



University of the Philippines
LOS BAÑOS

CITIZEN'S CHARTER

2023 - 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 future-proof university that provides agile leadership in higher education for the betterment of local and global communities

III. Mission:

To sustain UPLB's relevance by developing methods, approaches, and frameworks to minimize the cost and impacts of shocks of future events and by honing leaders committed to knowledge creation, innovation and cutting-edge research, and public service

IV. Service Pledge:

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



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**CAFS AGRICULTURAL SYSTEMS
INSTITUTE**
EXTERNAL SERVICES

CAFS-ASI.1

Laboratory Analysis for Government Clients and Processing of Direct Payment

Request for Analytical Services

Office or Division:	Agricultural Systems Institute-College of Agriculture and Food Science			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB projects; Government RD&E units; SUCs: farmers and non-government clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Price List		Soils ASL, DSS, ASI		
Sample Stub (Analysis Description, Sample code, and Costing Form)		Soils ASL, DSS, ASI		
Request for Quotation of Statement of Account		Soils ASL, DSS, ASI		
Sample Description Form		Soils ASL, DSS, ASI		
Official Receipt		Soils ASL, DSS, ASI		
Samples		Procuring Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for quotation or statement of Account, Sample Stub and Sample description form via email or phone call.	1 Processing and issuance of RFQ/Statement of Account and sample description and send via email. Cost Assessment	₱0.00	2 hr	University Research Assoc or University Researcher in ASL jmvergara1@up.edu.ph 049 536 2423
2. Submission of samples with sample description at DSS lobby.	2.1 Sorting and Labelling of samples	₱0.00	15 mins	Lab Technician/ Lab Assistant
	2.2 Coding of samples	₱0.00	15 mins	Lab Technician/ Lab Assistant
	2.3 Sample Preparation for Soil Analysis	₱0.00	5 days	Lab Technician/ Lab Assistant
3. Wait for analysis results	3.1 Laboratory Analysis or samples	₱0.00	1.5 months	Laboratory technicians /University Research Assoc/ University Researcher
	Computation	₱0.00	1 hour	University Research Assoc/ University Researcher
	3.2 Filling out the Summary Table of Results (pen and paper)	₱0.00	30 mins	Laboratory technicians /University Research Assoc/ University Researcher
	3.3 Encoding, Formatting and Printing of Results	₱0.00	30 mins	Laboratory technicians /University Research Assoc/ University Researcher
	3.4 Certification of Analysis by the Head Chemist	₱0.00	30 mins	Laboratory technicians /University Research Assoc/ University Researcher
	3.5 Send the documents to the Director for approval	₱0.00	10 mins	Laboratory technicians /University Research Assoc/ University Researcher
	3.6 Send the documents back to ASL ready for release	₱0.00	10 mins	Laboratory technicians /University Research Assoc/ University Researcher
4. Payment of analytical serv	4. Issuance of Official Receipt	Price varies depending on the parameters analyzed. See price list.	10 mins	Collection Officer/Cashiers Office
5. Claim the Results/Certificate	5.1. Preparation and recording of Statement of Account	₱0.00	2 mins	University Research Assoc or University Researcher
	5.2. Record the amount and account name to Direct Payment Logbook	₱0.00	5 mins	University Research Assoc or University Researcher
	5.3 Release of Results	₱0.00	3 mins	University Research Assoc or University Researcher
	5.4 Stamp Date and Time claimed	₱0.00	2 mins	University Research Assoc or University Researcher
TOTAL		₱0.00	1 month, 20 days, 6 hours and 10 mins	

CAFS-ASI.2

Provision of Soil Test Kit (STK) to the Clients

Purchasing of STK

Office or Division:	Agricultural Systems Institute-College of Agriculture and Food Science			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB projects; Government RD&E units; and SUCs; and Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample Stub (Analysis Description, Sample code, and Costing Form)		Soils ASL, DSS, ASI		
Sample Description Form		Soils ASL, DSS, ASI		
Samples		Procuring Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request purchase via email or phone call to Soil Test Kit project. Contact jmvergara1@up.edu.ph or aareynoso@up.edu.ph or call 049 536 2423	1.1 Response thru email, and sending of Request for Quotation/or Statement of Account	₱0.00	1 hour	STK Project Staff (JRM Vergara and AAReynoso)
	1.2 Preparation of soil test kit/s	₱0.00	5 days	STK Project Staff (JRM Vergara and AAReynoso)

2. Present the Statement of Account and proceed to payment. Pay in cash/ government issued check/ or Managers check.	2. Issuance of the Official Receipt	₱2,000.00	10 mins.	Special Collecting officer or Cashier's Office
3. Present the OR at DSS staff to claim the STK	3.1. Preparation and packing of STK	₱0.00	20 minutes	Lab Tech or University Research Assoc or University Researcher
	3.2. Record the amount and client name, affiliation and product code to STK Sales Logbook	₱0.00	5 mins	Lab Tech or University Research Assoc or University Researcher
	3.3. Release the purchased STK to Client	₱0.00	10 mins	Lab Tech or University Research Assoc or University Researcher
TOTAL		2,000.00	5 Days, 1 hour and 45 mins	

CAFS-ASI.3

Online Student Clearance

Office or Division:	Agricultural Systems Institute-College of Agriculture and Food Science			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance Form		In charge ASI Admin staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Received clearance form through email	Checked email	₱0.00	1 min	Eileen Diares/Regina Fajardo
2. Submit to Director's office	2.1 Receive document	₱0.00	1 min	Eileen Diares/Regina Fajardo
	2.2 Check the signatories	₱0.00	1 min	Eileen Diares/Regina Fajardo
	2.3 Send to Director for signature through email	₱0.00	1 min	Eileen Diares/Regina Fajardo
	2.4 Return the clearanceform to the student through email	₱0.00	2 mins	Eileen Diares/Regina Fajardo
TOTAL		₱0.00	6 mins	



**CAFS AGRICULTURAL SYSTEMS
INSTITUTE**
INTERNAL SERVICES

Request for use of Institute's Office facilities/equipment

Borrow/rental of office of the Institute's facilities/equipment

Office or Division:	Agricultural Systems Institute-College of Agriculture and Food Science			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	College staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Director endorsed by the following:		Client		
A. For Faculty and college staff request, it must be endorsed by the department chair				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow/rental date and time				In charge staff
2. Submit to the Director's office	2.1 Recieve Request letter	₱0.00	1 minute	Eileen Diares/Regina Fajardo
	2.2 Stamp Date and Time received and counter sign	₱0.00	1 minute	Eileen Diares/Regina Fajardo
	2.3 Calendar/Schedule the day of borrow/rental	₱0.00	1 minute	Eileen Diares/Regina Fajardo
	2.4 Send letter to the in charge for the availability	₱0.00	2 minutes	Napoleon P. Alborida
	2.5 Countersign and Recommend for Approval	₱0.00	3 minutes	Napoleon P. Alborida
	2.6 Send letter to the Director for approval	₱0.00	5 minutes	Eileen Diares/Regina Fajardo
	2.7 Return letter request with action to the client or return through email	₱0.00	2 minutes	Eileen Diares/Regina Fajardo
TOTAL		₱0.00	15 minutes	



**CAFS CENTRAL EXPERIMENT
STATION**
EXTERNAL SERVICES

CAFS-CES.1 LOT ALLOCATION REQUEST
Allocation of managed experimental lots to clients

Office or Division:		Central Experiment Station			
Classification:		Simple			
Type of Transaction:		G2C - Government to Clients			
Who may avail:		UPLB Constituents and other Private Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter Request			Client		
CES Form No.1 Lot Allocation Request Form			CES Admin Office		
Project Proposal			Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplished CES Form No. 1 with the following attachments: field layout; letter of request; research proposal duly approved by unit chair/dean	CES Admin staff receives request, verifies completeness of documents and availability of lot, then forwards documents to Station Manager	₱0.00	1 hr	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor	
	Station Manager evaluates research proposal and conformity to existing policies, then decides approval or disapproval	₱0.00	1 day	Station Manager	
	CES notifies client through phone/via email of action taken	₱0.00	1 hr		
2. Receives statement of account for land use	CES prepares bill for land use	₱0.00	1 hr	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor	
3. Pays the bill and provides CES advise of availability of payment	Lot is formally allocated	₱0.00	1 day	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor	
	If disapproved, CES notifies client of reasons for disapproval:	₱0.00			
	1. lot is no longer available;	₱0.00			
	2. incomplete requirements;	₱0.00			
	3. unpaid balances from previous bills; and	₱0.00			
	4. non-conformity to existing policies on lot usage	₱0.00			
Resolves problem with CES	Problem(s) resolved; lot is formally allocated	Prevailing Rates	1 day	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor	
TOTAL		₱0.00	3 days		

CAFS-CES.2 JOB REQUEST
Land Preparation and Irrigation Services

Office or Division:		Central Experiment Station			
Classification:		Complex			
Type of Transaction:		G2C - Government to Clients			
Who may avail:		UPLB Constituents and other Private Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CES Form No.2 Job Request Form			CES Admin Office		
CES Form No.3 Job Completion Form			CES Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills up and submits CES Form No. 2	Receives accomplished CES Form No. 2; Notifies client by phone call / email regarding action taken	₱0.00	4 hours	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor or EB Gonzales Farm Supervisor	
2. If job request is approved:	Farm operations section/Irrigation section schedules requested farm operation(s). Client has the option to provide diesel or lubricants	₱0.00	1 day	IM Ronquillo Admin Assistant II or MM Palis Farm Supervisor or EB Gonzales Farm Supervisor	
3. Delivers required amount of diesel and lubricants(if applicable)	Performs requested farm operation(s)	₱0.00	2 days	HEO II or Pump operator	
4. Submits CES Form No. 3 after the completion of requested farm operation and indicates satisfaction/nonsatisfaction with services rendered	If satisfied, CES prepares statement of account	₱0.00	2 hours	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI	
	if not satisfied, CES communicates with clients and make needed adjustments				
5. Pays the bill and provides CES with proof of payment	CES issues receipt / remittance slip	Prevailing rates and current fuel price	4 days	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI	
	If job request is disapproved:				
	Notifies client of reasons for disapproval, such as	₱0.00	1 hour	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI	
	1. unpaid balance from previous bill(s)	₱0.00			
	2. operation is not doable	₱0.00			

7. Discuss issues with CES to resolve problems	Problem resolved; CES reschedules operation	₱0.00	4 hours	MM Palis Farm Supervisor or EB Gonzales Farm Supervisor or HEOII or Pump operator
8. Submits CES Form no. 3 after completion of requested farm operation(s)	Prepares statement of account	₱0.00	2 hours	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI
9. Pays the bill and provides CES with proof of payment	Records payment and update database	Prevailing rates and current fuel price	2 days	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI
B. Non-UPLB Entities				
1. Submits letter of request to CAFS Dean's Office	If letter of request is approved, CES inspects job site and make pertinent assessments	₱0.00	2 days	Station Manager / Farm Operations
2. Submits accomplished CES Form No. 2 and Feedback Information Sheet	Notifies client by phone call / email regarding action taken on request	₱0.00	1 day	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI
3. If job request is approved:	CES schedules the operation(s) and may require client to provide diesel and lubricants	₱0.00	1 day	MM Palis Farm Supervisor or EB Gonzales Farm Supervisor
	Performs requested farm operation/Irrigation	₱0.00	2 days	MM Palis Farm Supervisor or EB Gonzales Farm Supervisor
4. Submits CES Form No. 3 immediately after completion of requested farm operation	CES prepares bill / statement of account	₱0.00	2 hours	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI
5. Pays bill and provides CES with proof of payment	Provides copy of receipt / remittance slip	Prevailing rates and current fuel price	1 hour	IM Ronquillo Admin Assistant II or JP Magpantay Admin Aide VI
TOTAL		₱0.00	7 days	



**CAFS LA GRANJA TRAINING AND
RESEARCH STATION**
EXTERNAL SERVICES

CAFS-LGRTS. 1 Use of Farm Equipment (Tractor and Truck)

Request to use farm equipment by various projects (Research, Techno Demo, Resource Generation)

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form (indicate requesting project)				
2. Submit to Administrative Staff In-charge	2.1 Receive submitted request and forward to farm services section to check on the availability of the equipment requested	₱0.00	5 minutes	Genelou P. Garcia Administrative Assistant II
	2.2 Schedule dispatching of farm equipment and the operator of equipment (prioritization if there are other pending requests) 2.3 Sign the request form	₱0.00	15 minutes	Benny A. Jaca Agricultural Technician II/ In-charge of Farm Services
	2.4 Approval of the Request by the station manager 2.5 Forward approved request to farm services section indicating the time schedule if it is not the same as requested	₱0.00	20 minutes	Genelou P. Garcia Administrative Assistant III
	3.1 Prepare request to withdraw fuel from stock 3.2 Coordinate with the requisitioner regarding instructions	₱0.00	15 minutes	Assigned operator
3. Receive Copy of the approved request	Implement the operation as requested	₱0.00		
TOTAL		₱0.00	1 day	

CAFS-LGRTS. 2 Transportation Services

Request transportation services for the delivery supplies and materials, hauling of products, conduct of visitors and office personnel)

Office or Division:	UPLBCAFS La Granja Research and Training			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Request Form		Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish travel request form (in 2 copies) at least 1 day in advance before the requested trip				
2. Submit to ADMIN Staff In-charge	2.1. Receive accomplished vehicle request form 2.2 Check availability of the vehicle and driver 2.3 Forward to the station manager's office for approval 2.4 File duplicate copy of approved request	₱0.00	30 minutes	Genelou P. Garcia Administrative Assistant II or Marjorie A. Samson Administrative Officer II
	2.5 Forward original approved copy of request to the assigned driver	₱0.00	5 minutes	
3. Instruct the assigned driver regarding the request for trip	3.1 Delivery of trip ticket to assigned driver	₱0.00	5 minutes	Genelou P. Garcia Administrative Assistant II
TOTAL		₱0.00	2 days	

CAFS-LGRTS.3 Extension Services

Extension services requested by the client

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
Evaluation form		Extension Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write or email letter of request for training and extension activities				
2. Submit or email the request to official account of the station	2.1 Receive the request submitted or acknowledged the receipt of email from the client 2.2 Stamped date receive and log 2.3 Photocopy or generate copy of request for the committee and for office file	₱0.00	15 minutes	Genelou P. Garcia Administrative Assistant II

	2.4 Forward letter to the station manager and endorse request letter to the Extension Committee 2.5 Committee to coordinate with the client regarding specific need of the client 2.5 Reply or update the client on the status of request 2.6 Approval of the request by the station manager 2.6 Facilitate the request of the client	₱0.00	2 working days	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair
3. Follow up Request	Contact and coordinate with the client	₱0.00	5 minutes	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair
4. Fill up and submit the evaluation form	Give and collect evaluation form	₱0.00	20 minutes	Administrative Staff assigned
TOTAL		₱0.00	3 working days	

CAFS-LGRTS.4 Request for Training and Extension Services

Training and Extension Services in collaboration with the Client

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
Letter of Agreement		Department Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write or email letter of request for training and extension activities				
2. Submit or email the request to official account of the station	2.1 Receive the letter request submitted or acknowledged the receipt of email from the client 2.2 Stamped date receive and log 2.3 Photocopy/generate copy of request for the committee and for office file	₱0.00	15 minutes	Genelou P. Garcia Administrative Assistant II
	2.4 Forward request letter to the station manager			
	2.5 Endorse the request to the Extension Committee 2.6 Extension Committee to call up a meeting with its member regarding the proposed collaboration 2.7 Committee to coordinate with the client regarding specific need of the client 2.8 Arrange meeting the client to discuss the agreement 2.9 Drafting of agreement with the client	₱0.00	3 working days	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair
3. Reading of draft and Finalization of the letter of Agreement	3.1 No correction of the agreement proceed with the printing of final copy 3.2 With feedback or corrections revise the agreement with the approval of the station head	₱0.00	1 day	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair
4. Signing of the final copy of Letter of Agreement	4.1 Review the corrected agreement 4.2 Signing of agreement by the station head	₱0.00	10 minutes	Eva C. Guinabo Station Manager
	4.2 Proceed with Implementation of the approved request for collaborative training and extension activities on the agreed schedule	₱0.00		
TOTAL		₱0.00	1 week	

CAFS-LGRTS.5 Request for Technical Advisory

Technical advisory to students, farmers, government employees, and other interested individuals

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write or email letter of request for technical advisory				
2. Submit or email the request to official account of the station	2.1 Receive the request submitted or acknowledged the receipt of email from the client 2.2 Stamped date receive and log 2.3 Photocopy or print the copy of request for the committee and for office file	₱0.00	15 minutes	Genelou P. Garcia Administrative Assistant II
	2.4 Forward letter to the station manager and endorse request letter to the Extension Committee 2.5 Committee to coordinate with the client regarding specific advises needed by the client 2.5 Reply or update the client on the status of request 2.6 Approval of the request by the station manager	₱0.00	16 minutes	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair

3. Follow up Request	Contact the client on the approve request and facilitate the request of the client	₱0.00	17 minutes	Dr. Emmanuel G. Samson University Extension Specialist III/ Extension Chair
4. Fill up and submit evaluation form	Give and collect evaluation form	₱0.00	18 minutes	Assigned administrative staff
TOTAL		₱0.00	3 working days	

CAFS-LGRTS.6 Placement/Order of Agricultural Products (Small order)

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIM	PERSON RESPONSIBLE
1. Write letter of request to order agricultural product				
2. Submit request to Administrative staff assigned	2.1 Receive the request from the client 2.2 Stamped date receive	₱0.00	15 minutes	Genelou P. Garcia Administrative Assistant II
	2.4 Forward letter to the station manager and endorse request letter to the Project -incharge 2.5 Project incharge should coordinate with the client regarding specific order 2.6 Supply of good depends on its availability	₱0.00	2 working days	Project In-charge (ordered product)
3. Follow up Order	Contact the client on the approve request and schedule	₱0.00	5 minutes	Project In-charge
4. Pick up order and pay the amount	4.1 Facilitate the order and packing of ordered product	₱0.00	20 minutes	Assigned staff of the Project Incharge
	4.2 Issue Official Receipt upon payment	₱0.00	5 minutes	Marjorie A. Samson Administrative Officer II/ Spl. Collecting Officer
TOTAL		₱0.00	3 working days	

CAFS-LGRTS.7 Secure Road Pass

Passing through the station's road system by the clients (small planters)

Office or Division:	UPLBCAFS LA GRANJA RESEARCH AND TRAINING STATION			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIM	PERSON RESPONSIBLE
1. Request to pass				
2. Payment of road pass to the Spl. Collecting Officer	2.1 Receive payment from the client 2.2 Issuance official receipt	P300.00	5 minutes	Marjorie A. Samson Administrative Officer II/ Spl. Collecting Officer
	2.3 Guard check the official receipt presented 2.4 Note official receipt to make sure that the receipt will not be used again	₱0.00	10 minutes	Assigned guard/University Police assigned
3. Present the Official Receipt to the guard on post		₱0.00		
4. May pass once official receipt is inspected		₱0.00		
TOTAL		P300.00	1 day	



**CAFS OFFICE OF THE COLLEGE
SECRETARY**
EXTERNAL SERVICE

CAFS-OCS.1 True Copy of Grades (TCG)

Issued to students applying for scholarships, major, shifting, transfer, Readmission (READ) and Maximum Residence Rule (MRR), job application and Masters degree

Office or Division:		CAFS-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request slip	1.1 Check if students information at request slip is correct. 1.2 Indicate the amount to be paid on the request slip after checking the records of the student.	₱30 x no. of pages	5 minutes	Administrative Assistant V (Cecilia S. Mamino)
2. Submit to UPLB Cashier Division for payment				
3. Submit to OCS	3.1 Receive the request slip and payment slip. 3.2 Prepare the requested document (signed and stamped with dry seal). 3.3 Issue the requested document.	₱0.00	3 working days (during regular days)	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong)
4. Returns to OCS	4.1 Issue the requested document. 4.2 Student receives the document at the request slip attached.	₱0.00	2 mins	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱30 x no. of pages	3 working days 7 minutes	

CAFS-OCS.2 Certificates

Issued to students requesting for certificates of enrollment, General Weighted Average (GWA), candidate for graduation, completed units, Good Moral and Right Conduct (GMRC)

Office or Division:		CAFS-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check the record of the student 1.2 Give request slip 1.3 Check if students information at request slip is correct. 1.4 Indicate the amount to be paid on the request slip	₱30 x no. of pages	5 minutes	Administrative Assistant V (Cecilia S. Mamino)
2. Submit to UPLB Cashier Division for payment				
3. Submit to OCS	3.1 Receive the request slip and payment slip. 3.2 Prepare the requested document (signed and stamped with dry seal). 3.3 Issue the requested document.	₱0.00	3 working days (during regular days)	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong)
4. Returns to OCS	4.1 Issue the requested document. 4.2 Student receives the document at the request slip attached.	₱0.00	2 mins	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱30 x no. of pages	3 working days 7 minutes	

CAFS-OCS.3 Removal permit (regular)

Issued to registered students requesting for completing a grade of 4 or Incomplete (INC) within the regular examination period

Office or Division:		CAFS-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS registered students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 5 (proof that the student is enrolled at the current semester)		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request permit for removal.	1.1 Check the records of the student when did the 4 or Incomplete grade incurred. 1.2 Issue the instructor's permit.	₱0.00	15 minutes	Administrative Assistant V (Cecilia S. Mamino)
2. Submit to instructor	2.1 Signs the instructor's permit and indicates the schedule of removal or completion.	₱0.00	1 day	Instructor
3. Return to OCS	3.1 Issue the removal permit	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino)
4. Submit to instructor	4.1 Prepare the grade sheet and submits it to OCS	₱0.00	within 5 working days	Instructor or Unit staff

5. Returns to OCS	5.1 Give the student a copy of the grade sheet.	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
TOTAL		₱0.00	6 working days 26 minutes	

CAFS-OCS.4 Removal permit (special)

Issued to registered students requesting for completing a grade of 4 or Incomplete (INC) outside the regular examination period

Office or Division:		CAFS-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS registered students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
Form 5 (proof that the student is enrolled at the current semester)		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request permit for removal.	1.1 Check the records of the student when did the 4 or Incomplete grade incurred. 1.2. Issue payment slip for special removals.	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino)
2. Submit to UPLB Cashier Division for payment		₱30.00		
3. Submit to OCS	3.1. Return the payment slip and receipt. 3.2. Issue the instructor's permit.	₱0.00	15 minutes	Administrative Assistant V (Cecilia S. Mamino)
4. Submit to instructor	4.1 Signs the instructor's permit and indicates the schedule of removal or completion.	₱0.00	1 day	Instructor
5. Return to OCS	5.1. Issue the removal permit	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino)
6. Submit to instructor	6.1. Prepare the grade sheet and submits it to OCS.	₱0.00	within 5 working day	Instructor or Unit staff
7. Returns to OCS	7.1. Give the student a copy of the grade sheet.	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
TOTAL		₱30.00	7 working days 26 minutes	

CAFS-OCS.5 Excuse slip

Issued to registered students requesting for excuse during their absence at class

Office or Division:		CAFS-OCS		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS registered students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical certificate with seal from University Health Service		University Health Service		
Death certificate, etc. (supporting documents)		From student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Excuse Slip Form	1.1. Check supporting document/s (i.e., medical certificate from University Health Service, death certificate, etc.) 1.2. Issue excuse slip form.	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino)
2. Fill out Excuse Slip Form	2.1. Check excuse slip form. 2.2. College Secretary signs the excuse slip form.	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino)
3. Return to OCS	3.1. Give signed excuse slip	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
4. Go to the instructor/s	4.1. Signs the excuse slip form.	₱0.00		Instructor
5. Submit to OCS	5.1. Accepts the signed excuse slip form.	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱0.00	1 working day 13 minutes	

CAFS-OCS.6 GE Plan of coursework

Issued to registered students requiring submission of selected GE subjects per domain

Office or Division:		CAFS-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS registered students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GE Plan of Course Work Form		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give GE Plan of Course Work Form	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino)

2. Go to Registration Adviser	2.1 Seeks the advise of his/her registration adviser before he/she selects the GE courses he/she wants to take. 2.2 Adviser and Department Chair check the GE courses the student selected before they sign the form.	₱0.00		c/o Student & Adviser
3. Submit to OCS	3.1 Receives the document 3.2 Check the subjects selected, signatories and 3 photocopy of the form 3.3 College Secretary signs the form	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong)
4. Return to OCS	4.1 Give the student two copies, one for him/her and one for the department.	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
5. Submit to Department	5.1 Submit a copy of the form to the department.	₱0.00	1 working day and 11 minutes	
TOTAL		₱0.00	2 working days 22 minutes	

CAFS-OCS.7 Revision in the Approved Plan of Course Work

Issued to registered students requesting revisions for their approved coursework

Office or Division: CAFS-OCS				
Classification: Complex				
Type of Transaction: G2C - Government to Clients				
Who may avail: CAFS registered students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Revision Form		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give revision form.	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino)
2. Submit to registration/ major adviser	2.1 Discuss the revisions of the subjects to be done.	₱0.00		c/o Student & Adviser
3. Go to the Department Chair	3.1 Sign the revision form	₱0.00		
4. Submit to OCS	4.1 Receive the document 4.2 Check and verify proposed changes 4.3 College Secretary approves/disapproves the changes.	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong)
5. Return to OCS	5.1 Give the student's copy and department's copy of the form.	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
6. Submit to Department	6.1 Submit a copy of the form to the department.	₱0.00		
TOTAL		₱0.00	1 working day 11 minutes	

CAFS-OCS.8 Consent of Instructor (COI)

Issued to registered students with subjects requiring COI and Assessment Form as prerequisite

Office or Division: CAFS-OCS				
Classification: Complex				
Type of Transaction: G2C - Government to Clients				
Who may avail: CAFS registered students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent of Instructor (COI) and Assessment Form		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Verify if subject has a Consent of Instructor and if subject is included in student's curriculum. 1.2 Give the consent of instructor	₱0.00	10 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
2. Go to the Instructor	2.1 Sign the Consent of Instructor	₱0.00		
3. Go to the Director	3.1 Sign the Consent of Instructor	₱0.00		
3. Go to the Enlistor	4.1 Give a copy each of the COI form	₱0.00		
4. Submit to OCS	5.1 Receive the Consent of Instructor 5.2 Tag his/her name in SAIS	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) or Computer Programmer II (Junelyn Joyce R. Arizala) or Administrative Aide III (Jonas P. Sumague)
TOTAL		₱0.00	1 working day 10 minutes	

CAFS-OCS.9 Waiver of prerequisite

Issued to registered students requesting waiver of prerequisite

Office or Division:	CAFS-OCS
Classification:	Complex

Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waiver of prerequisite form		CAF-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give waiver of prerequisite form 1.2 College Secretary first certifies if the student's failure of the course was not due to any disciplinary action, the number of times the student waived the prerequisite, and when the student is expected to graduate.	₱0.00	within 1 working day	Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Pauliene Lainette A. Masunsong) College Secretary
2. Go to the instructor	2.1 Instructor/s sign for the non-satisfied prerequisite course/s; if the student has not failed the prerequisite course, skip this step	₱0.00		Previous Instructor
3. Go to the Adviser	3.1 Check and sign the waiver of prerequisite	₱0.00		Adviser
4. Go to the Professor handling the course	4.1 Check and sign the waiver of prerequisite	₱0.00		Professor handling the course
5. Go to the Chair/Director of the Department/Institute offering the subject	5.1 Sign the waiver of prerequisite	₱0.00		
6. Submit to OCS	6.1 Receive the document 6.2 College Secretary approves or disapproves the waiver of the prerequisite (for the Dean)	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) or Student Record Evaluator II (Flores M. Pamulakalakin) OR School Credit Evaluator (Pauliene Lainette A. Masunsong) College Secretary
7. Return to OCS	7.1 Give a copy of the form if the request is approved	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Aide III (Jonas P. Sumague)
TOTAL		₱0.00	2 working days 2 minutes	

CAFS-OCS.10 Overload permit

Issued to registered students requesting to enroll more than 21 units

Office or Division:	CAFSS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overload permit		CAFS-OCS		
Letter request signed by student with recommendation of adviser and unit head		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Receive the letter 1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog. 1.3 College Secretary interviews the student and approves/ disapproves the request, after checking the subject and units. 1.4 Issue an overload form.	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Pauliene Lainette A. Masunsong) College Secretary
2. Go to adviser	2.1 Seek the recommendation of the adviser	₱0.00		
3. Submit to OCS	3.1 Receive the overload form 3.2 Check the informations in the form submitted 3.3 College Secretary signs the form	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Pauliene Lainette A. Masunsong) College Secretary
4. Return to OCS	4.1 Get a copy of the form	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Aide III (Jonas P. Sumague)
TOTAL		₱0.00	2 working days 2 minutes	

CAFS-OCS.11 Underload permit

Issued to registered students who enrolled below 14 units

Office or Division:	CAFS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Under permit		CAFS-OCS		
Letter request signed by student with recommendation of adviser and unit head		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Go to OCS	1.1 Receive the letter 1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog. 1.3 College Secretary interviews the student and approves/ disapproves the request, after checking the subject and units. 1.4 Issue an underload form.	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) College Secretary
2. Go to adviser	2.1 Seek the recommendation of the adviser	₱0.00		
3. Submit to OCS	3.1 Receive the overload form 3.2 Check the informations in the form submitted 3.3 College Secretary signs the form	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) College Secretary
4. Return to OCS	4.1 Get a copy of the form	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Aide III (Jonas P. Sumague)
TOTAL		₱0.00	2 working days 2 minutes	

CAFS-OCS.12 Substitution of courses

Issued to registered courses who transferred or cross registered from other schools

Office or Division:	CAFS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Transcript of Records for transferees		Previous school of transferee		
True Copy of Grades for cross-registrants/others		School enrolled of cross-registrant/ others		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue substitution form	₱0.00	1 minute	Administrative Assistant (Cecilia S. Mamino)
2. Go to Adviser	2.1 Sign the substitution form	₱0.00		
3. Go to chairman or head of the unit	3.1 Sign where the subject is offered	₱0.00		
4. Submit to OCS	4.1 Receive the form and supporting documents 4.2 Check the supporting documents if correct 4.3 College Secretary approves the substitution of the subject and records the substitution	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) College Secretary
5. Return to OCS	4.1 Get a copy of the form	₱0.00	1 minute	Administrative Assistant II (Lea D. Lunaria) or Administrative Assistant V (Cecilia S. Mamino)
		₱0.00		
TOTAL		₱0.00	1 working day 2 minutes	

CAFS-OCS.13 Graduation clearance

Issued to graduating students upon completion of units and manuscript

Office or Division:	CAFS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manuscript		Student		
CD and email of the abstract, curriculum vitae, graduation picture		Student		
University clearance		CAFS-OCS		
College clearance		Office of the Student Affairs		
Graduation fee		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue the college clearance	₱0.00	1 minute	Administrative Assistant (Cecilia S. Mamino)
2. Go to OSA	2.1 Issue or prints the university clearance	₱0.00		
3. Go to various units	3.1 Secure the required signatures that signify that the student has no accountabilities	₱0.00		
4. Go to UPLB Cashier Division	4.1 Receive payment 4.2 Issue official receipt	₱300.00		

5. Submit to OCS	5.1 Receive the documents 5.2 Check the signatories and other documents if complete 5.3 Record the clearance 5.4 College Secretary signs the clearance	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan); Student Records Evaluator II (Flores M. Pamulakalakin) or School Credit Evaluator (Pauliene Laine A. Masunsong) College Secretary or Administrative Assistant II (Lea D. Lunaria)
6. Return to OCS	6.1 Claim the clearances 6.2 Submit at OUR	₱0.00	5 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
TOTAL		₱300.00	1 working day 6 minutes	

CAFS-OCS.14 Honorable dismissal

Issued to students who wants to transfer to other schools

Office or Division:		CAFS-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the student, parent, adviser and unit head (stating reasons)		Student		
Clearance form		CAFS-OCS		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Receive letter 1.2 College Secretary approves the request 1.3 Issue a Payment Slip for clearance fee and Clearance Form. The student needs to download the University Clearance at www.uplbosa.org .	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) Administrative Assistant II or (Lea D. Lunaria)
2. Go to various units	2.1 Secure the required signatures that signify that the student has no accountabilities	₱0.00		
3. Go to UPLB Cashier Division	3.1 Receive payment 3.2 Issue official receipt	₱30.00		
4. Submit to OCS	4.1 Receive the documents 4.2 Check the signatories and other documents if complete 4.3 Record the clearance 4.4 College Secretary signs the clearance	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) Administrative Assistant II or (Lea D. Lunaria)
5. Return to OCS	6.1 Claim the clearances 6.2 Submit at OUR	₱0.00	5 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
TOTAL		₱30.00	2 working days 5 minutes	

CAFS-OCS.15 Leave of Absence (LOA)

Issued to registered requiring leave of students due to personal, health reasons, etc

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

* A student who needs to go on LOA beyond the allowable period of two years should apply for an honorable dismissal, without prejudice to readmission.

