Student returns the waiver of prerequisite form to OCS for action of the College Secretary.	2.1 OCS receives the form for approval. 2.2 The College Secretary approves or disapproves the waiver of the prerequisite. 2.3 OCS encodes the necessary information and files in the student's record jacket.		Within the day	Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE) College Secretary / Assistant College Secretary
8. Sudent picks up copy of accomplshed waiver of prerequisite.				Concerned student
TOTAL		None	2 days	

CAS-OCS 15

Filing for Overload/Underload Permit

For student who needs to file underload or overload of the required number of units taken per semester.

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	Concerned Student
Overload/Underload Permit Form	CAS-OCS Windows 4, 5, 6, & 7
Interview (as needed only)	CAS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter request for underloading/overloading with recommendation from the adviser and Unit head/Director.	1.1 OCS checks the academic record of the student: academic standing, graduating within a year and/or with 1-2 semesters backlog, subject and units. 1.2 For action of the College Secretary (interview as needed only). 1.3 Once approved, OCS issues permit. 1.4 Asks the student to secures signature of the adviser.		Within the day	Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE) College Secretary / Assistant College Secretary
2. Student's adviser signs the permit.				Concerned adviser
3. Student returns the overload/underload permit to OCS.	2.1 OCS receives the permit. 2.2 College Secretary/Assistant College Secretary signs the form. 2.3 OCS files a copy in the individual student jacket. 2.4 OCS releases studentls copy.		Within the day	Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Ernie C. Garcia COS 10 (SRE) College Secretary / Assistant College Secretary
4. Student picks-up the approved permit.				Concerned student
TOTAL		None	2 days	

CAS-OCS 16

Dropping of Subject(s)

A student may with the consent of the faculty and the approval of the Dean (through the College Secretary), drop a subject by filing in the prescribed form before the three-fourth of the hours prercribed for the semester has lapsed, and not later.

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	Concerned student
Dropping Slip (UP Form 26-A)	CAS-OCS Windows 4, 5, 6, & 7
Interview (as needed only)	CAS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter request for dropping of subject(s).	1.1 OCS checks the academic record of the student: academic standing, subject and units. 1.2 College Secretary/Assistant College Secretary approves or disapproves the request (interview as needed only). 1.3 Once approved, OCS issues dropping slip. 1.4 Asks the student to proceed at the UPLB Cashier's office for payment. 1.5 Asks the student to secure approval from the concerned instructor and adviser.	P10.00 per unit	Within the day	*Staff assigned to degree program:* *Rhona F. Anenias* *(Administrative Officer II)* *Harry B. Exconde* *(Administrative Aide VI)* *Joan O. Lirio* *(Administrative Assistant II)* *Ernie C. Garcia* *COS 10 (SRE)* *College Secretary /* *Assistant College Secretary*
2. Cashier's Office receives payment and issues official receipt.				UPLB Cashier's Office
3. Instructor(s) and adviser signs the dropping slip.				Concerned Instructor and Adviser
4. Student returns to OCS the signed dropping slip and official receipt.	2.1 OCS checks the completeness of the dropping slip. 2.2 College Secretary/Assistant College Secretary signs the form. 2.3 OCS files the approved copy of permit in the individual student jacket.		Within the day	*Staff assigned to degree program:* *Rhona F. Anenias* *(Administrative Officer II)* *Harry B. Exconde* *(Administrative Aide VI)* *Joan O. Lirio* *(Administrative Assistant II)* *Ernie C. Garcia* *COS 10 (SRE)* *College Secretary /* *Assistant College Secretary*
5. Student gives copy of dropping slip to concerned instructor.				Concerned student
TOTAL		P10.00 per unit	2 days	

CAS-OCS 17 **Substitution of Courses**

Substitute of courses may be allowed only in the following cases: (1) when a student is pursuing a curriculum that has been superseded by a new one; (2) conflict in schedule between two required subjects; or (3) when the required subject is not offered

Office or Division:	CAS Office of the College Secretary
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Grades	Concerned student
Course Description	Concerned student
Substitution Form	CAS-OCS Window 2

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student presents true copy of grades and course description. 1.2 Student fills-up the substitution form.	1.1. Checks the documents submitted. 1.2. Issues substitution form.		15 mins	Violeta U. Bienes (Student Records Evaluator II)
2. Student secures the signature of adviser, concerned unit head where the subject is offered and the subject taken.				Concerned student
3. Student returns the signed substitution form to OCS.	2.1. OCS receives the form for approval. 2.2. College Secretary/Assistant College Secretary signs the substitution form.		Within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
TOTAL		None	1 day and 15 mins	

CAS-OCS 18 **Leave of Absence (LOA)**

The application, indicating the reason for a leave and the period which must not exceed one academic year but may be renewed for at most another year, shall be presented to the instructor(s) concerned for appropriate action and shall be subject to the approval by the Dean (through the College Secretary).

Office or Division:	CAS Office of the College Secretary
Classification:	
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request address to the College Secretary should be signed by the s	
Certificate of employment (if applicable)	
Medical Certificate (if applicable)	Concerned student
College Clearance Form	
LOA Form	CAS-OCS Window 2

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter 0requesting for leave of absence	1.1. Checks the letter submitted and verifies the academic record of the student. 1.2. College secretary approves the request letter. 1.3. Issues LOA form and colllege clearance form. 1.4. Asks student to pay LOA fee		Within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary

2. The student secures the required signatories and pays the LOA fee.				Concerned student
3. Cashier's Office receives payment and issues official receipt.		P 150.00		Cashiers Office
4. Student submits to OCS the LOA form, college clerance and receipt of LOA fee on or before the deadline.				Concerned student
	2.1. OCS receives and checks the submitted forms. 2.2 College secretary/Assistant College Secretary signs the LOA and clearance forms 2.3. Issues student's copy of the approved forms.		within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
	TOTAL	P 150.00	2 days	

CAS-OCS 19   Reinstatement due to Absence Without Leave (AWOL)

A student who did not file for leave of absence nor enrolled in the previous semester and has not reach maximum rule on residency.

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter addressed to the Dean	Concerned student
Affidavit of Non enrollment	
Statement of Parent's support	
Photocopy of Parent's ID with signature	
Plan of Study(detailing courses to be taken)	
True Copy of Grades	CAS-OCS Windows 4, 5, 6, & 7
Summary of Academic Performance	CAS-OCS Windows 2

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student submits letter address to the Dean explaining the reason of his/her AWOL. 1.2 Letter should be signed by the student, parent, adviser and concerned unit head. 1.3 Attached to letter request are the following: affidavit of non-enrollment, statement of parent's support, plan of study (detailing the courses to be taken), true copy of grades.				Concerned student
	1.1 Receives the documents submitted and verifies the academic status of the student. 1.2 Prepares Summary of Academic Performance 1.3 College Secretary/Assistant College Secretary signs all required forms. 1.4 OCS schedules interview with the Dean		2 days	Violeta U. Bienes Student Records Evaluator II College Secretary/Assistant College Secretary
2. Student picks-up the documents from OCS for interview of the Dean.	2. The Dean interviews the student, evaluates and approves/disapproves the appeal.		depends on the schedule of the Dean/Associate Dean	Dean/Associate Dean
3. Student gives back the documents to OCS upon approval of the Dean.	3.1 Checks the submitted documents. 3.2 Issues AWOL form. 3.3 Asks student to pay AWOL Fee		10 minutes	Violeta U. Bienes Student Records Evaluator II
4. Cashier's Office receives payment and issues official receipt.		P 225.00		UPLB Cashier' Office
5. Student submits AWOL Form and official receipt of payment	4.1 Accepts the official receipt of payment. 4.2 College Secretary/Assissatnt College Secretary signs the AWOL form. 4.3 Provides student a copy of AWOL form and approval of reinstatement.		Within the day	Staff assigned at Window 2 College Secretary/Assistant College Secretary
	TOTAL	P 225.00	3 days and 10 mins	

CAS-OCS 20   Shifting within the College

Any students who wants to shift from one curriculum to another within the college provided that the student has earned at least 30 academic units at the time of application and subject to the rules of admitting unit.

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent approved by the student's current College	Concerned student
True Copy of Grades	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter of intent signed by the parents, adviser and current concerned unit head with true copy of grades attached.				Concerned student
	1.1. OCS receives, evaluates, and computes the general weighted average of the applicant. 1.2. Attaches form for admission 1.3. Forwards application and transmittal letter to unit heads for evaluation.		5 days	Violeta U. Bienes Student Records Evaluator II
	2. Unit's committee interviews the student and recommends approval or disapproval. 3. Transmits to OCS the action of the unit's committee.		depends on the schedule of the unit's committee	Concerned unit
	4.1 OCS receives the action of the unit's committee. 4.2 OCS issues admission slip and permit to transfer.			Violeta U. Bienes Student Records Evaluator II
2.1 Student requests to TCG, certificate of good moral, certificate of non-contract for permanent record. 2.2 Student prepares a revised plan of study.		P30.00 per page		Concerned student
3. Student submits all the required documents on or before the deadline.	5.1 OCS prepares, encodes and files academic records of shiftee student. 5.2 Submits student's documents to OUR for filing and record purposes.		1 day	Staff assigned at Window 2
	TOTAL	P30.00 per page	6 days	

CAS-OCS 21   **Shifting to Other College**

Any students who wants to shift from one curriculum to another degree program offered by another college provided that the student has earned at least 30 academic units at the time of application and subject to the rules of the admitting college.

Office or Division:	CAS Office of the College Secretary
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission document	Concerned student
Permit to Transfer	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the admission slip and permit to transfer of the accepting College	1. OCS receives and verifies admission slip for issuance of clearance form.		20 mins	Violeta U. Bienes Student Records Evaluator II
2.. Student requests for TCG (for permanent record of the accepting college), Certificate of Good Moral Character and Certificate of Non Contract, Clearance Form.	2.1. Issues form to student. 2.2. Checks the entries in the request form and indicates the amount to be paid. 2.3. Asks student to proceed at UPLB Cashier's office for payment.	P30.00 per page	5 working days	Staff assigned to degree program: Rhona F. Anenias (Administrative Officer II) Harry B. Exconde (Administrative Aide VI) Joan O. Lirio (Administrative Assistant II) Emie C. Garcia COS 10 (SRE)
3. Student submits all the required documents	3.1 College secretary signs the clearance forms and permit to transfer. 3.2 Releases to student all required documents.		within the day	College Secretary/Assistant College Secretary Violeta U. Bienes Student Records Evaluator II
	TOTAL	P30.00 per page	6 days and 20 mins	

CVM LIBRARY
INTERNAL SERVICES

CVM-LIB. 1   ONLINE ARTICLE REQUEST SERVICE

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

Office or Division:	CVM Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Faculty, staff and students of CVM and CAFS-IAS, and other UPLB units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UP Web Mail (preferably) or any email account		UPLB Information Technology Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIM**	**PERSON RESPONSIBLE**
1. Sends request thru e-mail/web mail or Library Online Portal (http://bit.ly/CVMLibOnlinePortal)	1.1.Checks email and verifies sender's identity	NONE	3 minutes	College Librarians (3)
	1.2. Searches the requested article in the database		3 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 min/page	Administrative Support Staff
	1.6. Sends the full-text to the client thru e-mail		3 minutes	College Librarians (3)
2. Receives and acknowledge the requested article thru email		NONE	3 minutes	
	TOTAL		3 days	

CVM-LIB. 2   ONLINE REFERENCE SERVICE (LITERATURE SEARCH REQUEST)

An online reference service providing list of resources on specific topics/keywords given by clients based on their researches

Office or Division:	CVM Library			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Faculty, staff and students of CVM and CAFS-IAS, and other UPLB units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UP Web Mail (preferably) or any email account		UPLB Information Technology Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIM**	**PERSON RESPONSIBLE**
1. Sends request thru e-mail/web mail or Library Online Portal (http://bit.ly/CVMLibOnlinePortal)	1.1.Checks/acknowledges email request or checks Google sheet for the request 1.2. Examines carefully the requested topics, preferred keywords, etc.	NONE	6 minutes	College Librarians (3)
	1.2. Performs literature searches on requested topics/keywords and compile lists based on needed formats		1 to 3 days based on the bulk of requests being processed	
	1.3. Checks the availability of the related literature			
	1.4. Emails the needed list of related literatures (minimum of 10 titles) based on given topics/keywords) including URL link of available materials			
2. Confirms receipt and sends feedback on the resources provided via email	2.2. Continues performing literature searches and compile lists based on feedback		1 to 2 days based on the bulk of requests being processed	
	2.3. Checks the availability of needed resources based on feedback			
	2.1. Emails the additional list of related literatures (with URL links) based on feedback and the availability of needed resources		3 minutes	
3. Acknowledges receipt of additional list of literatures/needed resources			3 minutes	
	TOTAL		3 to 5 days based on the bulk of requests being processed	

CVM-LIB. 3   ONLINE REFERENCE SERVICE (QUERY VIA EMAIL AND SOCIAL MEDIA)

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

Office or Division:	CVM Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Faculty, staff and students of CVM and CAFS-IAS, and other UPLB units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UP Web Mail (preferably) or any email account		UPLB Information Technology Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIM**	**PERSON RESPONSIBLE**

1. Sends query thru e-mail/web mail, chat through messenger/social media	1.1. Answers/responds academically/library related queries or, 1.2. Refers the client to concerned individual/ office/ authority	NONE	15 minutes (real time)	College Librarians (3)
TOTAL			15 minutes (real time)	

CVM-LIB. 4   ACCOUNT AUTHENTICATION REQUEST

Creating/updating accounts for UPLB iLib Integrated Library System, OpenAthens, Turnitin, etc.

Office or Division:	CVM Library
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CVM Faculty, staff and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students- Copy of official proof of enrollment (e.g. valid ID, Form-5) For UP Employees- Copy of valid ID or appointment documents	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development Office
2. UP Web Mail	UPLB Information Technology Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the account creation and authentication form (http://bit.ly/CVMLibOnlinePortal) to select preferred account to authenticate or send email request containing the following: Image of the proof of enrollment for students or employment (if not using UP webmail) for UPLB employee; Preferred account to authenticate	2.1. Acknowledges the email request or checks Google sheet for the request	NONE	10 minutes	College Librarian on Duty
	2.2. Verifies client's identity/validates documents submitted		5 minutes	
	2.3. Activates/authenticates the account requested		1 day	
	2.4. Communicates account activation or email notification		3 minutes	
2. Verifies account activation			2 minutes	
TOTAL			1 day	

CVM-LIB. 5   ONLINE ID VALIDATION AND USER MONITORING SYSTEM (UMS) REGISTRATION

An online ID validation service conducted this quarantine period where CERTIFICATION of ID VALIDATION is being issued lieu of ID validation stickers as a proof for scholarship requirements and other puporses.