Office or Division:		CAFS-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students registered		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with parent's consent/signature addressed to the Dean		Student		
Clearance form		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
Leave of absence form (if enrolled)		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the letter 1.2 College Secretary approves/disapproves request 1.3 OCS issues Clearance Form, LOA Form (if enrolled) and Payment Slip	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) and College Secretary
2. Go to various units	2.1 Secure the required signatures	₱0.00		
3. Go to UPLB Cashier Division	3.1 Receive payment 3.2 Issue official receipt	₱150.00		
4. Submit to OCS	4.1 Receive the documents 4.2 Check the signatories and other documents if complete 4.3 College Secretary signs the clearance 4.4 Make a letter to informing the professor that the student's Leave of Absence is approved (if the student is enrolled for the semester) 4.5 Route signed letters to the professors for the subjects enrolled (if applicable)	₱0.00	2 working days	Administrative Assistant V (Cecilia S. Mamino) and College Secretary Administrative Assistant II (Lea D. Lunaria)

5.Return to OCS	6.1 Claim copy of the approved clearance	₱0.00	5 minutes	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱150.00	3 working days 5 minutes	

CAFS-OCS.16 Removing of Absence Without Leave Status (AWOL)

Issued to students who suddenly didn't registered for the semester

Office or Division:		CAFS-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to return to college explaining the reasons why the student was AWOL signed by student and parent		Student		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the letter 1.2 Issue Absence WithOut Leave Form and Payment Slip	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) and College Secretary
2. Go to UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱225.00		
3. Submit to OCS	3.1 Accept the Official Receipt 3.2 Give the student a copy of Certification of Returnee signed by the College Secretary	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino)
4. Submit to Office of the Univeristy Registrar	4.1 Receive the Certification of Returnee 4.2 Activate account of the student	₱0.00		
TOTAL		₱225.00	2 working days	

CAFS-OCS.17 Readmission

Issued to students with dismissed or double probation status

Office or Division:		CAFS-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students with dismissed or double probation status		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Readmission Affidavit of non-enrollment (for long AWOL only). Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action		Student & Parents		
True Copy of Grades & Summary of Academic Performance		CAFS-OCS		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm status of the student if permanently disqualified, dismissed or double probation 1.2 Give payment slip for request of True Copy of Grades and Summary of Academic Performance	₱0.00	30 minutes	Student Records Evaluator (Floresa M. Pamulakalakin) or School Credit Evaluator (Paulliene Lainette A. Masunsong) Administrative Assistant II (Lea D. Lunaria)
2. Go to UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱30.00x no. of page		
3. Return to OCS	3.1 Receive payment receipt 3.2 Process request for True Copy of Grades and Summary of Academic Performance	₱0.00	1 to 2 working days	Student Records Evaluator (Floresa M. Pamulakalakin) or School Credit Evaluator (Paulliene Lainette A. Masunsong) Administrative Assistant II (Lea D. Lunaria)
4. Return to OCS	4.1 Check the requirements submitted by the student 4.2 Give the Evaluation Sheet Readmission (blue form) for signature of the adviser, department head and OSA director	₱0.00	20 minutes	Administrative Assistant II (Lea D. Lunaria)
5. Go to Adviser	5.1 Sign the Evaluation Sheet Readmission (blue form), letter of intent to return and list of remaining subjects	₱0.00		
6. Go to Department/ Institute	6.1 Sign the Evaluation Sheet Readmission (blue form)	₱0.00		
7. Submit to Office of Student Affairs	7.1 Receive the Evaluation Sheet Readmission (blue form) 7.2 Guidance Instructors evaluates the student 7.3 Forward the Evaluation Sheet Readmission (blue form) to OCS	₱0.00		

8. Submit to OCS	8.1 Receive the documents 8.2 Check if the documents are complete 8.3 Evaluates the records of the student 8.4 Set the date for the panel interview of the committee 8.5 Committee members interviews and approves or disapproves the student 8.6 College Secretary signs the Readmission papers 8.7 Dean recommends the Readmission papers	₱0.00	5 to 10 working days	Administrative Assistant II (Lea D. Lunaria)
9. Return at OCS	9.1 Release to student (for probation and dismissed status) or forward the documents to OVCAA (for permanently disqualified status)	₱0.00	10 minutes	Administrative Assistant II (Lea D. Lunaria)
10. Submit to OVCAA (if applicable)	10.1 Receive the documents 10.2 Conducts the final interview/evaluation and approves or disapproves the application of the student. 10.3 Give copy of documents (approved / disapproved)	₱0.00		
11. Return to OCS	11. Give copy of the document (approved/ disapproved)	₱0.00	5 minutes	Administrative Assistant II (Lea D. Lunaria)
TOTAL		₱30.00x no. of page	12 working days 25 minutes	

CAFS-OCS.18 Extension of Residency

Issued to students that maximized their number of residency at the University

Office or Division:		CAFS-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CAFS students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Extension of Residency Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action		Student & Parents		
True Copy of Grades & Summary of Academic Performance		CAFS-OCS		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm status of the student if maximum residence rule only or readmission and maximum residence rule 1.2 Give payment slip for request of True Copy of Grades and Summary of Academic Performance	₱0.00	30 minutes	Student Records Evaluator (Floresa M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) Administrative Assistant II (Lea D. Lunaria)
2. Go to UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱30.00x no. of page		
3. Return to OCS	3.1 Receive payment receipt 3.2 Process request for True Copy of Grades and Summary of Academic Performance	₱0.00	1 to 2 working days	Student Records Evaluator (Floresa M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) Administrative Assistant II (Lea D. Lunaria)
4. Return to OCS	4.1 Check the requirements submitted by the student 4.2 Give the Green Evaluation Sheet MRR (green form) for signature of the adviser and department head	₱0.00	20 minutes	Administrative Assistant II (Lea D. Lunaria)
5. Go to Adviser	5.1 Sign the Green Evaluation Sheet MRR (green form), letter of intent to return and list of remaining subjects	₱0.00		
6. Go to Department/ Institute	6.1 Sign the Green Evaluation Sheet MRR (green form)	₱0.00		
7. Return to OCS	7.1 Receive the documents 7.2 Check if the documents are complete 7.3 Evaluates the records of the student 7.4 College Secretary signs the Extension of Residency papers 7.5 Dean recommends the Extension of Residency papers	₱0.00	3 to 5 working days	Administrative Assistant II (Lea D. Lunaria)
8. Submit to OVCAA	8.1 Receive the documents 8.2 Conducts the final interview/evaluation and approves or disapproves the application of the student. 8.3 Forwards the result to the college.	₱0.00		
9. Return at OCS	9. Give copy of the documents	₱0.00	5 minutes	Administrative Assistant II (Lea D. Lunaria)
TOTAL		₱30.00x no. of page	7 working days 55 minutes	

CAFS-OCS.19 Shifting to the College

Issued to registered students who want to shift to the College

Office or Division:		CAFS-OCS
Classification:		Highly Technical
Type of Transaction:		G2C - Government to Clients
Who may avail:		UP and Non UP students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent approved by the student's current College		Student		
True Copy of Grades (for evaluation)		Student's College Secretary's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS (accepting)	1.1 Receive the letter and True Copy of Grades submitted on or before the deadline 1.2 Review the documents 1.3 College Secretary interviews the student and recommends approval or disapproval 1.4 Set the date for the panel interview of the committee or Department 1.5 Committee or Department recommends approval or disapproval.	₱0.00	5 to 10 working days	Administrative Assistant II (Lea D. Lunaria) College Secretary
2. Submit to Deans Office	2.1 Dean interviews the student and recommends approval or disapproval (if applicable)	₱0.00		College Dean (accepting)
3. Go to OCS (accepting)	3.1 Issue an Admission Form	₱0.00		
4. Go to OCS (current)	4.1 Request for TCG (for permanent record of the accepting College), Certificate of Good Moral Character and Certificate of No Contract. The student also gets a Clearance Form and Permit to Transfer Form.	₱30.00 per page (certification) ₱30.00 (clearance)		
5. Submit to OCS (accepting)	5.1 Submit all the required documents on or before the deadline 5.2 Check the documents submitted 5.3 College Secretary will sign the Admission Form 5.4 OCS of the accepting College will submit student's documents to OUR.	₱0.00	1 to 3 working days	Administrative Assistant II (Lea D. Lunaria) College Secretary
TOTAL		₱60.00	13 working days	

CAFS-OCS.20 Shifting out of the College

Issued to registered students who wants to shift out of the College

Office or Division:	CAFS-OCS			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to shift addressed to the College Dean through the College Secretary, signed by the Student, noted by the Parent/s, Adviser and Department Chair		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Submit letter of intent to shift 1.2 Committee on Admission or College Secretary interviews and evaluates the applicant	₱0.00	3 to 5 working days	Administrative Assistant II (Lea D. Lunaria) Committee on Admission or College Secretary
2. Go to College Dean (if applicable)	2.1 Interview the students and recommends approval or disapproval	₱0.00		
3. Return to OCS (current)	3.1 If the request of the student is approved, he/she may now request for TCG. 3.2 Gives request slip	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino) or Administrative Assistant II (Lea D. Lunaria)
4. Submit to UPLB Cashier Division for payment		₱30.00 (TCG)		
5. Submit to OCS (current)	5.1 Receive the payment receipt 5.2 Prepare the TCG 5.3 College Secretary signs the TCG	₱0.00	within 1 working day	Administrative Assistant V (Cecilia S. Mamino) Student Records Evaluator (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Lainette A. Masunsong)
6. Return to OCS (current)	6.1 Give TCG requested 6.2 Signs at request slip for release	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
7. Return to OCS (accepting)	7.1 Interview the student 7.2 OCS of the accepting College will issue an Admission Form (if accepted)	₱0.00		
8. Go to OCS (current)	8.1 Give request slip for the request of TCG (for permanent record of the accepting college), Certificate of Good Moral Character and Certificate of No Contract, Clearance Form and Permit to Transfer Form. 8.2 College Secretary signs the documents	₱30.00 per page (TCG and certification) ₱30.00 clearance	3 working days	Administrative Assistant V (Cecilia S. Mamino) Student Records Evaluator (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Lainette A. Masunsong)
9. Return to COS (current)	9.1 Release the documents requested 9.2 Signs at request slip for release	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱90.00	9 working days 6 minutes	

CAFS-OCS.21 Application for Graduation

Issued to students who submitted the form for evaluation within 1 year prior to graduation

Office or Division:	CAFS-OCS			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS students who submitted the form for evaluation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation form		CAFS-OCS		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue application for graduation form	₱0.00	1 minute	Administrative Assistant V (Cecilia S. Mamino)
2. Go to Adviser	2.1 Sign the application for graduation	₱0.00		
3. Submit to OCS	3.1 Receive the form with 2 photocopy attached 3.2 Evaluate the subjects remaining and taken by the student 3.3 For signature of the College Secretary	₱0.00	5 to 10 working days	Administrative Assistant V (Cecilia S. Mamino) Student Records Evaluator (Flores M. Pamulakalakin) or School Credit Evaluator (Paulliene Laine A. Masunsong) or Administrative Assistant II (Lea D. Lunaria)
4. Return to OCS	4.1 Give a copy of the form to the student	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
TOTAL		₱0.00	10 working days 3 minutes	

CAFS-OCS.22 Dropping of Courses

Issued to students that will drop subjects due to personal or health reasons

Office or Division:	CAFS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
		WHERE TO SECURE		
Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s with photocopy of ID with signature and any supporting document attached (medical certificate etc)		Student		
Payment slip		CAFS-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Receive and check documents attached with the letter 1.2 For signature of College Secretary if for approval or disapproval 1.3 Prepare dropping form/s	₱0.00	1 to 2 working days	Administrative Assistant V (Cecilia S. Mamino)
2. Return to OCS	2.1 Issue dropping form and payment slip	₱10.00 x no. of units	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
3. Go to instructor/s	3.1 Check and sign the dropping form	₱0.00		
4. Submit to UPLB Cashier Division for payment		₱0.00		
5. Submit to OCS	5.1 Receive the documents 5.2 Check the signatories and other documents if complete 5.3 College Secretary signs the clearance 5.4 Make a letter informing the professor that the student's filing for dropping is approved 5.5 Route signed letters to the professors for the subjects enrolled	₱0.00	1 to 2 working days	Administrative Assistant V (Cecilia S. Mamino) Administrative Assistant II (Lea D. Lunaria)
6. Return to OCS	6.1 Claim copy of the approved clearance	₱0.00	2 minutes	Administrative Assistant V (Cecilia S. Mamino)
		₱10.00 x no. of units	4 working days 4 minutes	

CAFS-OCS.23 Consent of Instructor (COI) and Assessment Form

Issued to registered students with subjects requiring COI and Assessment Form as prerequisite

Office or Division:	CAFS-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAFS registered students			
		WHERE TO SECURE		
Consent of Instructor (COI) and Assessment Form		CAFS-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Verify if subject has a Consent of Instructor and Assessment Form and if subject is included in student's curriculum. 1.2 Give the consent of instructor and assessment form	₱0.00	10 minute	Administrative Assistant V (Cecilia S. Mamino) or Administrative Officer I (Waranuch T. Lapitan)
2. Go to the instructor	2.1 Sign the Consent of Instructor and Assessment Form	₱0.00		
3. Go to the Director	3.1 Sign the Consent of Instructor and Assessment Form	₱0.00		
4. Submit to OCS	5.1 Receive the Consent of Instructor 5.2 Check the consent of instructor and assessment form 5.3 For signature of College Secretary 5.4 Tag his/her name in SAIS	₱0.00	2 to 3 days	Administrative Assistant V or (Cecilia S. Mamino) Student Records Evaluator (Flores M. Pamulakalakin); Administrative Aide III (Jonas P. Sumague) or Computer Programmer II (Junelyn Joyce R. Arizala)
TOTAL		₱0.00	3 days 10 minutes	



CAFS OFFICE OF THE DEAN
INTERNAL SERVICES

CAFS-DEAN.1 Application for College of Agriculture and Food Science Financial Education Loan (CAFSFEL)

Issued to CAFS students to meet their immediate financial needs especially for academic use

Office or Division:		Office of the Dean - College of Agriculture and Food Science		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		College students under CAFS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Budget Section, Office of the Dean, CAFS, UPLB		
Form 5		University Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have the Form 5 signed by the College Secretary to ensure that the applicant is enrolled	College Secretary's Office	₱0.00		
2. Proceed to the Office of the Dean's Budget Section	Provide applicant's CAFSEL application form	₱0.00	3 minutes	Administrative Assistant V or Administrative Officer IV
3. Proceed to the Student's adviser	Sign the application form	₱0.00		
4. Proceed to the Associate Dean for Instructions office	Sign the application form	₱0.00	3 minutes	Associate Dean for Instruction
5. Submit to Dean's Office	5.1 Receive the accomplished application form together with the signed Form 5 5.2 Stamp Date and Time recieved 5.3 Record documents received thru CAFS database and record book 5.4 Check and review application form 5.5 Countersign and Recommend for Approval 5.6 Release of Cashiers Check	₱0.00	1 to 2 days	Administrative Assistant V or Administrative Officer IV
TOTAL		₱0.00	2 days 6 minutes	

CAFS-DEAN.2 Request for use of Dean's Office facilities/ equipment

Borrow/ rental of Office of the Dean's facilities / equipment

Office or Division:		Office of the Dean - College of Agriculture and Food Science		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		College staff and students under CAFS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Dean endorsed by the following: A. for student request, it must be endorsed by the Faculty in-charge/ adviser or department chair. B. for faculty request, it must be endorsed by the department chair.		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow date				
2. Submit to ADMIN Staff in charge				
3. Submit to Office Head				
4. Submit to Unit Head				
5. Submit to the Dean's office	5.1 Receive Request letter 5.2 Stamp Date and Time recieved 5.3 Record documents received thru docutrack and record boo 5.4 Send letter to the section incharge 5.5 Calendar/ Schedule the day of borrow 5.6 Countersign and Recommend for Approval 5.7 Send letter to the Dean for notation 5.8 Return letter request with action	₱0.00	15 minutes	Administrative Assistant I or Administrative Assistant V and Administrative Officer IV
TOTAL		₱0.00	15 minutes	

CAFS-DEAN.3 Personnel related documents

Processing of recommendation documents (basic paper, pink sheets, Graduate School recommendation for graduate faculty, etc.)

Office or Division:		Office of the Dean - College of Agriculture and Food Science		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished forms with complete attachments		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Submit to Office Head				
4. Submit to Unit Head				

5. Submit to the Dean's Office	5.1 Check the correctness of the information in the filled-out form 5.2 Call a meeting of the APC if recommendations are needed in the documents 5.3 Countersign the documents before the action of the Dean/OIC 5.4 Encode the documents in the database	₱0.00	5 to 10 minutes	Administrative Officer V or Administrative Assistant V
TOTAL		₱0.00	10 minutes	



**CAS OFFICE OF THE 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, transferring, 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. 1.3. Asks student to proceed at UPLB Cashier	₱50.00 x no. of pages	10 mins	Staff assigned in Window 1
2. Cashier receives payment and issues official receipt.	2.1. Verifies the payment. 2.2. Prepares the requested document.	₱0.00		
3. Student returns to OCS the request form and official receipt.		₱0.00	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.	₱0.00	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.	₱0.00	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		₱50.00 x no. of pages	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 proceed to concerned instructor for approval.	₱0.00	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.	₱0.00	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 Secretary / Assistant College Secretary signs the permit.	₱0.00	Within the day	College Secretary / Assistant College Secretary
	4. Returns the student's and instructor's copy to student.	₱0.00	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.		₱0.00		
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 5.2. Issues the student's copy to concerned st	₱0.00	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		₱0.00	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 proceed to concerned instructor for approval. 1.4. Asks student to proceed at UPLB Cashier's Office for payment.	₱20.00 x no. of subjects	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.		₱0.00		
3. Cashier's Office receives payment and issues official receipt.		₱0.00		UPLB Cashier's Office
4. Student returns the permit and official receipt to OCS.	2. Receives official receipt and permit with instructor's approval.	₱0.00	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 Secretary / Assistant College Secretary signs the permit.	₱0.00	Within the day	College Secretary / Assistant College Secretary
	4. Returns the student's and instructor's copy to student.	₱0.00	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.		₱0.00		
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.)		₱0.00		
	5.1. Receives copy of grade for encoding and filing. 5.2. Issues the student's copy to concerned student.	₱0.00	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		₱20.00 x no. of subjects	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		Online Filing and Processing		
Medical certificate (if applicable)		University Health Service (UHS)		
Death certificate (if applicable)		Concerned student		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student downloads the UPLB-OCS Form No. 101 (Excuse for Absence) upload the supporting document/s (i.e., medical certificate from UHS, death certificate, etc.) for issuance of excuse slip form at tinyurl.com/CASExcuseSlip . 1.2. Student sends the excuse slip to CAS-OCS	1.1. Checks the accuracy of certificate submitted. 1.2. The Assistant College Secretary will send the approved excuse slip via email.	₱0.00	15 mins	Assistant College Secretary
2. Student sends the signed excuse slip and secures the approval of his/her instructor(s).		₱0.00		
3. Instructor(s) signs the excuse slip form.		₱0.00		

4. Student returns the signed excuse slip form to CAS-OCS. (The student may print the excuse slip form for his/her personal copy)	3. Receives excuse slip form duly signed by concerned instructor(s) for record and filing.	₱0.00	30 mins	Staff assigned in Window 1
TOTAL		₱0.00	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.	₱0.00	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.	₱0.00	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.	₱0.00	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		₱0.00	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.	₱0.00	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.	₱0.00	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.	₱0.00	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		₱0.00	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.	₱0.00	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.	₱0.00	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.	₱0.00	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		₱0.00	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.	₱0.00	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.	₱0.00	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.	₱0.00	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		₱0.00	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/block adviser and concerned unit head.	₱0.00	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.			₱0.00		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.	₱0.00	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.	₱0.00	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 concerned unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.	₱0.00	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		₱0.00	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/block adviser and concerned unit head.	₱0.00	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.		₱0.00		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.	₱0.00	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.	₱0.00	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 concerned unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.	₱0.00	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		₱0.00	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.	₱0.00	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.	₱0.00	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 concerned unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.	₱0.00	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		₱0.00	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.	₱0.00	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 Change in GE Plan of Study.	₱0.00	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 concerned unit. 4.3. OCS encodes the necessary information and files the OCS copy to individual student record jacket.	₱0.00	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		₱0.00	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.	₱0.00	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)
2.1. 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.	₱0.00	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)
4. Student access individual SAIS account for enlistment prior to registration and/or during registration period.		₱0.00		Concerned student
TOTAL		₱0.00	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.	₱0.00	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) Emie C. Garcia COS 10 (SRE)
3. Obtains certification from instructor of the prerequisite course (only if the student has taken the prerequisite course, otherwise proceed to next step).		₱0.00		Previous instructor in the non-satisfied prerequisite course/s
4. Student obtains certification from the Office of Student Affairs		₱0.00		Staff in charge at OSA
5. Student secures evaluation from the unit's waiver committee		₱0.00		Unit concerned
6. Student secures evaluation from the unit head of concerned unit		₱0.00		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.	₱0.00	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) Emie C. Garcia COS 10 (SRE) College Secretary / Assistant College Secretary
8. Student picks up copy of accomplished waiver of prerequisite.		₱0.00		Concerned student
TOTAL		₱0.00	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 secure signature of the adviser.	₱0.00	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) Emie 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 student's copy.	₱0.00	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) Emie C. Garcia COS 10 (SRE) College Secretary / Assistant College Secretary
4. Student picks-up the approved permit.				Concerned student
TOTAL		₱0.00	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 prescribed 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.	₱10.00 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) Emie 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.	₱0.00	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) Emie C. Garcia (COS 10 (SRE)) College Secretary / Assistant College Secretary
5. Student gives copy of dropping slip to concerned instructor.				Concerned student
TOTAL		₱10.00 per unit	2 days	

CAS-OCS 17

Substitution of Courses

Substitution 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.	₱0.00	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.	₱0.00	Within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
TOTAL		₱0.00	1 day and 15 mins	

CAS-OCS 18

Clearance of Graduating Students

Students who have completed all academic requirements and recommended to graduate may process clearance for issuance of transcript of records, diploma and honorable dismissal.

Office or Division:	CAS Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 5		Concerned student		
Certification of graduation		CAS-OCS Windows 4, 5, 6, & 7		
Graduation Fee		UPLB Cashiers Office		
Manuscript with CD		Concerned student		
Clearance Form		CAS-OCS Window 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student presents Form 5, certification of graduation, manuscript with CD.	1.1. Checks the documents submitted. 1.2. Asks student to proceed at UPLB Cashier's office for payment of graduation fee.	₱0.00	20 mins	Violeta U. Bienes (Student Records Evaluator II)
2. Cashier's Office receives payment and issues official receipt.		Grad Fee - ₱220.00 Alumni Fee - ₱40.00 Carillon Fee - ₱40.00		Cashiers Office
3. Student returns to OCS the official receipt.	2. Issues college clearance form.	₱0.00	10 mins	Violeta U. Bienes (Student Records Evaluator II)
4.1 Student downloads the university clearance form at www.uplbosa.org. 4.2 Student secures the required signatures from various units of the College and University to signify that the student has no accountabilities. 4.3 Student returns the accomplished clearance to OCS.				Concerned student
	3.1 OCS receives and checks the signatories of the college clearance and university clearance. 3.3 OCS releases the clearance forms after the University Council approves the graduation of student. 3.2 College Secretary/Assistant College Secretary signs the clearance forms.	₱0.00	Within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
6. Student submits college and university clearance to the Office of the University Registrar.		₱0.00	10 mins	Violeta U. Bienes (Student Records Evaluator II)
TOTAL		₱300.00	1 day and 40 minutes (for OCS only)	

CAS-OCS 19

Honorable Dismissal

A student who desire to sever his/her connection the University for reason of suspension, expulsion due to disciplinary action, transfer to other institution.

Office or Division:	CAS Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request signed by the student, parent, adviser and unit head		Concerned student		
College Clearance Form		CAS-OCS Window 2		
University Clearance Form		UPLB-OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student writes a letter request to the College Secretary requesting college clearance for honorable dismissal.	1.1. Checks the letter submitted and verifies the academic record of the student. 1.2. College Secretary/Assistant College Secretary approves the request letter. 1.3. Issues college clearance form.	₱0.00	Within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
2.1 Student downloads the university clearance form at www.uplbosa.org. 2.2 Student secures the required signatures from various units of the College and University to signify that the student has no accountabilities. 2.3 Student returns the accomplished clearance to OCS.				Concerned student
	2.1 OCS receives and checks the signatories of the college clearance and university clearance. 2.2 College Secretary/Assistant College Secretary signs the clearance forms. 2.3 OCS releases the clearance forms.	₱0.00	within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
3. Student submits college and university clearance to the Office of the University Registrar.				Concerned student
TOTAL		₱0.00	2 days (for OCS only)	

CAS-OCS 20

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 student, w		Concerned student		
Certificate of employment (if applicable)				
Medical Certificate (if applicable)				
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 requesting 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 college clearance form. 1.4. Asks student to pay LOA fee	₱0.00	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.		₱150.00		Cashiers Office
4. Student submits to OCS the LOA form, college clearance 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.	₱0.00	within the day	Violeta U. Bienes (Student Records Evaluator II) College Secretary / Assistant College Secretary
TOTAL		₱150.00	2 days	

CAS-OCS 21

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	₱0.00	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.	₱0.00	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	₱0.00	10 minutes	Violeta U. Bienes Student Records Evaluator II
4. Cashier's Office receives payment and issues official receipt.		₱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.	₱0.00	Within the day	Staff assigned at Window 2 College Secretary/Assistant College Secretary
TOTAL		₱225.00	3 days and 10 mins	

CAS-OCS 22

Readmission and/or Extension of Residency

Extension of residency: A student who has not finish the requirements of a course or any college within a period of actual residence must file extension of residency.
Readmission: A student who, at the end of the semester, obtains final grades below a grade of 3.0 in more than 75% of the total number of academic unit shall be dropped from the rolls of the 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		
Letter request for Readmission/Extension of Residency (following OVCAA format)		Concerned student		
Notarized statement from the parents, photocopy of valid ID of parents, list of remaining subject approved by the adviser (Plan of Study), affidavit of non enrollment (for long AWOL only), Plan of Action		Concerned student		
True Copy of Grades		CAS-OCS Windows 4, 5, 6, & 7		
Summary of Academic Performance		CAS-OCS Window 2		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student submits a letter request addressed to the Dean/Vice Chancellor for Academic Affairs explaining his/her reason(s) for dismissal or extension of residency. Letter should be signed by the student, parent, adviser and concerned unit head.				Concerned student
	1.1. OCS attaches all necessary documents for Readmission/Extension of Residency 1.2. Prepares Summary of Academic Performance 1.3 College Secretary/Assistant College Secretary signs the documents. 1.4 OCS forwards necessary documents to student.	P0.00	2 days	Violeta U. Bienes Student Records Evaluator II College Secretary/Assistant College Secretary
2. Request for readmission, student picks-up the documents at OCS for evaluation of OSA.				Concerned student
3.1 After evaluation of OSA, student with request for readmission returns the documents to OCS. 3.2 Schedules for interview and evaluation of the Dean. (If Readmission due to Permanently Disqualified, 2nd Readmission status, the College Dean approves or disapproves the application, forward to OVCAA for evaluation)				OSA
4. For extension, students picks-up the documents from OCS for interview and evaluation of the Dean.				Concerned student
	3. The Dean interviews the student, evaluates and approves/disapproves the appeal.	P0.00	Depends on the schedule of the Dean	Dean/Associate Dean
5. With College decision, student forwards his/her documents to OVCAA for evaluation.				Concerned student
6. Student waits for the OVCAA to conduct final interview/evaluation and approves or disapproves the application of the student. OVCAA gives the results to the student.				OVCAA
7. Student gives a copy of the evaluation to OCS.				Concerned student
TOTAL		P0.00	2 days (for OCS only)	

CAS-OCS 23

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	
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.	P0.00	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.	P0.00	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.	P0.00		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.		P50.00 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.	P0.00	1 day	Staff assigned at Window 2
TOTAL		P50.00 per page	6 days	

CAS-OCS 24

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
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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.	₱0.00	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.	₱50.00 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.	₱0.00	within the day	College Secretary/Assistant College Secretary Violeta U. Bienes Student Records Evaluator II
TOTAL		₱50.00 per page	6 days and 20 mins	

CAS-OCS 25 Transfer to College from other Campus Units or Institutions

A student transferring from other Campus University must have completed at least 30 academic units and will be subject to the rules of the admitting college. A transferring student from other institution must have obtained an average grade of 2.0 or better and completed at least 33 units of academic courses in an non-UP 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	
Transmittal letter from the University Registrar			OUR	
Documents submitted to OUR			OUR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Applicants submits required documents to OUR. 1.2 OUR checks and evaluates the transfer credentials.	1.1. OCS receives and evaluates the documents of the applicant. 1.2. Forwards transmittal letter and actthd documents to concerned unit for evaluation.	₱0.00	2 days	Violeta U. Bienes Student Records Evaluator II
	2.1 Unit interviews the student and recommends approval or disapproval. 2.2 Unit Committee transmits to OCS the action for transfer application.	₱0.00	depends on the schedule of the Departments/Committee	Concerned unit
	3.1 OCS issues an admission slip and permit to transfer. 3.2 College Secretary/Assistant College Secretary signs the documents 3.3 OCS transmit to OUR the transfer application.	₱0.00	5 days	Violeta U. Bienes Student Records Evaluator II College Secretary/Assistant College Secretary
TOTAL		₱0.00	7 days	

CAS-OCS 26 Faculty Service Records (FSR)

Workload credits (teaching load, administrative load, research and extension load) of each faculty members of the College were computed and processed.