Office or Division:	CVM Library
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	CVM Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a copy of school ID (if old students), Form 5/ SAIS Screenshot in the online ID validation Form http://bit.ly/CVMidvalidation and fill out the necessary details.	1.1. Checks student's status (if New Freshman, Transferees or Old Student) and verifies documents submitted 1.2. Checks the name of the student at the Delinquent List 1.3. Registers at the excel log sheet with Name, Student Number, etc.	NONE	15 minutes	College Librarian on duty
	1.4. Prepares and emails the CERTIFICATION of ID VALIDATION (if requested)			
	1.5. Issues signed ID Validation sticker (if requested and able to drop by at the Library)			
2. Pays library dues if listed in the delinquent list.	2.1. Accepts payment and issues Official Receipt (OR)	Php2.00 per day for Circulation books	5 minutes	Designated Collecting Officer
3. Confirms receipt of Certification of ID Validation (if requested)			1 minute	
TOTAL			21 minutes	

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 laboratoryMedical 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 consulation 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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	2.1Assess 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 ClinicAdmininstrative Aide I
Patient record	VTH Companion Animal Clinic-Veterinarian
Vaccine request form	VTH Companion Animal Clinic-Veterinarian

Vaccination card		VTH Companion Animal Clinic-Veterinarian		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form. Indicates R (for Retrieval) on the patient number.
  Goes to the Window 4 (Records Section) and gives the Owner's Name and Pet's Name
 	
  Waits to be called. +
	1.1 Checks the computer database for the patient number.
	1.2 Retrieves Patient Record (PR) on file.
	1.3 Provides owner with a copy of the patient ID
	1.4 Queues in the PR.
		₱ 20.00 (Record retrieval fee)	5 mins	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room
  Provides the medical history and
  Restrains the patient during physical examination
	2.1 Assesses the patient and recommends deworming program.
	2.2 Requests for dewormers
		₱0.00	20 mins	Veterinarian VTH

3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s)	See table: Drugs and Medicines fees and ₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 mins	Veterinarian VTH
	TOTAL	₱220.00	35 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.31   **Consultation of new patients**
Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with dogs and cats for consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form.
Indicates N (for New) on the Patient Number Column of the Registration form
  Fills-out new Patient Record
  Waits to be called+
	1.1 Gives New Patient Record (PR).
	1.2 Queues in the PR.
		₱0.00	2 mins	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room Provides the medical history and restrains the patient during physical examination & sample collection	Assesses the patient and recommends diagnostic procedure (see procedure for laboratory and/ or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 mins	Veterinarian VTH

3. Takes down notes and listens to the recommendations,
  Restrains the patient during drug administration
  Accepts prescription.
	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 mins	Veterinarian VTH

4. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s)	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
	TOTAL	₱200.00	47 mins	

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

CVM-DVTH.32   **Consultation of returning patients**
Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic

Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Clients with dogs and cats for consultation of new problem

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration form	VTH Companion Animal Clinic-Administrative Aide I
Patient's record	VTH Companion Animal Clinic-Veterinarian
Vaccine request form	VTH Companion Animal Clinic-Veterinarian
ID number	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form.
  Presents the ID number.
  Waits to be called+
	1.1 Retrieves Patient Record (PR) on file.
	1.2 Queues in the PR.
		₱0.00	2 mins	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room
  Provides the medical history and
  Restrains the patient during physical examination and sample collection
	2 Assesses the patient and recommends which diagnostic procedure to do (see procedure for laboratory and/ or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 mins	Veterinarian VTH

3. Takes down notes and listens to the recommendations,
  Restrains the patient during administration of medications and
  Accepts prescription.
	3 Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 mins	Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	₱ 200.00 (Consultation fee)	5 mins	Collecting Officer VTH
TOTAL		₱200.00	47 mins	

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

CVM-DVTH.33 **Constutation of returning patient with lost ID number**

Companion Animal Clinic service

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration form	VTH Companion Animal Clinic-Administrative Aide I
Patient's record	VTH Companion Animal Clinic-Veterinarian
Vaccine request form	VTH Companion Animal Clinic-Veterinarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form. Indicates R (for retrieval) on the patient number.
  Goes to the Window 4 (Records Section) and gives the Owner's Name and Pet's Name
 	
  Waits to be called+
	1.1 Checks the database for the patient number.
	1.2 Retrieves Patient Record (PR) on file.
	1.3 Provides owner with a copy of the patient ID
	1.4 Queues in the PR.
		₱ 200.00 20.00 (Record retrieval fee)	5 mins	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room
  Provides the medical history
  Restrains the patient during physical examination and sample collection
	Assesses the patient and recommends diagnostic procedure (see procedure for laboratory and /or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 mins	Veterinarian VTH

3. Takes down notes and listens to the recommendations,
  Restrains the patient during administration of medications and
  Accepts prescription.
	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 mins	Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	₱200.00 (Consultation fee)	5 mins	Collecting Officer VTH
	TOTAL		50 mins	

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

CVM-DVTH.34   **Patient for pre-surgical consultation**
Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Clients with dogs and cats for consultation	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Patient's record		VTH Companion Animal Clinic-Administrative Aide I
ID number		Client

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

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

CVM-DVTH.35   **Laboratory testing of Veterinary Teaching Hospital patient during consultation**
Companion Animal Clinic service

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Restrains the patient during sample collection Waits to be called.	1.1 Collects samples for lab exam. 1.2 Accepts and labels the samples for testing 1.3 Logs request in the laboratory log book. 1.4 Performs requested laboratory test (s). 1.5 Logs results in the laboratory log book. 1.6 Releases the laboratory results to the attending Veterinarian.	See table: Laboratory test fees	22 mins	Medical Technologist II or Veterinarian VTH
RETURN TO STEP 3 OF CONSULTATION				

		TOTAL		22 mins	

CVM-DVTH.36   **Laboratory testing of referral patients**
Companion Animal Clinic service

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills-out registration form. Indicates Referral for Lab Test at the Registration form.
  Presents Referral Letter or Note at the Registration area.
  Waits to be called. +
	1. Checks or verifies the request.	₱0.00	2 mins	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room
  Restrains the patient during sample collection and waits for the Official Result.
  Accepts the Official Result.
	2.1 Collects samples for lab exam.
	2.2 Accepts and labels the samples for testing ▪ Logs Request in the Laboratory Log Book.
	2.3 Performs requested laboratory test (s).
	2.4 Logs Results in the Laboratory Log Book. Writes Official Result in the Laboratory Form and attaches signature
	2.5 Releases Official Result.
		₱0.00	36 mins	Medical Technologist II and Veterinarian VTH

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

Waiting time depends on the VTH's case load

CVM-DVTH.37   **Radiography (x-ray) of referral patients**
Companion Animal Clinic service

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Clients referred by a non-VTH veterinarian	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
Referral letter	Reffering 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	Radialogic Technologist II VTH

3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	₱ 500.00 per film	5 mins	Collecting Officer VTH
	TOTAL	PHP 500.00	14 mins	

Waiting time depends on the VTH's case load

CVM-DVTH.38   **Radiography (x-ray) of patient during consultation**
Companion Animal Clinic service

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

Type of Transaction:	G2C - Government to Clients				
Who may avail:	Clients with patients currently handled by a VTH Veterinarian				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Request for radiography of the patient			VTH Companion Animal Clinic-Attending Veterinarian		
CLIENT STEPS	**AGENCY ACTION**		**FEES TO BE PAID**		**PERSON RESPONSIBLE**
1. Proceeds to the diagnostic imaging room Restrains the patient on the radiograph table.	1.1 Positions the patient and assists in the restraint during radiography. 1.2 Performs radiography and processes the radiograph.		₱0.00	12 mins	Radiologic Technologist II and Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.		₱0.00	10 mins	Veterinarian VTH
3. Takes notes and listens attentively.	3.Interprets the radiograph and discusses the radiographic diagnosis		₱0.00	5 mins	Veterinarian VTH
4	4. Returns the radiograph to the diagnostic imaging room for filing		₱0.00	2 mins	Radiologic Technologist II VTH
5. Proceed to consultation(See citizen's charter for consultation of new or returning patients					Veterinarian VTH
6. Pays to the Collecting Officeer	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 Veteriarian 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		Reffering 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	

GRADUATE SCHOOL
INTERNAL SERVICES

GS-OCS.AAO1 | **Nomination of Guidance Committee and Plan of Course Work**

Required to be submitted by Masters Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Guidance Committee, Coursework and timetable. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished e-Form	Graduate School Website
Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Minutes)	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Faculty Appointment Verifier receives the document - Faculty Appointment Verifier checks Faculty Appointment and Forwards to PIC	none	2	Mayel C.Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- PIC checks the students BS Transcript of Record to ensure no courses are retaken - PIC checks the coursework for compliance to the approved curriculum	none	25	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Docuement in her/his UP Mail	- PIC receives the approved Form - digitally files the document at GST - Notifies student - Encodes Committee Members - Forwards the Form to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			65 minutes	

GS-OCS.AAO2 | **Nomination of Advisory Committee for PhD**

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Advisory Committee. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished e-Form	Graduate School Website
Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Minutes)	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Faculty Appointment Verifier receives the document - Faculty Appointment Verifier checks Faculty Appointment and Recommeds Approval	none	15	Mayel C.Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Docuement in her/his UP Mail	- Faculty Appointment Verifier receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder for recording	none	5	Mayel C.Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	15	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			54 minutes	

GS-OCS.AAO3 **Plan of Study for PhD**

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Coursework and Timetable. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Approved Committee and Unit Head		Home unit		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- PIC checks the students BS and MS Transcript of Record to ensure no courses are retaken - PIC checks the coursework for compliance to the approved curriculum	none	20	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Docuement in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)		10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			58 minutes	

GS-OCS.AAO4 **Application for Revision in Plan of Course Work**

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- PIC checks the students BS (and MS) Transcript of Record to ensure no courses are retaken - PIC checks the coursework for compliance to the approved curriculum	none	20	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Docuement in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant

TOTAL			58 mins	

GS-OCS.AAO5 **Application for Revision in Guidance/Advisory Committee**
Students can revise their approved Committee using this form

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students with approved Guidance/Advisory Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished e-Form		Graduate School Website		
Complete Signatures of Nominated Committee and Unit Head		Home unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document based on the approved committee - PIC forwards the document to Faculty Appointment Verifier	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- Faculty Appointment Verifier receives the document - Faculty Appointment Verifier checks Faculty Appointment and Recommends Approval, Forward back to PIC	none	15	Mayel C.Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	- PIC Receives and Endorses for Approval	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Anabell O. Ocampo, Administrative Assistant / Jerry Rivera, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			1 hr 1 min	

GS-OCS.AAO6 **Application for Revision in Course Timetable**
Students can revise their approved timetable using this form

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students with approved plan of coursework			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished e-Form		Graduate School Website		
Signature of Adviser and Unit Head		Home unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC compares the form to the approved timetable and ensures compliance to the program	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			48 mins	

GS-OCS.AAO7   **Approval of Thesis/Dissertation Outline**

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who enrolled the first unit of thesis/dissertation and students who haven't complied yet

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished e-Form	Graduate School Website
If applicable - Certification of Scientific Name	Museum of Natural History
If applicable - Graduate Work in absentia	Graduate School Website
If applicable - MOU for Graduate Work in absentia	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- PIC evaluates the outline, checks Scientific Name in Title and Place of Study	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant / Karen de Vera, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			43 mins	

GS-OCS.AAO8   **Application for Graduate Work in Absentia**

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Form	Graduate School Website
If applicable - MOU between UPLB and Cooperating Institution	Graduate School Website
If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution	Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean

2. Student recieves the Approved Document in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Records Management Team (RMT)	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			28 mins	

GS-OCS.AAO9 **Memorandum of Understanding (MOU) For Graduate Work in Absentia**

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB with a cooperating institution	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished MOU Form		Graduate School Website
Signed by cooperating institution		Cooperating Institution
If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution		Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
	Graduate School Dean Signs the Document	none	5	Graduate School Dean / Associate Dean
2. Student downloads the document	- PIC receives the approved Document - digitally files the document at GST - Notifies student	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC marks the transaction as Returned to Student	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. Student brings the Form to the Office of the Chancellor for Signature		none	-	Chancellor's Office
4. Student Claims back the form and have it Notarized		none	-	Student
5. Student re-submits notarized Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	Receiving officer receives and logs the form in the GS Tracking (GST) system; forwards the Form to the PIC. May also be directly received by the PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the notarized Document - Forwards the Document to Records Management Team (RMT)	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			35 mins	

GS-OCS.AAO10 **Application for Waiver of Requirements**

Form used to waive Graduate School Requirements

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section	
Classification:	Complex	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Students who cannot comply with GS requirements on the specified time	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished e-Form		Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC evaluates the reason and checks the student records		5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary	none	2	Graduate School Secretary / Assisstant Secretary
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary
2. Student recieves the Approved Document in her/his UP Mail	- PIC receives the approved Document - digitally files the document at GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
3. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant / Karen de Vera, Office Assistant
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL			33 mins	

GS-OCS.JER11 **True Copy of Grades**
Complete listing of Courses and Grades of a Student

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who have not yet graduated or lapsed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document Request form	Graduate School
Official Receipt	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Stundents
	-Preliminary checks for completeness -Check the information provided by the students. -Encoder accepts the request, encode and verify preliminarily then forwards the request to the SRE for verification	none	2	Jerry Rivera, Office Assistant
	- SRE Receives the request and verifies the grades - SRE prints/Generate the True Copy of Grade, affix signature and dry seal/Authenticate True Copy - SRE forwards the TCG to Encoder	none	15	SREs
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Sorts and store in the releasing storage	none	2	Jerry Rivera, Office Assistant
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document (thru email/hard copy)	none	2	Jerry Rivera, Office Assistant
TOTAL		50	23 mins	

GS-OCS.JER12 **True Copy of Grades with General Weighted Average**
Complete listing of Courses and Grades of a Student with General Weighted Average.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who have not yet graduated or lapsed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Document Request form	Graduate School		
Official Receipt	Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Stundent
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Stundent

	-Preliminary checks for completeness -Check the information provided by the students. -Encoder accepts the request, encode and verify preliminarily then forwards the request to the SRE for verification	none	30	Jerry Rivera, Office Assistant
	- SRE Receives the request and verifies the grades - SRE prints/Generate the True Copy of Grade with GWA, affix signature and dry seal/Authenticate True Copy - SRE forwards the TCG to Encoder	none	15	SREs
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	none	2	Jerry Rivera, Office Assistant
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document (thru email/hard copy)	none	2	Jerry Rivera, Office Assistant
TOTAL			51 mins	

GS-OCS.AAO13   **Request for Local Field Trip/Work**

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

* ON HOLD DUE TO PANDEMIC

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Graduate Faculty Handling Graduate Courses			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form		Graduate School Website		
PDF of Medical Certificates		Participating Students		
PDF of Proof of Accident Insurance Coverage		Participating Students		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits Accomplished Form and all attachments (continous single pdf file) at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC checks the completeness and validity of the attachments	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
2. Faculty received the approved document via UP Mail.	- PIC receives the approved Document - PIC encodes, upload the approved file, and Logs transaction as finished - PIC Notifies the Client - PIC Forwards the Document to Releasing	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
TOTAL			31 mins	

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

Form used to take the prerequisite simultaneously with the higher course

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form		Graduate School Website		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	1	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC checks the request for compliance to the curriculum	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Dean	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Dean Signs the Document	none	2	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant

TOTAL	32 mins	

GS-OCS.LGB15 **Certification of Satisfaction of Prerequisites**

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Student who will take a course with a prerequisite that he/she have not yet satisfied but has already taken other similar/equivalent course/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form		Graduate School Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	1	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC checks the request for compliance to the curriculum	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the document for Signature of the Graduate School Secretary	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
2. Student recieves the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the ecopy to the GST - Notifies student - Forwards the Document to Encoder	none	5	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	- Encoder receives the document and encodes the contents - forwards the document to Records Management Team (RMT)	none	10	Jerry Rivera, Office Assistant / Anabell O. Ocampo, Administrative Assistant
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		35 mins		

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

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who are not able to enroll on-time			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from student endorsed by the Adviser		Graduate School Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	PIC checks relevant student records and evaluates the document	none	5	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	none	2	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Dean Signs the form	none	2	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the ecopy to the GST - Notifies student - forwards the document to Records Management Team (RMT)	none	5	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	- RMT Receives the document - Indexes and files the document in the student's clearbook, - Logs the document in GST as "Filed" then "Finished"	none	5	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		23 mins		

GS-OCS.AAO17 **Request for International Field Trip/Work**

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

* ON HOLD DUE TO PANDEMIC

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Graduate Faculty Handling Graduate Courses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Form	Graduate School Website
PDF of Medical Certificates (Fit for International Travel)	Participating Students
PDF of Proof of Accident Insurance Coverage (International Travel Coverage)	Participating Students
PDF of Notarized Consent of Parent/Guardian/Spouse/Next of Kin	Participating Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits Accomplished Form at GS Office	- Receiving officer preliminary checks for completeness - Receives and logs the document in the GS Tracking (GST) system - Issues the Claim Slip with the Tracking Code and Claim Date to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant / Karen de Vera, Office Assistant
	- PIC receives the document - PIC checks the completness and correctness of the document	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC checks the completeness and validity of the attachments	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	none	2	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
	Graduate School Secretary Signs the Document	none	5	Graduate School Secretary / Assisstant Secretary
2. Faculty received the approved document via UP Mail.	- PIC receives the approved Document - PIC uploads the ecopy to the GST, Logs transaction as finished - PIC Notifies the Client - PIC Forwards the Document to Releasing	none	10	Anabell A. Ocampo, Administrative Assistant /Leslie G. Bolanos,Student Records Evaluator
			31 mins	

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

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

Office or Division:	Graduate School Secretary's Office		
Classification:	Complex		
Type of Transaction:	G2C - Government to Clients		
Who may avail:	Active Students		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**	
Accomplished form for Residency		Graduate School	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish form for Residency				
2. Submit the form to the Graduate School Enlistor	Enlistor check the students records in SAIS		5	Jerry Rivera, Office Assistant / Leslie G. Bolanos,Student Records Evaluator
	Enlistor encodes the enrollment via SAIS and shows the student the enrollment details and fees		5	Jerry Rivera, Office Assistant / Leslie G. Bolanos,Student Records Evaluator
3. Student acknowledges and pays the fee at payment centers		₱40.00		
4. Student Obtains Form 5 from the Cashier's Office or OUR				
TOTAL			10 mins	

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

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section		
Classification:	Complex		
Type of Transaction:	G2C - Government to Clients		
Who may avail:	Students who wants to re-enroll after absence without official leave		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**	
Letter from student endorsed by the Adviser and Unit Head		Graduate School Website	
Official Receipt (Pink Copy upon approval)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		500 Pesos AWOL Fee		Student
2. Student submits Letter Request for re-enrollment and proof of payment of AWOL Fee at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	none	2	Leslie G. Bolanos,Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	PIC checks relevant student records and evaluates the document	none	5	Leslie G. Bolanos,Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	none	2	Leslie G. Bolanos,Student Records Evaluator / Anabell O. Ocampo Administrative Assistant

	Graduate School Dean Signs the form	none	2	Graduate School Dean / Associate Dean
2. Student recieves the Approved Document in their UP Mail	PIC receives the approved Form, upload the ecopy to the GST and notifies student, forwards the Log to RMT	none	5	Leslie G. Bolanos,Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	RMT Receives the ecopy, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
	TOTAL		20 mins	

GS-DO.JPS1　　**Processing of Faculty Honorarium for serving in a Student's Guidance/Advisory Committee**
Issued to Faculty upon finishing MS/PhD Degree of their advisees

Office or Division:	Graduate School Dean's Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Faculty who's nominated to be a student's member/chair

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Check scanned exam permit of the student in our tracking (per faculty)	none	2 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
	Compute honorarium of faculty included in their committee. (per faculty)	none	3 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
	Graduate School Secretary Signs the payroll	none	2 mins	Graduate School Secretary / Assisstant Secretary
	Graduate School DeanSigns the payroll	none	2 mins	Graduate School Dean / Associate Dean
	TOTAL		9 mins	

GS-OCS.JER1　　**REQUEST FOR CERTIFICATE OF CANDIDACY**
Certification issued to students who have already passed the Oral General/Comprehensive Examination signifying that they are already a candidate for graduation.

Office or Division:	Graduate School Secretary's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who have passed the Oral General/Comprehensive Examination

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks record if Oral/General Examination is already passed	none	15	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate		5	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	TOTAL	₱50.00	30 mins	

GS-OCS.JER2　　**REQUEST FOR CERTIFICATE OF UNITS EARNED**
Certification issued to students to reflect the number of Units earned in a particular program

Office or Division:	Graduate School Secretary's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who have not yet lapsed and newly graduated students only.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks student database / record	none	15	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate		5	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
TOTAL		₱50.00	30 mins	

GS-OCS.JER3   **Certificate of Good Moral Character**

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

Office or Division:	Graduate School Secretary's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who have not yet lapsed and newly graduated students only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks student database / record	none	15	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate		5	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
TOTAL		₱50.00	30 mins	

GS-OCS.JER4   **Certificate of Enrollment**

Certification issued to students to certify that the student is officially enrolled

Office or Division:	Graduate School Secretary's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who have not yet lapsed and newly graduated students only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Document Request Form		Graduate School		
Official Receipt Pink Copy		Graduate School		
Claim Slip		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	- Check the information provided by the students. - Checks SAIS if currently enrolled	none	15	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate		5	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator

	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	TOTAL	₱50.00	30 mins	

GS-OCS.JER5   **Certificate of Completion**

Certification issued to students who have completed all academic requirements of a program

Office or Division:	Graduate School Secretary's Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Students who have completed all academic requirements of a program	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished Document Request Form		Graduate School
Official Receipt Pink Copy		Graduate School
Claim Slip		Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks record if all Graduation Requirments have been completed	none	15	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate		5	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	TOTAL	₱50.00	30 mins	

GS-OCS.JER6   **Certificate of English as Medium of Instruction**

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

*Due to the pandemic, this may be processed through email.

Office or Division:	Graduate School Secretary's Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	All students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished Document Request Form		Graduate School
Official Receipt Pink Copy		Graduate School
Claim Slip		Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		50 Pesos (add 20 pesos for Electronically Verifiable / Certifiied True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form		2	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -PIC prepares and print the Certificate	none	10	Jerry Rivera, Office Assistant
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Jerry Rivera, Office Assistant
	GS Executive Signs the Certificate		2	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student		2	Jerry Rivera, Office Assistant
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	TOTAL	₱50.00	20 mins	

GS-OCS.AAO11   **Leave of Absence (LOA) of students who are not currently enrolled**

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

Office or Division:	Graduate School Secretary's Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	Active Student	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished Form		Graduate School Website

Proof of Payment		Landbank LinkBiz		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		300 Pesos LOA Fee		Student
2. Student submits Accomplished Form with Proof of Payment at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's record		10	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Form		5	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	PIC receives the approved Form, upload the ecopy to the GST, and notifies student.		5	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	PIC marks the transaction as Finished and forwards the document to RMT		5	Anabell O. Ocampo Administrative Assistant / Jerry Rivera, Office Assistant
	RMT Receives checks the logs, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
	TOTAL	**₱300.00**	**31 mins**	

GS-OCS.AAO12　　**Leave of Absence (LOA) for enrolled students**

Filed by students who enrolled in the current term and will file official documentation of leave of absence

Office or Division:	Graduate School Secretary's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Active Student
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Leave of Absence Form	Graduate School Website
Accomplished Clearance for Leave of Absence Form	Graduate School Website
Proof of Payment	Landbank LinkBiz

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		300 Pesos LOA Fee		Student
2. Student submits Accomplished Form with Proof of Payment at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's record		10	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s		2	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Form		5	GS Executives
3. Student recieves the Approved Document in her/his UP Mail	PIC receives the approved Form, upload the ecopy to the GST, and notifies student.		5	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
4. (Optional) Student claims a hard copy	- Releasing Officer checks the client's I.D. and/or Authorization - prints a copy from GST and stamps Certified True Copy and Authenticates the document - Releases the Document		2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	PIC marks the transaction as Finished and forwards the document to RMT		5	Anabell O. Ocampo Administrative Assistant / Jerry Rivera, Office Assistant
	RMT Receives checks the logs, indexes and files the document in the student's clearbook, logs the document in GST as filed		2	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
	TOTAL	**₱300.00**	**33 mins**	

GS-OCS.LGB20　　**Cross Enrolling to Other U.P. Campus**

A process for taking courses of other UP Campuses

Office or Division:	Graduate School Secretary's Office

Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Active students who wants to enroll in other U.P. Campus

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Form 5B (Cross-enrollment form)		
Form 5		
Approved Plan of Coursework or Justification from Adviser and Unit Head that such course is required to be taken by the student		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form and attachements at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC receives the Form and Evaluates the Form and its attachements	none	5	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary	none	2	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the form	none	5	GS School Secretary
2. Student recieves the Approved Document in their UP Mail	PIC receives the approved Form and uploads the ecopy to the GST and notifies student. Logs transaction as Finished	none	5	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	TOTAL		19 mins	

GS-OCS.RME1 **Processing of Removal Permit**

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

Office or Division:	Graduate School Secretary's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Active Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Removal Permit form		GS Website Downloads
Form 5		
Proof of Payment		Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		10 Pesos per unit		Student
2. Student submits Accomplished Form and attachements at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives/forwards the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Person-In-Charge (PIC) accepts the request, Checks attachment and student's record		10	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary		2	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Form		5	GS Executives
3. Student recieves the Approved Document in their UP Mail	- PIC receives the approved Form - Uploads the ecopy to the GST - Notifies the Student		5	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	TOTAL	10 pesos per unit	22 mins	

GS-OCS.RME2 **Dropping a Course**

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

Office or Division:	Graduate School Secretary's Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Enrolled Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Dropping form		GS Website Downloads
Proof of Payment		Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		10 Pesos per unit		Student
2. Student submits Accomplished Form and attachements at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives/forwards the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

	Person-In-Charge (PIC) accepts the request, Checks attachment and student's record			10	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary			2	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Form			5	GS Executives
3. Student recieves the Approved Document in their UP Mail	PIC receives the approved Form, upload the ecopy to the GST, email a copy to OUR / SAIS and notifies student, forwards the Log to RMT			5	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	RMT Receives the ecopy, indexes and files the document in the student's clearbook, logs the document in GST as filed				Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
	TOTAL	10 per Unit		12 mins	

GS-OCS.RME3   **Internal Data Request**

Data request from other UP units

Office or Division:	Graduate School Secretary's Office				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Government				
Who may avail:	Other UP Units				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Letter of Request					
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**		**PERSON RESPONSIBLE**
1. Submit the Request Letter at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives/forwards the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC receives the request and endorses the request for approval of a GS Executive			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	GS Executive approves the request, indicating the scope of what data to prepare or withhold			5	GS Executives
	PIC receives the approved request and prepares the data making sure that only relevant data are prepared. Personal and Sensitive data is not prepared unless covered by the approved letter request.			240	Person-In-Charge of Data
	Forward the data to GS Executives for Approval			5	Person-In-Charge of Data
	GS Executives approves the release of data and forwards to PIC			5	GS Executives
2. Client recieves the Data in their UP Mail	- PIC receives the approved Document - PIC Notifies the Client - PIC Marks the transaction as finished	none		10	Person-In-Charge of Data
	TOTAL		**4 hrs 27 mins**		

GS-OCS.RME4   **External Data Request**

Office or Division:	Graduate School Secretary's Office				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Client				
Who may avail:	Other Government Agencies and the General Public				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Letter of Request					
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**		**PERSON RESPONSIBLE**
1. Submit the Request Letter	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code. Forward to FOI representative (FOI rep)			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	FOI rep receives the request, reviews the scope of what data to prepare or withhold, and endorses the request for approval of a GS Executive			10	FOI Representative
	GS Executive approves the request and forwards to FOI Rep			5	GS Executives
	FOI rep receives the approved request and forwards the request to the person in charge of the data asked.			5	FOI Representative
	PIC receives the approved request and prepares the data making sure that only relevant data are prepared. Personal and Sensitive data is not prepared unless covered by the approved letter request. Forwards to FOI rep			240	Officer-in-Charge of the Data
	FOI Rep receives, checks and forward the data to releasing			5	FOI Rep
	- Releasing Officer Receives the document - Sorts and store in the releasing storage			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
3. Client returns on the Date indicated in the claim slip	- Releasing Officer checks the client's I.D. and/or Authorization - Releases the Document			2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	TOTAL		4 hrs 29 mins		

GS-OCS.CGDP1	**Application for Qualifying examination (for PhD students)**				
	Qualifying examination shall be conducted by the advisory committee before registration for the second semester of residence.The result of the examination will be the basis for evaluating the student's ability to pursue doctoral study and for determining a suitable program of course work. The application for the qualifying examination shall be submitted to the Graduate School not later than 1 month before the date of examination.				
Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Clients				

Who may avail:	Currently enrolled Ph.D. students with regular admission status, and with an approved Nomination of Advisory Committee	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished application for the qualifying examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination		Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit		Degree granting unit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled		Client (Student's copy)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE/Back-up
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the qualifying examination	none	2	Cynthia Dela Peña, Student Records Evaluator II I/ Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the students' clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II I/ Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	2	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	10	Cynthia Dela Peña, Student Records Evaluator III/ Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	5	Cynthia Dela Peña, Student Records Evaluator III/ Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
	TOTAL		**1 hr 9 mins**	

GS-OCS.CGDP2

Application for written comprehensive examination	
A Written Comprehensive Examination is taken after completing satisfactorily all the courses prescribed by the student's committee and the foreign language requirement (if any), after passing the qualifying examination, and upon the recommendation of the student's advisory committee.	
Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	PhD student who passed the qualifying examination; All courses prescribed by committee in the approved plan of study under the major and minor fields should have been taken with a general weighted average grade of "2.00" or better, and obtained "passing grades" in all courses enrolled.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished application for the written comprehensive examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit	Degree granting unit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy
True Copy of Grades (TCG) with GWA	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the written comprehensive examination	none	1	Cynthia Dela Peña, Student Records Evaluator III/ Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant

		none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)			
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
	TOTAL		**1 hr 8 mins**	

GS-OCS.CGDP3

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

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	PhD student who passed the qualifying and written comprehensive examinations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for the oral comprehensive examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit	Degree granting uniit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy
True Copy of Grades (TCG) with GWA	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the oral comprehensive examination	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
	TOTAL		**1 hr 8 mins**	

GS-OCS.CGDP4

Application of PhD students for Final examination	
The final examination has two purposes: to test the candidate's ability to defend his/her dissertation and to provide the advisory committee the opportunity to suggest modifications in the dissertation.	