Office or Division:	CAS Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CAS faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Faculty Service Record and necessary attachments			Concerned faculty member	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty member submits to OCS thru their respective offices faculty service records with supporting documents attached.	1.1 Receives and records FSR. 1.2 Checks and verifies the entries of information. 1.3 Validates the computation of workload credits.	₱0.00	1 hr per FSR	Cindy Pagaspas (Temporarily) Senior Office Aide (COS 8)
	2. College Secretary/Assistant College Secretary signs the FSR.	₱0.00	Within the day	College Secretary / Assistant College Secretary
	3. Dean/Associate Dean signs the FSR	₱0.00	Depends on the schedule of the Dean	Dean/Associate Dean
	4. Forwards to the following offices for validation and approval: OUR, OVCAA and OVCRE.	₱0.00		OUR OVCAA OVCRE
	5. Files verifies and processed OCS copy and returns unit's copy.	₱0.00	Within the day	Digna D. Felismino Administrative Officer III
TOTAL		₱0.00	2 days and 1 hr (for OCS only)	



**CDC DEPARTMENT OF
DEVELOPMENT BROADCASTING AND
TELECOMMUNICATION**
INTERNAL SERVICES

CDC-DDBT.1 Studio Reservation

Office or Division:		College of Development Communication, Department of Development Broadcasting and Telecommunication		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Government employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Use of Facilities		c/o Requestor		
Reservation Schedule		Department Administrative Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request letter	1.1 Complete the requirements	₱0.00		Applicant
2. Receiving the request letter	2.1. Confirm receipt of the request letter 2.2. Request for approval of the CDC-DDBT Department Chairperson on the request	₱0.00	4 Hours	Christopher N. Calamlam (Media Production Assistant)
3. Reservation of Studio	3.1. Booking of schedule (via Google Calendar) based on the requested dates cited in the approved request letter	₱0.00	1 Hour	Christopher N. Calamlam (Media Production Assistant)
4. Confirm reservation	4.1. Inform the requestor either via call / email on the approved schedule	₱0.00	1 Hour	Christopher N. Calamlam (Media Production Assistant)
TOTAL		₱0.00	6 hours	



**CDC DEPARTMENT OF EDUCATIONAL
COMMUNICATION**
INTERNAL SERVICES

CDC-DEC. 1 Request for Photography and Videography Services

Office or Division:	Department of Educational Communication-College of Development Communication			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the unit		c/o Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Department of Educational Communication address to department chair	1.1 Received letter and elevate to the department chair for appropriate action	₱0.00	1 working day	Ma. Anais B. Villapando (Administrative Assistant II)
	2.1 For evaluation and approval of the department chair 2.2 Designation of the task requested	₱0.00		Rhodora Ramonette DV. Custodio (Chair)
	3.1 Send back approved letter to the requestor/unit	₱0.00		Ma. Anais B. Villapando (Administrative Assistant II)
	3.2 Give a copy of the approved letter to the designated person	₱0.00		Ma. Anais B. Villapando (Administrative Assistant II)
TOTAL		₱0.00	1 working day	



CDC OFFICE OF THE DEAN
EXTERNAL SERVICES

CDC-DO.1
Late SAIS Enlistment Request

Issued to CDC students requesting for additional enlistment of courses/modification of entries in SAIS (after the enrollment period)

Office or Division:	Dean's Office, College of Development Communication			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CDC students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Student		
Accomplished Form 26		Student		
Other supporting document (e.g. COI)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Dean's Office	1.1 Receive the documents 1.2 Review the completeness of the documents 1.3 Endorse the document for signature of the Dean	₱0.00	1 working day	Elisa S. Banasihan (Administrative Officer IV)
	2. Sign the document	₱0.00		Maria Stella C. Tirol (Dean)
	3.1 Record the document 3.2 Return the signed documents to the Office of the College Secretary	₱0.00		Elisa S. Banasihan (Administrative Officer IV)
TOTAL		₱0.00	1 working day	

CDC-DO.2
Promissory Note Request

Processing of the student's late payment request for endorsement to the Chancellor

Office or Division:	Dean's Office, College of Development Communication			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CDC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Promissory Form		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Dean's Office	1.1 Receive the documents 1.2 Review the completeness of the documents 1.3 Endorse the promissory form for signature of the Dean	₱0.00	1 working day	Elisa S. Banasihan (Administrative Officer IV)
	2. Sign the promissory form	₱0.00		Maria Stella C. Tirol (Dean)
	3.1 Record the document 3.2 Return the signed documents to the Office of the College Secretary	₱0.00		Elisa S. Banasihan (Administrative Officer IV)
TOTAL		₱0.00	1 working day	

CDC-DO.3
Readmission/Extension of Residency Appeal

Granted to students appealing for readmission/extension of residency

Office or Division:	Dean's Office, College of Development Communication			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CDC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Letter of Appeal (addressed to UC Committee on Student Progress)		Student		
TCG, Payment Receipt		CDC-OCS/Cash Division		
Summary of Acad. Performance noted by the College Secretary		CDC-OCS		
List of remaining subject/s noted by the Adviser/College Secretary		Student		
Other document/s that may support the appeal		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Dean's Office	1.1 Receive the documents 1.2 Review the completeness of the documents 1.3 Endorse the readmission/extension documents for signature of the Dean	₱0.00	1 working day	Elisa S. Banasihan (Administrative Officer IV)
	2. Sign the documents	₱0.00		Maria Stella C. Tirol (Dean)
	3.1 Record the document 3.2 Return the signed documents to the Office of the College Secretary	₱0.00		Elisa S. Banasihan (Administrative Officer IV)
TOTAL		₱0.00	1 working day	

CDC-DO.4
Shifting to the College

Granted to other students planning to shift to BSDC program

Office or Division:	Dean's Office, College of Development Communication			
Classification:	Simple			

Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Student		
Admission Slip		CDC-OCS		
Application for Shifting Form		CDC-OCS		
TCG		Current College		
College Clearance		Current College		
Certificate of Good Moral		Current College		
Copy of Plan of Study from current college		Current College		
2 x 2 photo		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Dean's Office	1.1 Receive the documents 1.2 Review the completeness of the documents 1.3 Endorse all the documents for signature of the Dean	₱0.00	1 working day	Elisa S. Banasihan (Administrative Officer IV)
	2. Sign the document	₱0.00		Maria Stella C. Tirol (Dean)
	3.1 Record the document 3.2 Return the signed documents to the Office of the College Secretary	₱0.00		Elisa S. Banasihan (Administrative Officer IV)
TOTAL		₱0.00	1 working day	

CDC-DO.5

ALL OTHER DOCUMENTS FOR SIGNATURE OF THE DEAN

Processing of all documents for approval and signature of the dean

Office or Division:	Dean's Office, College of Development Communication			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CDC Departments and Office of the College Secretary			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ALL DOCUMENTS THAT NEED TO BE APPROVED AND SIGNED BY THE DEAN		CDC Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Dean's Office	1.1 Receive the documents 1.2 Review the completeness of the documents 1.3 Endorse the documents for signature of the Dean	₱0.00	1 working day	Elisa S. Banasihan (Administrative Officer IV)
	2. Approve and Sign the documents	₱0.00		Maria Stella C. Tirol (Dean)
	3.1 Record the documents 3.2 Return the signed documents to the concerned department	₱0.00		Elisa S. Banasihan (Administrative Officer IV)
TOTAL		₱0.00	1 working day	



**CEAT AGRICULTURAL MACHINERY
TESTING AND EVALUATION CENTER**
EXTERNAL SERVICES

CEAT-AMTEC.1 Application for Testing

(Application Process for Agricultural and Fishery Machinery Testing)

Office or Division:	AMTEC, CEAT			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers and/or other AMTEC clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Test Application		AMTEC		
Operator's Manual and Specifications		Supplier and/or other AMTEC clientele		
Billing Statement and Official Receipt		AMTEC		
Gate Pass		AMTEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for testing, together with the complete set of supporting documents.	1. Checklist application (for the completeness and accuracy of documents and information).	₱0.00	15 minutes	Ms. Caroline Lat Document Control Officer
2. Wait for the receipt of confirmation.	2. Notify the applicant regarding the approval/disapproval of the application.	₱0.00	5 working days	Ms. Caroline Lat Document Control Officer
3. Pay the testing fee, either upon application or until the release of the Test Report.	3.1 Give official Billing Statement (Form 003-A) to the applicant.	₱7,000- 22,000 (depending on the type of machine being tested)	10 minutes	Ms. Caroline Lat Document Control Officer
	3.2 Upon payment, present the Official Receipt to the Document Control Officer	Refer to tables below for the rates.	5 minutes	
4. Get the Test Report.	Release the Test Report to the applicant.	₱0.00	10 minutes	Ms. Caroline Lat Document Control Officer
5. Pull-out the machines tested.	5.1 Schedule the pull-out of machines, as agreed upon with the applicant.	₱0.00	Within sixty (60) days after release of Test Report	Ms. Caroline Lat Document Control Officer
	5.2 Sign the Gate Pass form to permit the applicant to transport the machines outside UPLB premises	₱0.00	10 minutes	Ms. Caroline Lat Document Control Officer
		₱7,000- 22,000 (depending on the type of machine being tested)	65 days and 50 minutes	Test Engineer
TOTAL				

AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Abaca Stripper	9,000.00	Fruit Dryer	17,500.00
Agricultural Trailer	7,000.00	Furrower	7,000.00
Biomass Furnace	10,000.00	Granular Fertilizer Applicator	16,000.00
Biomass Shredder	9,000.00	Granule Applicator	16,000.00
Captive Bolt	8,000.00	Hammer Mill	9,000.00
Chipping Machine	9,000.00	Hand Pump	8,000.00
Coconut Coir Decorticator	9,000.00	Harvester (Implement)	8,000.00
Coconut Oil Expeller	8,000.00	Harvester (Self-propelled)	13,500.00
Coffee Pulper	9,500.00	Heated-Air Mechanical Grain Dryer < 2T	17,500.00
Corn Mill	13,000.00	Heated-Air Mechanical Grain Dryer > 2T	18,500.00
Corn Picker	11,500.00	Hog Electric Stunner	8,000.00
Crystallizer	17,500.00	Hog Restrainer	8,000.00
Dehairing Machine	8,000.00	Hog Scalding	8,000.00
Dehider	8,000.00	Lever-Operated Knapsack Sprayer	13,000.00
Dehusked Corn Dryer	17,500.00	Moisture Content Meter	8,000.00
Disc Harrow	7,000.00	Mechanical Rice Thresher	10,000.00
Disc/Moldboard Plow	7,000.00	Mechanical Rice Transplanter (Ride-on)	10,000.00
Drilling Rig	13,000.00	Mechanical Rice Transplanter (Walk-behind)	10,000.00
Electric Motor	20,000.00	Micromill	13,000.00
Fans and Blowers	20,000.00	Mist Blower	13,000.00
Feed Mixer	8,000.00	Multicrop Juice Extractor	8,000.00
Fiber Decorticator	9,000.00	Multicrop Micromill	13,000.00
Field Cultivator	7,000.00	Multicrop Washer Peeler	8,000.00
Forage Chopper	9,000.00	Overhead Rail System for Hogs	8,000.00
Four-Wheel Tractor	22,000.00	Overhead Rail System for Large Ruminants	8,000.00

AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Peanut Sheller	10,000.00	Drone Sprayer, Other Agri Sprayers	13,000.00
Platform	8,000.00	Dehydrator, Evaporator	17,500.00
Power Sprayer for Mango	13,000.00	Dryer for copra, noodle, sea cucumber, etc.	17,500.00
Power-Operated Corn Sheller	10,000.00	Dryer operation> 10 hours	18,500.00
Pump	9,000.00	Pulverizer, Granulator	9,000.00
Pump set	9,000.00	Coffee Huller, Cacao Huller/ Cracker	9,500.00
Rice Drum Seeder	16,000.00	Other sheller, thresher	10,000.00
Rice Mill	13,000.00	Other mills for other grains	13,000.00
Rice Reaper	11,500.00	SPIS	10,000.00
Roll-over Protective Structures (ROPS)	7,000.00		
Rotating Sprinkler Head	8,000.00	Notes:	
Rubber for Rice Mill	9,000.00		
Seeder and Planter	16,000.00	** Add handling fee of PhP 1,500.00 for samples	

		** Other adjustments are based on similar machine and/or test conditions.
Small Engine	20,000.00	
Soil Auger	8,000.00	
Splitting Saw for Hog Carcass	8,000.00	
Splitting Saw for Large Ruminants	8,000.00	
Spring Tooth Harrow	7,000.00	
Stunning Box/ Knocking Pen	8,000.00	
Subsoiler	7,000.00	
Sugarcane Planter	16,000.00	
Walking-type Tractor	19,500.00	
Weeder	7,000.00	

CEAT-AMTEC.2 Issuance of Extra Original Copy/Certified True Copy
 Issuance Process for the Acquisition of Extra Original Copy/ Certified True Copy

Office or Division:	AMTEC, CEAT			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers and/or other AMTEC clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extra Original Copy/ Certified True Copy (CTC) in the test application form.		AMTEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (UNDER NORMAL CIRCUMSTANCES)	PERSON RESPONSIBLE
By application:				
1. Indicate if you will get an Extra Original Copy/ Certified True Copy (CTC) in the test application form.	Take note of the request.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer
2. Pay the fee.	Photocopy the Original Receipt.	Extra Original Copy- ₱500.00 Certified True Copy- ₱200.00	20 minutes	Ms. Caroline Lat Document Control Officer
3. Get the Extra Original Copy/ Certified True Copy (CTC), together with the Test Report.	Release the document.	₱0.00	10 minutes	Ms. Caroline Lat Document Control Officer
By request:				
1. Email/ text your request 2 days before.	Take note of the request.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer
2. Go to the AMTEC Office to get the Billing Statement.	Give the Billing Statement to the applicant for payment.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer
3. Pay the fee.	Photocopy the Original Receipt.	Extra Original Copy- ₱500.00 Certified True Copy- ₱200.00	20 minutes	Ms. Caroline Lat Document Control Officer
4. Get the Extra Original Copy/ Certified True Copy (CTC).	Release the document.	₱0.00	10 minutes	Ms. Caroline Lat Document Control Officer
	TOTAL	Extra Original Copy- ₱500.00 Certified True Copy- ₱200.00	1 hour 15 minutes	

CEAT-AMTEC.3 Issuance of Test Reports
 (Process for the Issuance of Test Reports)

Office or Division:	Agricultural Machinery Testing and Evaluation Center			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers and/or other AMTEC clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Statement and Official Receipt		AMTEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for at least two (2) weeks for the release of the AMTEC Test Report.	1.1 Notify the clients of the progress of the Test Report.	₱0.00	Two (2) Weeks	Ms. Caroline Lat (Document Control Officer)
	2.1 Analyze the data obtained from the testing.	₱0.00	4 hours	Assigned Test Engineer
	2.2 Draft the report.	₱0.00	4 hours	Assigned Test Engineer
	2.3 Conduct the 1st technical review of the drafted report.	₱0.00	1 hour	Any Junior Engineer
	2.4 Conduct the 2nd technical review of the drafted report.	₱0.00	1 hour	Any Senior Engineer
	2.5 Conduct the 3rd technical review of the drafted report.	₱0.00	1 hour	Director
	2.6 Incorporate the 1st set of corrections from the technical review.	₱0.00	2 hours	Assigned Test Engineer
	2.7 Proofread the report.	₱0.00	1 hour	Any Junior Engineer
	2.8 Proofread the report for the 2nd time.	₱0.00	1 hour	Any Junior Engineer
	2.9 Incorporate the 2nd set of corrections from the proofreading.	₱0.00	2 hours	Assigned Test Engineer

	2.10 Finalize and have it signed by the Assigned Test Engineer, verifying Senior Engineer and Director.	₱0.00	1 day	Ms. Caroline Lat Document Control Officer
3. Receive the AMTEC Test Report.	Release the AMTEC Test Report.	₱0.00	10 minutes	Ms. Caroline Lat Document Control Officer
TOTAL		₱0.00	21 days and 10 minutes	

CEAT-AMTEC.4 Acceptance of Machinery Units
(Process for the Issuance of Test Reports)

Office or Division:	Agricultural Machinery Testing and Evaluation Center			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers and/or other AMTEC clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate the schedule of delivery with AMTEC.	1. Take note of the schedule.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer
2. Present the delivery receipt upon delivery of the unit.	2. Receive the delivery receipt.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer Test Engineer
3. Guide the AMTEC personnel on the conduct of inspection.	3. Inspect the completeness and quality of machines and its accessories being delivered.	₱0.00	1 hour	Ms. Caroline Lat Document Control Officer Test Engineer
4. Leave the unit with AMTEC.	4. Unloading of unit and conduct testing.	₱0.00	10 minutes	Any Test Engineer/ Skilled Worker
TOTAL		₱0.00	1 hour and 20 minutes	

CEAT-AMTEC.5 Pull-out of Machinery Units
(Process for the Issuance of Test Reports)

Office or Division:	Agricultural Machinery Testing and Evaluation Center			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers and/or other AMTEC clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate the schedule of machine pull-out with AMTEC.	1. Take note of the schedule.	₱0.00	5 minutes	Ms. Caroline Lat Document Control Officer
2. Request for a Gate Pass for the pull-out of machines.	2. Provide the Gate Pass, duly signed by the Document Control Officer/ any Test Engineer.	₱0.00	15 minutes	Ms. Caroline Lat Document Control Officer Test Engineer
3. Pull-out the machine.	3. Prepare for the pull-out of machines.	₱0.00	1 hour	Any Test Engineer/ Skilled Worker
TOTAL		₱0.00	1 hour and 20 minutes	



**CEAT OFFICE OF THE COLLEGE
SECRETARY**
EXTERNAL SERVICES

CEAT-OCS.1 Request of True Copy of Grades (Readmission/Extension and other purposes)

Office or Division:		CEAT-Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Slip.		₱0.00	2 mins	
2. Submit Filled out Request Slip	2.1 Verifies student's status. 2.2 Checks TCG's number of pages. 2.3 Indicates amount to be paid in the request. 2.4 Returns slip to the client.	₱0.00	5 mins	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II
3. Pay at the UPLB cashier.	3.1 Receives payment. 3.2 Issues official receipt.	₱30.00 x no. of pages	3 mins	Cashier's Staff
4. Submit the receipt to the OCS	4.1 Accepts the Official Receipt. 4.2 Processes requested documents;(signed by the SRE and College Secretary then stamped with dry seal)	₱0.00	7 working days	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II College Secretary
5. Pick up the requested document	5.1 Issues requested documents	₱0.00	2 mins.	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II
TOTAL		₱30.00 x no. of pages	7 working days & 12 mins	

CEAT-OCS.2 Request for Certification (for different purposes i.e good moral certificate)

Office or Division:		CEAT-Office of the College Secretary		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Slip.		₱0.00	2 mins	
2. Submit Filled out Request Slip	2.1 Verifies student's status. 2.3 Indicates amount to be paid in the request. 2.4 Return slip to the client.	₱0.00	5 mins	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II
3. Pay at the UPLB cashier.	3.1 Receives payment. 3.2 Issues official receipt.	₱30.00 x no. of pages	3 mins	Cashier's Staff.
4. Submit the receipt to the OCS	4.1 Accepts the Official Receipt. 4.2 Checks records;(countersigned by the SRE and signed by the College Secretary the stamped with dry seal)	₱0.00	5 working days	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II College Secretary
5. Pick up the requested document	5.1 Issues requested documents	₱0.00	2 mins	Andrew Vic S. Valdez Admin. Aide VI or Merilyn E. Tonio Admin. Asst. II
TOTAL		₱30.00 x no. of pages	5 working days & 12 mins	

CEAT-OCS.3 Copy of Removal/Completion Permit

Office or Division:		CEAT-Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Removal/Completion Permit		OCS		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish Request Permit	1.1 Check subject for completion/removal 1.2 Issues Removal/Completion Permit	₱0.00	2 mins	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Secure the required signature of the concerned instructor	2.1 Instructor sign the Permit	₱0.00	1 day	Professor/Instructor
3. Pay at the UPLB cashier only for special removal/completion permits	3.1 Receives payment. 3.2 Issues official receipt.	₱30.00 x no. of pages	3 mins	Cashier's Staff.
4. Return permit to the OCS	4.1 Receives Removal/Completion permit 4.2 Countersign the permit to check if payment was made 4.2 For signature of the College Secretary	₱0.00	1 day	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II College Secretary
5. Give the student's and instructor's copy of the permit to the student	5.1 Prepares grade sheet and submit to the OCS	₱0.00	2 mins	Instructor/Department
TOTAL		₱30.00 x no. of pages	1 working day & 7 mins	

CEAT-OCS.4 Request for Excuse Slip

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Excuse Slip Form		OCS		
Medical Certificate		UHS		
Death Certificate		Hospital or Municipal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Supporting Documents (i.e Medical Certificate from UHS, Death Certificate, etc.)	1.1 Issues Excuse Slip Form	₱0.00	2 mins	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Excuse Slip	2.1 Signs the Excuse Slip	₱0.00	1 working day	College Secretary
3. Present the excuse slip to the instructor/s concerned for signature	3.1 Signs the Excuse Slip	₱0.00		Instructor
4. Return the Excuse Slip to OCS	4.1 Receives Excuse Slip 4.2 Files the slip to student jacket	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
TOTAL		₱0.00	1 working day & 2 mins	

CEAT-OCS.5 General Education Plan of Course Work

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GE Plan of Course Work Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copies of GE Plan of Course Work	1.1 Issues GE Plan of Course Work	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the GE Plan of Course Form		₱0.00	5 working days	Client
3. Proceed to adviser and unit head for consultation, checking and recommendation of Plan of Course Work		₱0.00		Adviser and Unit Head
4. Submit Form to OCS for verification/ Approval	4.1 Checks and verifies the entry 4.2 College Secretary signs the form 4.3 Releases the copies of verified form 4.4 Files the original copy of GE Plan of Course Work in the student's jacket	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II College Secretary
5. Get copies of verified GE Plan of Course Work (Students Copy)		₱0.00		Client
TOTAL		₱0.00	5 working days & 1 min	

CEAT-OCS.6 Revision of Approved Plan of Course Work

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Revision of GE Plan of Course Work Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Issues Change of Major/Cognate/Elective Form	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		Client
3. Seek recommendation of Adviser, Division/Unit Head	3.1 Checks and verifies the entry 3.2 Adviser, Division Head & Unit Head sign the Form	₱0.00		Adviser/Unit Head
4. Submit Form to OCS for Approval	4.1 Checks and verifies proposed changes 4.2 College Secretary approves/disapproves the changes 4.3 Releases copies of approved change in major/cognate/elective 4.4 Files the original copy of Change Major/Cognate/Elective in the student's jacket	₱0.00	5 working days	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II College Secretary
5. Get copies of Change of Major/Cognate/Elective (Student's Copy)		₱0.00		Client
TOTAL		₱0.00	5 working days & 1 min	

CEAT-OCS.7 Consent of Instructor

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent of Instructor Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copies of Consent of Instructor Form	1.1 Issues Consent of Instructor Form	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		Client
3. Obtain Signature of Instructor	3.1 Instructor signs the Form	₱0.00		Instructor/Department
4. Submit Consent of Instructor Form to OCS	4.1 Checks and verifies subject with COI 4.2 College Secretary approves the COI Form 4.3 Releases copies of COI to students 4.4 Files the COI in the student's jacket	₱0.00	1 working day	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II College Secretary
5. Get the approved copy		₱0.00		Client
TOTAL		₱0.00	1 working day & 1 min	

CEAT-OCS.8 Application of Waiver of Pre-Requisite

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waiver of Pre-Requisite Form		OCS		
True Copy of Grades		OCS		
Updated Flow Chart		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copies of Waiver of Pre-Requisite Form	1.1 Issues Waiver of Pre-requisite form	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		Client
3. If the student has not yet satisfied the pre-requisite, the student must seek the signature of instructor	3.1 Instructor signs the Form for non-satisfied pre-requisite subject	₱0.00		Instructor/Department
4. Obtains verification from the College Secretary that the student is graduating within a year	4.1 Verifies the units earned of student 4.2 College Secretary certifies the application of waiver	₱0.00	1 working day	Annaliza D. Manuel Admin Asst. V College Secretary

5. Obtains approval from the unit's committee and the unit head which evaluates waiver of pre-requisite (adviser and unit head)	5.1 Adviser and unit head evaluate and approve/disapprove the application for waiver	₱0.00		Adviser Unit Head
6. Obtains approval from College Secretary	6.1 College Secretary evaluates and approve/disapprove the application for waiver 6.2 Releases copies of signed Form 6.3 Files the original copy of Application for Waiver of Pre-requisite in the student's jacket	₱0.00	1 working day	Annaliza D. Manuel Admin Asst. V College Secretary
7. Get the approved copy		₱0.00		Client
TOTAL		₱0.00	2 working days & 1 min	

CEAT-OCS.9 Application for Overload

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Overload Permit		OCS		
Plan of Study		Student		
List of subject		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Plan of Study to OCS for evaluation	1.1 Receives Plan of Study 1.2 Checks and verifies if the student is in good standing, graduating within a year and or with 1-2 semester backlog 1.3 College Secretary interviews the student and approve the request for Overload 1.4 For approve request OCS staff issues overload permit	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		
3. Seek recommendation of adviser	3.1 Adviser recommend the overload permit	₱0.00		Adviser/Department
4. The student will return the accomplished form to OCS	4.1 Checks and verifies the subject and units to be added 4.2 The College Secretary approves overload permit 4.3 Releases copies of signed form 4.4 Files the original copy of Overload permit in the student's jacket	₱0.00	1 working day	Annaliza D. Manuel Admin Asst. V College Secretary
5. Get the approved copy		₱0.00	2 mins	Client
TOTAL		₱0.00	1 working day & 3 mins	

CEAT-OCS.10 Application for Underload Permit

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Underload Permit		OCS		
List of Subject		Student		
Certification from Instructor		Instructor/Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of subject (below 15 units)	1.1 Receives list of subject (below 15 units) 1.2 Checks and verifies if the student is in good standing 1.3 College Secretary interviews the student and approve the request for Underload 1.4 For approve request OCS staff issues underload permit	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		Client
3. Seek recommendation of adviser	3.1 Adviser recommend the underload permit	₱0.00		Adviser/Department
4. The student will return the accomplished form to OCS	4.1 The College Secretary approves underload permit 4.2 Releases copies of signed form 4.3 Files the original copy of underload permit in the student's jacket	₱0.00	1 working day	Annaliza D. Manuel Admin Asst. V College Secretary
5. Gets copy of approved substitution form	6.1 Releases the approved substitution form	₱0.00	2 mins	
TOTAL		₱0.00	1 working day & 3 mins	

CEAT-OCS.11 Application for Substitution of Course(s)

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Transcript of Records (Transferees)		OCS/OUR of current unit		
True Copy of Grades (Cross-Registrant)		OCS of current unit		
Letter Request		Instructor/Department		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures application for substitution of courses form to OCS		₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form		₱0.00		Client
3. Attach necessary document (e.g Official Transcript of Records for transferees and True Copy of Grades for Cross Registrant)	3.1 Issues application for substitution form	₱0.00		
4. Seeks recommendation of adviser and concerned unit heads	4.1 Adviser recommend the underload permit	₱0.00		Adviser/Department
5. Obtains approval of the College Secretary	5.1 Checks and verifies subject(s) for substitution 5.2 College Secretary approves/disapproves the request 5.3 Release the approved substitution form 5.4 Files the approved application for substitution of course(s) in the student's jacket	₱0.00	1 working day	Annaliza D. Manuel Admin Asst. V College Secretary
6. Gets copy of approved substitution form				
TOTAL		₱0.00	1 day & 1 min	

CEAT-OCS.12 Graduation Clearance

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance Form		OCS		
University Clearance		OSA Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures College Clearance form	1.1 Issues college clearance	₱0.00	1 min	Loyola A. Lantican SRE II
2. Fill out the Form		₱0.00		Client
3. Secures the required signatures that signifies that the student had no accountability from various units	3.1 Unit head of concerned offices sign the form	₱0.00	5 working days	Unit Head/Department
4. Submit clearance form to OCS for approval of the College Secretary	4.1 Checks and verifies signatures 4.2 College Secretary signs the form 4.3 Files the approved college clearance in the student's jacket	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II College Secretary
5. In the case of University Clearance, forwards to the Office of the University Registrar for approval	5.1 Receives and checks the clearance 5.2 University Registrar signs the form	₱0.00		OUR staff Registrar
TOTAL		₱0.00	5 days & 1 min	

CEAT-OCS.13 Removal of Absence Without Leave Status

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
Checklist of Requirements		WHERE TO SECURE		
Certificate of Returnee		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures certificate of returnee	1.1 Issues the certification		1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fill out the Form			2 mins	Client
3. Pays AWOL FEE	3.1 Cashier's Office issues Official Receipt	₱225.00	3 mins	Cashier
4. Submit the fill out form together with the Official Receipts	4.1 Checks and verifies the subject(s) to be enroll by the student			Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II

5 Obtains approval of the College Secretary	5.1 College Secretary approves/disapproves the request 5.2 Release the student in SAIS 5.4 Files the approved certification of returnee		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
6. Gets copy of approved certification			Client
TOTAL		₱225.00	1 working day 1 working day & 6 mins

CEAT-OCS.14 Honorable Dismissal

Office or Division:		CEAT-Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance Form		OCS		
University Clearance		OSA Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request signed by the student, parent, adviser and unit head; state reason(s)	1.1 College Secretary approves letter request	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II College Secretary
2. Secures college clearance form from the OCS and download university clearance	2.1 Issues College Clearance	₱0.00	within the day	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
3. Accomplishes the required signatures that signifies that the student had no accountability from various units	3.1 Unit head of concerned offices sign the form	₱0.00	3-5 working days	Unit Head/Department
4. Submit clearance form to OCS for approval of the College Secretary	4.1 Checks and verifies signatures 4.2 College Secretary signs the form 4.3 Files the approved college clearance in the student's jacket	₱0.00	within the day	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II College Secretary
5. In the case of University Clearance, forwards to the Office of the University Registrar for approval	5.1 Receives and checks the clearance 5.2 University Registrar signs the form 5.3 Issuance of Honorable Dismissal	₱0.00	3-5 working days	OUR staff Registrar
6. Gets copy of approved clearance		₱0.00	2 mins	Client
TOTAL		₱0.00	5 days & 3 mins	

CEAT-OCS.15 Application for Leave of Absence

Office or Division:		CEAT-Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter for LOA		Client		
LOA Form		OCS		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents a letter of request with parents' consent/signature	1.1 Indicates student's status in the letter 1.2 The College Secretary approves/disapproves request letter 1.3 Issues LOA Form	₱0.00	within the day	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II College Secretary
2. Fills out the LOA Form (if enrolled)		₱0.00		Client
3. Pays LOA fee	3.1 Cashier issues Official Receipt	₱150.00		Cashier Office
4. Secures the required signatures that signifies that the student had no accountability from various units	4.1 Unit head of concerned offices sign the form	₱0.00		Unit Head/Department

5. Attaches receipt to the form and submits it to College Secretary's Office	5.1 Checks and verifies signatures 5.2 College Secretary signs the form 5.3 Issues copy of the approved form 5.4 Files the approved LOA form in the student's jacket	₱0.00	3-5 working days	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II or Annaliza D. Manuel Admin Asst. V
6. Gets copy of approved LOA		₱0.00		Client
TOTAL		₱150.00	5 days	

CEAT-OCS.16 Application for Readmission/Extension of Residence

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Readmission/Extension of Residency Form		OCS		
True Copy of Grades		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests True Copy of Grades (TCG)& Summary of Academic Performance (SAP)	1.1 Checks the student's academic status 1.2 Issues payment slip	₱0.00	5 mins	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Pay fee	2.1 Receives payment and issues Official Receipt	₱30.00 x no. of pages	3-5 working days within the day	Cashier
3. Submits official Receipts and all necessary documents for readmission/extension of residency	3.1 Receives Official Receipts and all documents 3.2 Prepares TCG & SAP 3.3 Prepares the readmission/extension form and attaches all the necessary documents	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II
4. Fill out the Form		₱0.00		Client
5. Picks up the documents for readmission/extension	5.1 Issues documents	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
6. Seeks recommendation of adviser and department chair	6.1 Approves/Disapproves the application	₱0.00		Adviser & Department Chair
7. Submits all documents to OSA	7.1 Evaluates and processes student documents 7.2 Forwards students readmission documents to the OCS for transmittal to Dean Office	₱0.00		OSA
8. Reports for interview/evaluation	8.1 Recommends Approval or Disapproval of the application of student	₱0.00		College Secretary
9. Reports for interview/evaluation	9.1 For 1st Readmission due to dismissed status, the Dean approves/disapproves the application for readmission (if OSA and DO decisions are not the same, proceed to step i) 9.2 For 2 or more application for readmission or PD, the Dean recommends approval or disapproval of the application of student 9.3 For extension of residency, the Dean recommends approval or disapproval of the application of student	₱0.00		College Dean/Dean's Office
10. Reports for final interview/evaluation	10.1 Approves/Disapproves the application of student	₱0.00		OVCAA
11. Gets copy of the readmission/extension result and submits to the OCS	11.1 Receives the copy of the result 11.2 Records and files the readmission/extension result	₱0.00		Annaliza D. Manuel Admin Asst. V
TOTAL		₱30.00 x no. of pages	5 days & 5 mins	

CEAT-OCS.17 Application for Shifting to College

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent by Student		Student		
True Copy of Grades		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits TCG and letter of intent (signed by parent, noted by adviser, department chair and college secretary) to shift addressed to the College Dean	1.1 Accepts & checks completeness of documents 1.2 Evaluates student grades 1.3 Informs the qualified student/s about interview schedule	₱0.00	5 working days 30 mins/student As Scheduled	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II Loyola A. Lantican SRE II
2. Reports for Interview	2.1 Recommends approval or disapproval	₱0.00		College Secretary
3. Reports for Interview	3.1 Department/Committee concerned(if applicable) 3.2 Recommends approval or disapproval	₱0.00		Department or Committee Chair
4. Reports for Interview	4.1 Dean's Office if Applicable 4.2 Approves/Disapproves application	₱0.00		College Dean
5. Submits the documents for shifting	5. In case the application for shifting is approved, the student is given all required documents and sets deadline for submission 5.2 Submits all documents to OUR	₱0.00		Annaliza D. Manuel Admin Asst. V
TOTAL		₱0.00	5 working days & 30 mins	

CEAT-OCS.18 Application for Shifting out of the College

Office or Division: CEAT-Office of the College Secretary				
Classification: Highly Technical				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to shift		Student		
True Copy of Grades		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to shift/transfer to other college/school addressed to College Dean through the College Secretary, noted by the parents, adviser and department chair	1.1 Receives the letter of intent and prepares documents 1.2 Committee on admission interviews and evaluates the applicant	₱0.00	as scheduled Committee on Admission	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Reports for interview	2.1 Dean's Office (if applicable) 2.2 Recommends approval/Disapproval	₱0.00	5 days	College Dean
3. Submits the documents for shifting	3.1 Evaluates application for shifting (Accepting OCS)	₱0.00		Accepting OCS
4. Reports for Interview	4.1 Recommends approval/disapproval (Accepting Dean's Office)	₱0.00		Accepting College Dean
5.1 Gets clearance form and requests for certificate of good moral character 5.2 Submits Official receipt at OCS 5.3 Processes College Clearance 5.4 Submit processed clearance to OCS	5.1 If application for shifting is approved, the student is given clearance form and good moral character (GMC) certification 5.2 Prepares True Copy of Grades (TCG) for permanent record of accepting college 5.3 Prepares Permit to transfer	₱0.00		Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II or Loyola A. Lantican SRE II
6.1 Submits TCG,GMC and permit to transfer	6.1 Signs TCG,GMC and approves permit to transfer 6.2 Submits all documents to OUR	₱0.00	within the day	Administrative Aide VI or Administrative Asst. II College Secretary
TOTAL		₱0.00	5 days	

CEAT-OCS.19 Modified Form 26 Request for Modified Form 26 during registration

Office or Division: CEAT-Office of the College Secretary				
Classification: Simple				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Modified Form 26		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copies of Modified 26 form at OCS	1.1 Issues Modified Form 26 Form	₱0.00	1 min	Andrew Vic S. Valdez Admin. Aide VI or Marilyn E. Tonio Admin. Asst. II
2. Fills out the form		₱0.00		Client
3. Submits Modified Form 26 to OCS for checking of pre-requisites	3.2 Checks and verifies subjects with pre-requisites	₱0.00	2 mins	OCS Staff
4. Presents the Modified Form 26 to the instructor/s concerned for prerogative	4.1 Signs the Modified Form 26	₱0.00		Instructor/Department

5. Returns the Modified Form 26 to OCS	5.1 Checks & verifies the subject and tagged it to SAIS	₱0.00	within the day 1 day & 3 mins	Andrew Vic S.Valdez Admin Aide VI or Marilyn E. Tonio Admin Asst. II or Annaliza D. Manuel Admin Asst. V or Loyola A. Lantican SRE II or Sheila S. Limjap Admin Officer I
6. Gets copy of approved Modified Form 26 and enlists to SAIS		₱0.00		Client
TOTAL		₱0.00		

CEAT-OCS.20 Application for Dropping of subject

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application		Client		
Dropping Slip		OCS		
Medical Certificate		UHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits letter of request signed the student & parents. 1.2 Attaches necessary documents (i.e medical certificate)		₱0.00	3 mins	
2. Obtains approval of the College Secretary	2.1 College Secretary evaluates and approves/disapproves the application for dropping 2.2 Issues Dropping Slip	₱0.00	3-5 working days	College Secretary
3. If approved, fill out the dropping form		₱0.00		Client
4. Pays the fee	4.1 Receives payment 4.2 Issues Official Receipt	₱10.00 x no. of pages		Cashier UPLB
5. Proceeds to adviser and instructor for approval	5.1 Adviser & Instructor approves/disapproves the dropping slip	₱0.00		Adviser/Instructor
6. If approved by the adviser and instructor, submit dropping slip to OCS for approval of the College Secretary	6.1 College Secretary signs the Dropping Slip	₱0.00		Marilyn E. Tonio Admin Asst II College Secretary
7. Gets copy of approved dropping slip (Student's copy & Instructor's copy)		₱0.00	3-5 working days	
TOTAL		₱10.00 x no. of pages	5 days & 3 mins	

CEAT-OCS.21 Request for Loan Application

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Loan Application Form		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplish Loan Form to OCS	1.1 Receives the Loan Form 1.2 Checks the status of the students 1.3 College Secretary signs the Form	₱0.00	1 day	Marilyn E. Tonio Admin Asst II College Secretary
2. Gets copy of signed Loan Form		₱0.00		Client
TOTAL		₱0.00	1 day	

CEAT-OCS.22 Application for Student Assistantship

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Other UPLB Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Assistantship Form		OSA		
Form 5		Client		
Schedule of Classes		Client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Form 5 and Schedule of Classes for evaluation	1.1 Receives Form 5 and Schedule of Classes	₱0.00	within the day 1 day	Andrew Vic S. Valdez Admin Aide VI or Merilyn E. Tonio Admin Asst II Loyola A. Lantican SRE II College Secretary
2. Gets copy of signed Student Assistant Form		₱0.00		Requesting UPLB Unit
TOTAL		₱0.00		

CEAT-OCS.23 Processing of Field Trip

Office or Division:	CEAT-Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required by UPLB				
Cover letter/formal request addressed to the Dean		Client		
UPLB Field Trip Form No.1 and 1A, Revised July 2014*		Department		
UPLB Field Trip Form No.2 ,Revised July 2014*		Department		
UPLB Field Trip Form No. 3, Revised July 2014*		Department		
Clear copies of Insurance coverage of persons joining the trip		Insurance company		
*To be submitted 4 weeks prior to the scheduled trip				
Required by CHED				
Course Syllabus which reflects the relevance of requiring a field trip		Department		
Justification for the place of the proposed field trip		Department		
Duly Notarized consent of parent's or student's guardian		Student		
Medical Clearance of students (validated by UPLB UHS)		UHS		
Personnel-in-charge of field trip certificate on first aid training		Department		
Proof of insurance provision (for all persons joining the fieldtrip)		Insurance Company		
Vehicle updated registration		Vehicle Provider		
Vehicle insurance coverage		Vehicle Provider		
Driver's License(s)		Vehicle Provider		
Certification from LTFRB for the validity of the franchise of the vehicle operator		Vehicle Provider		
If field trip is managed by a tour operator, copy of travel and tour operator accreditation certificate issued by Department of Tourism (if applicable)		Tour Operator		
Copy of letter sent to local government unit (LGU) as prior notice for presence of the group on filed trip		LGU		
Copy of letter sent to local government unit (LGU) as prior notice for presence of the group on filed trip		LGU		
Copy of acknowledgement letter from the LGU (addressed to the faculty requesting for a field trip)		LGU		
Copy of minutes of class discussions,consultation held by faculty for concerned students and other stakeholders		Department		
Format of learning journal given to students re: field trip		Department		
Description of emergency preparedness plan in case of any mishap		Department		
CHED certificate of compliance (notarized)		CHED		
CHED report of compliance (optional)		CHED		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits UPLB and CHED Requirements to OCS	1. Checks and verifies UPLB and CHED Requirements 1.2 The College Secretary will sign the checklist form (if complete)	₱0.00	1 month	Sheila S. Limjap Admin Officer I
2. Forwards the Documents to the Dean's Office	2.1 The Dean will approve the request	₱0.00		Dean
3. If approved by the Dean, submits document to OVCAA		₱0.00		Client
4. If approved by OVCAA, submits documents of CHED		₱0.00		Client
TOTAL		₱0.00	1 month	



**CEM OFFICE OF THE COLLEGE
SECRETARY**
EXTERNAL SERVICES

CEM-OCS.1**True Copy of Grades/Certification (various purposes)**

Issued to undergraduate students for purposes of scholarship, employment, etc.