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	PhD student who passed the qualifying, written and oral comprehensive examinations.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for the final examination (e-Form) to be submitted to the Graduate School not later than two (2) weeks before the date of examination	Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit	Degree granting uniit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy
True Copy of Grades (TCG) with GWA	Graduate School
Draft of dissertation acceptable bto the advcisory committee	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide

	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 8 mins**	

GS-OCS.CGDP5

Application for Seminar Presentation
Students under the PhD by Research degree program has three (3) seminar presentations. The student shall discuss with his/her advisory committee for the approval of portions of the dissertation, which are ready for presentation in a seminar, and to be written and submitted for publication. The student may apply for the 2nd seminar presentation after passing the 1st seminar presentation. The student may apply for the 3rd seminar presentation after passing the 1st and 2nd seminar presentations.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for seminar presentation (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit	Degree granting uniit
Student's Official Registration Form(UPLB Form 5) for a particular semester in which the seminar presentation is scheduled	Student's copy
Approved Nomination of Advisory Committee	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the seminar presentation	none	1	Student Records Evaluator
	SRE checks the completeness of application documents	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes seminar presentation permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the seminar presentation permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the seminar presentation permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved seminar presentation permit, notifies and releases the seminar presentation permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 8 mins**	

GS-OCS.CGDP6

Application for Final Examination of a PhD by Research Student
The Final Examination panel shall be composed of the student's advisory committee and an external reviewer to be appointed by the Dean of the Graduate School from among three (3) nominees of the department/institute. The process of external review shall be consistent with Chap. 10, Sec. 15, Art. 2-9 of the UPLB Policies, Rules and Regulation.The candidate shall be given, by his/her Final Examination (Dissertation Defense) panel, an oral examination which will be open to the public.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	PhD by Research student who passed the seminar presentations 1,2 and 3

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for final examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the advisory committee and the department chair or institute director of the degree granting unit	Degree granting unit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the seminar presentation is scheduled	Student's copy
Draft of manuscript acceptable to the committee	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	none	1	Student Records Evaluator
	SRE checks the completeness of application documents	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the final examination permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 8 mins**	

GS-OCS.CGDP7

Application for written general examination of a Master's degree (with thesis) student

This examination, which is to be given by the guidance committee, shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Master degree (with thesis) student with regular admission status, approved Plan of Study and with a GWA of 2.00 or better

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for written general examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the guidance committee and the department chair or institute director of the degree granting unit	Degree granting unit
Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy
True Copy of Grades (TCG) with GWA	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the written general examination	none	1	Student Records Evaluator
	SRE checks the completeness of application documents	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the written general examination permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 8 mins**	

GS-OCS.CGDP8

Application for oral general examination of a Master's degree (with thesis) student

This examination, which is to be given by the guidance committee, in oral form shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Master degree (with thesis) student with regular admission status, approved Plan of Study and withGWA of 2.00 or better and passed the written general examination (if a written examination is required in the degree program)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for oral general examination (e-Form) to be submitted to the Graduate School not later than one month before the date of examination	Graduate School Website
The application should have a complete signatures of the guidance committee and the department chair or institute director of the degree granting unit	Degree granting unit
Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
True Copy of Grades (TCG) with GWA		Graduate School		
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the oral general examination	none	1	Student Records Evaluator
	SRE checks the completeness of application documents	none	2	Student Records Evaluator
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the oral general examination permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
	TOTAL		**1 hr 8 mins**	

GS-OCS.CGDP9

Application for final examination of a Master's degree (with thesis) student				
The student may apply for the Final Examination when his/her thesis is complete and in a form acceptable to his/her major professor, who indicates his/her favorable judgment by recommending the approval of the application for Final Examination.				
Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Master degree (with thesis) student who passed the written and oral general examination .			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished application for the finalexamination (e-Form) to be submitted to the Graduate School not later than two (2) weeks before the date of examination	Graduate School Website
The application should have a complete signatures of the guidance committee and the department chair or institute director of the degree granting unit	Degree granting unit
Student's Official Registration Form(UPLB Form 5) for a particular semester in which the examination is scheduled	Student's copy
True Copy of Grades (TCG) with GWA	Student's copy
Draft of manuscript acceptable by the guidance committee	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the final examination permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
	TOTAL		**1 hr 8 mins**	

GS-OCS.CGDP10

Application for final examination of a Master's degree (without thesis) student	
A student must obtain a weighted average grade of "2.00" or better in all the courses prescribed by his/her committee under the major and minor fields.As part of the qualification for taking the Final Examination, he/she must also obtain passing marks in all courses, which he/she had been enrolled in.	
Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients

Who may avail:	Master degree (without thesis) student	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished application for the finalexamination (e-Form) to be submitted to the Graduate School not later than one (1) month before the date of examination		Graduate School Website
The application should have a complete signatures of the guidance committee and the department chair or institute director of the degree granting unit		Degree granting unit
Student's Official Registration Form (UPLB Form 5) for a particular semester in which the examination is scheduled		Student's copy
True Copy of Grades (TCG) with GWA		Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss. uplbgraduateschool. org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses to the GS Secretary the final examination permit for approval/signature.	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	none	5	Graduate School Secretary
2. Student recieves the Approved Document in their UP Mail	SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT Receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 8 mins**	

GS-OCS.CGDP11	**Appeal for an Extension of Residency (MRR)**			
	Graduate student who was not able to complete the requirements for the degree within the time limit of her/his residence may apply/appeal for an extension of residency			

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Graduate student who has completed all coursework requirements based on the approved plan of coursework with a GWA of 2.0 or better; has already passed the general/comprehensive examination; and has the recommending approval of his/her Guidance Committee. A second and last year of extension may be granted to a student if he/she has already successfully defended the thesis, and is in the process of finalizing the manuscript. In cases of force majeure, such as typhoons and major calamities, which the Graduate School, upon the recommendation of the Guidance Committee, will determine, the student may be allowed an additional, or third extension, to complete his/her program.

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Accomplished e-Form to be submitted to the Graduate School at least one month before reaching maximum residency.		Graduate School Website
The application should have a complete signatures of the guidance committee and Unit Head		Degree granting unit
True Copy of Grades (TCG) with GWA		Graduate School
Draft of manuscript		Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss. uplbgraduateschool. org/)	- Receiving officer preliminary checks for completeness - Receives the document in the GS Tracking (GST) system to release tracking code. May also be direclty received by PIC.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of requirements and if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	none	10	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the appeal for recommending approval of the Graduate School Secretary	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	none	5	Graduate School Secretary
	Receiving Officer digitizes the documents and forwards to the Office of the Vice Chancellor for Academic Affairs (OVCA) for approval	none	5	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receives action of OVCCA on the appeal, digitizes the document and forwards to SRE.	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

2. Student recieves the Approved Document in their UP Mail	SRE notifies the student and marks the transaction as "FINISHED" and returns the student's clearbook to the Records Management Team (RMT)	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			**1 hr 11 mins**	

GS-OCS.CGDP12

Application for Graduation

Requirements for graduation include the completion of all academic as well as non academic requirements, in accordance with set deadlines.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Graduate Student who completed all academic and non-academic requirements in accordance with set deadlines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online application for graduation	GS Website
Official Receipt as proof of required payment (i.e. Graduation fee and binding fee)	Cash Division, UPLB
Submission of requirements for graduating students	GS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes on-line application for graduation	Acknowledges receipt of online application for graduation	none		Student Records Evaluator
2.Student submits proof of payment for graduation fee	Receiving officer receives the proof of payment,logs the manuscript in the GS Tracking (GST) system and gives the Tracking Code to client	P300/P600		Cash Division, UPLB or Graduate School
3. Student submits to Graduate School 3 unbound hard copies of manuscript with 2 extra copies of approval page, abstract page and IPR page	Receiving officer preliminary checks for completeness; receives and logs the manuscript in the GS Tracking (GST) system; gives the Tracking Code to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards the manuscript to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE acknowledges receipt of3 unbound hard copies of manuscript with 2 extra copies of approval page, abstract page and IPR page	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
4. Student uploads to Graduate School website requirements of graduating students	Verifies requirements for graduating students	none	10	Mayel B. Gregorio, Administrative Assistant
	SRE evaluates student progress and completeness of graduation requirements	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
TOTAL			**54 mins**	

GS-OCS.CGDP13

Recommendation For Appointment to the Graduate Faculty (Regular Member)

Regular members are staff members of UPLB who are issued appointments to teach graduate courses and/or serve as guidance/advisory committee chair or member. If they are assigned to be involved in graduate programs offered by units other than the unit to which they have their basic appointment, they are given affiliate appointments.

Office or Division:	Graduate School Secretary's Office - Faculty and Committee Appointments Team (in transition)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Academic and non-academic of UPLB with permanent or temporary basic appointment in their home unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished GS Recommendation Form B (yellow form)	Graduate School
2. Copy of approved basic appointment in the home unit	Home unit
3. Latest Curriculum Vitae (CV)with list of publications	Recommendee
4. Justification from the unit head/department chair/ institute director for the need of services and endorsed by the dean of college	Home unit
5. Student Evaluation for Teachers (SET)in at least one 100-level course for the last 2 semesters	Home unit
6. List of graduate courses to teach (if recommended to teach graduate courses)	Home unit
7. List of advisees (if recommended for membership to advisory and/or guidance committee)	Home unit
8. Copy of latest appointment to the graduate faculty	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Home/requesting unit submits recommendation for appointment as regular member of the graduate faculty signed by the department chair/institute director and endorsed by the dean of the academic unit to the dean of Graduate School.	Receiving officer preliminary checks for completeness of attachments; receives and logs the recommendation in the GS Tracking (GST) system; gives the Tracking Code to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Home/requesting unit receives the Tracking Code	Receiving officer forwards the recommendation to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	In-Charge receives the recommendation	none	2	Mayel B. Gregorio, Administrative Assistant
	SRE evaluatesrecommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the recommendation for recommending approval of the Graduate School Secretary, and dean of Graduate School	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant

	Graduate School Secretary signs the recommendation	none	2	Graduate School Secretary
	Graduate School Dean signs the recommendation	none	2	Graduate School Dean
	Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
HRDO returns approved recommendation to Graduate School	Receiving officer receives and logs the approved recommendation in the GS Tracking (GST) system and forwards to Administrative Assistant	none	5	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator II
	Administrative Assistant drafts Notice of Appointment and forwards to SRE	none	2	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	SRE verifies,checks and countersigns Notice of Appointment for signature of the dean	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the Notice of Appointment	none	2	Graduate School Dean
	Administrative Assistant digitizes and releases Notice of Appointment to requesting unit, and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	TOTAL		**1 hr 13 mins**	

GS-OCS.CGDP14   **Recommendation For Appointment to the Graduate Faculty (Non Regular Member)**

Non-regular members are faculty member of another academic unit/institution, recognized experts of other government agencies and institutions who are likewise issued appointments to the Graduate Faculty.

Office or Division:	Graduate School Secretary's Office - Faculty and Committee Appointments Team (in transition)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty member of another academic unit/institution, recognized experts of other government agencies and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished GS Recommendation Form B (yellow form)	Graduate School
2. Notification of Approval of Appointment in the requesting unit	Requesting unit
3. Latest Curriculum Vitae (CV)with list of publications	Recommendee
4. Justification from the unit head/department chair/ institute director for the need of services and endorsed by the dean of college	Requesting unit
5. Student Evaluation for Teachers (SET)in at least one 100-level course for the last 2 semesters	Home unit
6. List of graduate courses to teach (if recommended to teach graduate courses)	Requesting unit
7. List of advisees (if recommended for membership to advisory and/or guidance committee)	Requesting unit
8. Copy of latest appointment to the graduate faculty	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Home/requesting unit submits recommendation for appointment as regular member of the graduate faculty signed by the department chair/institute director and endorsed by the dean of the academic unit to the dean of Graduate School.	Receiving officer preliminary checks for completeness of attachments; receives and logs the recommendation in the GS Tracking (GST) system; gives the Tracking Code to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Home/requesting unit receives the Tracking Code	Receiving officer forwards the recommendation to the Student Records Evaluator (SRE)	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the recommendation	none	2	Mayel B. Gregorio, Administrative Assistant
	SRE evaluatesrecommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	none	30	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the recommendation for recommending approval of the Graduate School Secretary, and dean of Graduate School	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary signs the recommendation	none	2	Graduate School Secretary
	Graduate School Dean signs the recommendation	none	2	Graduate School Dean
	Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
HRDO returns approved recommendation to Graduate School	Receiving officer receives and logs the approved recommendation in the GS Tracking (GST) system and forwards to Administrative Assistant	none	5	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	Administrative Assistant drafts Notice of Appointment and forwards to SRE	none	2	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator II
	SRE verifies,checks and countersigns Notice of Appointment for signature of the dean	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the Notice of Appointment	none	2	Graduate School Dean
	Administrative Assistant digitizes and releases Notice of Appointment to requesting unit, and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	TOTAL		**1 hr 13 mins**	

GS-OCS.CGDP15   **Request for Change of Thesis/Dissertation Title**

To be accomplished by the student if there is a revision in the thesis/dissertation title in the approved thesis/dissertation title.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Graduate Student with a revision in the approved thesis/dissertation title			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished e-Form to be submitted to the Graduate School for approval	Graduate School Website
The request should have a complete signatures of the advisory/guidance committee, and Unit Head	Degree granting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	none	2	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	none	1	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks if the application is properly accomplished	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE forwards the request to the dean of Graduate School for approval/signature	none	2	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the request	none	5	Graduate School dean
2. Student recieves the Approved Document in their UP Mail	SRE notifies the student and marks the transaction as "FINISHED"and forwards the approved copy to the Records Management Team for file.	none	5	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	RMT receives the hard copy, indexes and files the document in the student's clearbook	none	2	Karen A. De Vera, Administrative Aide
TOTAL			19 mins	

GS-OCS.CGDP16 **Checklist of Graduating Students**

Required by the Office of the University Registrar in connection with the issuance of Transcript of Records that indicates degree program, major and cognate/minor field, first semester of enrolment, country of origin,previous institutions attended, all courses in the approved Plan of Study with corresponding grades and examinations taken with corresponding examination results.

Office or Division:	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Office of the University Registrar			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Plan of Study with grades	Graduate School
Examination Permit with Result	Adviser/degree granting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of the University Registrar	Administrative Assistant requests for student's clearbook	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator II
	Prepares checklist of graduating students and forwards to SRE	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	SRE verifies , countersigns the checklist, and forwards to the Graduate School Secretary for signature	none	10	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary signs the Checklist	none	5	Graduate School Secretary
Office of the University Registrar receives the Checklist	Administrative Assistant digitizes, and submits to the Office of the University Registrar	none	10	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
TOTAL			45 mins	

GS-OCS. JMC1 **APPLICATION FOR DOST SCHOLARSHIP**

Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	GS website
Birth Certificate	to be provided by the Student
Certified True Copy of TOR	to be provided by the Student
Endorsement from two former professor in college or two former professor in MS for applicat pursuing PhD	to be provided by the Student
Medical Certificate from licensed physian with his/her PRC liscensed number indicated	to be provided by the Student
Valid NBI Clearance	to be provided by the Student
Letter of Admission from Graduate School	to be provided by the Student
If employed:	to be provided by the Student
Recommendation from head of agency	to be provided by the Student
Permission to take Leave of Absence while in scholarship	to be provided by the Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplished Application Form	Receive documents		5	Jonathan Cosico
	Check if application form is properly filled up and all the requirements are complete.		10	Jonathan Cosico
	Compute Grades.		10	Jonathan Cosico
	Prepare master list of applicants.		20	Jonathan Cosico
	Evaluate and interview the applicants		20	Dorothy C. Litan/College Secretary/Dean
	Prepare Master list of possible scholars to be submitted at DOST		20	Jonathan Cosico
	TOTAL		**1 hr 25 mins**	

GS-OCS. JMC2

Application for SRSF				
Request for additional fund				
Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	DOST Scholars			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request		Student		
Application Form		Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplished Application Form	1 Receive documents		2	Jonathan Cosico
	2 Check if application form is properly filled up and all requirements are complete.		10	
	3 Prepare evaluation sheet		10	
	4 Secure Dean signature		10	
	5 Transmit application to DOST thru mail		5	Ron Viotanta
	TOTAL		**37 mins**	

GS-OCS.JMC3

APPLICATION FOR THESIS GRANT				
Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	DOST Scholars			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request		Student		
Copy of thesis approval		Graduate School		
Line item budget		Student		
Ghantt Chart		Student		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplished Letter Request	Receive request lettter for the release of outright		5	Jonathan Cosico
	Check if all requirements are complete.		10	Jonathan Cosico
	Secure dean approval		10	Jonathan Cosico
	Prepare evaluation sheet		5	Jonathan Cosico
	Graduate School Secretary evaluate the apllication for the amount to be release to the scholar		10	College Secretary
	Prepare Certification and Voucher		10	Jonathan Cosico
	Signs Certification / Voucher		10	College Secretary
	Prepare Voucher		10	Jonathan Cosico
	Signs and approves the disbursement vouchers		10	Dean
	Digitize Voucher and supporting Documents		10	Jonathan Cosico
	Transmits the original DV documents to the Accounting Office		5	Messenger
	TOTAL		**1 hr 35 mins**	

GS-OCS.JMC4

PROCESSING OF REIMBURSEMENT AND PAYMENT TO SUPPLIER				
Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
APPROVED PPMP & PPMP		STUDENT		
SALES INVOICE / BILLING STATEMENT/OFFICIAL RECEIPT		SUPPLIER		
REQUEST FOR QUOTATION		SUPPLIER		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplished APP & PPMP	Received APP & PPMP		5	Jonathan Cosico
	Check if all requirements are complete.		10	Jonathan Cosico
	Prepare Purchase Request		10	Jonathan Cosico
	Signs Purchase Request		10	D. C. Litan / Dean
	Prepare Abstract of Quotation		10	Jonathan Cosico
	Prepare Purchase Order thru UIS		10	Jonathan Cosico
	Signs Purchase Order		10	D.C. Litan /College Sec/Dean
	Transmit Purchase Order at Accounting Office		5	Messenger
	Received aproved PO		5	Jonathan Cosico
	Prepare IAR		10	Jonathan Cosico
	Prepare Voucher		10	Jonathan Cosico