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate students and students who graduated from CEM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip/Payment Slip/Official Receipt		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for TCG.	1.1 The OCS indicates the amount to be paid on the request slip after checking the records of the student.	₱0.00	5 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student fills out the request slip and goes to the cashier's office for payment.	2.1 The cashier receives payment and issues official receipt.	₱30.00 x no. of pages	c/o Student and Cash Division	Cash Division
3. Student gives a copy of the official receipt to the OCS.	3.1 The OCS prepares the requested document (signed and stamped with dry seal).	₱0.00	5 working days	Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
4. Student claims the TCG by presenting his/her copy of the official receipt.	4.1 The OCS issues the requested document.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		₱30.00 x no. of pages	5 working days and 2 minutes	

CEM-OCS.2.1**Application for 1st Readmission (Dismissed)**

Issued to students with dismissed status (1st readmission)

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of appeal addressed to the Dean		c/o student		
Notarized statement from the parent		c/o student		
Photocopy of parent's ID with signature		c/o student		
Plan of Study		c/o student		
Plan of Action		c/o student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance (SAP)		Office of the College Secretary		
Evaluation Sheet		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for TCG and SAP.	1.1 The OCS indicates the amount to be paid on the request slip after checking the records of the student.	₱0.00	5 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student fills out the request slip and goes to the cashier's office for payment.	2.1 The cashier receives payment and issues official receipt.	₱30.00 x no. of pages	c/o Student and Cash Division	Cash Division
3. Student gives a copy of the official receipt to the OCS together with the other requirements.	3.1 The OCS processes the application.	₱0.00	5 working days	Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
4. Student picks up the Readmission documents from the OCS and seeks the recommendation of (in sequence): adviser, chair, college secretary, dean of students, and dean of college.	4.1 The OCS gives the documents to the student.	₱0.00	2 minutes	Office of the College Secretary, Department, Office of Student Affairs, and Dean of College
5. Student picks up the copy of the notice of action taken from the OCS.	5.1 The OCS gives the student a copy of the notice of action taken. 5.2 The OCS removes the hold indicator on the SAIS account of the student if the decision is approved.	₱0.00	3 working days: college secretary's signature, release of notice of action taken, and removing of hold indicator	Office of Student Affairs, Office of the College Secretary, and the Student Note: Appeal may be elevated to the Office of the Vice Chancellor for Academic Affairs in case of conflict between the recommendation of the Dean of Students and the action of the Dean of College.
TOTAL		₱30.00 x no. of pages	8 working days and 7 minutes	

CEM-OCS.2.2**Application for Extension of Residency/Readmission (2nd Readmission or Students with PD status)**

Issued to students who seek for extension of residency, 2nd readmission, and student with permanently disqualified status

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized letter of appeal for Permanent Disqualification/Maximum Residence Rule addressed to the University Council Committee on Student Progress (UCCSP)		c/o student		
Approved Plan of Study for the remaining courses to enroll		c/o student		

Documents the student feel can support the appeal		c/o student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance (SAP)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for TCG and SAP.	1.1 The OCS indicates the amount to be paid on the request slip after checking the records of the student.	₱0.00	5 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student fills out the request slip and goes to the cashier's office for payment.	2.1 The cashier receives payment and issues official receipt.	₱30.00 x no. of pages	c/o Student and Cash Division	Cash Division
3. Student gives a copy of the Official Receipt to the OCS together with the other requirements.	3.1 The OCS processes the application of the student then forwards it to the OVCAA.	₱0.00	5 working days	Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
4. Student picks up the letter from the UCCSP at the OCS.	4.1 The OCS gives the student a copy of the decision, 4.2 The OCS removes the hold indicator on the SAIS account of the student if the decision is approved.	₱0.00	3 working days: Col Sec signature, release of notice of action taken, and removing of hold indicator	University Council Committee on Student Progress, Office of the Vice Chancellor for Academic Affairs, Office of the College Secretary, and the Student
TOTAL		₱30.00 x no. of pages	8 working days and 7 minutes	

CEM-OCS.3

Removal/Completion of 4.0/Incomplete

The Removal/Completion Permit is issued to students who got a grade of 4.0 or incomplete during a semester

Office or Division:		Office of the College Secretary		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Removal Permit		Office of the College Secretary		
Removal/Completion Grade sheet		Office of the College Secretary		
Official Receipt (for special removal/completion)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secures removal permit from OCS	1.1 The OCS issues permit and payment slip (for special removal/completion).	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student fills out the request slip and goes to the instructor of the subject to obtain his signature. (for special removal/completion) Student pays the removal/completion fee at the cashier's office	2.1 The instructor signs the permit and indicates the schedule of removal or completion.	₱30.00 x no. of pages	c/o Instructor, Student, and Cash Division	Instructor, Student, and Cash Division (for special removal/completion)
3. Student submits the permit and the official receipt to the OCS.	3.1 The OCS issues completion/removal grade sheet.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
4. Student submits the permit and the grade sheet on the day of removal/completion to the instructor.	4.1 The Instructor gives the student removal/completion examination. 4.2 The instructor or unit staff prepares the grade sheet and submits it to OCS.	₱0.00	c/o Student, Instructor	Student, Instructor
5. Student gets his/her copy of the grade sheet at the OCS.	5.1 The OCS gives the student a copy of the grade sheet. 5.2 The OCS submits a copy of the grade sheet to the OUR.	₱0.00	2 working days	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		₱30.00 x no. of pages	2 working days and 4 minutes	

CEM-OCS.4

Excuse Slip

Issued to students who missed their class/classes with valid reason/s

Office or Division:		Office of the College Secretary		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical certificate from University Health Service, Photocopy of Death certificate, etc.		c/o student		
Excuse slip		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student presents supporting document/s (i.e., medical certificate from University Health Service, death certificate, etc.) before the OCS issues excuse slip form.	1.1 The OCS gives the student an excuse slip	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas

2. Student submits the properly filled out excuse slip to the OCS	2.1 The college secretary signs the excuse slip form.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
3. Student presents the excuse slip to the instructor/s	3.1 The Instructor/s signs the excuse slip form.	₱0.00	c/o Instructor/s and Student	Instructor/s and Student
4. Student returns the signed excuse slip form to the OCS.	4.1 The OCS files the excuse slip in the student's jacket	₱0.00	c/o Student	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		₱0.00	1 working day and 2 minutes	

CEM-OCS.5 General Education (GE) Plan of Coursework

Issued to Freshman students to map out their GE subjects during their 4 year course

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GE Plan of Coursework Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests the GE plan of coursework form.	1.1 The OCS issues GE plan of coursework form to the student.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student first seeks the advise of his/her Adviser before he/she selects the GE courses he/she wants to take.	2.1 The adviser and dept. chair check the GE courses selected by the student before they sign the form. .	₱0.00	c/o Student, Department	Student, Adviser, Chair
3. Student submits the form to the OCS.	3.1 The college secretary signs the form. 3.2 The OCS gives the student two copies of the form, one for him/her and one for the department. 3.3 The staff files the GE plan of the student.	₱0.00	2 working days	Lennie Tagulabong, Alvin Malabayabas, Rowena Dorado
4. Student submits a copy of the form to the department.	4.1 The department files the copy of the GE plan of the student.	₱0.00	c/o Student	Student, Department
TOTAL		₱0.00	2 working days and 1 minute	

CEM-OCS.6 Major Plan of Coursework

Issued to students who are in their second year in the university to map out the subjects they are going to take as elective/major/specialization

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Major Plan of Coursework Form		Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for a copy of the major plan form.	1.1 The department issues the form.	₱0.00	c/o Department	Department
2. Student first seeks the advise of his/her adviser before he/she selects the courses he/she wants to take.	2.1 The adviser and the chair check the courses the student selected before they sign the form.	₱0.00	c/o Student, Department	Student, Adviser, Chair
3. Student submits the form to the OCS	3.1 The college secretary signs the form. 3.2 The OCS gives the student two copies of the form, one for him/her and one for the department. 3.3 The staff files the major plan of coursework of the student.	₱0.00	2 working days	Lennie Tagulabong, Alvin Malabayabas, Rowena Dorado
4. Student submits a copy of the form to the department.	4.1 The department files the copy of the major plan of coursework of the student.	₱0.00	c/o Student	Student, Department
TOTAL		₱0.00	2 working days	

CEM-OCS.7 Revision of Approved Plan of Coursework

Issued to students who want to change/revise their GE/elective/specialization courses

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Revision Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for a copy of the revision form	1.1 The OCS issues revision form to the student.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas

2. Student seeks the recommendation of his/her adviser and other officials indicated in the form.	2.1 The department recommends for the approval of the request of the student.	₱0.00	c/o Unit	Department
3. Student submits the form to the OCS.	3.1 The SRE checks and verifies the proposed changes before the college secretary approves/disapproves the changes. 3.2 The student will be given a student's copy and department's copy of the form. 3.3 The staff files a copy of the revision form.	₱0.00	2 working days	Lennie Tagulabong, Alvin Malabayabas, Rowena Dorado
4. Student submits a copy of the form to the department.	4.1 The department files the copy of the revision form.	₱0.00	c/o Student	Student, Department
TOTAL		₱0.00	2 working days and 1 minute	

CEM-OCS.8

Consent of Instructor (COI)

Issued to students who will take courses with COI as its prerequisite

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent of Instructor (COI) Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets the COI form at OCS.	1.1 The OCS issues the form and verifies if the course has a COI prerequisite and if the course is included in student's curriculum.	₱0.00	5 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student obtains the signatures of the instructor/enlistor and the unit head and gives the instructor/enlistor a copy of the COI form.	2.1 The instructor/enlistor and unit head approve the COI of the student.	₱0.00	c/o Instructor/Enlistor, Unit Head, Student	Instructor, Enlistor and Department Chair
3. Student gives a copy of the COI to the OCS where the course is being offered.	3.1 The OCS tags the student in SAIS.	₱0.00	3 working days	OCS of the college where the course is being offered (CEM) Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		₱0.00	3 working days and 5 minutes	

CEM-OCS.9

Waiver of Prerequisite/s

Issued to students who will take subjects/courses to which they have not yet satisfied the prerequisite/s

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Waiver of Prerequisite/s Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets a waiver form and fills it out.	1.1 The college secretary first certifies if the student's failure of the course was not due to any disciplinary action, the number of times the student waived the prerequisite, and when the student is expected to graduate.	₱0.00	1 working day	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
2. Student seeks the signature of the instructor/s for the non-satisfied prerequisite course/s.	2.1 The instructor/s certifies that the student attended and failed the prerequisite course/s.	₱0.00	c/o Instructor/s	Previous instructor in the non-satisfied prerequisite course/s.
3. Student seeks the recommendation of the adviser, department chair/director and the professor handling the course.	3.1 The adviser, department chair/director and the professor handling the course recommend for approval or disapproval of the request.	₱0.00	c/o Units	Adviser, Professor handling the course and the Chair/Director of the Department/Institute offering the course.
4. Student checks the status of his/her application for waiver of prerequisite.	4.1 The college secretary approves or disapproves the waiver of the prerequisite (for the dean). The student is given a copy of the form if the request is approved.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
TOTAL		₱0.00	2 working days	

CEM-OCS.10

Overload/Underload Permit

Issued to students who wants to register more than/less than their required total number units

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

Overload/Underload Form		Office of the College Secretary		
Supporting documents (i.e. Letter, schedule of courses, Medical Certificate, etc.)		c/o Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student gets an underload/overload form then fills it out.	1.1 The OCS issues the form.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student seeks for the recommendation of the adviser.	2.1 The adviser interviews the student then recommends for approval/disapproval of the request.	₱0.00	c/o Student, Adviser	Adviser
3. Student submits the form to the OCS.	3.1 For overload, the SRE checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog. For underload, The SRE checks if the student is running for latin honor. Underload (<15 units) student is disqualified to graduate with latin honor except with a valid reason.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
4. Student gets the copy of the approved permit.	4.1 The OCS gives the student a copy of the overload/underload permit . 4.2 For overload, OCS changes the units in SAIS the student is allowed to register. 4.3 The staff files the approved overload/underload request.	₱0.00	1 working day	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		₱0.00	2 working days and 1 minute	

CEM-OCS.11

Substitution of Courses

Issued to students who cross-registered to other UP units/ transferred from other UP units for their subjects to be credited to their course in UPLB

Office or Division:		Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Substitution Form		Office of the College Secretary		
Official Transcript of Records for transferees or True Copy of Grades for cross-registrants/others		c/o student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for substitution of course.	1.1 The OCS issues the student a substitution form.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student secures the signature of adviser, chairman/head of home unit, and chairman/head of the unit where the course belongs.	2.1 The department checks if the course can be substituted to the required course.	₱0.00	c/o Units	Units Concerned
3. Student submits the form to the OCS.	3.1 The college secretary approves the substitution of the course. 3.2 The student is issued a copy of the substitution form. 3.3 The SRE records the substitution.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
TOTAL		₱0.00	1 working day and 1 minute	

CEM-OCS.12

Graduation Clearance

Issued to graduating students

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Graduating Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance		Office of the College Secretary		
Application for Graduation form		Office of the College Secretary		
Alumni Form		Office of the College Secretary		
Official Receipt		Office of the College Secretary		
University Clearance		downloadable at www.uplbosa.org website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests a copy of the college clearance and other forms. The student downloads the university clearance form at www.uplbosa.org .	1.1 The OCS issues payment slip and college clearance form together with other forms.	₱0.00	2 minutes (for University Clearance form) c/o student	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Students pays the Graduation fee.	2.1 The cashier receives payment and issues official receipt.	(Graduation Fee) ₱220.00 (Alumni Fee) ₱40.00 (Carillon Fee) ₱40.00	c/o Cash Division	UPLB Cash Division

3. Students secure the signature of the signatories in the university clearance form.	3.1 The units clear the student.	₱0.00	c/o Student, Units	Units concerned
4. Student submits the forms to the OCS.	4.1 The OCS gives a copy of the official receipt to the student. 4.2 The university clearance and a copy of the official receipt will be forwarded to OUR for signature of the Registrar.	₱0.00	The OUR sets the date when they will accept the submission of the clearance	Lennie Tagulabong, Alvin Malabayabas, Rowena Dorado
5. Student gets a copy of the clearance at the OUR.	5.1 The OUR issues a copy of the university clearance to the student.	₱0.00	c/o OUR	Office of the University Registrar
TOTAL		₱300.00	2 minutes	

CEM-OCS.13

Honorable Dismissal

Issued to students who transferred to another school/who did not graduate from their degree in the university

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the student, parent, adviser and unit head (stating reasons)		c/o student		
College Clearance		Office of the College Secretary		
Payment slip/Official Receipt		Office of the College Secretary		
University Clearance		downloadable at www.uplbosa.org website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter to the OCS for signature of the College Secretary	1.1 The college secretary approves the request, then issues a payment slip and college clearance form. The student needs to download the university clearance at www.uplbosa.org .	₱0.00	1 working day	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student secures the required signatures that signify that the student has no accountabilities.	2.1 The units clear the student.	₱0.00	c/o Units	Various Units
3. Student pays the clearance fee.	3.1 The cashier receives payment and issues official receipt.	₱30.00	c/o Cash Division	UPLB Cash Division
4. Student submits all the forms to the OCS.	4.1 The OCS gets a copy of the official receipt and the college secretary signs the clearance forms. 4.2 The OCS gives a copy of the college clearance while the university clearance will be forwarded to OUR for signature of the Registrar.	₱0.00	Within the day	Alvin Malabayabas, Rowena Dorado
5. Student requests for Honorable Dismissal at the OUR.	5.1 OUR processes the request of the student.	₱0.00	c/o OUR	Office of the University Registrar
TOTAL		₱30.00	1 working day	

CEM-OCS.14

LEAVE OF ABSENCE

Issued to students who will not register for a specified semester

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with parent's consent/signature addressed to the Dean		c/o student		
Clearance Form		Office of the College Secretary		
LOA Form (if enrolled)		Office of the College Secretary		
Payment slip/Official Receipt		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter to the OCS.	1.1 The college secretary approves/disapproves request.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
2. Student secures copies of the forms.	2.1 The OCS issues clearance form, LOA form (if enrolled), and payment slip.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
3. Student pays the LOA fee	3.1 The cashier receives payment and issues official receipt.	₱150.00	c/o Cash Division	UPLB Cash Division
4. Student secures the required signatures.	4.1 Concerned units or professors sign the clearance and LOA Form (if enrolled)	₱0.00	c/o Units, Professors, Student	Units & Professors
5. Student submits the forms to OCS on or before the deadline for signature of the College Secretary.	5.1 The OCS staff issues the student a copy of the approved forms.	₱0.00	1 working day	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
TOTAL		₱150.00	2 working days and 2 minutes	

CEM-OCS.15

Dropping a Subject

Issued to students who want to drop a registered subject during the semester

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the College Secretary stating reasons (signed by the student and parent/guardian, Recommending Approval of Adviser and Department Chair)		c/o student		
Application for Dropping Form		Office of the College Secretary		
Dropping Slip		Office of the College Secretary		
Payment slip/Official Receipt		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter of request to the OCS	1.1 The college secretary approves/disapproves the request.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
2. Student secures copies of the forms.	2.1 The OCS issues application for dropping form, dropping slip, and payment slip.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
3. Student pays the dropping fee	3.1 The cashier receives payment and issues official receipt.	₱10.00 x no. of units	c/o Cash Division	UPLB Cash Division
4. Student secures the required signatures.	4.1 The concerned unit and professor sign the dropping form.	₱0.00	c/o Unit, Professor, Student	Unit and Professor
5. Student submits the forms to the OCS on or before the deadline for signature of the College Secretary.	5.1 The OCS staff issues the student a copy of the approved forms.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
6. Student gives a copy of the dropping slip to the professor of the course to be dropped	6.1 The professor records the dropping of the student.	₱0.00	c/o Student	Professor handling the course
TOTAL		₱10.00 x no. of units	1 working day and 2 minutes	

CEM-OCS.16

Removal of AWOL Status/AWOL

Issued to students who went on AWOL

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to return to College explaining the reasons why the student was AWOL (signed by student and parent)		c/o student		
AWOL Form		Office of the College Secretary		
Payment Slip/Official Receipt		Office of the College Secretary		
Medical Certificate if due to health problems		c/o student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter to the OCS.	1.1 The OCS receives the letter then issues AWOL form and payment Slip.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student pays the AWOL fee	2.1 The cashier receives the payment and issues official receipt.	₱225.00	c/o Cash Division	UPLB Cash Division
3. Student returns the forms to the OCS	3.1 The OCS accepts the Official Receipt and gives the student a copy of the certification of returnee signed by the college secretary. 3.2 The OCS removes the hold indicator on the SAIS account of the student.	₱0.00	1 working day	Alvin Malabayabas, Tedelyn Apolinario, Rowena Dorado
(for student who has no SAIS account or is AWOL for a very long time) 4. The student submits the certification of returnee to the OUR for activation of account.	4.1 The OUR reactivates the SAIS account of the student.	₱0.00	c/o OUR	Office of the University Registrar
TOTAL		₱225.00	1 working day and 2 minutes	

CEM-OCS.17

Cross-registration

Issued to UPLB students who want to register a specific/equivalent subject/s to other UP CU.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Dean stating reason/s and subject/s to cross-enroll (endorsed by Adviser and Department Chair)		c/o student		
Permit to cross-register form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter to the OCS.	1.1 The OCS receives the letter then issues cross-registration form and payment slip.	₱0.00	2 minutes	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas

2. Student secures the signature of his/her adviser.	2.1 The adviser validates the subject to be cross-enrolled.	₱0.00	c/o Student and Adviser	Adviser
3. Student submits the form to the OCS.	3.1 The OCS receives the form for signature of the College Secretary, then return it to the student.	₱0.00	1 working day	Alvin Malabayabas, Rowena Dorado
4. Student submits the form to the OUR.	4.1 The OUR receives the form for signature of the Registrar	₱0.00	c/o OUR	Office of the University Registrar
5. Student submits a photocopy of the form signed by the registrar to the OCS.	5.1 The OCS files the photocopied form.	c/o student: photocopy of the signed form	1 minute	Lennie Tagulabong
6. Student registers for residency on SAIS on the semester s/he will cross-enroll (during the registration period in UPLB)	None	The amount to be paid appears on SAIS	c/o Student	Student
7. Student submits a copy of his/her Form5, TCG/TOR, and the acknowledgement (detached from the cross-registration form, signed by registrar of host unit) obtained from the UP CU where s/he cross-enrolled (processed after the end of the semester).	7.1 The OCS receives the copy of the TCG/TOR.	c/o of CU where the student cross-registered.	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
TOTAL		The amount to be paid appears on SAIS	1 working day and 4 minutes	

CEM-OCS.18

Field Trip

Issued to the Faculty-in-charge of the subject requesting for the field trip

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Course Curriculum		c/o Faculty		
Certificate of Compliance Form		Department concerned/Office of the College secretary		
Report of Compliance Form		Department concerned/Office of the College secretary		
Report for Field Trip/Field Work		Department concerned/Office of the College secretary		
Certification of waiver form from Students		Department concerned/Office of the College secretary		
Certification of waiver from Parents/Guardian		Department concerned/Office of the College secretary		
Photocopy of ID of Parent/s or Guardian		Department concerned/Office of the College secretary		
Valid license of driver		c/o driver		
Medical Certificate/Clearance of the students		University Health Service		
Copy of Insurance for each student		c/o Insurance Provider		
Letters to LGUs		c/o LGUs		
Certificate of Accreditation from LTFRB for the validity of the franchise of the operator		c/o LTFRB		
Report on Field Trip		Department concerned/Office of the College secretary		
Academic Field Activity (AFA) Information Form		Department concerned/Office of the College secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FIC submits accomplished forms to the OCS.	1.1 The OCS receives the forms and checks the validity and completeness of the requirements for signature of the College secretary.	₱0.00	2 working days	Tedelyn Apolinario, Rowena Dorado
2. FIC submits the forms to the Office of the Dean.	2.1 Dean signs the form.	₱0.00	c/o Dean's Office	Dean
3. FIC submits the forms to the Office of the Vice Chancellor for Academic Affairs	3.1 Vice Chancellor signs the form.	₱0.00	c/o OVCAA	Vice Chancellor for Academic Affairs
4. FIC submits the forms to the Office of the Chancellor	4.1 Chancellor signs the form.	₱0.00	c/o OC	Chancellor
5. FIC submits/forwards the notarized certificate of compliance to CHED	c/o CHED	c/o Notary Public	c/o CHED	Officer-in-Charge, CHED
6. FIC submits a copy the duly signed report on field trip to the OCS.	6.1 The OCS files the report on field trip form.	₱0.00	1 working day	Tedelyn Apolinario
7. FIC submits the Academic Field Activity (AFA) Information Form to the OUR (signed by the Department Chair and Dean).	7.1 OUR files the document.	₱0.00	c/o OUR	Office of the University Registrar
TOTAL		c/o Notary Public	3 working days	

CEM-OCS.19

Change of Matriculation

Issued to students with underload and want to change or cancel their courses

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		

Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPLB Modified Form 26		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for copy of the UPLB modified form 26.	1.1 The OCS gives the student a copy of the form.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
2. Student fills out the form then submits it to the OCS.	2.1 The OCS receives the form and counterchecks the courses to be added (if pre-requisite/co-requisites are satisfied) then signs/stamps the approved courses.	₱0.00	3 working days	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
3. Student secures the signature of the FIC concerned for enlistment and approval of courses to enroll for the semester.	3.1 The FIC/enlistor checks if they can still accept student in their class .	₱0.00	c/o Student and FIC/Enlistor	Instructor
4. Student secures the signature of his/her adviser.	4.1 The adviser signs the Form 26.	₱0.00	c/o Student and Adviser	Adviser
5. Student returns the accomplished form to the OCS (college where the course is under) for class permission.	5.1 The OCS tags the student on SAIS for the class permission.	₱0.00	3 working days	(For CEM courses) Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas
6. Student makes the necessary entries on his/her SAIS account (add/remove courses) during the registration period.	None	₱0.00	c/o Student	Student
TOTAL		₱0.00	6 working days and 1 minute	

CEM-OCS.20

Shifting to the College

Students from other colleges who want to shift to any degree in CEM

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent approved by the student's current College		c/o student		
True Copy of Grades (for evaluation)		Office of the College Secretary (current)		
Information Sheet for Shiftees		Office of the College Secretary (accepting)		
Admission Form		Office of the College Secretary (accepting)		
TCG		Office of the College Secretary (current)		
Certification of Good Moral		Office of the College Secretary (current)		
Certification of No Contract		Office of the College Secretary (current)		
Clearance Form		Office of the College Secretary (current)		
Payment slip/Official Receipt		Office of the College Secretary (current)		
Permit to Transfer Form		Office of the College Secretary (current)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter of intent (approved by his/her college) and TCG (for evaluation purposes) on or before deadline and is given the schedule of interview. The student fills out the Information sheet.	1.1 The OCS receives the requirements and gives the student the information sheet for shiftees	₱0.00	1 minute	Office of the College Secretary (accepting college) Lennie Tagulabong, Tedelyn Apolinario
2. Student reports to the department for an interview	2.1 The department evaluates the application and interviews the student.	₱0.00	As scheduled	c/o Department/ Committee (accepting college)
3. Student reports to the Dean's Office for interview with the Dean (depends on the college).	3.1 The Dean approves or disapproves the application of the student.	₱0.00	As scheduled	c/o Dean's Office (accepting college)
4. If the student is accepted, s/he requests for the list of shifting requirements and proof of admission form.	4.1 The OCS issues a proof of admission form.	₱0.00	1 minute	Office of the College Secretary (accepting college) Lennie Tagulabong, Tedelyn Apolinario
5. Student presents his/her admission form to his/her current college to request for the requirements.	5.1 The OCS (current college) issues payment slip for the TCG, clearance fee, certificate of good moral, and certificate of no contract. The OCS also gives the student copies of the clearance form and permit to transfer form.	₱0.00	1 minute	Office of the College Secretary (current college)
6. Student pays the fees.	6.1 The cashier accepts the payment of the student then issues an official receipt.	TCG/ Certification ₱30.00 x no. of pages; Clearance ₱30.00	c/o Cash Division	UPLB Cash Division
7. Student returns to the OCS (current college) to submit a copy of the official receipt.	7.1 The OCS processes the request of the student.	₱0.00	5 working days	Office of the College Secretary (current college)

8. Student submits the required documents to the accepting college on or before the deadline.	8.1 The OCS checks and receives the requirements, then gives the student his/her copy of the documents. 8.2 The OCS submits the name of the student to the OUR.	₱0.00	As scheduled	Office of the College Secretary (accepting college) Lennie Tagulabong, Tedelyn Apolinario
TOTAL		TCG/ Certification ₱30.00 x no. of pages; Clearance ₱30.00	5 working days and 3 minutes	

CEM-OCS.21

Shifting out of the College

For CEM students who wants to shift to another course within UPLB

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to shift addressed to the College Dean through the College Secretary (signed by the Student, noted by the Parent/s, Adviser and Department Chair)		c/o student		
True Copy of Grades (for evaluation)		Office of the College Secretary (current)		
Information Sheet for Shiftees		Office of the College Secretary (accepting)		
Admission Form		Office of the College Secretary (accepting)		
TCG		Office of the College Secretary (current)		
Certification of Good Moral		Office of the College Secretary (current)		
Certification of No Contract		Office of the College Secretary (current)		
Clearance Form		Office of the College Secretary (current)		
Payment slip/Official Receipt		Office of the College Secretary (current)		
Permit to Transfer Form		Office of the College Secretary (current)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter of intent to shift to the OCS.	1.1 The OCS receives the letter. 1.2 The college secretary (for the dean) approves or disapproves the request of the student. Note: Other colleges have committees that would interview the student then recommend for approval or disapproval of the request of the student.	₱0.00	1 working day	Office of the College Secretary (current college) Lennie Tagulabong, Tedelyn Apolinario
2. If the request of the student is approved, s/he may now request for TCG (for evaluation purposes).	2.1 The OCS issues the student a payment slip.	₱0.00	1 minute	Office of the College Secretary (current college) Lennie Tagulabong, Tedelyn Apolinario
3. The student pays the fee for the TCG.	3.1 The cashier accepts the payment of the student then issues an official receipt.	₱30.00 x no. of pages	c/o Cash Division	UPLB Cash Division
4. The student returns the receipt to the OCS.	4. The OCS processes the request of the student.	₱0.00	5 working days	Office of the College Secretary (current college) Tedelyn Apolinario, Alvin Malabayabas, Rowena A. Dorado
TOTAL		₱30.00 x no. of pages	6 working days	

CEM-OCS.22

Transfer to Other UP Unit

For CEM students who wants to Transfer to Other UP Unit

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to transfer addressed to the College Dean through the College Secretary (signed by the Student, noted by the Parent/s, Adviser and Department Chair)		c/o student		
True Copy of Grades (for evaluation)		Office of the College Secretary		
Admission Form		Other UP Unit		
Certification of Good Moral		Office of the College Secretary		
Certification of No Contract		Office of the College Secretary		
Clearance Form		Office of the College Secretary		
Payment slip/Official Receipt		Office of the College Secretary		
Permit to Transfer Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter of intent to Transfer.	1.1 The OCS receives the letter. 1.2 The college secretary (for the dean) approves or disapproves the request of the student. Note: Other colleges have committees that would interview the student then recommend for approval or disapproval of the request of the student.	₱0.00	1 working day	Lennie Tagulabong, Tedelyn Apolinario, Alvin Malabayabas

2. If the request of the student is approved, s/he may now request for TCG (for evaluation purposes).	2.1 The OCS issues the student a payment slip	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario
3. Student pays the fee for the TCG.	3.1 The cashier accepts the payment of the student, then issues an official receipt.	₱30.00 x no. of pages	c/o Cash Division	UPLB Cash Division
4. Student returns the receipt to the OCS.	4.1 The OCS processes the request of the student.	₱0.00	5 working days	Tedelyn Apolinario, Alvin Malabayabas
THE STUDENT FOLLOWS THE PROCESS OF THE CU WHERE S/HE WANTS TO TRANSFER				
5. Student returns to his current college to present his/her admission slip and to request for other requirements	5.1 The OCS issues payment slip for the TCG, clearance fee, certificate of good moral, and certificate of no contract. The OCS also gives the student copies of the clearance form and permit to transfer form.	₱0.00	1 minute	Lennie Tagulabong, Tedelyn Apolinario
6. Student pays the fees.	6.1 The cashier accepts the payment of the student then issues an official receipt.	TCG/ Certification ₱30.00 x no. of pages Clearance ₱30.00 per page	c/o Cash Division	UPLB Cash Division
7. Student returns the receipt to the OCS.	7.1 The OCS processes the request of the student.	₱0.00	5 working days	Tedelyn Apolinario, Alvin Malabayabas, Rowena Dorado
TOTAL		TCG/ Certification ₱30.00 x no. of pages Clearance ₱30.00 per page	11 working days and 2 minutes	



**CFNR DEPARTMENT OF FOREST
PRODUCTS AND PAPER SCIENCE**
EXTERNAL SERVICES

CFNR-DFPPS.1 Request to Use Equipment and Facilities

Request to Use Equipment and Facilities for academic purposes

Office or Division:	Department of Forest Products and Paper Science			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees or students or Filipino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Department Chair		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish letter request		₱0.00		
2. Submit Letter request to the Office of the Chairman (soft copy or email)	2.1 Receive document (if hard copy, the document will be scanned) 2.2 Forward the document to the faculty concerned for comments and e-signature 2.3 Forward to the department chair for approval 2.4 Release of Letter request to applicant	₱0.00	10 minutes	Administrative Assistant II or Office Assistant
TOTAL		₱0.00	10 minutes	

CFNR-DFPPS.2 Request of Fabrication of Wood in Wood Machining Shop

Request of estimates and fabrication of Wood

Office or Division:	Department of Forest Products and Paper Science			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees or students or Filipino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Department Chair (with attached design)		Applicant		
		Office of the Chairman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Letter Request (must include design)		₱0.00		
2. Submit Letter request to the Office of the Chairman	2.1. Receive documents (if hard copy, the document will be scanned) 2.2 Forward to the department chair for approval 2.3 If approved, forward document to the Wood Machining Shop for estimate 2.4 Forward Letter request and job request with estimates to the Office of the Chairman for scanning 2.5 Release of document to the applicant	₱0.00	5 minutes	Administrative Assistant II or Administrative Assistant II (Foreman) or Office Assistant
TOTAL		₱0.00	5 minutes	

CFNR-DFPPS.3 Clearance Verification

For students in completion of their requirements

Office or Division:	Department of Forest Products and Paper Science			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Students or Certification (from CFNR - Office of the College Secretary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the CFNR - Office of the College Secretary regarding Clearance for inclusion of name in the list or certification				
	2.1. Receive the list or certification through email 2.2. Forward the list of certification to the Laboratory Technician for checking	₱0.00		Administrative Assistant II or Office Assistant
	3.1. Check: if the student has deficiency in the Wood Identification Room and/or Wood Chemistry Laboratory. Students without deficiency shall be marked as "clear" and students with deficiency shall be marked as "with deficiency" and the details. 3.2. The list or certification will be forwarded to the Administrative Assistant II or Office Assistant II.	₱0.00	2 minutes	Laboratory Technician II
	4.1. Check the remarks of the certification. 4.2. Forward to the Department Chair for e-signature 4.3. List or Certification with e-signature of the Department Chair shall be forwarded to the CFNR - Office of the College Secretary	₱0.00	3 minutes	Administrative Assistant II or Office Assistant
TOTAL		₱0.00	5 minutes	

CFNR-DFPPS.4 Borrowing of Wood Samples and Lenses

Use of Wood Samples and Lenses for the FPPS 11, 42, 43, 127 and 128

Office or Division:		Department of Forest Products and Paper Science		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPLB ID		Applicant		
Borrowing Slip		Wood Identification Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Borrowing Slip				
2. Submit Borrowing Slip and present UPLB Student ID to the Wood Identification Room	2.1 Receive Borrowing Slip and ID 2.2 Check: if ID is validated 2.3 Prepare wood samples and/or lenses to be borrowed 2.4 Keep borrowers slip and ID in the ID rack 2.5 Release of wood samples and/or lenses to be borrowed to the applicant	₱0.00	3 minutes	Laboratory Technician II
3. Return borrowed sample and/or lenses to the Wood Identification Room	3.1 Receive samples and/or lenses 3.2 Check: if borrowed samples and/lenses is complete, else UPLB ID will not be released 3.3 If complete, keep the samples and/or lenses in the designated containers 3.4 Release of UPLB ID	₱0.00	3 minutes	Laboratory Technician II
TOTAL		₱0.00	6 minutes	

CFNR-DFPPS.5 Borrowing of Laboratory Instruments

Use of Laboratory Instruments in the Wood Anatomy Laboratory and Wood Identification Room

Office or Division:		Department of Forest Products and Paper Science		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPLB ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID in the Wood Identification Room	1.1 Check: if ID is validated, else not allowed 1.2 Present logbook to be accomplished by the applicant	₱0.00	1 minute	Laboratory Technician II
2. Accomplish information in the logbook		₱0.00		
3. Return the logbook to the Wood Identification Room	3.1 Check: if all information were provided, else return to applicant 3.2 Release of Laboratory Instrument	₱0.00	1 minute	Laboratory Technician II
4. Return the laboratory instrument in the Wood Identification Room	4.1 Receive the laboratory instrument 4.2. Check: if there are no damage, else UPLB ID will not be released and is subject for repair or replacement 4.3 UPLB ID	₱0.00	2 minutes	Laboratory Technician II
TOTAL		₱0.00	4 minutes	



**CFNR MAKILING CENTER FOR
MOUNTAIN ECOSYSTEMS**
EXTERNAL SERVICES

CFNR-MCME.1 Permit (Research-related)

Evaluation, Approval, Issuance of Permit (Research-related request, farm-related, etc.)

Office or Division:	MCME			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB and non-UPLB Students, Researchers, Scientists			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to Director		Client		
Endorsement Letter of the Adviser		Thesis Adviser		
Approved Thesis Outline/Project Proposal		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request with complete requirements as attachment	1.1 Receive document, record, and provide tracking number	₱0.00	10 mins	Administrative Assistant II
	1.2 Review completeness of documents submitted	₱0.00	10 mins	Technical Asst to the Director
	1.3 Endorse request to responsible unit	₱0.00	10 mins	Technical Asst to the Director
	1.4 Evaluate request by respective unit	₱0.00	Minimum of 5 days depending on the nature of request	Concerned Unit
	1.5 Prepare permit	₱0.00	within the day upon receipt	Concerned Unit
	1.6 Record document and provide tracking number	₱0.00	10 mins	Concerned Unit
	1.7 Approve permit	₱0.00	10 mins	Director
	1.8 Notify client to conform the permit	₱0.00	10 mins	Concerned Unit
2. Sign permit as conforme	Release permit	₱0.00	10 mins	Concerned Unit
TOTAL		₱0.00	6 days and 10 mins	

CFNR-MCME.2 Permit (Camping)

Evaluation, approval and permitting for Camping

Office or Division:	Office of the Director			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clientele			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Director		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	₱0.00	10 mins	Administrative Assistant II
	1.2 Endorse request to responsible unit	₱0.00	10 mins	Technical Asst to the Director
	1.3 Evaluate request by respective unit	₱0.00	30 mins	BGPED, Head
	1.4 Prepare permit	₱0.00	10 mins	BGPED, Staff
	1.6 Approve permit	₱0.00	10 mins	Director
	1.7 Notify client to conform the permit	₱0.00	10 mins	BGPED, Staff
2. Payment	2.1 Issue Official Receipt a. Camping *20 pax or less *more than 20 pax a.1 Caretaker's fee	₱800.00/night + entrance fee ₱50.00 /person/night + entrance fee ₱700.00/night	30 mins	BGPED Staff (bonded)
3. Sign permit as conforme	3.1 Release permit	₱0.00	10 mins	BGPED, Head/Staff
TOTAL		*₱1500.00+ entrance fee	2 hours	

*varies depending on the number of visitors

CFNR-MCME.3 Permit (Photoshoot)

Evaluation, approval and permitting for photoshoot

Office or Division:	Office of the Director			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clientele			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Director		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	₱0.00	10 mins	Administrative Assistant II
	1.2 Endorse request to responsible unit	₱0.00	10 mins	Technical Asst to the Director
	1.3 Evaluate request by respective unit	₱0.00	30 mins	BGPED, Head
	1.4 Prepare permit	₱0.00	10 mins	BGPED, Staff

	1.6 Approve permit	₱0.00	10 mins	Director
	1.7 Notify client to conform the permit	₱0.00	10 mins	BGPED, Staff
2. Payment	2.1 Issue Official Receipt a. Photoshoot	₱2,000.00/day for 10 pax	30 mins	BGPED Staff (bonded)
3. Sign permit as conforme	3.1 Release permit	₱0.00	10 mins	BGPED, Head/Staff
TOTAL		₱2,000.00	2 hours	

CFNR-MCME.4 Permit (Film Shoot)

Evaluation, approval and permitting for film shoot

Office or Division:	Office of the Director			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clientele			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Director		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	₱0.00	10 mins	Administrative Assistant II
	1.2 Endorse request to responsible unit	₱0.00	10 mins	Technical Asst to the Director
	1.3 Evaluate request by respective unit	₱0.00	30 mins	BGPED, Head
	1.4 Prepare permit	₱0.00	10 mins	BGPED, Staff
	1.6 Approve permit	₱0.00	10 mins	Director
	1.7 Notify client to conform the permit	₱0.00	10 mins	BGPED, Staff
2. Payment	2.1 Issue Official Receipt a. Film Shoot	₱8,500.00 for the first 8 hours + entrance fee	30 mins	BGPED Staff (bonded)
3. Sign permit as conforme	3.1 Release permit	₱0.00	10 mins	BGPED, Head/Staff
TOTAL		₱8,500.00* + entrance fee	2 hours	

*additional 20% for every succeeding hours

CFNR-MCME.5 Permit (Vehicle & Civic-related)

Evaluation, approval and permitting for vehicle & civic-related activities (clean up activities, occupant/s settlement repairs, census, etc.)

Office or Division	Office of the Director			
Classification	Simple			
Type of Classification	G2C- Government to Clientele			
Who may avail	Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Director		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request	1.1 Receive document, record, and provide tracking number	₱0.00	10 mins	Administrative Assistant II
	1.2 Endorse request to responsible unit	₱0.00	10 mins	Technical Asst to the Director
	1.3 Evaluate request by respective unit	₱0.00	30 mins	PRU, Head
	1.4 Prepare permit	₱0.00	15 mins	PRU, Head
	1.5 Approve permit	₱0.00	10 mins	Director
	1.6 Notify client to conform the permit	₱0.00	10 mins	PRU,Head/ Staff
2. Sign permit as conforme	Release permit	₱0.00	10 mins	PRU,Head/ Staff
TOTAL		₱0.00	1 hour and 35 mins	

CFNR-MCME.6 Booking of Facilities

Booking of Pavillon

Office or Division:	Botanic Gardens, Parks and Ecotourism Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	₱0.00	10 minutes	BGPED Staff
2. Ocular of the Facility	2.1 Assist in the ocular inspection	₱0.00	40 minutes	BGPED Staff
	2.2 Assessment and Evaluation of the Facility being booked	₱0.00	40 minutes	
3. Confirmation of Booking	3.1 Confirm booking	₱0.00	20 minutes	BGPED Staff

4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a. Pavilion	₱5500.00 for the first 4 hours (100 visitors) ₱7000.00 for the first 4 hours (101-200) ₱9000.00 for the first 4 hours (201-300)	30 minutes	BGPED Staff (bonded)
TOTAL		₱5500.00*	2 hours and 20 mins	

*varies depending on the number of visitors

CFNR-MCME.7 Booking of Facilities

Booking of Theatre

Office or Division:	Botanic Gardens, Parks and Ecotourism Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	₱0.00	10 minutes	BGPED Staff
2. Ocular of the Facility	2.1 Assist in the ocular inspection	₱0.00	40 minutes	BGPED Staff
	2.2 Assessment and Evaluation of the Facility being booked	₱0.00	40 minutes	
3. Confirmation of Booking	3.1 Confirm booking	₱0.00	20 minutes	BGPED Staff
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a. Theater	₱2000.00 /day	30 minutes	BGPED Staff (bonded)
TOTAL		₱2000.00	2 hours and 20 mins	

CFNR-MCME.8 Booking of Facilities

Booking of Circle

Office or Division:	Botanic Gardens, Parks and Ecotourism Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	₱0.00	10 minutes	BGPED Staff
2. Ocular of the Facility	2.1 Assist in the ocular inspection	₱0.00	40 minutes	BGPED Staff
	2.2 Assessment and Evaluation of the Facility being booked	₱0.00	40 minutes	
3. Confirmation of Booking	3.1 Confirm booking	₱0.00	20 minutes	BGPED Staff
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a. Circle	₱2000.00 x no. of days	30 minutes	BGPED Staff (bonded)
TOTAL		₱2000.00 x no. of days	2 hours and 20 mins	

CFNR-MCME.9 Visitor's Management (Educators for Nature Tourism)

Provision of Educators for Nature Tourism to visitors

Office or Division:	Botanic Gardens, Parks and Ecotourism Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Acknowledgement Receipt of Payment		BGPED Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page)	1.1 Acknowledge Receipt of Letter	₱0.00	20 mins	BGPED Staff
2. Booking of Tour Guide/EN	2.1 Fill up booking form	₱0.00	20 mins	BGPED Staff
3. Arrival at the area	3.1 Provision of tour guide for the specific request	₱300.00 (for a group of 25) ₱350.00 (for a group of 25) for ecotrail	2 hours	BGPED Staff
4. Ask for Acknowledgement Receipt (AR) for the Tour Guide/ENTs	4.1 Issue Acknowledgement Receipt (AR) for the Tour Guide/ENTs	₱0.00	10 mins	BGPED Staff

TOTAL	P300.00 (for a group of 25) P350.00 (for a group of 25) for ecotrail	2 hours and 50 mins
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CFNR-MCME.10 Visitor's Management (Assistance)

Assistance to Field Trips and Walk-in Visitors

Office or Division:	Botanic Gardens, Parks and Ecotourism Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	All UPLB Employees and/or students; Any interested private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Visitor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Ticket Booth	Fill up logbook/e-logbook and details for the Office	P0.00	10 mins	BGPED Staff
2. Provide Number of Visitors	Count the number of visitors that will enter	P0.00	30 mins	BGPED Staff
3. Leave Valid ID	Get ID and give number for claiming the ID	P0.00	10 mins	BGPED Staff
4. Pay Corresponding Entrance Fee	Issuance of Ticket or Official Receipt	P50.00 (regular rate) P40.00 (student/PWD/Senior or)	10 mins	BGPED Staff (bonded)
TOTAL		P50.00 (regular rate) P40.00 (student/PWD/Senior or)	1 hour	

CFNR-MCME.11 Collaborative Activities & Partnership

Inquiry for possible partnership (Tree Planting, Joint Project, etc.)

Office or Division	Office of the Director			
Classification	Highly Technical			
Type of Classification	G2C - Government to Clients			
	G2B- Government to Business			
	G2G-Government to Government			
Who may avail	UPLB and Non-UPLB Employees, , Researchers, Scientists, Private Institution, Group or Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request to Director		Client		
Project Proposal		Client		
Memorandum of Agreement/Memorandum of Understanding		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	P0.00	1 hour	FWD
2. Submit letter of intent addressed to the MCME Director	2.1 Screen the letter and forward to concerned unit	P0.00	1 hour	Director
	2.2 Reponse thru e-mail	P0.00	within the day upon the receipt of the letter	Concerned Unit
3. Coordinate initial meeting	3.1 Conduct meeting with the client	P0.00	2-3 hours	Concerned Unit
	3.2 Evaluate and recommend possible partnership	P0.00	minimum of 5 working days depending on the nature of request	Concerned Unit
TOTAL		P0.00	10 days	

CFNR-MCME.12 Provision of Technical Assistance

Office of Division	Office of the Director			
Classification	Simple			
Type of Classification	G2C - Government to Clients			
Who may avail	Students, Researchers, Faculty, Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request to MCME Director		Client		
2. Referral Form for the request		MCME Director's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	P0.00	1 hour	Technical Staff
2. Letter of request addressed to the MCME Director	2.1 Evaluate and forward to responsible unit	P0.00	1 hour	Director
	2.2 Review/Evaluation of letter request from MCME Director	P0.00	1 hour	Technical Staff
	2.3 Contact Client	P0.00	30 minutes	Technical Staff
3. Coordinate/ Interview	3.1 Provision of technical assistance	P0.00	2-3 hours	Technical Staff
TOTAL		P0.00	6 hours and 30 mins	



**CFNR TRAINING CENTER FOR
TROPICAL RESOURCES AND
ECOSYSTEMS SUSTAINABILITY**
EXTERNAL SERVICES

CFNR-TREES.1 Conduct of a Training Course (Customized Course)

Requesting and conducting a training course

Office or Division:	TREES/Technical Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Client		
Training Design with budget		TREES/Unit Concerned/Coordinator		
Training Contract		TREES/Client/UPLB-FI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PRE-COURSE IMPLEMENTATION				
Letter-request for a customized course	Reply-letter to design the course and other requirements	₱0.00	2 days	Client/TREES-Technical Division
Reply-letter to avail of the training service with details on: • No. of participants and background info/profile • Preferred duration and course schedule	Informs the unit concerned to design a specific training course as requested. Prepares a letter-request addressed to the Chairman/Director of the unit for him/her to recommend a course coordinator, assistant coordinator and evaluator.	₱0.00	2 days	TREES/CFNR Unit
	Prepares the course budgetary requirement based on the information supplied by the coordinator, such as: • No. of lecture hours/rate of RP/hr. • Field trips (sites, duration, plane fare/vehiclerental, food & lodging) • List of supplies and materials • Accommodation details (fees, facilities, distance from training rooms and accommodation during travel/field trip) • Arrival arrangements at the Manila Airport • Contract details • Visa Requirements • Terms of Conditions of Insurance • Coverage of Training Fee	Based on the computed training fee	2 days	TREES Technical Division & Coordinator
Agrees on the training design and course budget and other details on training implementation	Submit the proposed training design with budget Prepares Training Contract	Based on the computed training fee	2 weeks	TREES/CFNR Unit/Client/UPLB-FI
Signs the Training Contract	Finalize the Training Contract	Based on the contracted training fee	1 day	TREES/Client/UPLB-FI
Pay the agreed training fee	Submits final Training Design with the approved Training Contract	Based on the contracted training fee	2 days	TREES/CFNR Unit/Client/UPLB-FI
	Prepares appointment of the Training Implementing Team	Based on the approved budget	2 hours	Coordinator/Assistant Coordinator/Evaluator
	Conducts pre training Organizing Committee Meeting	₱0.00	3 hours	Training Organizing Committee (TOC) /Chair of the Implementing Unit/ Coordinator/Evaluator
Provides the final list and profile of participants with their food preference and other info needed	Determines the preferences of participants in terms of accommodation and food	₱0.00	2 days	TREES Technical Div./Client
	Prepares and arranges administrative and logistic requirements of the training (e.g. accommodation, venue, food catering, transport, bidding and purchase of training supplies and materials)	₱0.00	2 days	TREES Admin Unit
Provides the profile of the participants	Files accident insurance for the coordinators and participants covering the entire duration of the course	₱0.00	1 day	TREES Admin. Unit
	Files request for gate pass at the NAIA arrival restricted lobby to meet and assist arrival of the participants	₱0.00	1 day	TREES Admin. Unit
Provides flight details (arrival/departure) of the participants	Arranges vehicle in coordination with the course coordinator for local travel (vehicle rental and plane fare) during arrival/departure and field trips of the participants	₱0.00	20 minutes	TREES Admin. Unit/Coordinator
Provides flight details (arrival/departure) of the participants	Informs coordinator on the arrival of the participants.	₱0.00	20 minutes	TREES/Coordinator
TOTAL		rate depends on approved budget	29 days, 5 hours, 40 minutes	

CFNR-TREES.2 Conduct of a Training Course (Customized Course)

Requesting and conducting a training course

Office or Division:	TREES/Technical Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Training Design with Budget		TREES/Coordinator/Client		
Approved Contract		TREES/UPLB-FI		
Final list of Participants		Client		
Lecture material/Hand-outs		TREES/Coordinator/Resource Person		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ACTUAL TRAINING IMPLEMENTATION				
Arrange and shoulder the travel requirements/ expenses of the participants from and to the place/country of origin (eg. plane/vehicle/ DSA of participants)	Meets the participants during arrival at the NAI Airport	₱0.00	As scheduled	TREES/Coordinator
	Gives orientation and briefing and provides the following documents to the participants: • Information notes for the participants • A training contract to be signed by the participant and the TREES Director with his/her co-participant and the course coordinator as witnesses • Participant's Information Sheet • House Rules • Orients and briefs participants about TREES, Filipino culture, training policies and day to day living within Los Baños. Ensures that participants is advised of places to eat, modes of transport, safety concerns during the orientation given at the start of the course	₱0.00	1 hour	TREES/Coordinator
	Conduct opening and closing program of the course	₱0.00	4 hours	TREES/CFNR Unit/Client/UPLB-FI
	Invites Resource Persons and ensures that RP's conforms to their assigned schedule(s) and topic(s).	₱0.00	2 days	Coordinator/TREES
Provides the profile of the participants	Arranges participant's visa extension, flight bookings and confirmation tickets for local travels related to the course	₱0.00	2 days	TREES Technical Division/Admin. Unit
	Manage the day-to-day implementation of the training • Conduct of lecture sessions and laboratory/field exercises/trips • Facilitates the management of learning (MOL) of the course which should be done regularly at the start of the day's session.	₱0.00	6.5 hours per day	Coordinator/TREES
	Compiles the training handouts and activity guides during laboratory or field exercises submitted by each Resource Persons	₱0.00	1 day	Coordinator /TREES TechnicalDivision
	Conducts hands-on/actual field exercise and educational field trips.	₱0.00	depends on the duration of the activity	Coordinator/Training Implementing Team
	Conduct post-course evaluation Discusses results of training evaluations (pre and mid evaluations) with the participants.	₱0.00	1 day	Evaluator/Coordinator
	Conduct socials and other activities that will enhance active participation and ensure lively and smooth implementation of the training course.	₱0.00	4 hours	Coordinator /TREES Technical Division and Admin Unit
	Awards a certificate of participation to the participants	₱0.00	depends on the number of participants	Coordinator /TREES
TOTAL		₱0.00	6 days and 15.5 hours	

CFNR-TREES.3 Conduct of a Training Course (Customized Course)

Requesting and conducting a training course

Office or Division:	TREES/Technical Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training Completion Report		TREES/Coordinator		
Compilation of Training Handouts and photos		TREES/Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
POST TRAINING IMPLEMENTATION				
	Prepare training project completion report and compile training materials	₱0.00	3 days	Coordinator/TREES
	Submit training completion report, compilation of training materials and photos	₱0.00	1 hour	Coordinator/TREES
	Conduct of post Organizing Committee Meeting	₱0.00	3 hours	TREES/Training Organizing Committee/Implementing Unit/Coordinator/Evaluator
Requires training completion report	Provides copy of the training completion report	₱0.00	2 hours	TREES/Client
TOTAL		₱0.00	3 days and 6 hours	

CFNR-TREES.4 Transients &/or Training Hall Reservation (By Phone)

Booking/reserving for accommodation

Office or Division:	TREES/HOSTEL
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Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Sent through email or at TREES Hostel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	₱0.00	2 minutes	Dormitory Manager II/Hostel Staff
Wait for the action	Check the availability of the room &/or training hall or other facilities	₱0.00	2 minutes	Dormitory Manager II
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation form thru email	₱0.00	5 minutes	Dormitory Manager II
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	₱0.00	2 minutes	Dormitory Manager II
Clients' check-in	Preparation of the assigned rooms	₱0.00	4 hours	Hostel Staff
	Conduct inspection of rooms & amenities before arrival	₱0.00	30 minutes	Dormitory Manager II/Hostel Staff
	TOTAL	₱0.00	4 hrs and 41 minutes	

CFNR-TREES.5 Transients &/or Training Hall Reservation (Personal)

Booking/reserving for accommodation

Office or Division:	TREES/HOSTEL			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Sent through email or at TREES Hostel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Check the availability of the room &/or training hall or other facilities	₱0.00	2 minutes	Dormitory Manager II
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.	₱0.00	5 minutes	Dormitory Manager II
Fill-up reservation form	Note down reservation & request for down payment	₱0.00	2 minutes	Dormitory Manager II
Clients' check-in	Preparation of the assigned rooms	₱0.00	4 hours	Hostel Staff
	Conduct inspection of rooms & amenities before arrival	₱0.00	30 minutes	Dormitory Manager II/Hostel Staff
	TOTAL	₱0.00	4 hrs and 39 minutes	

CFNR-TREES.6 Transients &/or Training Hall Reservation (Email)

Booking/reserving for accommodation

Office or Division:	TREES/HOSTEL			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		Sent through email or at TREES Hostel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email inquiries on the availability of room &/or training hall, etc.	Answer queries & provide information re. availability of the room &/or training hall or other facilities	₱0.00	3 minutes	Dormitory Manager II
Receive response, ask further queries	Give information re. fees, check-in procedures, etc. & send reservation form	₱0.00	5 minutes	Dormitory Manager II
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	₱0.00	2 minutes	Dormitory Manager II
Clients' check-in	Preparation of the assigned rooms	₱0.00	4 hours	Hostel Staff
	Conduct inspection of rooms & amenities before arrival	₱0.00	30 minutes	Dormitory Manager II/Hostel Staff
	TOTAL	₱0.00	4 hours and 39 minutes	

CFNR-TREES.7 Check-in & Check-out

Checking in/out of the hostel

Office or Division:	TREES/HOSTEL			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Government and non-government institutions, individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guest Logbook & Registration Form		TREES Hostel		
Evaluation Form		TREES Hostel		
Billing Summary& Billing Statement		TREES Hostel		

Official Receipt		TREES		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CHECK-IN				
Arrival of the clients	Sign-in the guest logbook & fill-up registration card. Issuance of the designated room key & assist the clients to their room	₱0.00	5 minutes	Dormitory Manager II/Hostel Staff
Evaluation of the Hostel facilities & staff by the clients	Distribution & consolidation of the evaluation form. Assessment of results	₱0.00	Distribution- after overnight stay: 15 minutes Consolidation- before checkout: 15 minutes	Dormitory Manager II/Hostel Staff
Payment	Preparation of the billing summary & billing statement	₱0.00	30 minutes	Dormitory Manager II
	Collection of payment	Depends on the billing statement	10 minutes	Administrative Assistant II
CHECK-OUT				
Departure	Inspection of occupied rooms, gather issued room keys, fill-up the checkout portion of the registration form, surrender lost & found items & collect soiled linens	₱0.00	30 minutes	Dormitory Manager II/Hostel Staff on Duty
TOTAL		Depends on the billing statement	1 hour and 45 minutes	



**CHE OFFICE OF THE COLLEGE
SECRETARY**
EXTERNAL SERVICES

CHE-OCS.1

Application for Cross-registration

Processed by students who will enroll at another UP Unit.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Bona fide students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (Signed by the student, and parent/guardian)		Student		
Cross-registration Form		Office of the College Secretary		
Registration Form (Form 5) from UPLB		UPLB		
Registration Form (Form 5) from the CU		CU		
True Copy of Grades		CU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. If approved, return the letter to student, release with the Cross-registration Form and proceed to next step. Else, return the letter to the student without the form.	₱0.00	3 working days	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
2. Fill out the Cross-registration Form.		₱0.00		
3. Submit to Adviser for validation signature.		₱0.00		
4. Submit to OCS for signature.	4.1. Receive document. 4.2. Check: if properly filled out, else return to student. 4.3. Check: if signed by adviser, else return to student. 4.4. Add countersign. 4.5. Forward to College Secretary for signature. 4.6. Return to Student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
5. Photocopy the Cross-registration Form for 3 copies.		₱0.00		
6. Submit to OUR.		₱0.00		
7. Submit the letter and a photocopy of the Cross-registration Form to OCS.	7.1. Receive Letter and Photocopy of the Cross-registration Form. 7.2. Check: if signed by the Registrar, else return to student for signature.	₱0.00	3 minutes	Arriane Faye M. Parungao (ICS)
8. Submit to CU.		₱0.00		
9. Enroll Residency at UPLB.		₱0.00		
10. Pay Fees at Cashier.		₱0.00		
11. Submit a photo copy of Form 5 to OCS.	11.1. Receive Form 5. 11.2. Check: if properly filled out and signed.	₱0.00	3 minutes	Arriane Faye M. Parungao (ICS)
12. After the semester, submit a copy of True Copy of Grades (TCG) and Form 5 from the CU.	12.1. Receive TCG and Form 5. 12.2. Check: if properly signed.	₱0.00	3 minutes	Arriane Faye M. Parungao (ICS)
TOTAL		₱0.00	4 working days and 9 minutes	

CHE-OCS.2

Application for Dropping

Processed by students who will drop a course.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s and any supporting document attached (medical certificate, employment certificate, etc.)		Student		
Dropping Form		Office of the College Secretary		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action.* 1.5. Return the letter to student. Release with the Dropping Form.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS) College Secretary
2. Fill out the Dropping Form.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		

4. Submit to Instructor for remarks and signature.		₱0.00		
5. Pay fee at Cashier's Office.		₱10.00 x no. of units		
6. Submit Dropping Form and Pink Receipt to OCS.	6.1. Receive documents. 6.2. Check: if all copies were signed. 6.3. Check: if amount paid was correct. 6.4. Add countersign. 6.5. Forward to College Secretary for signature. 6.6. Release Student's Copy and Instructor's Copy to the student. 6.7. Update Records of students. 6.8. File the Dropping Form to Student's Jacket.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱10.00 x no. of units	4 working days*	
*In some cases, there are series of interrogation and data verification before the decision, depending on the reason that the student stated and the supporting documents attached to the students. This also prolongs the processing time.				