	Signs Voucher			10	D.C. Litan /College Sec/Dean
	Transmit Voucher at Accounting Office			5	Messenger
		TOTAL		**1 hr 50 mins**	

GS-OCS.NAD1

GRADUATE MENTORING APPRENTICESHIP PROGRAM PRE-SCREENING

Pre-screening of GMAP applicants

Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who are taking 300/400 courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished GMAP Application Form	Graduate School Website
Accomplished GMAP Service Agreement	Graduate School Website
Accomplished form for Expression of Interest to Serve as Faculty Mentor (Work Plan) - for First-Time Mentor /Expression of Interest to Serve as Faculty Mentor (Work Plan) - for Renewal	Graduate School
True Copy of Grades - GWA should be 2.00 or better	Graduate School
Form 5	Office of the University Registrar
Curriculum Vitae	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submits GMAP application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	none	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to prepare GMAP certification	none	3 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to forward application form and certification to SRE	none	1 minute	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE to countercheck application form and put initials on the certification	none	5 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE endorses the application form and certification for signature of the Dean to the SCE	none	1 minute	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Graduate School Dean signs the application form and certification	none	2 minutes	Graduate School Dean
	SCE to receive the signed application form and certification and forward all GMAP application requirements to BMO for budget clearance and for signatures of HRMO, OVCAA and OC.	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	For budget clearance and for signatures of HRMO, OVCAA and OC			
	SCE receives GMAP application forms from Records Office	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to inform students that GMAP Service Agreement is ready for notarization	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Student to get the GMAP Service Agreement for notarizattion				
3. Student to submit notarized GMAP Service Agreement to GS	SCE receives the notarized GMAP Service Agreementand files the document in the student's GMAP folder	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	TOTAL		28 minutes	

GS-OCS.NAD2

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

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

Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Students who are taking MS Applied Nutrition and PhD Human Nutrition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Nestle Application Form	Graduate School Website
PSA Birth certificate	Applicant
PRC Board Certification	Applicant
UPLB Notice of Admission	Graduate School
Medical Certificate	University Health Service
Form 5 of current semester	Office of the University Registrar
True Copy of Grades - GWA should be 2.00 or better	Graduate School
If with existing scholarship: Notarized certification from existing grantor of approval to avail NESTLE Scholarship	Existing Scholarship Grantor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submits NESTLE application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	none	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE and SRE to evaluate applicants and select awardee for the scholarship	none	60 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE and SRE to provide report regarding the screening and selection of applicants to the Dean of the Graduate School	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to prepare the NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	60 minutes	Nhimvie Doldolea, School Credit Evaluator
	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator

		none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to endorse NESTLE certification, Pledge of Commitment and letter of notification to the applicants to the Dean of the Graduate School for signature	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	none	2 minutes	Graduate School Dean
	SCE to send the letter of notification to the applicants of the scholarship, signed NESTLE certification and Pledge of Commitment (for notarization)	none	20 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Students to print the Pledge of Commitment and have it notarized and submit to GS				
	SCE receives the notarized Nestle Pledge of Commitment and files the document in the student's folder	none	2 mins	Nhimvie Doldolea, School Credit Evaluator
TOTAL		none	2 hrs 54 mins	

GS-OCS.NAD3

NESTLE POST-GRADUATE NUTRITION SCHOLARSHIP PRE-SCREENING for FULL PhD and MS GRANT				
Pre-screening of Nestle Scholarship applicants for Full PhD and MS Grant				
Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who are taking MS Applied Nutrition and PhD Human Nutrition			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Nestle Application Form		Graduate School Website		
PSA Birth certificate		Applicant		
PRC Board Certification		Applicant		
UPLB Notice of Admission		Graduate School		
Medical Certificate		University Health Service		
Certified True Copy of Grades or Official Transcript of Record		Applicant		
If Employed: LOA		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Students submits NESTLE application requirements	Receiving officer receives and logs the form in the GS Tracking (GST) system and forward to SCE	none	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	none	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	none	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE and SRE to evaluate applicants and select awardee for the scholarship	none	60 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE and SRE to provide report regarding the screening and selection of applicants to the Dean of the Graduate School	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to prepare the NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	60 minutes	Nhimvie Doldolea, School Credit Evaluator
	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SCE to endorse NESTLE certification, Pledge of Commitment and letter of notification to the applicants to the Dean of the Graduate School for signature	none	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	none	2 minutes	Graduate School Dean
	SCE to send the letter of notification to the applicants of the scholarship, signed NESTLE certification and Pledge of Commitment (for notarization)	none	20 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Students to print the Pledge of Commitment and have it notarized and submit to GS				
	SCE receives the notarized Nestle Pledge of Commitment and files the document in the student's folder	none	2 mins	Nhimvie Doldolea, School Credit Evaluator
TOTAL		none	2 hrs 54 mins	

GS-OCS.NAD4

APPLICATION FOR ADMISSION				
Required for admission to UPLB Graduate School				
Office or Division:	Graduate School Secretary's Office - Admissions Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	New applicants to graduate program			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form (GS Form 1)		Graduate School		
Official Receipt Pink Copy		Cashiers Office		
Original / photocopy of TOR from all tertiary and graduate institutions attended with explanation of the grading system		Applicant		
Recommendations (GS Form 2)				
For foreign applicants: TOEFL/IELTS score sheet or certification of medium of instruction in previous degree signed by University registrar		Applicant		
Photocopy of official certification or diploma received		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish requirements		Php 500.00		
2. Submit to ADMIN Staff in charge (Receiving Section)	Receive document Encode and assign Tracking No. Forward to SCE		3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receive document/Scan application documents and combine in one pdf file		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode in database		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents;		15 minutes	Nhimvie Doldolea, School Credit Evaluator
	Batch applications per department/unit		5 minutes	Nhimvie Doldolea, School Credit Evaluator

	Prepare endorsement letter		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of College Secretary		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Send endorsement letter and application documents to the Graduate Admissions Committee for evaluation via email		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode status of the endorsement of application to GS Virtual Logbook		3 minutes	Nhimvie Doldolea, School Credit Evaluator
3. Evaluation of applications			10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE		3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	TOTAL Php 500.00		10 days and 45 minutes	

GS-OCS.NAD5

PROCESSING OF NOTICE OF ADMISSION/DENIAL	
To document result of application to Graduate School	

Office or Division:	Graduate School Secretary's Office - Admissions Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	New applicants to graduate program

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application documents	Graduate School
Result of GAC evaluation signed by department dean/chair GAC	Unit/department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unit/Department sends result of evaluation and recommendation	Receives documents; Record in virtual logbook Turnover to SCE	none	3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Record result per applicant in database	none	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Photocopy result to individual file	none	3 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepare Notice of Admission/Denial and Indicate Date of Notice	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of Dean	none	3 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Applicant receives Notice of Admission/Denial	Email applicant and attach copy of Notice and other pertinent documents such as Acceptance/Deferment Card, Registrattion and Enrollment procedures	none	10 minutes	Nhimvie Doldolea, School Credit Evaluator
	Turnover record folder to Records Section	none	3 minutes	Nhimvie Doldolea, School Credit Evaluator
	TOTAL none		37 minutes	

GS-OCS.NAD6

APPLICATION FOR A CHANGE IN DEGREE PROGRAM/FIELD	

Office or Division:	Graduate School Secretary's Office - Admissions Section
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	A student who wishes to shift to another degree or major field.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application form for a change in degree program/field	Applicant
Official Receipt Pink Copy	Cashiers Office
Recommendations (GS Form 2)	Former professors/supervisors/research adviser
True Copy of Grades	Graduate School
Notice of Admission	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter of intent addressed to the GS Dean and signed by applicants Advisory Committee or Temporary Adviser	Receives application form Encode and assign Tracking No. Forward to SCE	Php 500.00	3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Check application form and completeness of supporting documents (TCG) Scan application documents and combine in one pdf file		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Retrieve applicants GS file		10 minutes	Lilian A. Banalo, Administrative Aide
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents;		15 minutes	Nhimvie Doldolea, School Credit Evaluator
	Batch applications per department/unit		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepare endorsement letter		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of College Secretary		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Send endorsement letter and application documents to the Graduate Admissions Committee for evaluation via email		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode status of the endorsement of application to GS Virtual Logbook		3 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Evaluation of applications			10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE		3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	TOTAL Php 500.00		10 days and 50 minutes	

GS-OCS.NAD7

REQUEST FOR CHANGE IN ADMISSION STATUS	
{Description}	

Office or Division:	Graduate School Secretary's Office - Admissions Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	A student who has complied with the requirements of probationary status.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant
True Copy of Grades	
Copy of Notice of Admission	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter request for change of status	Receives letter Encode and assign Tracking No. Forward to SCE		3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Retrieve applicants GS file		10 minutes	Lilian A. Banalo, Administrative Aide
	Attach letter of request to student's folder record with new TCG and other supporting documents Scan documents and save in one pdf file		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Comments/evaluates records		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepares letter for change of admission status		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	For signature of the College Secretary		2 minutes	College Secretary
	Notifies student and send approved request through email. Returns GS folder to Records Section.		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	TOTAL		35 minutes	

GS-OCS.NAD8

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

Office or Division:	Graduate School Secretary's Office - Admissions Section
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	new students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Deferment Card	Student
Official Receipt Pink Copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Obtains the form from the GS website 1.2 Pays the deferment fee 1.3 Submits accomplished form at GS Office	Initially checks for completeness of entries Checks for the payment receipt Receives and logs the form in the GS Tracking (GST) system Gives the Tracking Code and claim slip to client	Php 200.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
2. Receives the claim slip with tracking code	Verifies admission notice on file		2 minutes	Nhimvie Doldolea, School Credit Evaluator
3. Waits for the result thru email	Prepares letter for approved deferment		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	For signature of the College Secretary		2 minutes	College Secretary
	Encode and send approved deferment letter via GS Virtual Logbook		5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Forwards original documents to Records Section for filing		2 minutes	Nhimvie Doldolea, School Credit Evaluator
	TOTAL	Php 200.00	18 minutes	

GS-OCS.DCL7

Payment of scholars benefits (Monthly Stipend)
Preparation and disbursement of the scholarship funds.

Office or Division:	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	DOST-ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Landbank account	Landbank
Copy of the Current Registration Form	Student
Copy of previous semester's grade	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits Copy of the Current Registration Form 1.2 Submits copy of previous semester's grade 1.3 Provides Landbank account number	1.1 Checks for completeness of documents 1.2 Verifies grades thru SAIS 1.3 Evaluates academic performance of scholar			DOST Project Staff
2.1 Waits for the notification from Cash Division thru SMS 2.2 Claims the stipend thru Landbank ATM	2.1 Computes for scholar's stipend based on his/her academic performance 2.2 Prepares and reviews the list of scholars certifying that they are eligible to receive stipends 2.3 Prepares the general payroll per batch			DOST Project Staff
	3.1 Signs the certification 3.2 Signs the general payroll			College Secretary
	4. Prepares and generates the disbursement vouchers thru the UPLB-UIS			DOST Project Staff

	5. Reviews and signs the disbursement vouchers		Within 1 day	College Secretary
	6.1 Signs and approves the disbursement vouchers if the amount is below P100,000 6.2 Forwards the DV to OVCAA for approval if the amount is more than P 100,000 6.3 Forwards the DV to OC for approval if the amount is more than P 1,000,000		Within 1 day	Dean
	7.1 Digitizes all DV documents 7.2 Uploads the e-copies to the UPLB-UIS			DOST Project Staff
	8. Transmits the original DV documents to the Accounting Office			Messenger
	TOTAL		2 working days	

OFFICE OF THE CHANCELLOR
INTERNAL SERVICES

O C-OC.1 Clearance

University Clearance form of UPLB Employees

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

O C-OC.2 Readmission

Student request for readmission in the university

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

O C-OC.3 Readmission/Residency

Letter of appeal of students for readmission and residency

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

O C-OC.4 Use of facilities/equipment/vehicle

Letter request for the use of facilities/equipment/vehicle

Office or Division:	Office of the Chancellor
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	UPLB Employees/students/other agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request endorsed by College/Unit or OVCAA/OSA	College/Unit/Student/other agencies
Letter request only (if non-UP)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to OC	Receive document Encode and assign Unique ID Screen document Forward to the Assistant to the Chancellor Endorse to the Chancellor for Action Release to the requesting college/unit/student/other agencies	₱0.00	2 working days	Admin Officer IV Admin Assistant V Admin Officer V Assistant to the Chancellor Chancellor
TOTAL			2 working days	

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 (	₱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	

HUMAN RESOURCES DEVELOPMENT OFFICE

INTERNAL SERVICES

OVCA-HRDO.1 **FILING FOR MANDATORY/OPTIONAL RETIREMENT/ SEPARATION**

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

Office or Division:	Human Resources Development Office		
Classification:	Complex		
Type of Transaction:	G2C - Government to Clients		
Who may avail:	UPLB employees		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Sworn Statement of Assets, Liabilities and Net Worth (SALN) (rev. 2013)	Applicant; UIS
GSIS Application for Retirement/ Separation/ Life Insurance benefits (Form No. 06302017-RET)	Human Resources Development Office (Lino P. Aquino)
University Clearance (rev. May 2012)	Department of the Applicant
Leave Form CSC Form No. 6 (rev. 1984)	Department of the Applicant
Application for Service Recognition UPS-HRDO Form, s.2012 [for Mandatory and Optional Retirement and Optional/Disability Retirement below 60yo with Catastrophic illness only]	Human Resources Development Office (Angela SD. Sipriaso)
Service Record	Human Resources Development Office (Lino P. Aquino)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. (For mandatory retirement) HRDO sends notice to employee 1 year before date of retirement	₱0.00		Ricardo Amiel V. Reveche Administrative Officer V
2. Submit retirement/ separation documents	2.1 Receive documents 2.2 Checks and evaluates all documents submitted 2.3. Provides additional instructions/advice on retirement benefits 2.4 Prepares retirement documents for submission to the concerned agencies	₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
3. Secure a copy of University Clearance or submit request that HRDO will facilitate online accomplishment of University Clearance	3.1 For online University Clearance; email respective offices	₱0.00	5 working days	Ammiel V. Talatala Administrative Officer IV
4. Pick-up original copy of University Clearance	4.1 Photocopy University Clearance for 201 file 4.2 Release original copy of University Clearance	₱0.00	5 minutes	Ammiel V. Talatala Administrative Officer IV or Mary Rose M. Luna Administrative Assistant II
	TOTAL		6 working day 5 minutes	

OVCA-HRDO.2 **SEPARATION IN CASE OF DEATH**

For the processing of benefits of diseased employees

Office or Division:	Human Resources Development Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Relatives and/or authorized representative of employees who are no longer in service due to death

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
University Clearance (rev. May 2012)	Department of the Applicant
Sworn Statement of Assets, Liabilities and Net Worth (SALN) (rev. 2013)	Applicant; UIS
Application for Survivorship (Form-No-03102014-AFS)	Human Resources Development Office (Lino P. Aquino)
GSIS Application for Retirement/ Separation/ Life Insurance benefits (Form No. 06302017-RET)	Human Resources Development Office (Lino P. Aquino)
Application for Leave; CSC Form 6, Revised 1984	Department of the Applicant
Application for Service Recognition UPS-HRDO Form, s.2012	Human Resources Development Office (Angela SD. Sipriaso)
Service Record	Human Resources Development Office (Lino P. Aquino)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request documents to be accomplished	1.1 Provide documents and list of requirements	₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO
2. Submit accomplished document and other requirements	2.1 Receive documents 2.2 Check and evaluates all documents and requirments submitted 2.3 Provide additional instructions/advice on separation benefits 2.4 Prepare retirement documents for submission to the concerned agencies			
3. Secure a copy of University Clearance or submit request that HRDO will facilitate online accomplishment of University Clearance	3.1 For online University Clearance; email respective offices	₱0.00	5 working days	Ammiel V. Talatala Administrative Officer IV
4. Pick-up original copy of University Clearance	4.1 Photocopy University Clearance for 201 file 4.2 Release original copy of University Clearance	₱0.00	5 minutes	Ammiel V. Talatala Administrative Officer IV or Mary Rose M. Luna Administrative Assistant II
	TOTAL		6 working day 5 minutes	