CHE-OCS.3

Application for Extension of Residency

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

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who have maximized their residency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Readmission Form No. 2		Office of the College Secretary		
Notarized Statement of Parent/Guardian attesting/confirming the student's reason for extension of residence and promising to assist/supervise the student if given an extension		Parent/Guardian		
List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with Adviser's signature		Student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance		Office of the College Secretary		
Evaluation Sheet (Green Sheet)		Office of the College Secretary		
Photocopy of Valid ID from Parents with Signature		Parent/Guardian		
Plan of Action (to ensure that the delinquency will not happen again)		Student		
Affidavit of Non-Enrollment (only if applying from an AWOL of more than 2 years)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Readmission Form No. 2 from OCS.	1.1. Check: if student reached MRR. 1.2. Release Readmission Form No. 2.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
2. Accomplish the Readmission Form No. 2.		₱0.00		
3. Attach the notarized statement of parent/guardian, affidavit of non-enrollment (if from AWOL of >2 years), TCG, list of remaining course(s) to enroll, photocopy of valid ID of parent/guardian, and plan of action.		₱0.00		
4. Submit documents to Adviser for signature		₱0.00		
5. Submit documents to the Department Chair/Institute Director for signature.		₱0.00		
6. Submit documents to OCS.	6.1. Receive document. 6.2. Check: if documents are complete. 6.3. Check: if properly signed by signatories. 6.4. Evaluate records. Check the remaining course(s) to be enrolled. 6.5. Process and generate SAP. 6.6. Print SAP for checking against the records from student jacket. 6.7. Attach and fill out the Evaluation Sheet (Green Sheet). 6.8. Schedule for interview with the SARA Committee.*	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
7. Interview with the SARA Committee.	7.1. After the interview, the SARA Committee Chair will sign the Readmission Form No. 2 for endorsement (Approval or Disapproval). 7.2. OCS will check all the documents. 7.3. OCS will submit the documents (via email) to the Dean for signature/action. 7.4. OCS will submit the documents (via email) to the Office of the Vice-Chancellor for Academic Affairs for the action.	₱0.00	1 working day	SARA Committee Chair Rov Vincent B. Dizon (ICS) College Dean
8. Interview with the Vice-Chancellor for Academic Affairs.**		₱0.00		
9. Receive the Documents with Action.	9.1. The OVCAA will send the Documents with the action of the Vice-Chancellor for Academic Affairs. 9.2. OCS will send a copy of the action to the Student.	₱0.00	1 working day	Rov Vincent B. Dizon (ICS)
TOTAL		₱0.00	7 working days and 5 minutes*	

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

**Schedule of interview depends on the concerned office.

CHE-OCS.4

Application for Graduation

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

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Graduating Students within the semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a copy of Application for Graduation Form.	1.1. Release a copy of Application for Graduation Form.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.				
3. Submit to adviser for signature.				
4. Submit to OCS for record checking.	4.1. Receive document. 4.2. Check if properly filled out. 4.3. Check records. 4.4. Endorse to the College Secretary for signature. 4.5. File for further evaluation of the candidates for graduation.	₱0.00	10 working days	Reeden B. Bicomong (Student Records Evaluator) College Secretary
5. Return to OCS	5.1. Give a copy of the form to the student.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱0.00	10 working days and 10 minutes	

CHE-OCS.5

Application for Leave of Absence (LOA)

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

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (Signed by the student, and parent/guardian)		Student		
Supporting Document (Medical Certificate, Employment Certificate, etc.)		Physician (Medical Certificate) or Employer (Employment Certificate)		
Leave of Absence (LOA) Form		Office of the College Secretary		
College Clearance		Office of the College Secretary		
Receipt of Payment		UPLB Cashier Division		
Letter of Intent to Enroll (returning from LOA)		Student		
Letter of Intent to Extend (LOA Extension)		Student		
Medical Clearance (if returning from a medical condition)		Physician (Medical Certificate)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. Return the letter to student. Release with the LOA Form and College Clearance.	₱0.00	3 working days*	Rov Vincent B. Dizon (ICS) College Secretary
2. Fill out the LOA Form and College Clearance completely.		₱0.00		
3. Submit to Parent/Guardian for signature.		₱0.00		
4. Submit to Adviser for signature.		₱0.00		
5. Submit to Department Chairs and Institute Director for signature.		₱0.00		
6. Submit to Reading Room In-charge for signature.		₱0.00		
7. If enrolled, submit to instructors of the currently enrolled courses.		₱0.00		
8. Pay LOA Fee at Cashier's Office.		₱150.00		
9. Submit processed documents and pink receipt of payment to OCS.	9.1. Receive documents. 9.2. Check: if properly and completely signed by the signatories. 9.3. Add countersign. 9.4. Forward to College Secretary for signature. 9.5. Release a copy of clearance to the student. 9.6. If enrolled, a LOA notice will be disseminated to the instructors of the students as a reminder of his/her LOA application.	₱0.00	1 working day	Rov Vincent B. Dizon (ICS) College Secretary

10. Submit Letter of Intent to Enroll and medical clearance (if any) to OCS if returning from LOA after the applied semester(s). Else, submit a Letter of Intent to Extend LOA.**	10.1. Receive letter. 10.2. Check: for corrections, attachments, and proper signatories, else return to student. 10.3. Add notes and countersign. 10.4. Forward to College Secretary for action. 10.5. Release a photocopy of the letter to the student.	₱0.00	3 working days	Rov Vincent B. Dizon (ICS) College Secretary
TOTAL		₱150.00	7 working days*	

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

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

CHE-OCS.6

Application for Readmission

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

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students who are on Dismissed or Permanently Disqualified status (Readmission)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Readmission Form No. 1 (First-time Dismissed) or 2 (Second-time Dismissed or PD)		Office of the College Secretary		
Notarized Statement of Parent/Guardian attesting/confirming the student's reason for extension of residence and promising to assist/supervise the student if given an extension		Parent/Guardian		
List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with Adviser's signature		Student		
True Copy of Grades (TCG)		Office of the College Secretary		
Summary of Academic Performance		Office of the College Secretary		
Evaluation Sheet (Blue Sheet)		Office of the College Secretary		
Photocopy of Valid ID from Parents with Signature		Parent/Guardian		
Plan of Action (to ensure that the delinquency will not happen again)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Readmission Form No. 2 from OCS.	1.1. Check: the scholastic status of student if dismissed or permanently disqualified. 1.2. Release Readmission Form No. 1 or 2.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
2. Accomplish the Readmission Form No. 2.		₱0.00		
3. Attach the notarized statement of parent/guardian, TCG, list of remaining course(s) to enroll, photocopy of valid ID of parent/guardian, and plan of action.		₱0.00		
4. Submit documents to Adviser for signature		₱0.00		
5. Submit documents to the Department Chair/Institute Director for signature.		₱0.00		
6. Submit documents to CSO.	6.1. Receive document. 6.2. Check: if documents are complete. 6.3. Check: if properly signed by signatories. 6.4. Evaluate records. Check the remaining course(s) to be enrolled. 6.5. Process and generate SAP. 6.6. Print SAP for checking against the records from student jacket. 6.7. Attach and fill out the Evaluation Sheet (Blue Sheet). 6.8. Schedule for interview with the SARA Committee.*	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
7. Interview with the SARA Committee.	7.1. After the interview, the SARA Committee Chair will sign the Readmission Form No. 1 or 2 for endorsement (Approval or Disapproval). 7.2. OCS will check all the documents. 7.3. Release the documents to the Student.	₱0.00	1 working day	SARA Committee Chair Reeden B. Bicomong (Student Records Evaluator)
8. Submit documents to the Office of the Vice-Chancellor for Students Affairs.		₱0.00		
9. Submit documents to the Dean for signature		₱0.00		
10. Submit documents to OCS.	10.1. Receive documents. 10.2. Check: if signatories are complete. 10.3.1. For first-time Dismissed, add countersign, then forward to College Secretary for signature. Release the student's copy. 10.3.2. For second-time dismissed and permanently disqualified, OCS will submit the documents (via email) to the Office of the Vice-Chancellor for Academic Affairs for the action.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
11. Interview with the Vice-Chancellor for Academic Affairs.**		₱0.00		

12. Receive the Documents with Action.	12.1. The OVCAA will send the Documents with the action of the Vice-Chancellor for Academic Affairs. 12.2. OCS will send a copy of the action to the Student.	₱0.00	1 working day	Rov Vincent B. Dizon (ICS)
TOTAL		₱0.00	6 working days and 5 minutes*	

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

**Schedule of interview depends on the concerned office.

CHE-OCS.7

Application for Revision in the Approved Plan of Coursework

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Revision in the Approved Plan of Coursework Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain an Application for Revision in the Approved Plan of Coursework Form.	1.1. Release Application for Revision in the Approved Plan of Coursework Form.	₱0.00	5 minutes	Arriane Faye M. Parungao (ICS)
2. Fill out the form completely.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		
4. Submit to Director/ Department Head for signature.		₱0.00		
5. Submit to OCS.	5.1. Check: if completely filled out and verify proposed changes. 5.2. Check: if signed by signatories. 5.3. Add countersign. 5.4. Forward to College Secretary for approval. 5.5. Release to student 5.6. Update records of students. 5.7. File the document.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱0.00	3 working days and 5 minutes*	

*Might vary during bulk submissions.

CHE-OCS.8

Application for Shifting In to the College

Processed by students from other degrees who desires to shift to either BS Human Ecology or BS Nutrition degree.

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Shift (with signature of parent/guardian)		Student		
True Copy of Grades (for Shifting purposes)		OCS of present college		
Student's Request for Admission Form		OCS of accepting college		
Application for Shifting Form		OCS of accepting college		
One 1x1 ID Picture		Student		
College Clearance		OCS of present college		
Substitution of Course (if any)		OCS of accepting college		
Certificate of Good Moral		OCS of present college		
Certificate of Non-contract		OCS of present college		
Plan of Coursework		OCS of accepting college		
True Copy of Grades (Purpose: Copy for CHE)		OCS of present college		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to accepting OCS.	1.1. Receive documents. 1.2. Check: if requirements are complete. 1.3. Check: if qualified for shifting to the degree. 1.4. To be scheduled for interview.*	₱0.00	3 working days*	Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
2. Interview with the SARA Committee	2.1. If accepted, return documents. Release with Student's Request for Admission Form and Application for Shifting Form.	₱0.00	1 working day	Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
3. Fill out the forms completely.		₱0.00		
4. Return to accepting OCS for signature.	4.1. Countersign Student's Request for Admission Form. 4.2. Forward to College Secretary for signature. 4.3. Release documents to student.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) College Secretary
5. Have the documents signed by the parent/guardian.		₱0.00		
6. Submit documents to accepting Department Chair for signature.		₱0.00		

7. Submit documents to accepting OCS for signature.	7.1. Check: if signatories are complete. 7.2. Countersign. 7.3. Forward to College Secretary for signature. 7.4. Release to student.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) College Secretary
8. Submit to present OCS for College Clearance and signature.		₱0.00		
9. Submit all documents to accepting OCS to finalize shifting process.	9.1. Check: if documents are complete. 9.2. Check: if signatories are complete. 9.3. Receive documents and inform students of the acceptance. 9.4. Endorse the names of the accepted shifting applicants to OUR through a letter.	₱0.00	10 minutes	Reeden B. Bicomong (Student Records Evaluator)
TOTAL		₱0.00	4 working days and 20 minutes	

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

CHE-OCS.9

Application for Shifting Out to another College

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

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Shift (with signature of parent/guardian)		Student		
College Clearance		OCS		
Student's Request for Admission Form		OCS of accepting college		
Application for Shifting Form		OCS of accepting college		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (with signature of parent/guardian) to OCS.	1.1. Receive letter. 1.2. Check: content of letter. 1.3. Check: if properly signed by student and parent/guardian. 1.4. Check: if waitlisted. 1.5. Evaluate records and add notes to the letter. 1.6. Countersign. 1.7. Forward to College Secretary for action.* 1.8. Photocopy the letter and attachments (if any). 1.9. Provide a photocopy to the student.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Once approved by the accepting college, submit Student's Request for Admission and Application for Shifting to present OCS.	2.1. Check: if Student's Request for Admission and Application for Shifting are properly signed. 2.2. Check: updated records of the students. 2.3. Release College Clearance.	₱0.00	30 minutes	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS)
2. Fill out College Clearance.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		
4. Submit to Department Chairs and Institute Director for signature.		₱0.00		
5. Submit to Reading Room In-Charge for signature.		₱0.00		
6. Submit to OCS for signature.	6.1. Check: if signatories are complete. 6.2. Countersign. 6.3. Forward to College Secretary for signature. 6.4. Release the documents to the student.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
7. Submit documents to the accepting OCS.		₱0.00		
TOTAL		₱0.00	3 working days* and 35 minutes	

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

CHE-OCS.10

Application for Substitution of Courses

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

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

3. Submit to Adviser for signature.		₱0.00		
4. Submit to the Head of the Home Unit for signature.		₱0.00		
5. Submit to the Head of the Unit where the course is offered.		₱0.00		
6. Submit to CSO with 1 photocopy.	6.1. Check: if the form was properly filled out. 6.2. Check: if signatories are complete. 6.3. Countersign. 6.4. Forward to College Secretary for approval. 6.5. Update records. 6.6. Release the photocopy to the student. 6.7. File the original copy to the Student Jacket.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱0.00	1 working day and 10 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.11 Application for Transfer to other School/College/University

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

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CHE Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Transfer (with signature of parent/guardian)		Student		
Admission Slip		Accepting School/College/University		
College Clearance		OCS		
University Clearance		Office of the Vice-Chancellor for Student Affairs (OVCSA) Website		
Honorable Dismissal		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (with signature of parent/guardian) and Admission Slip to OCS.	1.1. Receive documents. 1.2. Check: content of letter. 1.3. Check: if letter properly signed by student and parent/guardian. 1.4. Check: if the admission slip was properly signed. 1.5. Evaluate records and provide notes. 1.6. Countersign. 1.7. Forward to College Secretary for action. 1.8. If approved, release College Clearance and Approved Letter to the student.	₱0.00	3 working days	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Fill out College Clearance.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		
4. Submit to Department Chairs and Institute Director for signature.		₱0.00		
5. Submit to Reading Room In-Charge for signature.		₱0.00		
6. Submit documents to OCS for signature.	6.1. Check: if signatories are complete. 6.2. Countersign. 6.3. Forward to College Secretary for signature. 6.4. Release the documents to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
7. Apply for University Clearance using the OSAM Account through the OVCSA website.		₱0.00		
8. Download University Clearance from the Website once cleared by the offices.		₱0.00		
9. Request for and process Honorable Dismissal from UPLB OUR.		₱0.00		
TOTAL		₱0.00	3.5 working days	

CHE-OCS.12 Application for Transfer to other UP Unit

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

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

1. Submit Letter of Intent (with signature of parent/guardian) to OCS.	1.1. Receive letter. 1.2. Check: content of letter. 1.3. Check: if properly signed by student and parent/guardian. 1.4. Check: if waitlisted. 1.5. Evaluate records and add notes to the letter. 1.6. Countersign. 1.7. Forward to College Secretary for action.* 1.8. Photocopy the letter and attachments (if any). 1.9. Provide a photocopy to the student. 1.10. If approved, proceed to next step.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Once approved by the accepting campus/university, submit Admission Slip with the letter to OCS.	2.1. Check: if the Letter of Intent was approved. 2.2. Check: if the admission slip was properly signed. 2.3. Check records. 2.4. Release College Clearance.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS)
2. Fill out College Clearance.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		
4. Submit to Department Chairs and Institute Director for signature.		₱0.00		
5. Submit to Reading Room In-Charge for signature.		₱0.00		
6. Submit documents to OCS for signature.	6.1. Check: if signatories are complete. 6.2. Countersign. 6.3. Forward to College Secretary for signature. 6.4. Release the documents and Permit to Transfer Form to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
7. Submit the Permit to Transfer Form to the Head of Home Unit for signature.		₱0.00		
8. Submit the Permit to Transfer Form to the OCS for signature.	8.1. Check: if signatories are complete. 8.2. Countersign. 8.3. Forward to College Secretary for signature. 8.4. Release the Permit to Transfer Form to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
9. Apply for University Clearance using the OSAM Account through the OVCSA website.		₱0.00		
10. Submit Permit to Transfer to the Office of the University Registrar.		₱0.00		
11. Claim copy of the documents.		₱0.00		
12. Submit 1 copy of the Permit to Transfer Form to OCS.	12.1. Receive documents. 12.2. Update records. 12.3. File documents.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱0.00	4.5 working days and 5 minutes*	

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

CHE-OCS.13

Application for Waiver of Prerequisites

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to Waive the Prerequisite (with recommending approval of adviser)		Student		
Plan of Study (if approved, and if not approved) with adviser's signature		Student		
Waiver of Prerequisite Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and Plans of Study to Adviser for recommending approval		₱0.00		

2. Submit documents to OCS.	2.1. Check: if the content of letter is properly written. 2.2. Check: if the prerequisite to be waived is the correct prerequisite of the higher course. 2.3. Check: if the higher course is offered by the CHE. (Waiver of prerequisite is requested to the college where the higher course is offered). 2.4. Check: if documents are complete and properly signed. 2.5. Evaluate records. 2.6. Provide notes on the letter. 2.7. Countersign. 2.8. Forward to College Secretary for action. 2.9. If disapproved, letter will be returned to the student. Else, attach a Waiver of Prerequisite Form and proceed to next step. 2.10. Fill out the Certification from the College Secretary. 2.11. Forward to the College Secretary for signature. 2.12. Release the documents to the student.	₱0.00	3 working days	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
3. Fill out the Waiver of Prerequisite form completely.		₱0.00		
4. If the prerequisite course has been taken already, submit the documents to the previous instructor for the certification of attendance. Else, proceed to next step.		₱0.00		
5. Submit documents to Adviser for action.		₱0.00		
6. Submit to Department Chair/Institute Head for action.		₱0.00		
7. Submit to the SARA Committee for signature.		₱0.00		
8. Submit to OCS for approval. Attach 1 photocopy of the form.	8.1. Check: if documents are complete. 8.2. Check: if all signatories are complete. 8.3. Countersign. 8.4. Forward to College Secretary for approval. 8.5. Release the photocopy to the student.	₱0.00	15 minutes	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱0.00	3 working days and 15 minutes	

CHE-OCS.14

Application to Enroll HNF/HUME 198

Processed by students who have completed all theoretical courses and filed Practicum as their major option. Application should be approved before enlisting HNF 198 or HUME 198.

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Prospective HNF/HUME 198 Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Enroll Practicum Form		OCS		
True Copy of Grades		OCS		
Medical Certificate		UHS (in coordination with the department/institute)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present updated TCG.	1.1. Check: if all courses are indicated. 1.2. Release Application to Enroll Practicum Form.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.		₱0.00		
3. Attach Medical Certificate.		₱0.00		
4. Submit to Adviser for evaluation and signature.		₱0.00		
5. Submit to Institute Head/Department Head for signature.		₱0.00		
6. Submit the documents with 1 photocopy of the application form to OCS.	6.1. Check: if documents are complete. 6.2. Check: if properly signed by signatories. 6.3. Prepare and generate checklist for graduating students. 6.4. Evaluate records of students. 6.5. Check: if all courses are satisfied, except intensive courses. 6.6. If lacks any course (academic, PE, or NSTP course), the student is not eligible for practicum. Else, process the form and proceed to next step. 6.7. Countersign. 6.8. Forward to College Secretary for approval. 6.9. Release the photocopy of Application Form, TCG, and Medical Certificate to the student.	₱0.00	15 working days*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
TOTAL		₱0.00	15 working days and 5 minutes*	

*Might vary during bulk submissions.

CHE-OCS.15 Certification (Good Moral, Completion, Graduation etc.) - Online Request

Requesting of various certificate through online request form.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		OCS		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.4. Prepare certificate as requested. 1.5. Check: if accurate details. 1.6. Print and countersign. 1.7. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
2. Pay the corresponding amount as mentioned in the message.		₱30.00 x no. of pages		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	5 working days and 5 minutes*	

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

CHE-OCS.16 Certification (Good Moral, Completion, Graduation etc.) - Personal Request

Requesting of various certificate through personal request.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: types of certificates and number of copies requested. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 x no. of pages		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and countersign. 4.6. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
5. Submit the white receipt to OCS.	5.1. Stamp date on the white receipt. 5.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	5 working days and 10 minutes*	

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

CHE-OCS.17 Certification of Detailed Course Description - Online Request

Document containing all the courses passed with their title, description, objectives, syllabus, and other pertinent details, requested online.

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		OCS		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.4. Prepare certificate as requested. 1.5. Check: if accurate details. 1.6. Inform the requesting party of the final amount to be paid. 1.7. Once confirmed by the requesting party, print the document and countersign. 1.8. Forward to College Secretary for signature.	₱0.00	19 working days*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
2. Pay the corresponding amount as mentioned in the message.		₱30.00 x no. of pages		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	19 working days and 5 minutes*	

*Might vary depending on the courses passed by the requesting party.

CHE-OCS.18 Certification of Detailed Course Description - Personal Request

Document containing all the courses passed with their title, description, objectives, syllabus, and other pertinent details, requested personally.

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CHE Alumni and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Payment Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: number of copies requested. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 x no. of pages		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and countersign. 4.6. Forward to College Secretary for signature.	₱0.00	19 days*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
5. Submit the white receipt to OCS.	5.1. Stamp date on the white receipt. 5.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	19 working days and 10 minutes*	

*Might vary depending on the courses passed by the requesting party.

CHE-OCS.19 Change of Matriculation

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

Office or Division:		Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Bona fide students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (Form 5) or Printed SAIS Student Center Page		OUR/OCS/UPLB Cashier Division or Student		
Valid ID of Student		Student		
Change of Matriculation Form (Modified Form 26)		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If no Form 5 on hand, print the SAIS Student Center Page.		₱0.00		
2. Present Valid ID and submit the printed SAIS Student Center Page or Form 5	2.1. Verify the identity of the student. 2.2. Check: if the enlisted courses are updated. 2.3. Check: current scholastic standing of the student. 2.4. Remind the student of the allowed units* as per scholastic standing of the previous semester. 2.5. Release the Change of Matriculation Form (Modified Form 26) with the attached Form 5 or printed SAIS Student Center Page.	₱0.00	15 minutes	Arriane Faye M. Parungao (ICS)
3. Fill out the form completely.		₱0.00		
4. Consult with the Adviser and have it signed.		₱0.00		

5. Return to OCS for checking of prerequisites.	5.1. Check: prerequisite(s) of the courses requested to be enlisted. 5.2. Sign for certification of satisfaction of prerequisite(s). 5.3. OCS will send the signed Form 26 to the concerned Instructors. 5.4. Once signed, OCS will release the signed copy to the student.	₱0.00	3 working days	Arriane Faye M. Parungao (ICS)
6. Submit documents to the SAIS Point Person / Registration Team of the Unit offering the course for closed class permission.		₱0.00		
7. Enlist the courses approved.		₱0.00		
TOTAL		₱0.00	3 working days and 15 minutes	

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

CHE-OCS.20

College and University Clearance for Graduation

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

Office or Division:		Office of the College Secretary		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CHE Alumni and Graduating Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID or Old Form 5		Student		
College Clearance Form		OCS		
University Clearance		Office of the Vice-Chancellor for Student Affairs (OVCSA) Website		
Graduation Fee Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID to obtain College Clearance Form	1.1. Check: identity of the student/graduate. 1.2. Check: if the student is included in the list of Approved Candidates for Graduation. 1.3. Release College Clearance Form.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
2. Fill out the form completely.		₱0.00		
3. Submit to Adviser for signature.		₱0.00		
4. Submit to Institute and Department Heads for signature.		₱0.00		
5. Submit to Reading Room In-Charge for signature.		₱0.00		
6. Submit documents to OCS.	6.1. Receive documents. 6.2. Check: if paid. 6.3. Check: if documents are complete. 6.4. Check: if signatories are complete. 6.5. Countersign.	₱0.00	15 minutes*	Reeden B. Bicomong (Student Records Evaluator)
7. Sing the CHE Hymn and UP Naming Mahal in front of the College Secretary.	7.1. Forward to College Secretary for signature. 7.2. Release the documents to the student/graduate.	₱0.00	30 minutes*	Reeden B. Bicomong (Student Records Evaluator) College Secretary
8. Pay the graduation fee at the Cashier's Office.		₱300.00		
9. Apply for University Clearance using the OSAM Account through the OVCSA website.		₱0.00		
10. Download University Clearance from the Website once cleared by the offices.		₱0.00		
TOTAL		₱300.00	50 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.21

Consent of Instructor (COI)

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

Office or Division:		Office of the College Secretary		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CHE Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consent of Instructor		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Consent of Instructor from OCS.	1.1. Verify if subject has COI as prerequisite and if subject is included in student's curriculum. 1.2. Release COI Form.	₱0.00	5 minutes	Arriane Faye M. Parungao (ICS)
2. Fill out the form completely.		₱0.00		
3. Submit to professor who will teach the course for signature.		₱0.00		

4. Submit the signed copy to the SAIS Point Person / Registration Team of the Unit offering the course for closed class permission.		₱0.00		
5. Submit to OCS.	5.1. Receive document. 5.2. Check: if properly signed. 5.3. Check: if details are correct. 5.4. File copy.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS)
6. Submit Instructor's copy to the Professor of the class at the start of the semester.		₱0.00		
TOTAL		₱0.00	1 working day and 5 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.22

Excuse for Absence Form

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

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

CHE-OCS.23

Major Plan of Coursework

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

Office or Division:		Office of the College Secretary		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Incoming Junior CHE Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Major Plan of Coursework Form		OCS		
Plan of Coursework		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a copy of Major Plan of Coursework Form and Plan of Coursework Form from OCS.	1.1. Check: if Academic Status is incoming junior. 1.2. Release corresponding forms.	₱0.00	15 minutes	Arriane Faye M. Parungao (ICS)
2. Fill out the forms completely.		₱0.00		
3. Consult Adviser, and have the documents signed.		₱0.00		
4. Submit documents to the Department/Institute Head for signature.		₱0.00		
5. Submit the documents with 1 photo copy of each to OCS.	5.1. Check: if documents are complete and properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Update records. 5.4. Countersign. 5.5. Forward to College Secretary for signature. 5.6. Release the photocopies to student. 5.7. File documents.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
6. Receive and keep documents.		₱0.00		
TOTAL		₱0.00	5 working days and 15 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.24**Overload/Underload Permit**

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Appeal (with recommending approval of Adviser)		Student		
Plan of Study (if approved, and if not approved) with adviser's signature		Student		
Overload/Underload Permit		OCS		
Supporting documents (if any)		Other agency/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and Plans of Study to Adviser for recommending approval				
2. Submit documents to OCS.	2.1. Check: if the content of letter is properly written. 2.2. Check: if documents are complete and properly signed. 2.3. Verify: if the plan of study is accurate as per remaining courses. 2.4. Provide notes on the letter. 2.5. Countersign. 2.6. Forward to College Secretary for action. 2.7. If disapproved, letter will be returned to the student. Else, attach the Underload/Overload Permit and proceed to next step. 2.8. Release the documents to the student.	₱0.00	1 working day*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
3. Fill out the Overload/Underload Permit completely.		₱0.00		
4. Submit to Adviser for signature.		₱0.00		
5. Submit to OCS for signature.	5.1. Check: documents if properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Countersign. 5.4. Forward to the College Secretary for signature. 5.5. Release the student's copy to the requesting party. 5.6. Update records. 5.7. File documents.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱0.00	1 working day and 4 hours*	

*May vary depending on the bulk of submission.

CHE-OCS.25**Plan of Coursework**

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Plan of Coursework		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a copy of Plan of Coursework Form from OCS.	1.1. Verify degree. 1.2. Release corresponding Plan of Coursework.	₱0.00	5 minutes	Arriane Faye M. Parungao (ICS)
2. Fill out the form completely.		₱0.00		
3. Consult with Adviser and have it signed.		₱0.00		
4. Submit to Department/Institute Head for signature.		₱0.00		
5. Submit the form and one photocopy to OCS.	5.1. Check: if documents are complete and properly filled out. 5.2. Check: if properly signed by signatories. 5.3. Update records. 5.4. Countersign. 5.5. Forward to College Secretary for signature. 5.6. Release the photocopy to student. 5.7. File documents.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Arriane Faye M. Parungao (ICS) College Secretary
TOTAL		₱0.00	5 working days and 5 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.26**Removal of Absence Without Leave (AWOL) Status**

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Returning CHE Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Application for Reinstatement (with signature of parent/guardian)		Student		
Absence Without Leave (AWOL) Form		OCS		
Payment Receipt		UPLB Cashier Division		
Medical Clearance (if AWOL due to medical reasons)		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application for Reinstatement, and supporting documents (if any) to OCS.	1.1. Receive letter. 1.2. Check for corrections, attachments (if any), and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. Return the letter to student. Release with AWOL Form.	₱0.00	3 working days	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Fill out the form completely.		₱0.00		
3. Pay corresponding fee at Cashier's Office.		₱225.00		
4. Submit documents to OCS.	4.1. Receive documents. 4.2. Check: if paid amount is correct. 4.3. Countersign. 4.4. Forward to the College Secretary for signature. 4.5. Activate the SAIS Account of the student. 4.6. Release student's copy to the student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
5. Receive and keep the student's copy of AWOL Form and receipt.		₱0.00		
TOTAL		₱225.00	4 working days	

CHE-OCS.27

Request for Completion/Removal Permit

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

Office or Division:	Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Removal/Completion Permit		OCS		
Receipt of Payment (if special removals)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a Removal/Completion Permit from OCS.	1.1. Check: if student is enrolled. Else, the student cannot apply for completion or removal. 1.2. Check: if the final grade on the course is 4 (for removal) or INC (for completion). 1.3. Check: if eligible for removal/completion as per semester incurred.* 1.4. Fill out the necessary details (name, final grade, semester and year incurred) on the permit. 1.5. Specify date of issuance. 1.6. Release permit to student.	₱0.00	1 working day	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS)
2. Seek Instructor for the date and consent (signature).		₱0.00		
3. Pay the corresponding fee at Cashier's Office if scheduled for special completion/removal. Else, proceed to next step.		₱20.00		
4. Submit the permit and pink receipt to OCS.	4.1. Receive documents. 4.2. Check: if date specified is regular, special, or during finals. 4.3. Check: if paid amount is correct (for special removal/completion). 4.4. Countersign. 4.5. Forward to the College Secretary for signature. 4.6. Release instructor's copy and student's copy to the student.	₱0.00	4 hours	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) or Arriane Faye M. Parungao (ICS) College Secretary
5. Submit instructor's copy to the Instructor before the completion/removal date.		₱0.00		
6. Claim completion/grade from the department offering the course.		₱0.00		
TOTAL		₱20.00	1 working day and 4 hours	

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

CHE-OCS.28

Request for Field Trip/Field Work/Supervised Field Experience/Practicum

Processed to provide official authorization to provide experiential learning and exposure to the students outside the classrooms.

Office or Division:	Office of the College Secretary			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Professors, Instructors or Course Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPLB Field Trip Form 1		Department of the Professors, Instructors or Course Coordinators		
UPLB Field Trip Form 1A		Department of the Professors, Instructors or Course Coordinators		
UPLB Field Trip Form 2		Department of the Professors, Instructors or Course Coordinators		
Academic Field Activity Information Form		Department of the Professors, Instructors or Course Coordinators		
Notarized Certification of Waiver from Parent/Guardian		Department of the Professors, Instructors or Course Coordinators (for the form), accomplished form from the student		
Medical Certificate		University Health Services through the student		
Insurance		Other Agency through the student		
Photocopy of Valid ID of the Parent/Guardian		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require all the students to submit the Notarized Certification of Waiver from Parent/Guardian, Medical Certificate, Insurance, and Photocopy of Valid ID of the Parent/Guardian.		₱0.00		
2. Sort out documents according to student.		₱0.00		
3. Accomplish UPLB Field Trip Form 1, Form 1A, Form 2, and Academic Field Activity Information Form.		₱0.00		
4. Submit all the documents to OCS.	4.1. Receive all the documents. 4.2. Check: if all documents of each student are complete. 4.3. Verify: if all medical certificates are valid and up to date. 4.4. Verify: if all students are found to be physically fit to participate in the activity. 4.5. Verify: if all insurances are valid and up to date. 4.6. Verify: if signature of parent/guardian is not falsified or tampered based on the signature indicated on the photocopy of the valid ID. 4.7. Check: if all documents are properly filled out and completely signed. 4.8. Check: if the date of the trip/deployment has not yet passed. 4.9. If all requirements are satisfied, the UPLB Field Trip Form 1 will be countersigned and proceed to next step. Else, return to Professors, Instructors or Course Coordinators for completion. 4.10. Forward to the College Secretary for action. 4.11. Return all the documents to the Professors, Instructors or Course Coordinators.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
5. Submit a photocopy of the UPLB Field Trip Form 1, Form 1A, Form 2, and Academic Field Activity Information Form.	5.1. Receive and file all the documents.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS)
TOTAL		₱0.00	5 working days and 5 minutes*	

*May vary depending on the bulk of submission.

CHE-OCS.29

True Copy of Grades (TCG) - Online Request

Requesting of True Copy of Grades through online request form.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		OCS		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Check: requested semesters and number of copies. 1.4. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.5. Prepare document as requested. 1.6. Check: if accurate details. 1.7. Print and affix signature. 1.8. Forward to College Secretary for signature.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Pay the corresponding amount as mentioned in the message.		₱30.00 x no. of pages		
3. Submit the payment receipt to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the TCG requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	3 working days and 5 minutes*	

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

CHE-OCS.30

True Copy of Grades (TCG) - Personal Request

Requesting of True Copy of Grades through personal request.

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Payment Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: requested semesters and number of copies. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 x no. of pages		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and affix signature. 4.6. Forward to College Secretary for signature.	₱0.00	3 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
5. Submit the white receipt to OCS.	5.1. Stamp date on the white receipt. 5.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	3 working days and 10 minutes*	

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

CHE-OCS.31

True Copy of Grades for Readmission and Extension Application - Online Request

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request Form		OCS		
Payment Receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check the online list of request. 1.2. Check records of the requesting party. 1.3. Check: requested semesters and number of copies. 1.4. Send an acknowledgement message and payment instructions through Facebook or e-mail. 1.5. Prepare document as requested. 1.6. Check: if accurate details. 1.7. Print and affix signature. 1.8. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
2. Pay the corresponding amount as mentioned in the message.		₱30.00 x no. of pages		
3. Submit the receipts (pink and white) of payment to OCS.	3.1. Check: if payment is correct. 3.2. Stamp date on the white receipt. 3.3. Release the TCG requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)

TOTAL	₱30.00 x no. of pages	5 working days and 5 minutes*
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*Might vary depending on the bulk requests or graduation season.

CHE-OCS.32

True Copy of Grades for Readmission and Extension Application - Personal Request

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

Office or Division:	Office of the College Secretary			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CHE Alumni and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		OCS		
Payment Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip.				
2. Submit to OCS for payment amount.	2.1. Check: requested semesters and number of copies. 2.2. Check: records of student. 2.3. Provide corresponding amount. 2.4. Return to the requesting party.	₱0.00	5 minutes	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS)
3. Pay the corresponding amount at the Cashier's Office.		₱30.00 x no. of pages		
4. Submit the pink receipt and request slip to OCS.	4.1. Check: if payment is correct. 4.2. Check records of the requesting party. 4.3. Prepare certificate as requested. 4.4. Check: if accurate details. 4.5. Print and affix signature. 4.6. Forward to College Secretary for signature.	₱0.00	5 working days*	Reeden B. Bicomong (Student Records Evaluator) or Rov Vincent B. Dizon (ICS) College Secretary
5. Submit the white receipt to OCS.	5.1. Stamp date on the white receipt. 5.2. Release the Certificate requested with the white receipt.	₱0.00	5 minutes	Rov Vincent B. Dizon (ICS)
TOTAL		₱30.00 x no. of pages	5 working days and 10 minutes*	

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



**CVM OFFICE OF THE COLLEGE
SECRETARY**
INTERNAL SERVICES

CVM-OCS.1**True Copy of Grades (TCG)**

Issued to students applying for scholarships, shifting, transfer, Readmission (READ) and Maximum Residence Rule (MRR) and other purposes

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request		CVM-OCS		
2. Payment receipt (to be discussed mode of payment since students can't pay directly at the Cashier's Office because of the pandemic)		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Check if students information given is correct. 1.3 Acknowledge email upon receipt 1.4 Inform the amount to be paid by the student	₱50.00 x no. of pages	2 working days	Administrative Assistant III (Nory M. Encomienda)
2. Coordinate with UPLB Cashier Division for payment				
3. Prepare request	3.1 Verify the grades and prepare the requested document. 3.2 Checking 3.3 For signature of the College Secretary. 3.4 Scan and email the requested document to the student		3 working days	Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator II (Aurora C. Ducusin)
4. Acknowledgement of email	4.1 Receive and acknowledge the requested document.			Student
TOTAL		₱50.00 x no. of pages	5 working days	

CVM-OCS.2**Certificates**

Issued to students requesting for certificates of enrollment, General Weighted Average (GWA), candidate for graduation, completed units, Good Moral Character and other purposes

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email request		CVM-OCS		
2. Payment receipt (to be discussed mode of payment since students can't pay directly at the Cashier's Office because of the pandemic)		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Check if students information given is correct. 1.3 Acknowledge email upon receipt 1.4 Inform the amount to be paid by the student	₱50.00 x no. of pages	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Coordinate with UPLB Cashier Division for payment				
3. Prepare request	3.1 Verify and prepare the requested document. 3.2 For signature of the College Secretary. 3.3 Scan and email the requested document to the student		3 working days	Student Records Evaluator II (Aurora C. Ducusin)
4. Acknowledgement of email	4.1 Receive and acknowledge the requested document.			Student
TOTAL		₱50.00 x no. of pages	6 working days	

CVM-OCS.3**Leave of Absence (LOA)**

Issued to registered students requiring leave of absence due to personal, health reasons, etc

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

* A student who needs to go on LOA beyond the allowable period of two years should apply for an honorable dismissal, without prejudice to readmission.

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request with parent's consent/signature addressed to the Dean		Student		
2. College clearance		CVM-OCS		
3. Payment receipt		UPLB Cashier Division		
4. Leave of absence form (if enrolled)		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the letter request and supporting documents 1.2 College Secretary approves or disapproves the request 1.3 OCS issues College clearance, LOA Form (if enrolled) and Payment Slip	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Email to various units	2.1 Email the different institutes and departments and secure the required signatures 2.2 Consolidate all clearances emailed by the institutes and departments	₱0.00		
3. Coordinate with UPLB Cashier Division for payment	3.1 Receive payment 3.2 Issue official receipt	₱150.00		
4. Submit to OCS	4.1 Receive the emailed consolidated clearances 4.2 Check the signatories and other documents if complete 4.3 College Secretary signs the clearance 4.4 Make a letter to informing the professor that the student's Leave of Absence is approved (if the student is enrolled for the semester) 4.5 Email the signed letters to the professors for the subjects enrolled (if applicable) 4.6 Email the students of the approved LOA 4.7 Students will email the professors for the subjects enrolled (if applicable)	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱150.00	6 working days	

CVM-OCS.4

Removal permit (regular)

Issued to registered students requesting for completing a grade of 4.0 or Incomplete (INC) within the regular examination period

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 5 (proof that the student is enrolled at the current semester)		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request permission from Faculty in Charge	1.1 Email and solicit permission to take the removals from the Faculty in Charge.	₱0.00		Student and Faculty in Charge
2. Email request to vetmedocs.uplb@up.edu.ph	3.1 Receive the email request 3.2 Check the records of the student when did the 4.0 or Incomplete grade incurred. 3.3 Acknowledge email of student upon receipt 3.4 Email the instructor's permit form to the Faculty in Charge	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
3. Acknowledgment of email	4.1 Acknowledge receipt of email for instructor's 4.2 Check records if the student is in his/ her class and incurred a 4.0 on incomplete grade during the specified semester 4.3 Signs the instructor's permit form and indicates the schedule of removal or completion. 4.4 Email the instructor's permit form at vetmedocs.uplb@up.edu.ph	₱0.00		Faculty in Charge
4. Email to OCS	6.1 Check the accomplished instructor's permit form 6.2 For signature of the College Secretary 6.3 Email the removal permit to the Faculty in Charge and students	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
5. Acknowledgment of email	6.1 Acknowledge receipt of email for the removal permit 6.2 Give exam or requirements needed for completion of the student. 6.3 Forward removal form to the Department/ Institute for the signature of the Director 6.4 Director's Office will forward the gradesheet to OCS for record and filing purposes	₱0.00		Faculty in Charge
6. Email to OCS	7.1 Check the accomplished gradesheet 7.2 Acknowledge receipt of email for the removal permit 7.3 Print the accomplished gradesheet for OCS and OUR copy 7.4 Forward to OUR the gradesheet copy	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱0.00	7 working days	

CVM-OCS.5

Removal permit (special)

Issued to registered students requesting for completing a grade of 4.0 or Incomplete (INC) outside the regular examination period

Office or Division:	CVM-OCS
Classification:	Complex
Type of Transaction:	G2C - Government to Clients
Who may avail:	CVM students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment slip		CVM-OCS		
2. Payment receipt		UPLB Cashier Division		
3. Form 5 (proof that the student is enrolled at the current semester)		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Permission from Faculty in Charge	1.1 Email and solicit permission to take the removals from the Faculty in Charge.	₱0.00		Student and Faculty in Charge
2. Email request to vetmedocs.uplb@up.edu.ph	4.1 Receive the email request 4.2 Check the records of the student when did the 4.0 or Incomplete grade incurred. 4.3 Acknowledge email of student upon receipt 4.4 Email the instructor's permit form to the Faculty in Charge	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
3. Coordinate with UPLB Cashier Division for payment		₱30.00		
4. Acknowledgment of email	5.1 Acknowledge receipt of email for instructor's permit form 5.2 Check records if the student is in his/ her class and incurred a 4.0 on incomplete grade during the specified semester 5.3 Signs the instructor's permit form and indicates the schedule of removal or completion. 5.4 Return the instructor's permit form at vetmedocs.uplb@up.edu.ph	₱0.00		Faculty in Charge
5. Email to OCS	6.1 Check the accomplished instructor's permit form 6.2 For signature of the College Secretary 6.3 Email the removal permit form to the Faculty in Charge and students	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
6. Acknowledgment of email	7.1 Acknowledge receipt of email for the removal permit form 7.2 Give exam or requirements needed for completion of the student. 7.3 Forward removal form to the Department/ Institute for the signature of the Director 7.4 Director's Office will forward the gradesheet to OCS for record and filing purposes	₱0.00		Faculty in Charge
7. Email to OCS	8.1 Check the accomplished gradesheet 8.2 Acknowledge receipt of email for the removal permit 8.3 Print the accomplished gradesheet for OCS and OUR copy 8.4 Forward to OUR the gradesheet copy	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱30.00	7 working days	

CVM-OCS.6

Excuse slip

Issued to registered students requesting for excuse during their absence at class

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical certificate with seal from University Health Service		University Health Service		
2. Death certificate, etc. (supporting documents)		From student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2. Check supporting document/s (i.e.. medical certificate from University Health Service, death certificate, etc.) 1.3 Email excuse slip form for filling-out of student	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator (Aurora C. Ducusin)
2. Fill-out Excuse Slip Form	2.1 Email to vetmedocs.uplb@up.edu.ph	₱0.00		Student
3. Acknowledgment of email	3.1 Check the filled-out excuse slip form if correct 3.2 Acknowledge receipt of email 3.3 Print the excuse slip and attach the supporting documents 3.4 For signature of the College Secretary 3.5 Email the student for the approved document	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator (Aurora C. Ducusin)
4. Received email	4.1 Acknowledge receipt of email 4.2 Email a copy of the approved document to the Faculty in Charge	₱0.00		Student
5. Forward to the instructor/s	5.1 Signs the excuse slip form. 5.2 Forward signed excuse slip form to the student	₱0.00		Instructor
6. Submit to student	6.1 Acknowledge receipt of email 6.2 Email the signed excuse slip form to OCS	₱0.00		

7. Submit to OCS	7.1 Acknowledge the emailed signed excuse slip form. 7.2 File the document	₱0.00	1 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator (Aurora C. Ducusin)
TOTAL		₱0.00	7 working days	

CVM-OCS.7

Revision in the Approved Plan of Course Work

Issued to registered students requesting revisions for their approved coursework

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Revision Form		CVM-OCS		
2. Form 5		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Acknowledge the email request 1.2 Verify the request 1.3 Email the revision form to student for fill out	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
2. Fill out the revision form	2.1 Email to OCS	₱0.00		Student
3. Submit to OCS	3.1 Receive the document 3.2 Acknowledge receipt of email 3.3 Check and verify proposed changes 3.4 College Secretary approves/disapproves the changes 3.5 Email a copy of the approved revision form to the student	₱0.00	4 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱0.00	6 working days	

CVM-OCS.8

Consent of Instructor (COI)

Issued to registered students with subjects requiring COI as prerequisite

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent of Instructor (COI) Form		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Verify if subject has a Consent of Instructor and if subject is included in student's curriculum 1.3 Email the consent of instructor form to the student	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
2. Email to the Instructor	2.1 Adviser and student will discuss the proposed changes 2.2 Sign the Consent of Instructor Form 2.3 Forward the form to the Director	₱0.00		
3. Email to the Director	3.1 Sign the Consent of Instructor Form	₱0.00		
4. Email to the Enlistor	4.1 Give a copy of the COI form 4.2 Tag his/her name in SAIS (if not CVM subject) 4.3 Inform and email the student of the approved document	₱0.00		
5. Submit to OCS	5.1 Receive the email of the approved Consent of Instructor Form 5.2 Tag his/her name in SAIS (if CVM subject) 5.3 Email and inform the student	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱0.00	4 working days	

CVM-OCS.9

Waiver of prerequisite

Issued to registered students requesting waiver of prerequisite

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waiver of prerequisite form		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Verify if the information given is correct 1.3 Email the waiver of prerequisite form to the student 1.4 College Secretary first certifies if the student's failure of the course	₱0.00	2 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)

2. Send email to the Instructor	2.1 Instructor/s sign for the non-satisfied prerequisite course/s; if the student has not failed the prerequisite course, skip this step	₱0.00		Previous Instructor
3. Send email to the Adviser	3.1 Check and sign the waiver of prerequisite form 3.2 Email the signed form to the student	₱0.00		Adviser
4. Email to the Professor handling the course	4.1 Check and sign the waiver of prerequisite form 4.2 Email the signed form to the student	₱0.00		Professor handling the course
5. Email to the Chair/Director of the Department/Institute offering the subject	5.1 Sign the waiver of prerequisite form 5.2 Email the signed form to the student	₱0.00		
6. Email to OCS	6.1 Receive the email of the signed document 6.2 Acknowledge receipt of email 6.3 Check and verify the information 6.4 College Secretary approves or disapproves the request for waiver of the prerequisite (for the Dean) 6.5 Email a copy of the document to the student	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱0.00	5 working days	

CVM-OCS.10 Overload permit

Issued to registered students requesting to enroll more than 21 units

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Overload permit		CVM-OCS		
2. Letter request signed by student with recommendation of adviser and unit head		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog. 1.3 College Secretary interviews the student and approves/ disapproves the request, after checking the subject and units. 1.4 Issue an overload permit form.	₱0.00	3 working days	Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator II (Aurora C. Ducusin)
2. Email the adviser	2.1 Seek the recommendation of the adviser	₱0.00		
3. Submit to OCS	3.1 Receive the email for the signed overload permit form 3.2 Check the information in the form submitted 3.3 College Secretary signs the form 3.4 Email a copy of the approved or disapproved form to the student	₱0.00	2 working days	Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱0.00	5 working days	

CVM-OCS.11 Underload permit

Issued to registered students who enrolled below 12 units

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Underload permit form		CVM-OCS		
2. Letter request signed by student with recommendation of adviser and unit head		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog. 1.3 College Secretary interviews the student and approves/ disapproves the request, after checking the subject and units. 1.4 Issue an underload permit form.	₱0.00	3 working days	Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator II (Aurora C. Ducusin)
2. Email the Adviser	2.1 Seek the recommendation of the adviser	₱0.00		
3. Submit to OCS	3.1 Receive the email for the signed underload form 3.2 Check the information in the form submitted 3.3 College Secretary signs the form 3.4 Email a copy of the approved or disapproved form to the student	₱0.00	2 working days	Administrative Assistant III (Nory M. Encomienda) Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱0.00	5 working days	

CVM-OCS.12

Substitution of courses

Issued to registered courses who transferred or cross registered from other schools

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Transcript of Records for transferees		Previous school of transferee		
True Copy of Grades for cross-registrants/others		School enrolled of cross-registrant/ others		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Issue substitution of courses form 1.3 Email substitution of courses form to the student	₱0.00	2 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Email the Adviser	2.1 Sign the substitution of courses form	₱0.00		
3. Return to OCS	3.1 Receive the email request 3.2 Check the information in the document if correct and other supporting documents 3.3 Acknowledge receipt of email 3.4 Email to the chairman or head of the unit	₱0.00	2 working days	Student Records Evaluator II (Aurora C. Ducusin)
4. Email to chairman or head of the unit	4.1 Sign where the subject is offered 4.2 Return the signed substitution of courses form to vetmedocs.uplb@up.edu.ph	₱0.00		
5. Submit to OCS	5.1 Receive the signed form 5.2 Acknowledge receipt of email 5.3 For approval of the College Secretary 5.4 Email the approved copy to the student	₱0.00	2 working days	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱0.00	6 working days	

CVM-OCS.13

Graduation clearance

Issued to graduating students upon completion of units and manuscript

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Manuscript		Student		
2. CD and email of the abstract, curriculum vitae, graduation picture		Student		
3. University clearance		Office of the Vice Chancellor for Student Affairs		
4. College clearance		CVM-OCS		
5. Graduation fee		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request	₱0.00		Senior Utility Worker (ICS) (Joey E. Benavente)
2. Email OVCSA	2.1 OCS will facilitate in the processing of the university clearance	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente)
3. Email to various units	3.1 Email the various institutes and departments to secure the required signatures that signify that the student has no accountabilities	₱0.00		
4. Coordinate with UPLB Cashier Division for payment	4.1 Receive payment 4.2 Issue official receipt	₱300.00		
5. Submit to OCS	5.1 Receive the emailed consolidated clearances form 5.2 Acknowledge receipt of email 5.3 Check the signatories and other documents if complete 5.4 Record the clearance 5.5 College Secretary signs the clearance form 5.6 Email to students and OUR the approved college clearance form	₱0.00	3 working days	Senior Utility Worker (ICS) (Joey E. Benavente) Administrative Assistant III (Nory M. Encomienda)
6. Office of the University Registrar	6.1 Acknowledge receipt of email 6.2 Issue University clearance	₱0.00		
TOTAL		₱300.00	6 working days	

CVM-OCS.14

Honorable dismissal

Issued to students who wants to transfer to other schools

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request signed by the student, parent, adviser and unit head (stating reasons)		Student		

2. Clearance form		CVM-OCS		
3. Payment slip		CVM-OCS		
4. Payment receipt		UPLB Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the letter request 1.2 College Secretary approves the request 1.3 Issue a Payment Slip for clearance fee and Clearance Form 1.4 Email the clearance form to the student 1.5 Email the OVCSA for the university clearance	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin) Administrative Assistant III (Nory M. Encomienda)
2. Email to various units	2.1 Email the various institutes and departments to secure the required signatures that signify that the student has no accountabilities	₱0.00		
3. Coordinate with UPLB Cashier Division for payment	3.1 Receive payment 3.2 Issue official receipt	₱30.00		
4. Submit to OCS	4.1 Receive the emailed documents 4.2 Acknowledge receipt of email 4.3 Check the signatories and other documents if complete 4.4 Record the college clearance 4.5 College Secretary signs the college clearance form 4.6 Email the approved college clearance form to the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin) Administrative Assistant III (Nory M. Encomienda)
TOTAL		₱30.00	6 working days	

CVM-OCS.15 Removing of Absence WithOut Leave Status (AWOL)

Issued to students who suddenly didn't registered for the semester

Office or Division:		CVM-OCS		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to return to college explaining the reasons why the student was AWOL signed by student and parent		Student		
2. Payment slip		CVM-OCS		
3. Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the letter request and supporting documents 1.2 Issue Absence Without Leave Form and Payment Slip	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin) Administrative Assistant III (Nory M. Encomienda)
2. Coordinate with UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱225.00		
3. Email to OCS	3.1 Accept the Official Receipt 3.2 Email the student a copy of Certification of Returnee signed by the College Secretary	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin) Administrative Assistant III (Nory M. Encomienda)
4. Email to the Office of the University Registrar	4.1 Receive the Certification of Returnee 4.2 Activate account of the student	₱0.00		
TOTAL		₱225.00	6 working days	

CVM-OCS.16 Readmission

Issued to students with dismissed or double probation status

Office or Division:		CVM-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Readmission, Affidavit of non-enrollment (for long AWOL only), Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action		Student & Parents		
2. True Copy of Grades & Summary of Academic Performance		CVM-OCS		
3. Payment slip		CVM-OCS		
4. Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email of student 1.2 Check and confirm status of the student if permanently disqualified, dismissed or double probation 1.3 Give payment slip for request of True Copy of Grades and Summary of Academic Performance to the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)

2. Coordinate with UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱30.00 x no. of pages		
3. Email to OCS	3.1 Receive payment receipt 3.2 Process request for True Copy of Grades and Summary of Academic Performance 3.3 Check the requirements submitted by the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
4. to OCS	4.1 Give the Evaluation Sheet Readmission (blue) form for signature of the adviser, department head and OSA director	₱0.00	20 minutes	Student Records Evaluator II (Aurora C. Ducusin)
5. Go to Adviser	5.1 Sign the Evaluation Sheet Readmission (blue) form, letter of intent to return and list of remaining subjects	₱0.00		
6. Go to Department/ Institute	6.1 Sign the Evaluation Sheet Readmission (blue) form	₱0.00		
7. Submit to Office of Student Affairs	7.1 Receive the Evaluation Sheet Readmission (blue form) 7.2 Guidance Instructors evaluates the student 7.3 Forward the Evaluation Sheet Readmission (blue form) to OCS	₱0.00		
8. Submit to OCS	8.1 Receive the documents 8.2 Check if the documents are complete 8.3 Evaluates the records of the student 8.4 Set the date for the panel interview of the committee 8.5 Committee members interviews and approves or disapproves the student 8.6 College Secretary signs the Readmission papers 8.7 Dean recommends the Readmission papers	₱0.00	10 working days	Student Records Evaluator II (Aurora C. Ducusin)
9. Return at OCS	9.1 Release to student (for probation and dismissed status) or forward the documents to OVCAA (for permanently disqualified status)	₱0.00	10 minutes	Student Records Evaluator II (Aurora C. Ducusin)
10. Submit to OVCAA (if applicable)	10.1 Receive the documents 10.2 Conducts the final interview/evaluation and approves or disapproves the application of the student. 10.3 Give copy of documents (approved / disapproved)	₱0.00		
11. Return to OCS	11. Give copy of the document (approved/ disapproved)	₱0.00	5 minutes	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱30.00 x no. of pages	16 working days and 35 minutes	

CVM-OCS.17

Extension of Residency

Issued to students that maximized their number of residency at the University

Office or Division:		CVM-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Extension of Residency Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action		Student & Parents		
True Copy of Grades & Summary of Academic Performance		CVM-OCS		
Payment slip		CVM-OCS		
Payment receipt		UPLB Cashier Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email of student 1.2 Check and confirm status of the student if maximum residence rule only or readmission and maximum residence rule 1.3 Give payment slip for request of True Copy of Grades and Summary of Academic Performance to the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Coordinate with UPLB Cashier Division	2.1 Receive payment 2.2 Issue official receipt	₱30.00 x no. of pages		
3. Email to OCS	3.1 Receive payment receipt 3.2 Process request for True Copy of Grades and Summary of Academic Performance 3.3 Check the requirements submitted by the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
4. Return to OCS	4.1 Give the Evaluation Sheet MRR (green) form for signature of the adviser and department head	₱0.00	20 minutes	Student Records Evaluator II (Aurora C. Ducusin)
5. Go to Adviser	5.1 Sign the Green Evaluation Sheet MRR (green) form, letter of intent to return and list of remaining subjects	₱0.00		
6. Go to Department/ Institute	6.1 Sign the Green Evaluation Sheet MRR (green) form	₱0.00		
7. Return to OCS	7.1 Receive the documents 7.2 Check if the documents are complete 7.3 Evaluates the records of the student 7.4 College Secretary signs the Extension of Residency papers 7.5 Dean recommends the Extension of Residency papers	₱0.00	5 working days	Student Records Evaluator II (Aurora C. Ducusin)

8. Submit to OVCAA	8.1 Receive the documents 8.2 Conducts the final interview/evaluation and approves or disapproves the application of the student. 8.3 Forwards the result to the college.	₱0.00		
9. Return at OCS	9. Give copy of the documents	₱0.00	5 minutes	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱30.00 x no. of pages	11 working days and 25 minutes	

CVM-OCS.18

Shifting to the College

Issued to registered students who want to shift to the College

Office or Division:		CVM-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent approved by the student's current College		Student		
2. True Copy of Grades (for evaluation)		Student's College Secretary's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the letter and True Copy of Grades submitted on or before the deadline 1.2 Review the documents 1.3 College Secretary interviews the student and recommends approval or disapproval 1.4 Set the date for the panel interview of the committee or Department 1.5 Committee or Department recommends approval or disapproval.	₱0.00	10 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Submit to Deans Office	2.1 Dean interviews the student and recommends approval or disapproval (if applicable)	₱0.00		College Dean (accepting)
3. Email to OCS (accepting)	3.1 Issue an Admission Form 3.2 Email Admission Form to approved student	₱0.00		
4. Email to OCS (current)	4.1 Request for TCG (for permanent record of the accepting College), Certificate of Good Moral Character and Certificate of No Contract. The student also gets a Clearance Form and Permit to Transfer Form.	₱30.00 x no. of pages (certification); ₱30.00 (clearance)		
5. Submit to OCS (accepting)	5.1 Submit all the required documents on or before the deadline though email 5.2. Check the documents submitted 5.3 College Secretary will sign the Admission Form 5.4 OCS of the accepting College will submit student's documents to OUR.	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱30.00 x no. of pages (certification); ₱30.00 (clearance)	13 working days	

CVM-OCS.19

Shifting out of the College

Issued to registered students who wants to shift out of the College

Office or Division:		CVM-OCS		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		CVM students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent to shift addressed to the College Dean through the College Secretary, signed by the Student, noted by the Parent/s, Adviser and Department Chair		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph (Accepting)	1.1 Email letter of intent to shift 1.2 Committee on Admission or College Secretary interviews and evaluates the applicant	₱0.00	5 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Go to College Dean (if applicable)	2.1 Interview the students and recommends approval or disapproval	₱0.00		
3. Email the OCS (current)	3.1 If the request of the student is approved, he/she may now request for TCG	₱30.00 x no. of pages	1 working day	Student Records Evaluator II (Aurora C. Ducusin)
4. Coordinate with UPLB Cashier Division for payment				
5. Email to OCS (current)	5.1 Receive the payment receipt 5.2 Prepare the TCG 5.3 College Secretary signs the TCG 5.4 Email the TCG to the student	₱0.00	5 working days	Student Records Evaluator II (Aurora C. Ducusin)
6. Return to OCS (accepting)	6.1 Interview the student 6.2 OCS of the accepting College will issue an Admission Form (if accepted)	₱0.00		

7. Go to OCS (current)	7.1 Give request slip for the request of TCG (for permanent record of the accepting college), Certificate of Good Moral Character and Certificate of No Contract, Clearance Form and Permit to Transfer Form. 7.2 College Secretary signs the documents	₱30.00 x no. of pages (TCG and certification); ₱30.00 clearance	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
8. Return to COS (current)	8.1 Release the documents requested 8.2 Signs at request slip for release	₱0.00	2 minutes	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱30.00 x no. of pages (TCG and certification); ₱30.00 clearance	14 working days 2 minutes	

CVM-OCS.20

Application for Graduation

Issued to students who submitted the form for evaluation within 1 year prior to graduation

Office or Division:	CVM-OCS			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation form		CVM-OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Email application for graduation form	₱0.00	2 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Email the Adviser	2.1 Sign the application for graduation 2.2 Email the signed document to the student	₱0.00		
3. Submit to OCS	3.1 Receive the email of the signed document 3.2 Acknowledge receipt of email 3.3 Evaluate the subjects remaining and taken by the student 3.4 For signature of the College Secretary 3.5 Email the approved copy to the student	₱0.00	15 working days	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱0.00	17 working days	

CVM-OCS.21

Dropping of Courses

Issued to students that will drop subjects due to personal or health reasons

Office or Division:	CVM-OCS			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	CVM students			
CHECKLIST OF REQUIREMENTS				
1. Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s with photocopy of ID with signature and any supporting document attached (medical certificate etc)				
2. Payment slip				
3. Payment receipt				
WHERE TO SECURE				
Student				
CVM-OCS				
UPLB Cashier Division				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to vetmedocs.uplb@up.edu.ph	1.1 Receive the email request 1.2 Check documents attached with the letter 1.3 For signature of College Secretary if for approval or disapproval 1.4 Prepare dropping form/s 1.5 Issue dropping form and payment slip 1.6 Email dropping forms to the Faculty in Charge	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
2. Return to OCS	2.1 Issue dropping form and payment slip	₱10.00		Student Records Evaluator II (Aurora C. Ducusin)
3. Coordinate with the UPLB Cashier Division for payment		₱0.00		
4. Email to instructor/s	4.1 Check and sign the dropping form 4.2 Email the signed dropping form to OCS	₱0.00		
5. Email to OCS	5.1 Receive the documents through email 5.2 Check the signatories and other documents if complete 5.3 College Secretary signs the clearance 5.4 Make a letter informing the professor that the student's filing for dropping is approved 5.5 Emailed the signed letters to the professors for the subjects enrolled 5.6 Email the signed letters to the student	₱0.00	3 working days	Student Records Evaluator II (Aurora C. Ducusin)
TOTAL		₱10.00	6 working days	



**CVM VETERINARY TEACHING
HOSPITAL**
EXTERNAL SERVICES

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CVM-VTH.1**Laboratory Test (Clients)**

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

Waiting time depends on the VTH's case load

CVM-VTH.2**Laboratory Test (Veterinarians)**

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 minute	Medical Technologist II VTH
2. Submits sample Blood Feces Plucked hair Scraped skin Urine Ear swab Biopsy (IS, FNAB) Vaginal smear • Waits for result+	Receives and processes the sample	₱0.00	45 minutes	Medical Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	See Table: Laboratory test fees	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	1 minute 1 minute	Medical Technologist II VTH
TOTAL		₱0.00	54 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.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 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment, issues official receipt. 3.2 Releases patient ID number	See table: Necropsy fees	5 minutes	Collecting Officer VTH
4. Presents O.R.	4.1 Verifies and notes the O.R. number 4.2 Schedules return of client 4.3 Performs necropsy and other diagnostic tests, as needed 4.4 Writes necropsy report	₱0.00	4 hours and 6 minutes	Medical Technologist II and Veterinarian VTH
5. Returns on schedule Listens Signs duplicate copy of necropsy report	5.1 Discusses necropsy findings and educates client 5.2 Releases original copy of necropsy report 5.3 Files duplicate copy of necropsy report	₱0.00	30 minutes	Medical Technologist II and Veterinarian VTH
TOTAL		₱0.00	5 hours and 11 minutes	
Waiting time depends on the VTH's case load		If sample is already dead, submit within an hour of demise		

CVM-VTH.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 minute	Medical Technologist II VTH
2. Submits sample Waits for result+	Receives and processes the sample	₱0.00	4 days	Medical Technologist II VTH
3. Pays to the Collecting Officer	Computes for the bill, receives payment, issues official receipt.	₱1,000.00	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
TOTAL		₱1,000.00	4 days and 9 minutes	
Waiting time depends on the VTH's case load				

CVM-VTH.5

Bacterial Isolation

Office or Division:	VETERINARY TEACHING HOSPITAL-Animal Disease Diagnostics Laboratory			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Farm owners, veterinarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request form		VTH Animal Diagnostic Disease laboratory		
Sample		Medical Technologist II, Veterinarian		
		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 minute	Medical Technologist II VTH
2. Submits sample Waits for result+	Receives and processes the sample	₱0.00	3 days	Medical Technologist II VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment, issues official receipt.	PHP 650.00 per sample	5 minutes	Collecting Officer VTH
4. Presents O.R.	Verifies and notes the O.R. number	₱0.00	1 minute	Medical Technologist II VTH
5. Receives laboratory results	5.1 Logs the laboratory results 5.2 Releases the laboratory results	₱0.00	2 minutes	Medical Technologist II VTH
TOTAL		₱650.00	3 days and 9 minutes	
Waiting time depends on the VTH's case load				

CVM-VTH.6

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

Waiting time depends on the VTH's case load

CVM-VTH.7 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	₱250.00	8 minutes	Veterinarian VTH
2. Fetches the veterinarian from the hospital Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Brings the veterinarian back to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	PHP 500.00 (consultation fee)	5 minutes	Collecting Officer VTH
6. Brings the veterinarian to the farm and back to the hospital Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
TOTAL		₱750.00	5 hours 23minutes	

Waiting time depends on the VTH's case load

CVM-VTH.8 Farm consultation of new patients (without vehicle)

Field consultation of livestock

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

1. Fills-out new Patient's record Schedules the farm visit	1.1 Gives New Patient's record (PR) 1.2 Logs the schedule 1.3 Requests for vehicle going to farm and back to hospital	P250.00	8 minutes	Veterinarian VTH
2. Waits for the veterinarian+ Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Travels to the farm 2.2 Assesses the patient and requests for diagnostic procedures 2.3 Collects samples from patient for laboratory tests (if necessary)	P0.00	4 hours	Veterinarian VTH
3. Goes to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicine fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	P1000.00 (consultation fee)	5 minutes	Collecting Officer VTH
6. Goes back to the farm Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	P0.00	10 minutes	Veterinarian VTH
TOTAL		P1,250.00	5 hours and 23 minutes	

Waiting time depends on the VTH's case load

*Duration excludes the travel time

CVM-VTH.9

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	P0.00	3 minutes 5 minutes	Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary) 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	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	P250.00 (consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P250.00	1 hour and 13 minutes	

Waiting time depends on the VTH's case load

The animal(s) should be present during consultation

CVM-VTH.10

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 minutes	Veterinarian VTH
2. Fetches the veterinarian from the hospital Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Brings the veterinarian back to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer.	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery	₱500.00 (consultation fee)	5 minutes	Collecting Officer VTH
6. Brings the veterinarian to the farm and back to the hospital Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
TOTAL		₱500.00	5 hours and 23 minutes	
Waiting time depends on the VTH's case load *Duration excludes the travel time				

CVM-VTH.11 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 minutes 5 minutes	Veterinarian VTH
2. Waits for the veterinarian+ Provides the medical history Restrains the patient during physical examination and sample collection	2.1 Travels to the farm 2.2 Assesses the patient and requests for diagnostic procedures 2.3 Collects samples from patient for laboratory tests (if necessary)	₱0.00	4 hours	Veterinarian VTH
3. Goes to the hospital	3.1 Submits samples to ADDL, FAS 3.2 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
4. Takes down notes and listens to the recommendations	4.1 Recommends treatment program 4.2 Requests for drugs 4.3 Dispenses drugs	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH
5. Pays to the Collecting Officer	5.1 Computes for the bill, receives payment and issues official receipt. 5.2 Quotes price if for surgery 5.3 Releases patient ID number	₱1000 (consultation fee)	5 minutes	Collecting Officer VTH
6. Goes back to the farm Restrains the patient during drug administration	6.1 Administers drugs 6.2 Prepares prescription 6.3 Educates client	₱0.00	10 minutes	Veterinarian VTH
TOTAL		₱1000	5 hours 23 and minutes	
Waiting time depends on the distance of the farm from the hospital				

CVM-VTH.12 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
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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 minutes	Veterinarian VTH
2. Proceeds to the animal pen Performs activity indicated in animal use request form	2. Assists in handling of animals and/or collection of samples	₱0.00	30 minutes	Veterinarian VTH
TOTAL		₱0.00	33 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.13 Vaccination of new patients
Small Animal Section service

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Clients with pets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's record		VTH Small Animal Section-Triage Officer or Veterinarian		
Vaccine request form		VTH Small Animal Section-Veterinarian		
Vaccination Card		VTH Small Animal Section-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquires queue number Writes client's and pet's names on log book Fills-out new Patient's record Waits to be called. +	1.1 Gives New Patient's record (PR) 1.2 Triage	₱0.00	7 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s) 2.3 Dispenses vaccine 2.4 Administers vaccine(s) 2.5 Educates client 2.6 Fills up and signs vaccination card	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	30 minutes	Nurse II and Resident Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱950	42 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.14 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assess the patient and recommends vaccination program. 2.2 Requests for vaccine(s) 2.3 Dispenses vaccine(s) 2.4 Administers vaccine(s) 2.5 Educates client 2.6 Fills up and signs vaccination card	₱0.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
TOTAL		₱750.00	42 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.15 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and vaccine administration	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccines 2.3 Dispenses vaccine(s) 2.4 Administers vaccine(s) 2.5 Educates client 2.6 Fills up and signs vaccination card	₱0.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
TOTAL		₱750.00	39 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.16 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assess the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	₱150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Gives Id number for new patient	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱400.00	42 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.17 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assess the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	₱150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Gives Id number for new patient	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱400.00	44 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.18 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormer 2.3 Dispenses dewormer 2.4 Administers dewormer 2.5 Educates client 2.6 Fills up and signs vaccination card	₱150.00	30 minutes	Nurse II and Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱400.00	39 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.19 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt. 4.2 Quotes price if for surgery 4.3 Releases patient ID number	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P250.00	1 hour and 14 minutes	

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

CVM-VTH.20

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 Section-Triage Officer or Veterinarian		
Patient's record		VTH Small Animal Section-Veterinarian		
Laboratory request form		VTH Small Animal Section-Veterinarian		
Drug request form		VTH Small Animal Section-Veterinarian		
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 .	P0.00	2 minutes	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 minutes	Veterinarian VTH
3. Provides the medical history and Restrains the patient during physical examination. Takes down notes and listens to the recommendations. Restrains the patient during administration of medications Accepts prescription.	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt. 4.2 Quotes price if for surgery	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P0.00	1 hour and 7 minutes	

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

CVM-VTH.21

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	P0.00	5 minutes	Veterinarian VTH
2. Provides the medical history Restrains the patient during physical examination.	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH

3. Takes down notes and listens to the recommendations, Restrains the patient during administration of medications Accepts prescription.	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client	See table: Drugs and Medicines fees	30 minutes	Nurse II and Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 4.2 Quotes price if for surgery	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱250.00	1 hour and 10 minutes	