OVCA-HRDO.3 **APPLICATION FOR MATURITY OF GSIS POLICY**

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

Office or Division:	Human Resources Development Office				
Classification:	Complex				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	Employees whose GSIS policy matured				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Original copy of GSIS Policy Contract		Applicant			
GSIS Application for Retirement/ Separation/ Life Insurance benefits (Form No. 06302017-RET)		Human Resources Development Office (Lino P. Aquino)			
Certificate of Leave Without Pay		Human Resources Development Office (Lino P. Aquino)			
Service Record		Human Resources Development Office (Lino P. Aquino)			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Bring original copy of GSIS Policy Contract or UMID card		₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or	
2. Submit all requirements	2.1 Receive documents 2.2 Checks and evaluates all documents submitted 2.3 Provides additional instructions/advice 2.4 Prepares documents for submission to GSIS upon regular helpdesk visit			Camille Rose DG. Alfonso Administrative Officer IV HRDO	
	TOTAL		1 working day		

OVCA-HRDO.4 APPLICATION FOR CASH SURRENDER VALUE OF POLICY (CSV)

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

Office or Division:	Human Resources Development Office				
Classification:	Complex				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	Employee				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
GSIS Application for Retirement/ Separation/ Life Insurance benefits (Form No. 06302017-RET)		Human Resources Development Office (Lino P. Aquino)			
Service Record		Human Resources Development Office (Lino P. Aquino)			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submit accomplished documents	1.1 Receive accomplished Application for Life Insurance Benefits (Form No. 03102014-ALIB) 1.2 Encodes and prints an electronic copy of the form 1.3 Provides additional instructions/advice 1.4 Prepares documents for submission to GSIS upon regular helpdesk visit	₱0.00	1 working day	Lino P. Aquino Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV HRDO	
2. Receive document (for personal submission to GSIS)					
	TOTAL		1 working day		

OVCA-HRDO.5 REQUEST FOR GSIS TENTATIVE COMPUTATION

For checking of contributions/premiums made to GSIS

Office or Division:	Human Resources Development Office				
Classification:	Complex				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	Employee				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
none					
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Bring UMID card personally to HRDO	1.1 Assist in KIOSK to view tentative computation	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV	
	TOTAL		1 working day		

OVCA-HRDO.6 REQUESTING OF SERVICE RECORD

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

Office or Division:	Human Resources Development Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Authorization letter (if a representative will claim on behalf of the employee)	Applicant			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph, cdalfonso@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. through UIS/HRIS d. by visiting HRDO and signing the logbook e. https://tinyurl.com/UPLBSR	1. Acknowledges receipt of request.	₱0.00	5 working days	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV or Lino P. Aquino Administrative Officer IV
	2. Checks and verifies entries on the electronic database			
3. Receives document	3. For requests requiring printout: Print, Sign and release the Service Record For requests not requiring printout: Generates electronic copy of Service Record and sends through official email			
TOTAL			5 working days	

OVCA-HRDO.7 CERTIFICATE OF EMPLOYMENT

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

Office or Division:	Human Resources Development Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
none	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through the following: a. using official email (@up.edu.ph) and send to assipriaso@up.edu.ph, avtalatala@up.edu.ph, jjbarona@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. through UIS/HRIS d. by visiting HRDO and signing the logbook e. https://tinyurl.com/UPLBCOE	1. Acknowledges receipt of request.	₱0.00	1 working day	Angela SD. Sipriaso Administrative Officer IV or Ammiel V. Talatala Administrative Officer IV or Jose Juel J. Baroña Administrative Assistant II
	2. Checks and verifies personnel employee data			
	3. Print, Sign and release the Certificate of Employement			
TOTAL			1 working day	

OVCA-HRDO.8 UNIVERSITY ID (CLAIMING)

Office or Division:	Human Resources Development Office
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID form	Human Resources Development Office
Official receipt - UP Form 113	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents accomplished ID form and Official receipt - UP Form 113	Verifies document presentes and releases the University ID	₱0.00 (₱130.00 to be paid at the Cashier's Office)	4 hours	Jose Juel J. Baroña Administrative Officer II or Mary Rose M. Luna Administrative Assistant II
2. Receives University ID				
TOTAL			4 hours	

OVCA-HRDO.9 BIR TIN CARD

Request depends on the availability of cards at BIR RDO 056

Office or Division:	Human Resources Development Office
Classification:	Simple

Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
BIR Form 1905		Department of the Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit form 1905 and request TIN Card	1. Receives document and requests additional information necessary for TIN Card preparation	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV	
	2. Forwards documents and request to BIR on weekly scheduled trip				
	3. Provides advice when the TIN Card can be claimed (depends on the availability of card at the BIR RDO 056)				
	TOTAL		1 working day		

OVCA-HRDO.10 REQUEST FOR UNIVERSITY PERSONNEL STATISTICS / DATA

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

Office or Division:	Human Resources Development Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
UP Freedom of Information (FOI) Form		UPLB Office of Public Relations			
Request letter		Applicant			
Photocopy of IDs		Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1. HRDO receives approved FOI form and attachments	₱0.00	7 working days	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV	
	2. Gathers information on the data requested				
3. Receives requested data/information	3. Sends data through specified means on the FOI form by the applicant				
	TOTAL		7 working days		

OVCA-HRDO.11 REQUEST FOR CHANGE/UPDATE OF PERSONAL RECORDS

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

Office or Division:	Human Resources Development Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

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

OVCA-HRDO.12 LEAVE CREDITS BALANCE INQUIRY

Office or Division:	Human Resources Development Office
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
none					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Request through the following: a. using official email (@up.edu.ph) and send to hrdo.uplb@up.edu.ph, jjbarona@up.edu.ph, or mmluna@up.edu.ph b. through phone call c. by visiting HRDO	HRDO provides leave balance requested	₱0.00	1 working day	Jose Juel J. Baroña Administrative Officer II or Mary Rose M. Luna Administrative Assistant II
	TOTAL		1 working day	

OVCA-HRDO.13 SERVICE RECOGNITION CREDIT APPLICATION (SRC)

{Description}

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

OVCA-HRDO.14 ENHANCED HOSPITALIZATION PROGRAMME (UP eHoPe) CLAIM

{Description}

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

OVCA-HRDO.15 SPECIAL MONETIZATION OF LEAVE CREDITS

{Description}

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Leave form CSC form No 6		Department of the Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits accomplished form and requirements to HRDO	1. Receives documents and verifies entries on the forms	₱0.00	3 working days	Angela SD. Sipriaso Administrative Officer IV or Luisa M. Punzalan Administrative Officer IV or Mary Rose M. Luna Administrative Assistant II
	2. Forwards documents to UHS upon arrival of messenger			
	TOTAL		3 working days	

OVCA-HRDO.16 REQUEST FOR UIS ACCOUNT CREDENTIALS (REGULAR EMPLOYEES)

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

OVCA-HRDO.17   REQUEST FOR UIS ACCOUNT CREDENTIALS (CONTRACT OF SERVICE)

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Contract of Service			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Contract		Human Resources Development Office		
Authorization letter from Unit head, Department head, or Project Leader		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request through the following: a. using official email (@up.edu.ph) and send to avtalatala@up.edu.ph or hrdo.uplb@up.edu.ph b. by visiting HRDO	1. Receives request and provides link to the google form to be accomplished	₱0.00	1 working day	Ammiel V. Talatala Administrative Officer IV or Camille Rose DG. Alfonso Administrative Officer IV
2. Receives link of the google form for registration				
3. Accomplishes google form for registration	3. Receives google form submission			
	4. Creates UIS Profile		2 working days	
	5. Endorses request for Account Creation to the UP UIS Helpdesk		2 working days	
6. Receives account credentials through official email	6. Sends UIS Account Credentials to applicant's official email			
TOTAL			1 week	

OVCA-HRDO.18   CREATION OF UIS PROFILE (CONTRACT OF SERVICE)
For processing of salaries of newly hired contract of service

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

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.2 **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.3 **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 o	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.5   **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.6   **Hard/Full Binding**

For theses and dissertations

Office or Division:	Records Management Office		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	UPLB offices, employees, students and nearby schools and institutions		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**	
Job Request Form		Records Management Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		2 hours and 33 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the materials		1 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	TOTAL		2 hours and 39 mins	

OVCA-RMO.7   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 Officiel Receipt	₱150.00	3 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
2. Pays at Cashier's Office				Cashier's Office
3. Returns pink copy of OR to RMO	3.1 Receives pink copy of OR 3.2 Attaches OR to Job Request Form 3.3 Records details of payment		2 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I
	3.4 Binds the material		3 hours and 42 mins	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	3.5 Releases the materials		1 min	Philip D. Solosa Administrative Assistant IV or Francisco M. Sauza Administrative Assistant I or Ian Godfrey A. Ferrer Junior Office Aide
	TOTAL		3 hours and 48 mins	

OVCA-RMO.8   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.9   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
INTERNAL SERVICES

OVCSA-MAIN.1   **Request for Use of Makiling Hall**
Rental of Makiling Hall

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

OVCSA-MAIN.2   **Request for Use of Other OSA-Managed Spaces**
Use of free OSA-managed spaces such as Sunken Lobby 1 and 2, Old Table Tennis Area, SU Amphitheater, SU Creekside Park and Basement R

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**		
Letter Request and Facility Request Form		Office of Student Affairs - Director's Office (Room 2)		
Activity Permit (if the requesting party is a student organization)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby				
2. Inquire availability of the	Check availability of the venue	₱0.00	1 minute	Ariane Joyce L. Hernandez or Peter Paul A.. Cruz
3. Accomplish form and le	Provide client with the Facility Request Form		1 minute	
4. Submit to Office Staff in charge	4.1 Receive accomplished form and letter 4.2 Submit documents to OSA Director for approval 4.3 Provide the client a photocopy of the approved Facility Request Form		5 minutes	
	TOTAL	₱0.00	7 minutes	

OVCSA-MAIN.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**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**

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.				
2. Request for Certificate	Issue Request for Certificate of Good Moral Character form		1 minute	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
3. Proceed to Office of Student Affairs - Student Disciplinary Tribunal (Room 14)	Verify student records and countersign Certificate of Good Moral Character Form		1 minute	Edilberto Casano or Maria Elizabeth Silot
4. Submit the countersigned form to Office of Student Affairs - Director's Office (Room 2)	4.1 Prepare Certificate of Good Moral Character 4.2 Submit to OSA Director for signing		4 minutes	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
5. Settle corresponding fees	Collect payment and issue official receipt	₱20.00/copy	1 minute	Peter Paul A. Cruz
6. Log personal details on the Clientele Log Sheet	Release signed Certificate of Good Moral Character		1 minute	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
TOTAL		₱20.00/copy	8 minutes	

OVCSA-MAIN.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				
2. Secure and accomplish OSA Clearance Form	Provide client with the OSA Clearance Form	₱0.00	1 minute	Ariane Joyce L. Hernandez
3. Proceed to Office of Student Affairs - Scholarships and Financial Assistance Division (Room 6), Window 3 for SFAD clearance	Verify student records and sign form		2 minutes	Cicero M. Peñaflor or Raquel D. Velasco
4. Proceed to Office of Student Affairs - Counselling and Testing Division (Room 9) for CTD clearance (for Filipino students) or Office of Student Affairs - International Students Division (Room 12) for ISD clearance (for international students)	Verify student records and sign form		2 minutes	Madel Arendain (Room 9) Sheryl B. Posadas (Room 12)
5. Proceed to Office of Student Affairs - Student Disciplinary Tribunal (Room 14) for SDT clearance	Verify student records and sign form		2 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
6. Proceed to Office of Student Affairs - Director's Office (Room 2) and submit OSA Clearance Form and University Clearance Form or College Clearance Form (whichever is applicable to the purpose of clearance)	6.1 Receive forms from client 6.2 Submit to OSA Director for signature		3 minutes	Ariane Joyce Hernandez
7. Log personal details on the Clientele Log Sheet	Release signed forms		1 minute	Ariane Joyce L. Hernandez
TOTAL		₱0.00	11 minutes	

OVCSA-MAIN.5   **Endorsement of Application for Waiver of Prerequisite**

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**		
Application for Waiver of Prerequisite Form from Respective Colleges		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				
2. Proceed to Office of Student Affairs - Student Disciplinary Tribunal (Room 14) for countersigning of form	Verify records and countersign Application for Waiver of Prerequisite	₱0.00	2 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
3. Submit countersigned Application for Waiver of Prerequisite for endorsement of the Director	Receive and submit to the OSA Director for signing		3 minutes	Ariane Joyce L. Hernandez
7. Log personal details on the Clientele Log Sheet	Release signed form		1 minute	Ariane Joyce L. Hernandez
TOTAL		₱0.00	6 minutes	

OVCSA-MAIN.6   **Request for Data**

Office or Division:	Office of Student Affairs - Director's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students, UPLB Employees, other UPLB units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Data Access and Personnel Interview Form		Office of Student Affairs - Director's Office (Room 2)		
Letter Request				
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				
2. Submit letter of request addressed to the OSA Director and filled out Data Access and Personnel Interview Form	2.1 Assess the letter of request 2.2 Submit the letter to the OSA Director for approval of the request for data/personnel interview 2.3 Provide a photocopy of the approved request to the client 2.4 Forward the approved request to the division/s concerned for processing	₱0.00	5 working days	Otoniel A. Genosa or Peter Paul A. Cruz or Ariane Joyce L. Hernandez
TOTAL			5 working days	

OVCSA-MAIN.7   **Request for Study Permit for International Students**

Office or Division:	Office of Student Affairs - International Students Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	UPLB International Students	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
For New Students:	*For Continuing Students:*	Office of Student Affairs - International Students Division (Room 12)
1 photocopy of Valid Passport	1 photocopy of Valid Passport	
1 photocopy of Valid Visa	1 photocopy of Valid Visa	
1 photocopy of Notice of Admission	*Other Requirement for Those Holding 47A2 Visa and 9F Visa:*	
2 pcs. 2x2 of Passport-Size Picture	1 photocopy of valid ACR-I Card (Front and Back) and/or ACR-Alien Certificate of Registration	

1 photocopy of Letter of Deferment (if applicable)				
Other Requirement for Those with Scholarships:				
1 photocopy of Letter of Scholarship				
Other Requirement for Those Holding 47A2 Visa and 9F Visa:				
1 photocopy of ACR-I Card (Front and Back) and/or ACR-Alien Certificate of Registration				
Note: Students must also present original documents for verification.				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures a service ticket (queue number) from the OSA kiosk at the lobby.				
2. Submit/Present requirements and log personal details in the clientele logbook	2.1 Screen the requirements 2.2 Encode client information and prepare study permit or print out, if online request has been made	₱0.00	30 minutes	Sheryl B. Posadas
3. Verify information on the study permit form then sign	3.1 Sign and release study permit 3.2 For continuing students, untag/activate the SAIS account of the client prior to the release of the study permit			
TOTAL		₱0.00	30 minutes	

OVCSA-MAIN.8   Request for Certification

For passport renewal and visa extension

Office or Division:	Office of Student Affairs - International Students Division
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	UPLB International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For New and Continuing Students:	
1 photocopy of Valid Passport	
1 photocopy of Valid Visa	
1 photocopy of U.P. Form 5/Study Permit	
Note: Students must also present original documents for verification.	

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				
2. Submit requirements and log personal details on the clientele logbook	Screen the requirements and prepare the certification	₱0.00	1 working day	Sheryl B. Posadas
3. Verify the information on the certification	3.1 Bring the certification to the Student Disciplinary Tribunal personnel for verification 3.2 Bring the certification, along with the student file, to the International Students Division Head for verification and countersigning 3.3 Forward to the Office of Student Affairs - Director's Office (Room 2) for the signature of the OSA Director 3.4 Prepare a duplicate copy of the signed certification			
4. Claim the certification and sign the receiving copy	File the receiving copy in the student's individual file			
TOTAL			1 working day	

OVCSA-MAIN.9   Filing of Complaint

Office or Division:	Office of Student Affairs - Student Disciplinary Tribunal
Classification:	Simple
Type of Transaction:	G2C - Government to Clients

Who may avail:	UPLB Students, UPLB Employees and others			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid Identification Card, Complaint Letter and Other Related Documentary Evidence				
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				
2. Present ID and log personal information in the clientele logbook	2.1 Interview complainant or assess the complaint letter (whether under the SDT or college jurisdiction) 2.2 Docket complaint if under SDT jurisdiction	₱0.00	45 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
	TOTAL	₱0.00	45 minutes	

OVCSA-MAIN.10   Submission of Documents Related to Existing Case

Office or Division:	Office of Student Affairs - Student Disciplinary Tribunal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students, UPLB Employees and others			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid Identification Card, Affidavit and Evidence				
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				
2. Log personal information in the clientele logbook				
3. Submit affidavits and evidence	Accept affidavits and evidence	₱0.00	15 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
	TOTAL	₱0.00	15 minutes	

OVCSA-MAIN.11   Request for Copy of Case Document

Office or Division:	Office of Student Affairs - Student Disciplinary Tribunal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students, UPLB Employees and others			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid Identification Card, Letter Request of the parties involve				
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				
2. Log personal information in the clientele record book				
3. Submit letter of request	3.1 Check purpose of request and if requestee is a party to the case 3.2 Retrieve document 3.3 Verify availability of document 3.4 Reproduce copies of document	₱0.00	1 working day	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
4. Receive copy of document	Release document			
	TOTAL	₱0.00	1 working day	

OVCSA-MAIN.12   Request for Status of Case

Office or Division:	Office of Student Affairs - Student Disciplinary Tribunal	
Classification:	Simple	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	UPLB Students, UPLB Employees and othes	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Valid Identification Card, Letter Request of the parties involved		

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				
2. Log personal information in the clientele record book				
3. Submit letter of request	3.1 Verify status of case/complaint 3.2 If the case is still pending, inform the requesting party of the current status of the case/complaint 3.3 If there is already a decision on the case, inform the requesting party to wait for the decision to be served	₱0.00	30 minutes	Edilberto N. Casano Jr. or Maria Elizabeth R. Silot
TOTAL		₱0.00	30 minutes	

OVCSA-MAIN.13   Processing of Letter of Information

Office or Division:	Office of Student Affairs - Student Organizations and Activities Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Recognized UPLB Student Organizations			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Information		www.uplbosa.org		
Valid Identification Card				

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				
2. Submit activity permit to the Office of Student Affairs - Student Organizations and Activities Division (Room 8)	2.1 Check if the Letter of Information has been signed by the Head, Junior Adviser and Senior Adviser and check if the necessary attachments are complete before stamping the document as "FILED" 2.2 Record receipt of the Letter of Information online via OSAM workstation and mark it as "APPROVED" 2.3 Ask for student identification (for encoding of student number in the OSAM workstation) before releasing the document 2.4 Record the release of the Letter of Information via OSAM workstation	₱0.00	30 minutes	Marites E. Mojica or Jimby E. Casquete
TOTAL		₱0.00	30 minutes	

OVCSA-MAIN.14   Issuance of Certification

Office or Division:	Office of Student Affairs - Student Organizations and Activities Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Recognized UPLB Student Organizations			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Slip		Office of Student Affairs - Student Organizations and Activities Division (Room 8)		

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				
2. Fill out request slip for certification	2.1 Process the requested document 2.2 Submit to SOAD head and the OSA Director for signing 2.3 Give claim stub to the client	₱0.00	30 minutes	Marites E. Mojica or Jimby E. Casquete
3. Submit claim stub	Release certification			
TOTAL		₱0.00	30 minutes	

OVCSA-MAIN.15   Processing of Activity Permit

Office or Division:	Office of Student Affairs - Student Organizations and Activities Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	Recognized UPLB Student Organizations				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Activity Permit		www.uplbosa.org			
Valid Identification Card					
1. Secure a service ticket (queue number) from the OSA kiosk at the lobby					
2. Submit the generated activity permit to the Office of Student Affairs - Student Organizations and Activities Division (Room 8)	2.1 Check if the Activity Permit has been signed by the Head, Junior Adviser and Senior Adviser and if the necessary attachments are complete before stamping the document as "RECEIVED" 2.2 Record the activity permit online via OSAM workstation and mark it as "RECEIVED" 2.3 Submit to the SOAD Head for the recommending approval of the activity permit 2.4 Submit to the OSA Director for approval of the activity permit 2.5 Mark the activity permit as "APPROVED" in the OSAM workstation 2.6 Ask for student identification (for encoding of student number in the OSAM workstation)	₱0.00	30 minutes	Marites E. Mojica or Jimby E. Casquete
3. Receive organization's copy of the activity permit	3.1 Release the organization's copy of the Activity Permit 3.2 Record the release of the Activity Permit via OSAM workstation				
TOTAL	₱0.00		30 minutes		

OVCSA-MAIN.16   Application for Student Loan Board (SLB)

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	UPLB Students				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
2 copies (1 original, 1 photocopy) of OSA-SFAD Form 4A-1 SLB Application Form		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section) or download at www.uplbosa.org			
Original Valid Identification Card of Co-debtor					
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					
2. Secure OSA-SFAD Form 4A-1 from the Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3, or from www.uplbosa.org	Provide the student with the OSA-SFAD Form 4A-1	₱0.00	1 minute	Cicero M. Peñaflor or Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
3. Fill out the SLB application form					
4. Submit the SLB application form with the requirement/s to OSA-SFAD (Student Loan Section), Window 2 or 3, for processing	4.1 Evaluate the SLB application and the requirement/s. If complete, process the SLB application thru SAIS		15 minutes	Raquel D. Velasco or Cindy S. Parot or Rachelle A. Espinosa	
	4.2 Certify the completeness and correctness of the SLB computation 4.3 Review and recommend for the approval of the application			Cicero M. Peñaflor	
5. Proceed to Office of Student Affairs - Director's Office (Room 2) for approval of application	5.1 Receive the forms 5.2 Submit to the OSA Director for approval 5.3 Release the approved SLB application to the student applicant		4 minutes	Otoniel A. Genosa or Peter Paul A. Cruz or Ariane Joyce L. Hernandez	
6. Accept the approved SLB application and pay the matriculation fees at any designated payment center					
TOTAL	₱0.00		20 minutes		

OVCSA-MAIN.17   Adjustment of SLB

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division				
Classification:	Simple				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	UPLB Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
UPLB Form 5 (Certificate of Registration)		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section)			
Proof of Scholarship, if applicable					
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					
2. Present the queue ticket and the copies of the UPLB Form 5 (Certificate of Registration) and proof of scholarship, if applicable, to Office of Student Affairs - Scholarships and Financial Assistance Division (Student Loan Section), Window 2 or 3	2.1 Accept the queue ticket, copies of the UPLB Form 5 (Certificate of Registration) and proof of scholarship, if applicable . 2.2 Compute SLB adjustment 2.3 Reverse/cancel original amount of SLB posted in SAIS and post SLB adjustment	₱0.00	15 minutes	Cicero M. Peñaflor or Raquel D. Velasco	
TOTAL		₱0.00	15 minutes		

OVCSA-MAIN.18   Issuance of Student Loan Certification

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

OVCSA-MAIN.19   Request for SA Employment Record

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
OSA-SFAD Request Form		Office of Student Affairs - Scholarships and Financial Assistance Division (Student Assistantship Section)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Request for Certificate	2.1 Prepare the Certificate of SA Employment and have it signed by the SA Coordinator and SFAD Head	₱0.00	1 working day	Eric Kristoffer T. Beronio or Ferdie C. Ocampo
	2.2 Sign the Certificate of SA Employment			Ferdie C. Ocampo or Jenette Lory T. Estabillo
3. Claim Certificate of SA Employment	Release Certificate of SA Employment to client			Eric Kristoffer T. Beronio or Ferdie C. Ocampo
	TOTAL	₱0.00	1 working day	

OVCSA-MAIN.20   SA Resignation

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
SA Separation Form (generated online in the OSAM System)		http://uplbosa.org/assistantships		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Generate and accomplish separation form from OSAM system and submit it to Office of Student Affairs - Scholarships and Financial Assistance Division (Student Assistantship Section), Room 1	Receive the form and withdraw SA application in the OSAM system	₱0.00	10 minutes	Ferdie C. Ocampo
	TOTAL	₱0.00	10 minutes	

OVCSA-MAIN.21   SA Termination

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	SA Supervisors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
SA Separation Form		http://uplbosa.org/assistantships		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Generate separation form from OSAM system and submit to Office of Student Affairs - Scholarships and Financial Assistance Division (Student Assistantship Section), Room 1	Receive the form and withdraw SA application in the OSAM system	₱0.00	10 minutes	Ferdie C. Ocampo
	TOTAL	₱0.00	10 minutes	

OVCSA-MAIN.22   Request for Additional SA Hours

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	SA Supervisors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for additional SA hours				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for additional SA hours to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	1.1 Forward the request to the Office of Student Affairs - Scholarships and Financial Assistance Division for the deliberation of the Committee on Scholarships and Financial Assistance (CSFA)	₱0.00	20 working days	Office of the Vice Chancellor for Academic Affairs (OVCAA) and Committee on Scholarships and Financial Assistance (CSFA)
	1.2 Send through email the approved additional hours to the concerned units/offices		10 minutes	Ferdie C. Ocampo
2. Claim approved allocation and create SA item				
	TOTAL	₱0.00	20 working days	

OVCSA-MAIN.23   SFA Online Application

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Application Form		sfaonline.up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at www.sfaonline.up.edu.ph during the application period				
2. Fill out and submit student profile				
3. Fill out the household characteristics questionnaire				
4. Fill out the household income questionnaire and review all entries				
5. Indicate consent with the terms and conditions of Student Financial Assistance (SFA) system				
6. Indicate parent/guardian/household head's consent with the terms and conditions of the SFA system				
7. Submit application	Release results according to the posted schedule at sfaonline.up.edu.ph	₱0.00	c/o Office of Student Financial Assistance and Information Technology Development Center UP System Schedule	OSFA and ITDC UP System
	TOTAL	₱0.00	upon approval	

OVCSA-MAIN.24   SFA Online Appeal

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	UPLB Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Appeal Form		sfaonline.up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at www.sfaonline.up.edu.ph during the appeal period				
2. Log in using SFA account and review the result of application				
3. Indicate consent with the terms and conditions of filing an appeal				
4. Fill out the SFA Online System Appeal questionnaire				
5. Indicate complete address, vicinity map, and landmarks near residence				
6. Review all entries before submitting appeal (cannot be viewed once submitted)				
7. Confirm submission of appeal	Prepare client's appeal for evaluation of the UPLB Committee on Scholarships and Financial Assistance (CSFA). (Results are released at sfaonline.up.edu.ph. In special cases, clients must undergo an interview or submit additional documentation as per recommendation of the UPLB-CSFA. All appeals undergo deliberation and evaluation by the UPLB CSFA Committee.)	₱0.00	c/o UPLB - Committee on Scholarships and Financial Assistance (CSFA)	Jenette Lory T. Estabillo and UPLB-CSFA Committee
TOTAL		₱0.00	upon approval	

OVCSA-MAIN.25   ST Tuition Discount Certification

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original/Certified True Copy of Form5	Office of Student Affairs - Scholarships and Financial Assistance Division(Socialized Tuition)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Present original or certi	Check and verify the SFA tuition discount and indicate final discount of student, if student is not eligible for Free Tuition, tag client's tuition discount in SAIS	₱0.00	8 minutes	Mark Kevin L. Movillon or Isabella Nadine L. Jimenez
TOTAL		₱0.00	8 minutes	

OVCSA-MAIN.26   Application for Available Scholarship Slots

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Clients
Who may avail:	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2 copies (1 original, 1 photocopy) OSA-SFAD Form 1a or OSA-SFAD Form 1b	2 copies (1 original, 1 photocopy) Letter of Recommendation
2 copies (1 original, 1 pho of Income	2 copies (1 original, 1 photocopy) Form 1 for New Freshmen

2 copies (1 original, 1 pho Grades	2 copies (1 original, 1 photocopy) Birth Certificate			
2 copies (1 original, 1 pho	2 copies (1 original, 1 photocopy) Certifica Moral Character			
Completely filled-out Application and Data Privacy Consent forms				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Submit scholarship application form and documents	2.1 Pre-screen application form and documentary requirements	₱0.00	30 minutes	Ivy Mary U. Selarde
	2.2 Inform applicant of lacking documents for submission		1 day	Ivy Mary U. Selarde
	2.3 Re-evaluation of applicants; arrange schedule for CSFA interview		3 days	Ivy Mary U. Selarde
	2.4 Inform applicants through SMS the schedule committee interview		1 day	Ivy Mary U. Selarde
	2.5 Inform newly selected scholar and applicants who are not selected		1 day	Ivy Mary U. Selarde
TOTAL		₱0.00	6 days and 30 minutes	

OVCSA-MAIN.27   Renewal of Scholarship Grant for Qualified Scholars

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Photocopy of Form 5				
Certificate of Good Moral Character				
Certified True Copy of Grades (original)				
Landbank Account Number				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Submit Form 5, Certified True Copy of Grades and Certificate of Good Moral	Verify the scholar's grades from the immediately preceding semester to determine qualification for renewal	₱0.00	1 working day	Ivy Mary U. Selarde
TOTAL		₱0.00	1 working day	

OVCSA-MAIN.28   Psychological Test Administration for Job Applicant

Office or Division:	Office of Student Affairs - Counseling and Testing Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Employees and Other Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Submit request for test administration to the Office of Student Affairs - Director's Office at Room 2	2.1 Receive the request for the approval of the OSA Director and forward approved request to the Office of Student Affairs - Counseling and Testing Division		30 minutes	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
	2.2 Schedule and inform the client on the date of the test		5 minutes	Gonzalo H. Amante, Jr., RGC
3. Arrive on the date of test and pay for the testing fee at OSA-DO	Collect payment and issue official receipt	₱250.00/test	5 minutes	Peter Paul A. Cruz
3. Take the Psychological Test	3.1 Administer the psychological test/s		3 hours	Gonzalo H. Amante, Jr., RGC
	3.2 Check test/s, interpret and prepare summary of the result		5 hours	

4. Claim test results	Release test results to job applicant		1 minute	Marcelina M. Roselada or Madel Arendain or Wella Josel B. Mejia, RPm
	TOTAL		1 working day and 41 minutes	

OVCSA-MAIN.29   **Processing of Regular Readmission**

Office or Division:	Office of Student Affairs - Counseling and Testing Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notarized Statement from Parent				
Photocopy of Valid Identification Card of Parent				
Affidavit of Non-enrollment for AWOL		Respective Colleges		
Plan of Study Approved by the Adviser		Respective Colleges		
True Copy of Grades		Respective Colleges		
Summary of Academic Performance		Respective Colleges		
Plan of Action		Respective Colleges		
Readmission Application Form		Office of Student Affairs - Counseling and Testing Division		
Panukat ng Pananaw sa Kapaligiran		Office of Student Affairs - Counseling and Testing Division		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Proceed to Office of Student Affairs - Counseling and Testing Division, present valid UPLB ID and log personal details in the clientele record sheet	Receive documents of the applicant	₱0.00	2 minutes	Madel Arendain
3. Undergo readmission p	3.1 Pre-screen documents of the applicant		10 minutes	Erick Vernon Y. Dy, RGC or Gonzalo H. Amante, Jr., RGC
	3.2 Assist the client with complete documents in filling out readmission requirements		1 hour	Ordina S. Carlos, RGC
	3.3 Schedule and inform the client on the date of the psychological test *Note: During peak period, if the student arrives before 8:30 AM, the scheduled exam will be at 1:30 PM of the same day; if the student arrives after 1:30 PM, the scheduled exam will be at 8:30 AM on the following day.*		2 minutes	Ordina S. Carlos, RGC
	3.4 Administer psychological test		1 hour	Ordina S. Carlos, RGC
	3.5 Check the test, interpret and input test result in the summary evaluation sheet		30 minutes	Ordina S. Carlos, RGC
	3.6 Schedule the client for interview with the Guidance Services Specialist (GSS)		2 minutes	Ordina S. Carlos, RGC
	3.7 Interview applicant		10 minutes	Erick Vernon Y. Dy, RGC, Maria Victoria C. JImenez, RGC, Gonzalo H. Amante, Jr., RGC, Analyn V. Rapas, RGC, Ordina S. Carlos, RGC, Jisselle C. Villamin, RGC
	3.8 Final checking of requirements		2 minutes	Marcelina M. Roselada
	3.9 Input main concerns of academic delinquency and interview scores to the summary evaluation sheet and compute the overall score of the applicant		5 minutes	Ordina S. Carlos, RGC
	3.10 Encode student information to CTD-OSA database		5 minutes	Marcelina M. Roselada
	3.11 Final evaluation and review of documents before endorsement to the OSA Director		5 minutes	Janett A. Dolor, RGC
	3.12 Forward to OSA-DO the reviewed readmission documents for the final action of the OSA Director		1 minute	Marcelina M. Roselada
	3.13 Receive readmission documents for the final action of the OSA Director		5 minutes	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
	3.14 Prepare routing delivery slip for delivery to respective colleges		1 minute	Marcelina M. Roselada

	3.15 Deliver to respective colleges		4 hours	Zarly M. Caraan or Marcelina M. Roselada or Madel Arendain
TOTAL		₱0.00	7 hours and 20 minutes	

OVCSA-MAIN.30   **Processing of Readmission with Appeal**

Office or Division:	Office of Student Affairs - Counseling and Testing Division
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized Statement from Parent	
Photocopy of Valid Identification Card of Parent	
Affidavit of Non-enrollment for AWOL	Respective Colleges
Plan of Study Approved by the Adviser	Respective Colleges
True Copy of Grades	Respective Colleges
Summary of Academic Performance	Respective Colleges
Plan of Action	Respective Colleges

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service ticket (queue number) at the OSA kiosk at the lobby				
2. Present valid UPLB ID and log personal details	Receive documents of the applicant	₱0.00	2 minutes	Madel Arendain
3. Undergo readmission p	3.1 Pre-screen documents of the applicant		10 minutes	Erick Vernon Y. Dy, RGC or Gonzalo H. Amante, Jr., RGC
	3.2 Schedule the client for interview with the Guidance Services Specialist (GSS)		2 minutes	Ordina S. Carlos, RGC
	3.3 Interview the applicant		10 minutes	Erick Vernon Y. Dy, RGC, Maria Victoria C. JImenez, RGC, Gonzalo H. Amante, Jr., RGC, Analyn V. Rapas, RGC, Ordina S. Carlos, RGC, Jisselle C. Villamin, RGC
	3.4 Final checking of requirements		2 minutes	Marcelina M. Roselada
	3.5 Encode of student information to OSA-CTD database before forwarding to OSA-CTD Head for review		5 minutes	Marcelina M. Roselada
	3.6 Final evaluation and review of documents before endorsement to the OSA Director		5 minutes	Janett A. Dolor
	3.7 Forward to OSA-DO the reviewed readmission documents for the final action of the OSA Director		1 minute	Marcelina M. Roselada
	3.8 Receive readmission documents for the final action of the OSA Director		5 minutes	Ariane Joyce L. Hernandez or Peter Paul A. Cruz
	3.9 Prepare routing delivery slip for delivery to respective colleges		1 minute	Marcelina M. Roselada
	3.10 Deliver to respective colleges		4 hours	Zarly M. Caraan or Marcelina M. Roselada or Madel Arendain
TOTAL		₱0.00	4 hours and 41 minutes	

UNIVERSITY LIBRARY
EXTERNAL SERVICES

OVCAA-UNIV LIB. 1

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' priviledge on th 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, e Librarian I (2), Administrative Assistant II, e Aide VI (2), Administrative Aide III, ninistrative 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. 2

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 IDand 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		
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	ege Librarian II, e Librarian I (2), Assistant II, ide VI (2), Administrative Aide III, Aide I (2), Senior Administrative Aide IV (ICS)	
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. 3

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**	

			3 mins	ege Librarian IV Librarian I
1. Requests the use of an in-process library material(s).	1.1. Asks the specific title of the in-processbook/library material			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. 4   **INTERNET / COMPUTER SERVICES**

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. 5   **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. 6   **SCANNING SERVICE**

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		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.	P 10.00/page	1 min	
		TOTAL	2 mins	

OVCAA-UNIV LIB. 7   **NEWSPAPER VIEWING (in MICROFILM or DVD)**

Old newspapers in Microfilm and DVD are wiewed 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.
8 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 subcriptions 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.1   **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.2   **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.3   **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.4   **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.5   **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.6   **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.7   **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.8   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.9   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.10   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.1   **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 1.2 Inspection of the unit 1.3 Prepares cost of estimate for repair if there is any 1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair 1.5 Provides copy of approved letter of extension and list of requirements	None	10 mins 45 mins 20 mins 5 mins 5 mins	Receiving Personnel Head of Staff Housing Division Chief Engineer and Foreman Engineer Administrative Assistant II 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 3.2 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	Adminsitrative Assistant II	
	TOTAL		2 hours and 18 mins		

OVCCA-UHO.2   **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 1.2 Inspection of the unit 1.3 Prepares cost of estimate for repair if there is any 1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair 1.5 Provides copy of approved letter of extension and list of requirements to retiree	None Total amount depends on the existing house occupancy fee and the total months of approved extension	10 mins 45 mins 20 mins 5 mins 5 mins	Receiving Personnel Head of Staff Housing Division Chief Engineer and Foreman Engineer Administrative Assistant II Administrative Assistant II	
2. Retiree prepares request addressed to Vice Chancellor for Administration through channels	2.1 Receives letter and check the details indicated in the letter 2.2 Chief signs the letter to recommend the approval 2.3 Release of letter	None	5 mins 3 mins 2 mins	Administrative Assistant II UHO Chief Administrative Assistant II	

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

OVCCA-UHO.3 **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. Fowards letter to the concerned division 1.3. Checks details of request and initials 1.4. Schedule for a meeting with Chief	N/A	2 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 Administrtaive Assistant II
	TOTAL		50 mins	

OVCCA-UHO.4 **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. Fowards 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 certifcation from the Office of Alumni Relations (OAR), or diploma	Applicant, orOffice 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 Specal 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 Compalinants whose complaints are recorded in the UPF Blotter

Office or Division:	University Police Force
Classification:	Simple
Type of Transaction:	G2C - Government to Clients
Who may avail:	Constituents and Non-constituents of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Applicant
Authorization from complainant if applicant is other than the compla	Complainant
Valid Identification	Applicant and/or Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Submit Letter Request	1.1 Receive letter request 1.2 Record in UPF Blotter 1.3 Forward letter request to Chief, UPF or Chief, Investigation Sect 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.3   **Issuance of Construction / Concessionare 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	Answer the client feedback form and drop it at the designated drop box in the front of the Office. Contact info: 049-536-3457 or hrdo.uplb@up.edu.ph
How feedback is processed	Every Friday, the Officer-in-charge opens the drop box and and compiles and records all feedback submitted. 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. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box of the Office. Complaints can also be filed via telephone. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Chancellor for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 049-536-3457
Contact Information of CCB, PCC, ARTA	1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) Email: info@arta.gov.ph Website: www.arta.gov.ph Facebook - Anti-Red Tape Authority Twitter - @ARTAgovph Instagram - @ARTAgovph

Unit	Office	Telephone Number
CAFS	Agricultural Systems Institute	536-3229
CAFS	Central Experiment Station	576-0013
CAFS	Dairy Training and Research Institute	536-3426 | 536-2547
CAFS	Institute of Animal Science	536-3426 | 536-2547
CAFS	Institute of Crop Science	536-2468 | 525-7499 | 536-2217
CAFS	Institute of Food Science and Technology	536-3472
CAFS	Institute of Plant Breeding	536-5287
CAFS	Institute of Weed Science, Entomology and Plant Pathology	
CAFS	La Granja Research and Training Station	
CAFS	National Crop Protection Center	536-1315 | 536-3534 | 536-2651
CAFS	Office of the College Secretary	536-2329
CAFS	Office of the Dean	536-3546
CAFS	Philippine Agricultural Scientist	536-2379
CAFS	Postharvest Horticulture Training and Research Center	536-3138
CAS	Department of Human Kinetics	536-2534
CAS	Department of Humanities	536-9259
CAS	Department of Social Sciences	536-3446 | 536-2440
CAS	Institute Of Biological Sciences	536-2893
CAS	Institute Of Computer Science	536-2313
CAS	Institute Of Mathematical Sciences And Physics	536-6610
CAS	Institute Of Statistics	536-0818 | 536-2381
CAS	Institute of Chemistry	536-2220
CAS	Office of the College Secretary	536-2345
CAS	Office of the Dean	536-2402

CAS	UP Rural High School	501-0389 | 573-0093
CDC	CDC Library	
CDC	Department of Development Broadcasting and Telecommunication	536-2433 | 536-2511 (loc 228)
CDC	Department of Development Journalism	536-2511 (loc 219/211)
CDC	Department of Educational Communication	536-2511 (loc 231) - 536-2511
CDC	Department of Science Communication	536-2511 (loc 205/208)
CDC	Office of the College Secretary	536-2429
CDC	Office of the Dean	536-3356 | 536-2511 (loc 214)
CEAT	Agricultural Machinery Testing and Evaluation Center	536-2527
CEAT	CEAT Library	536-2385
CEAT	Center for Agri-Fisheries and Biosystems Mechanization	
CEAT	Department Of Civil Engineering	536-5614
CEAT	Department Of Industrial Engineering	536-6625
CEAT	Department of Chemical Engineering	536-2315
CEAT	Department of Electrical Engineering	536-7089 | 536-6031
CEAT	Department of Engineering Science	536-2874
CEAT	IAE Director's Office	536-8745
CEAT	IAE ABPROD	536-3291
CEAT	IAE AFSD	536-2941
CEAT	IAE AMD	
CEAT	IAE LWRD	
CEAT	Office of the College Secretary	536-7450
CEAT	Office of the Dean	536-0250 | 536-4728
CEM	CEM Library	536-2716
CEM	Department Of Agricultural and Applied Economics	536-3292

CEM	Department of Agribusiness Management and Entrepreneurship	536-2846
CEM	Department of Economics	
CEM	Institute of Cooperatives and Bio-Enterprise Development	536-3266
CEM	Office of the College Secretary	536-2716
CEM	Office of the Dean	536-4750
CFNR	Administrative Services Office	
CFNR	CFNR Library	536-2266
CFNR	Department of Forest Biological Sciences	536-2773
CFNR	Department of Forest Products and Paper Science	536-3432
CFNR	Department of Social Forestry and Forest Governance	536-3493
CFNR	Forestry Development Center	536-3097 | 536-2341
CFNR	Institute of Agroforestry	536-3809
CFNR	Institute of Renewable Natural Resources	536-2557
CFNR	Makiling Center For Mountain Ecosystems	536-2577 | 536-3572
CFNR	Office of the College Secretary	536-3524
CFNR	Office of the Coordinator for Research and Extension	536-5305
CFNR	Office of the Dean	536-3206 | 536-2342
CFNR	Training Center For Tropical Resources and Ecosystems Sustainability	536-2736
CHE	Department of Community and Environmental Resource Planning	536-3645
CHE	Department of Human and Family Development Studies	536-2480
CHE	Department of Social Development Services	536-8409
CHE	IHNF - Barangay Integrated Development Approach For Nutrition Improvement (BIDANI) Network Program	536-3643
CHE	Institute of Human Nutrition and Food	536-2445
CHE	Office of the College Secretary	536-2682
CHE	Office of the Dean	536-2682

CPAf	Center for Strategic Planning and Policy Studies	536-3455 | 536-3637
CPAf	Community Innovations Studies Center	536-2484 | 536-2453 | 536-3284
CPAf	Institute For Governance And Rural Development	536-0407
CPAf	Knowledge Management Office	536-3382
CPAf	Office of the Dean	536-4267
CVM	Administrative Services Office	
CVM	CVM Library	
CVM	Department of Basic Veterinary Sciences	536-7512
CVM	Department of Veterinary Clinical Sciences	536-6901
CVM	Department of Veterinary Paraclinical Sciences	536-2728
CVM	Office of the College Secretary	536-2727
CVM	Office of the Dean	536-2730
CVM	Veterinary Teaching Hospital	536-0863
G S	Graduate School	536-3414
O C	Internal Control Office	536-2345
O C	Legal Office	536-3453
O C	Office of Alumni Relations	576-0104
O C	Office of International Linkages	536-2239
O C	Office of Public Relations	536-2928
O C	Office of the Chancellor	536-2567 | 536-2894
O C	Ugnayan Ng Pahinungod	536-0505
OVCA	Accounting Office	536-2296
OVCA	Cashier's Office	536-3558
OVCA	Human Resources Development Office	536-2307
OVCA	Office of the Vice Chancellor for Administration	536-2331

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

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

UNIVERSITY OF THE PHILIPPINES LOS BAÑOS
Office of the Chancellor

CERTIFICATE OF COMPLIANCE
Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **DR. JOSE V. CAMACHO, JR**, Filipino, of legal age, <u>Chancellor</u> of the **University of the Philippines Los Banos**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The **University of the Philippines Los Banos** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

   Citizen' Charter Handbook Edition: 2021, 1st Edition

2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard *(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)*
✓	Citizen's Charter Handbook *(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)*
✓	Official website/Online Posting

3) The Citizen's Charter Information Billboard enumerates the following information:

   a. External services;
   b. Checklist of requirements for each type of application or request;
   c. Name of the person responsible for each step;
   d. Maximum processing time;
   e. Fee/s to be paid, if necessary; and
   f. Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:

   a. Mandate, vision, mission, and service pledge of the agency;
   b. Government services offered (External and Internal Services);
      i. Comprehensive and uniform checklist of requirements for each type of application or request;
      ii. Classification of service;
      iii. Type of transaction;
      iv. Who may avail;
      v. Client steps and agency actions to obtain a particular service;
      vi. Person responsible for each step;
      vii. Processing time per step and total;
      viii. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;
d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

JOSE V. CAMACHO, JR
Chancellor
University of the Philippines Los Banos

SUBSCRIBED AND SWORN TO before me this
JAN 17 2022 in Los Baños, Laguna,
Philippines by affiant who exhibited his/her
PASSPORT No. P2062859 B as
competent evidence of identity.

Doc. No. 124 ;
Page No. 26 ;
Book No. IX ;
Series of 2022 .

ATTY. ALADDIN P. DOMINGUITA
NOTARY PUBLIC UNTIL JUNE 30, 2022
(Per B.M. No. 3795/9-28-2021)
ROLL NO. 65859/NOT. COM. NO. 17-2020-C
CALAMBA CITY, LOS BAÑOS, BAY AND CALAUAN, LAGUNA
MCLE COMPLIANCE NO. VI-0004878, APRIL 14, 2022
PTR NO. 261423; 01/03/2021; LOS BAÑOS, LAGUNA
IBP NO. 160169; 06-24-2021, LAGUNA CHAPTER
BLK. 21 LOT 31 LOPEZ HEIGHTS, ANOS, LOS BAÑOS, LAGUNA