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

CVM-VTH.22 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and sample collection Waits for results and for veterinarian to explain findings	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	36 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations, Accepts prescription.	3.1 Schedules surgery 3.2 Educates client 3.3 ± Writes prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt and dispenses vaccine(s). 4.2 Quotes price if for surgical procedure	₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		₱250.00	56 minutes	

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

CVM-VTH.23 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 minutes	Triage Officer or Resident Veterinarian VTH
2. Proceeds to the exam room Signs the consent for surgery form Restrains the patient during drug administration	1.1 Assesses the patient 1.2 Computes doses of drugs 1.3 Requests for drugs 1.4 Administers drugs	₱0.00	35 minutes	Resident Veterinarian VTH
3. Waits	3.1 Prepares animal for surgery 3.2 Conducts the surgery 3.3 Monitors patient post-operatively 3.4 Writes operative report	See table: Drugs and Medicines fees	4 hours	Resident Veterinarian VTH
4. Listens	4.1 Educates client 4.2 Writes prescription	₱0.00	40 minutes	
5. Pays to the Collecting Officer	Computes for the bill, issues official receipt	See table: Surgical procedure fees	5 minutes	Collecting Officer VTH
TOTAL		₱0.00	5 hours and 55 minutes	

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

CVM-VTH.24 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.	₱250.00 (Consultation fee)	5 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and restrains the patient during physical examination.	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 3.2 Releases patient ID number	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱950.00	35 minutes	

Waiting time depends on the VTH's. If previously vaccinated from another facility, please present vaccination record

CVM-VTH.25 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.	₱250.00 (Consultation fee)	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination.	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s).	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine(s) and provides client education. 4.2 Fills-out and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱950.00	32 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.26 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.	₱250.00 (Consultation fee) ₱20.00 (Record retrieval fee)	5 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends vaccination program. 2.2 Requests for vaccine(s)	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3 Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s).	₱250.00 (rabies vaccine); ₱500.00 (DHLPPi vaccine)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of vaccine(s).	4.1 Administers vaccine(s) and provides client education. 4.2 Fills-out and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱970.00	35 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.27

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 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	3.1 Computes for the bill, receives payment and issues official receipt and dispenses dewormer(s). 3.2 Gives ID number to new patients	See table: Drugs and Medicines fees and PHP 250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱0.00	32 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.28

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 minutes	Administrative Aide I (Records Officer) VTH

2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	See table: Drugs and Medicines fees and PHP 250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱0.00	32 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.29 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 Clinic-Administrative 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 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination	2.1 Assesses the patient and recommends deworming program. 2.2 Requests for dewormers	₱0.00	20 minutes	Veterinarian VTH
3. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	See table: Drugs and Medicines fees and ₱250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
4. Restrains patient during administration of dewormer.	4.1 Administers dewormer(s) and provides client education. 4.2 Fills up and signs vaccination card	₱0.00	5 minutes	Veterinarian VTH
TOTAL		₱270.00	35 minutes	

Waiting time depends on the VTH's case load

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

3. Takes down notes and listens to the recommendations, Restrains the patient during drug administration Accepts prescription.	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt and dispenses vaccine (s)	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P250.00	47 minutes	

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

CVM-VTH.31

Consultation of returning patients

Companion Animal Clinic service

Office or Division:		VETERINARY TEACHING HOSPITAL-Companion Animal Clinic		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Clients with dogs and cats for consultation of new problem		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Veterinarian		
Vaccine request form		VTH Companion Animal Clinic-Veterinarian		
ID number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out registration form. Presents the ID number. Waits to be called+	1.1 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	P0.00	2 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history and Restrains the patient during physical examination and sample collection	2 Assesses the patient and recommends which diagnostic procedure to do (see procedure for laboratory and/ or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations, Restrains the patient during administration of medications and Accepts prescription.	3 Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P250.00	47 minutes	

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

CVM-VTH.32

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.	P20.00 (Record retrieval fee)	5 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room Provides the medical history Restrains the patient during physical examination and sample collection	Assesses the patient and recommends diagnostic procedure (see procedure for laboratory and /or diagnostic imaging).	See table: Laboratory test fees and imaging fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations, Restrains the patient during administration of medications and Accepts prescription.	Recommends treatment program, gives medications and prepares prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH

4. Pays to the Collecting Officer.	4.1 Computes for the bill, receives payment and issues official receipt and dispenses vaccine(s). 4.2 Gives ID number to new patients	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P270.00	50 minutes	

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

CVM-VTH.33 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	P0.00	5 minutes	Triage officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restraints the patient during physical examination and sample collection Waits for results and for veterinarian to explain findings	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	36 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations. Accepts prescription.	3.1 Schedules surgery 3.2 Educates client 3.3 ± Writes prescription	See table: Drugs and Medicines fees	10 minutes	Veterinarian VTH
4. Pays to the Collecting Officer.	4.1 Computes for the bill, issues official receipt 4.2 Quotes price of surgical procedure	P250.00 (Consultation fee)	5 minutes	Collecting Officer VTH
TOTAL		P250.00	56 minutes	

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

CVM-VTH.34 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 minutes	Medical Technologist II or Veterinarian VTH
RETURN TO STEP 3 OF CONSULTATION				
TOTAL		P0.00	22 minutes	

CVM-VTH.35 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 minutes	Administrative Aide I (Records Officer) VTH
2. Proceeds to exam room. Restrains the patient during sample collection and waits for the Official Result. Accepts the Official Result.	2.1 Collects samples for lab exam. 2.2 Accepts and labels the samples for testing • 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 minutes	Medical Technologist II and Veterinarian VTH
3. Pays to the Collecting Officer.	3. Computes for the bill, receives payment and issues official receipt.	See table: Laboratory test fees	3 minutes	Collecting Officer VTH
TOTAL		₱0.00	41 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.36 Radiography (x-ray) of referral patients

Companion Animal Clinic service

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

Waiting time depends on the VTH's case load

CVM-VTH.37 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 minutes	Radiologic Technologist II and Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 minutes	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 minutes	Veterinarian VTH
4. Returns the radiograph to the diagnostic imaging room for filing	4. Returns the radiograph to the diagnostic imaging room for filing	₱0.00	2 minutes	Radiologic Technologist II VTH
5. Proceed to consultation (See citizen's charter for consultation of new or returning patients)				Veterinarian VTH
6. Pays to the Collecting Officer	Computes for the bill, receives payment and issues official receipt	₱500.00 per film	5 minutes	Collecting Officer VTH
TOTAL		₱500.00	32 minutes	

CVM-VTH.38 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 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Signs the consent for surgery form Restrains the patient during drug administration	2.1 Assesses the patient 2.2 Computes doses of drugs 2.3 Requests for drugs 2.4 Administers drugs	See table: Drugs and Medicines fees	35 minutes	Veterinarian VTH
3. Waits	3.1 Prepares animal for surgery 3.2 Conducts the surgery 3.3 Monitors patient post-operatively 3.4 Writes operative report	₱0.00	4 hours and 10 minutes	Veterinarian VTH
4. Listens	4.1 Educates client 4.2 Writes prescription	₱0.00	40 minutes	Veterinarian VTH
5. Pays to the Collecting Officer.	5. Computes for the bill, issues official receipt.	See table: Surgical procedure fees	5 minutes	Collecting Officer VTH
TOTAL		₱0.00	5 hours and 35 minutes	

Waiting time depends on the VTH's case load

CVM-VTH.39

Radiography (x-ray) of referral patients

Small Animal Section service

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

Waiting time depends on the VTH's case load

CVM-VTH.40

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 minutes	Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 minutes	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 minutes	Veterinarian VTH
4. Proceed to consultation (See citizen's charter for consultation of new or returning patients)				Veterinarian VTH
5. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	₱500.00 per film	5 minutes	Collecting Officer VTH
TOTAL		₱500.00	32 minutes	

CVM-VTH.41 Ultrasonography of patient during consultation-Digital
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 ultrasonography 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 Restraints the patient on the radiograph table.	1.1 Positions the patient and assists in the restraint during radiography. 1.2 Performs radiography and processes the radiograph.	₱0.00	12 minutes	Veterinarian VTH
2. Waits for the radiographic interpretation.	2. Examines the radiograph and prepares a radiograph report.	₱0.00	10 minutes	Veterinarian VTH
3. Takes notes and listens attentively.	3. Interprets the radiograph and discusses the radiographic diagnosis	₱0.00	5 minutes	Veterinarian VTH
4. Proceed to consultation (See citizen's charter for consultation of new or returning patients)				Veterinarian VTH
5. Pays to the Collecting Officer.	Computes for the bill, receives payment and issues official receipt	₱500.00 per film	5 minutes	Collecting Officer VTH
TOTAL		₱500.00	32 minutes	

CVM-VTH.42 Ultrasonography of patient during consultation-Digital
Companion Animal Clinic service

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

CVM-VTH.43 Online consultation for follow up or limited cases

A veterinary service requested by the Client to address the case of the veterinary patients in the hospital (for small animals) via online platform. The service involves discussion with the Client, holistic assessment of the case after the first consultation visit other diagnostic procedures (depending on the development), prescription and carrying out of treatment management to address the case on hand.

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		
Online payment received confirmation		VTH Companion Animal Clinic-Administrative Aide I		
Zoom Link		VTH Companion Animal Clinic-Administrative Aide I		
Patient's record		VTH Companion Animal Clinic-Resident Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay online and send the proof of payment to VTH official mail	1.1 Retrieves Patient Record on file. 1.2 Queues in the Patient Record.	₱250.00	5 minutes	Administrative Aide I (Records Officer) VTH
2. Wait for the VTH confirmation of payment Receives the zoom link and confirm the availability	2.1 Receives the proof of payment. 2.2 Verifies the payment with the Cash Office 2.3 Sent confirmation message to client and zoom link schedule 2.4. Collection officer will issue official receipt to be filed in the client folder	₱0.00	60 minutes (Time/ day confirmation will vary due to online system of other banks)	Veterinarian VTH Nurse II/(Collection Officer)
3. Takes down notes and listens to the recommendations and Accepts prescription.	3.1 Checks the development of the case, recommends treatment program and prepares prescription	See table: Drugs and Medicines fees	30 minutes	Veterinarian VTH

TOTAL	P250.00	142 minutes	
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CVM-VTH.44

Online consultation for follow up or limited cases

A veterinary service requested by the Client to address the case of the veterinary patients in the hospital (for small animals) via online platform. The service involves discussion with the Client, holistic assessment of the case after the first consultation visit other diagnostic procedures (depending on the development), prescription and carrying out of treatment management to address the case on hand.

Office or Division:	VETERINARY TEACHING HOSPITAL-Small Animal Section			
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		
Online payment received confirmation		VTH Small Animal Section-Pharmacist II		
Zoom Link		VTH Small Animal Section-Resident Veterinarian		
Patient's record		VTH Small Animal Section-Resident Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay online and send the proof of payment to VTH official mail	1.1 Retrieves Patient Record on file. 1.2 Queues in the Patient Record.	P250.00	5 minutes	Veterinarian VTH
2. Wait for the VTH confirmation of payment Receives the zoom link and confirm the availability	2.1 Receives the proof of payment. 2.2 Verifies the payment with the Cash Office 2.3 Sent confirmation message to client and zoom link schedule 2.4. Collection officer will issue official receipt to be filed in the client folder	P0.00	60 minutes (Time/ day confirmation will vary due to online system of other banks)	Veterinarian VTH Pharmacist II/ Medical Technologist II (Collection Officer)
3. Takes down notes and listens to the recommendations and Accepts prescription.	3.1 Checks the development of the case, recommends treatment program and prepares prescription	P0.00	30 minutes	Veterinarian VTH
TOTAL		P250.00	142 minutes	

CVM-VTH.45

Confinement service for new patients after consultation/ check-up

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 verification. 1.2 Create, fill out new patient record. 1.3 Triage	P0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client 3.7 Recommends Confinement 3.7 Prepares supplies for confinement	See table: Drugs and Medicines fees Confinement fee: P1,000/ day /per pet	45 minutes	Laboratory Aide 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	P250.00 (Consultation fee) -other medical fees P1,000.00 (confinement fee for one day)	5 minutes	Collecting Officer VTH
5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client	P0.00	30 minutes	Laboratory Aide II and Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	P0.00	5 minutes	Collecting Officer VTH

TOTAL	₱1,250.00	2 hours and 4 minutes	
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Waiting time depends on the VTH's. The pet(s) should be present during consultation.

CVM-VTH.46

Confinement service for new patients after consultation/ check-up

Companion Animal Clinic

Office or Division:	VETERINARY TEACHING HOSPITAL-Companion Animal Clinic			
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 Companion Animal Clinic-Veterinarian		
Laboratory request form		VTH Companion Animal Clinic-Veterinarian		
Drug test form		VTH Companion Animal Clinic-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 verification. 1.2 Create, fill out new patient record. 1.3 Triage	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client 3.7 Recommends Confinement 3.7 Prepares supplies for confinement	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	45 minutes	Laboratory Aide 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	₱250.00 (Consultation fee) -other medical fees ₱1,000.00 (confinement fee for one day)	5 minutes	Collecting Officer VTH
5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client	₱0.00	30 minutes	Laboratory Aide II and Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	₱0.00	5 minutes	Collecting Officer VTH
TOTAL		₱1,250.00	2 hours and 4 minutes	

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

CVM-VTH.47

Confinement service for returning patients after consultation/ check-up

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 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client 3.7 Recommends Confinement 3.7 Prepares supplies for confinement	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	45 minutes	Laboratory Aide 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	₱250.00 (Consultation fee) -other medical fees ₱1,000.00 (confinement fee for one day)	5 minutes	Collecting Officer VTH
5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client	₱0.00	30 minutes	Laboratory Aide II and Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	₱0.00	5 minutes	Collecting Officer VTH
TOTAL		₱1,250.00	2 hours and 4 minutes	

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

CVM-VTH.48

Confinement service for returning patients after consultation/ check-up

Companion Animal Clinic

Office or Division:		VETERINARY TEACHING HOSPITAL-Companion Animal Clinic		
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 Companion Animal Clinic-Veterinarian		
Laboratory request form		VTH Companion Animal Clinic-Veterinarian		
Drug test form		VTH Companion Animal Clinic-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 Retrieves Patient Record (PR) on file. 1.2 Queues in the PR.	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Proceeds to the exam room Provides the medical history Restrains the patient during physical examination and drug administration	2.1 Assesses the patient and requests for diagnostic procedures 2.2 Collects samples from patient for laboratory tests 2.3 Submits samples to ADDL, FAS 2.4 Waits for and analyzes laboratory tests results	See table: Laboratory test fees	30 minutes	Veterinarian VTH
3. Takes down notes and listens to the recommendations Restrains the patient during drug administration	3.1 Recommends treatment program 3.2 Requests for drugs 3.3 Dispenses drugs 3.4 Administers drugs 3.5 Prepares prescription 3.6 Educates client 3.7 Recommends Confinement 3.7 Prepares supplies for confinement	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	45 minutes	Laboratory Aide 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	₱250.00 (Consultation fee) -other medical fees ₱1,000.00 (confinement fee for one day)	5 minutes	Collecting Officer VTH
5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client	₱0.00	30 minutes	Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	₱0.00	5 minutes	Collecting Officer VTH
TOTAL		₱1,250.00	2 hours and 4 minutes	

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

CVM-VTH.49

Confinement service for returning patients after surgery

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. From surgery procedure	From surgery procedure	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Takes down notes and listens to the recommendations	3.1 Recommends treatment program 3.2 Recommends confinement for further observation	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	45 minutes	Laboratory Aide II and Veterinarian VTH

5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client 5.5 Prepares the discharge	₱250.00 (Consultation fee) -other medical fees ₱1,000.00 (confinement fee for one day)	30 minutes	Laboratory Aide II and Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	₱0.00	5 minutes	Collecting Officer VTH
TOTAL		PHP 1,250.00	1 hour and 20 minutes	

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

CVM-VTH.50

Confinement service for returning patients after surgery

Companion Animal Clinic

Office or Division:		VETERINARY TEACHING HOSPITAL-Companion Animal Clinic		
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 Companion Animal Clinic-Veterinarian		
Laboratory request form		VTH Companion Animal Clinic-Veterinarian		
Drug test form		VTH Companion Animal Clinic-Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From surgery procedure	From surgery procedure	₱0.00	9 minutes	Triage Officer or Veterinarian VTH
2. Takes down notes and listens to the recommendations	3.1 Recommends treatment program 3.2 Recommends confinement for further observation	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	45 minutes	Laboratory Aide II and Veterinarian VTH
5. Visit Hospital for discharge	5.1 Recommends treatment program 5.2 Inform the current status of the patient 5.3 Prepares prescription 5.4 Educates client 5.5 Prepares the discharge	See table: Drugs and Medicines fees Confinement fee: ₱1,000/ day /per pet	30 minutes	Laboratory Aide II and Veterinarian VTH
6. Pays to the Collecting Officer.	6.1 Computes additional bill for -Confinement -Medicines -Fluids -Other charges	₱0.00	5 minutes	Collecting Officer VTH
TOTAL		PHP 1,250.00	1 hour and 20 minutes	

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



**CVM VETERINARY TEACHING
HOSPITAL**
INTERNAL SERVICES

CVM-VTH.51

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

EXTERNAL 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	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 directly received by PIC.	₱0.00	2 minutes	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	₱0.00	2 minutes	Mayel C. Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	25 minutes	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives the Approved Document 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- Faculty Appointment Verifier receives the document - Faculty Appointment Verifier checks Faculty Appointment and Recommends Approval	₱0.00	15 minutes	Mayel C. Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives the Approved Document 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	15 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant

TOTAL	₱0.00	58 mins	
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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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document based on the approved committee - PIC forwards the document to Faculty Appointment Verifier	₱0.00	10 minutes	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	₱0.00	15 minutes	Mayel C. Gregorio, Administrative Assistant / Cynthia G. dela Peña, Student Records Evaluator
	- PIC Receives and Endorses for Approval	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	10 minutes	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	- PIC evaluates the outline, checks Scientific Name in Title and Place of Study	₱0.00	5 minutes	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean

2. Student receives 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)	₱0.00	5 minutes	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	₱0.00	2 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	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	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the Document	₱0.00	5 minutes	Graduate School Dean / Associate Dean
2. Student downloads the document	- PIC receives the approved Document - digitally files the document at GST - Notifies student	₱0.00	5 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC marks the transaction as Returned to Student	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
3. Student brings the Form to the Office of the Chancellor for Signature		₱0.00	-	Chancellor's Office
4. Student Claims back the form and have it Notarized		₱0.00	-	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.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the notarized Document - Forwards the Document to Records Management Team (RMT)	₱0.00	5 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC evaluates the reason and checks the student records	₱0.00	5 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Graduate School Secretary	₱0.00	2 minutes	Graduate School Secretary / Assistant Secretary
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	5 minutes	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	₱0.00	2 minutes	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)	₱0.00	5 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 / Certified True Copy)		
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Students
	-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	₱0.00	2 minutes	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	₱0.00	15 minutes	SREs
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Sorts and store in the releasing storage	₱0.00	2 minutes	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)	₱0.00	2 minutes	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Student

	-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	₱0.00	30 minutes	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	₱0.00	15 minutes	SREs
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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)	₱0.00	2 minutes	Jerry Rivera, Office Assistant
TOTAL		₱50.00	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.

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 (continuous 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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC checks the completeness and validity of the attachments	₱0.00	10 minutes	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.	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant 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	₱0.00	10 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	1 minute	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC checks the request for compliance to the curriculum	₱0.00	5 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the document for Approval of the Dean	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Dean Signs the Document	₱0.00	2 minutes	Graduate School Dean / Associate Dean
2. Student receives the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the copy to the GST - Notifies student - Forwards the Document to Encoder	₱0.00	5 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant

TOTAL	₱0.00	32 mins	
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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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	1 minute	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC checks the request for compliance to the curriculum	₱0.00	5 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the document for Signature of the Graduate School Secretary	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
2. Student receives the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the copy to the GST - Notifies student - Forwards the Document to Encoder	₱0.00	5 minutes	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)	₱0.00	10 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	PIC checks relevant student records and evaluates the document	₱0.00	5 minutes	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	₱0.00	2 minutes	Renzon Evangelista, Office Assistant, / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Dean Signs the form	₱0.00	2 minutes	Graduate School Dean / Associate Dean
2. Student receives the Approved Document in their UP Mail	- PIC receives the approved Document - Uploads the copy to the GST - Notifies student - forwards the document to Records Management Team (RMT)	₱0.00	5 minutes	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"	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱0.00	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.

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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant / Karen de Vera, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC checks the completeness and validity of the attachments	₱0.00	10 minutes	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.	₱0.00	2 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Document	₱0.00	5 minutes	Graduate School Secretary / Assistant Secretary
2. Faculty received the approved document via UP Mail.	- PIC receives the approved Document - PIC uploads the copy to the GST, Logs transaction as finished - PIC Notifies the Client - PIC Forwards the Document to Releasing	₱0.00	10 minutes	Anabell A. Ocampo, Administrative Assistant / Leslie G. Bolanos, Student Records Evaluator
TOTAL		₱0.00	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		₱0.00		
2. Submit the form to the Graduate School Enlistor	Enlistor check the students records in SAIS	₱0.00	5 minutes	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	₱0.00	5 minutes	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		₱0.00		
TOTAL		₱40.00	10 minutes	

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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	- PIC receives the document - PIC checks the completeness and correctness of the document	₱0.00	2 minutes	Leslie G. Bolanos, Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	PIC checks relevant student records and evaluates the document	₱0.00	5 minutes	Leslie G. Bolanos, Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	PIC endorses and forwards the Form for Approval of the Graduate School Dean	₱0.00	2 minutes	Leslie G. Bolanos, Student Records Evaluator / Anabell O. Ocampo Administrative Assistant

	Graduate School Dean Signs the form	₱0.00	2 minutes	Graduate School Dean / Associate Dean
2. Student receives the Approved Document in their UP Mail	PIC receives the approved Form, upload the copy to the GST and notifies student, forwards the Log to RMT	₱0.00	5 minutes	Leslie G. Bolanos, Student Records Evaluator / Anabell O. Ocampo Administrative Assistant
	RMT Receives the copy, indexes and files the document in the student's clearbook, logs the document in GST as filed	₱0.00	2 minutes	Jerry Rivera, Office Assistant / Karen de Vera, Office Assistant
TOTAL		₱500.00	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)	₱0.00	2 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
	Compute honorarium of faculty included in their committee. (per faculty)	₱0.00	3 mins	Joseph P. Sumague, Administrative Officer / Marie Cris L. Supleto, Administrative Officer
	Graduate School Secretary Signs the payroll	₱0.00	2 mins	Graduate School Secretary / Assistant Secretary
	Graduate School Dean Signs the payroll	₱0.00	2 mins	Graduate School Dean / Associate Dean
TOTAL		₱0.00	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks record if Oral/General Examination is already passed	₱0.00	15 minutes	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks student database / record	₱0.00	15 minutes	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate	₱0.00	5 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks student database / record	₱0.00	15 minutes	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate	₱0.00	5 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	- Check the information provided by the students. - Checks SAIS if currently enrolled	₱0.00	15 minutes	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate	₱0.00	5 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator

	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant, Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -Checks record if all Graduation Requirements have been completed	₱0.00	15 minutes	Jerry Rivera, Office Assistant
	PIC prepares and print the Certificate	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant / Cynthia dela Peña, Student Records Evaluator
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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 / Certified True Copy)		Student
2. Student fills out Google Form (https://tinyurl.com/pp2d26ar)	Process owner checks requests via Google Sheet linked to form	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	-Preliminary checks for completeness -Check the information provided by the students. -PIC prepares and print the Certificate	₱0.00	10 minutes	Jerry Rivera, Office Assistant
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Jerry Rivera, Office Assistant
	GS Executive Signs the Certificate	₱0.00	2 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	- Encoder Receives the document - Uploads document and/or email the document to student	₱0.00	2 minutes	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	₱0.00	2 minutes	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's record	₱0.00	10 minutes	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Form	₱0.00	5 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	PIC receives the approved Form, upload the ecopy to the GST, and notifies student.	₱0.00	5 minutes	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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	PIC marks the transaction as Finished and forwards the document to RMT	₱0.00	5 minutes	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	₱0.00	2 minutes	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC accepts the request, Checks student's record	₱0.00	10 minutes	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	PIC endorses and forwards the Form for Signature of GS Executive/s	₱0.00	2 minutes	Anabell O. Ocampo Administrative Assistant / Leslie Bolaños, Student Records Evaluator
	GS Executive Signs the Form	₱0.00	5 minutes	GS Executives
3. Student receives the Approved Document in her/his UP Mail	PIC receives the approved Form, upload the ecopy to the GST, and notifies student.	₱0.00	5 minutes	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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista
	PIC marks the transaction as Finished and forwards the document to RMT	₱0.00	5 minutes	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	₱0.00	2 minutes	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 attachments 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC receives the Form and Evaluates the Form and its attachments	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	PIC endorses and forwards the Form for Approval of the Graduate School Secretary	₱0.00	2 minutes	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the form	₱0.00	5 minutes	GS School Secretary
2. Student receives the Approved Document in their UP Mail	PIC receives the approved Form and uploads the copy to the GST and notifies student. Logs transaction as Finished	₱0.00	5 minutes	Jerry Rivera, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
TOTAL		₱0.00	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 attachments 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Person-In-Charge (PIC) accepts the request, Checks attachment and student's record	₱0.00	10 minutes	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary	₱0.00	2 minutes	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Form	₱0.00	5 minutes	GS Executives
3. Student receives the Approved Document in their UP Mail	- PIC receives the approved Form - Uploads the copy to the GST - Notifies the Student	₱0.00	5 minutes	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 attachments 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Person-In-Charge (PIC) accepts the request, Checks attachment and student's record	₱0.00	10 minutes	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary	₱0.00	2 minutes	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	Graduate School Secretary Signs the Form	₱0.00	5 minutes	GS Executives
3. Student receives the Approved Document in their UP Mail	PIC receives the approved Form, upload the copy to the GST, email a copy to OUR / SAIS and notifies student, forwards the Log to RMT	₱0.00	5 minutes	Renson Evangelista, Office Assistant / Leslie G. Bolanos, Student Records Evaluator
	RMT Receives the copy, indexes and files the document in the student's clearbook, logs the document in GST as filed	₱0.00		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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	PIC receives the request and endorses the request for approval of a GS Executive	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	GS Executive approves the request, indicating the scope of what data to prepare or withhold	₱0.00	5 minutes	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.	₱0.00	240	Person-In-Charge of Data
	Forward the data to GS Executives for Approval	₱0.00	5 minutes	Person-In-Charge of Data
	GS Executives approves the release of data and forwards to PIC	₱0.00	5 minutes	GS Executives
2. Client receives the Data in their UP Mail	- PIC receives the approved Document - PIC Notifies the Client - PIC Marks the transaction as finished	₱0.00	10 minutes	Person-In-Charge of Data
TOTAL		₱0.00	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)	₱0.00	2 minutes	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	₱0.00	10 minutes	FOI Representative
	GS Executive approves the request and forwards to FOI Rep	₱0.00	5 minutes	GS Executives
	FOI rep receives the approved request and forwards the request to the person in charge of the data asked.	₱0.00	5 minutes	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	₱0.00	4 hours	Officer-in-Charge of the Data
	FOI Rep receives, checks and forward the data to releasing	₱0.00	5 minutes	FOI Rep
	- Releasing Officer Receives the document - Sorts and store in the releasing storage	₱0.00	2 minutes	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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
TOTAL		₱0.00	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	
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
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 directly received by PIC.
	SRE receives the application for the qualifying examination
	SRE checks the completeness of application documents
	SRE requests for the students' clearbook
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit
	SRE endorses the examination permit to the GS Secretary for approval/signature
	GS Secretary signs the examination permit
2. Student receives 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
	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
TOTAL	

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	
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
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 directly received by PIC.
	SRE receives the application for the written comprehensive examination
	SRE checks the completeness of application documents
	SRE requests for the student clearbook
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit
	SRE endorses the examination permit to the GS Secretary for approval/signature

	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the oral comprehensive examination	₱0.00	1 minute	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	₱0.00	30 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 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		
Draft of dissertation acceptable bto the 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	₱0.00	1 minute	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant

	SRE checks the completeness of application documents	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	₱0.00	30 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the examination permit to the GS Secretary for approval/signature	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 unit		
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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the seminar presentation	₱0.00	1 minute	Student Records Evaluator
	SRE checks the completeness of application documents	₱0.00	2 minutes	Student Records Evaluator
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes seminar presentation permit	₱0.00	30 minutes	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the seminar presentation permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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

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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	₱0.00	1 minute	Student Records Evaluator
	SRE checks the completeness of application documents	₱0.00	2 minutes	Student Records Evaluator
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 minute	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the written general examination	₱0.00	1 minute	Student Records Evaluator
	SRE checks the completeness of application documents	₱0.00	2 minutes	Student Records Evaluator
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 minutes	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 with GWA 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		

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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the oral general examination	₱0.00	1 minute	Student Records Evaluator
	SRE checks the completeness of application documents	₱0.00	2 minutes	Student Records Evaluator
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 minutes	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 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 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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	₱0.00	1 minute	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 minutes	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator II / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	Graduate School Secretary
2. Student receives 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	₱0.00	2 minutes	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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the application for the final examination	₱0.00	1 minute	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks the completeness of application documents	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 minutes	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.	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	GS Secretary signs the examination permit	₱0.00	5 minutes	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	₱0.00	2 minutes
	SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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 directly received by PIC.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	₱0.00	1 minute	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	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE requests for the student clearbook	₱0.00	10 minutes	Karen A. De Vera, Administrative Aide
	SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	₱0.00	30 inutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE endorses the appeal for recommending approval of the Graduate School Secretary	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary Signs the form	₱0.00	5 minutes	Graduate School Secretary
	Receiving Officer digitizes the documents and forwards to the Office of the Vice Chancellor for Academic Affairs (OVCA) for approval	₱0.00	5 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receives action of OVCCA on the appeal, digitizes the document and forwards to SRE.	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant

2. Student receives 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)	₱0.00	10 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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	₱0.00		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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receiving officer forwards the manuscript to the Student Records Evaluator (SRE)	₱0.00	2 minutes	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	₱0.00	10 minutes	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	₱0.00	10 minutes	Mayel B. Gregorio, Administrative Assistant
	SRE evaluates student progress and completeness of graduation requirements	₱0.00	30 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
TOTAL		P300/600	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	₱0.00	2 minutes	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)	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	In-Charge receives the recommendation	₱0.00	2 minutes	Mayel B. Gregorio, Administrative Assistant
	SRE evaluates recommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	₱0.00	30 minutes	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	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant

	Graduate School Secretary signs the recommendation	P0.00	2 minutes	Graduate School Secretary
	Graduate School Dean signs the recommendation	P0.00	2 minutes	Graduate School Dean
	Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	P0.00	10 minutes	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	P0.00	5 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator II
	Administrative Assistant drafts Notice of Appointment and forwards to SRE	P0.00	2 minutes	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	P0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the Notice of Appointment	P0.00	2 minutes	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.	P0.00	10 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	TOTAL	P0.00	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	P0.00	2 minutes	Ma. Loly 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)	P0.00	2 minutes	Ma. Loly Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the recommendation	P0.00	2 minutes	Mayel B. Gregorio, Administrative Assistant
	SRE evaluates recommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	P0.00	30 minutes	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	P0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary signs the recommendation	P0.00	2 minutes	Graduate School Secretary
	Graduate School Dean signs the recommendation	P0.00	2 minutes	Graduate School Dean
	Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	P0.00	10 minutes	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	P0.00	5 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	Administrative Assistant drafts Notice of Appointment and forwards to SRE	P0.00	2 minutes	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	P0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the Notice of Appointment	P0.00	2 minutes	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.	P0.00	10 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
	TOTAL	P0.00	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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SRE receives the Form	₱0.00	1 minute	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	SRE checks if the application is properly accomplished	₱0.00	2 minutes	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	₱0.00	2 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Dean signs the request	₱0.00	5 minutes	Graduate School dean
2. Student receives 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.	₱0.00	5 minutes	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	₱0.00	2 minutes	Karen A. De Vera, Administrative Aide
TOTAL		₱0.00	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	₱0.00	10 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator II
	Prepares checklist of graduating students and forwards to SRE	₱0.00	10 minutes	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	₱0.00	10 minutes	Cynthia Dela Peña, Student Records Evaluator III / Mayel B. Gregorio, Administrative Assistant
	Graduate School Secretary signs the Checklist	₱0.00	5 minutes	Graduate School Secretary
Office of the University Registrar receives the Checklist	Administrative Assistant digitizes, and submits to the Office of the University Registrar	₱0.00	10 minutes	Mayel B. Gregorio, Administrative Assistant / Cynthia Dela Peña, Student Records Evaluator III
TOTAL		₱0.00	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 applicant pursuing PhD		to be provided by the Student		
Medical Certificate from licensed physician with his/her PRC licensed 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	₱0.00	5 minutes	Jonathan Cosico
	Check if application form is properly filled up and all the requirements are complete.	₱0.00	10 minutes	Jonathan Cosico
	Compute Grades.	₱0.00	10 minutes	Jonathan Cosico
	Prepare master list of applicants.	₱0.00	20 minutes	Jonathan Cosico
	Evaluate and interview the applicants	₱0.00	20 minutes	Dorothy C. Litan/College Secretary/Dean
	Prepare Master list of possible scholars to be submitted at DOST	₱0.00	20 minutes	Jonathan Cosico
TOTAL		₱0.00	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	₱0.00	2 minutes	Jonathan Cosico
	2 Check if application form is properly filled up and all requirements are complete.	₱0.00	10 minutes	
	3 Prepare evaluation sheet	₱0.00	10 minutes	
	4 Secure Dean signature	₱0.00	10 minutes	
	5 Transmit application to DOST thru mail	₱0.00	5 minutes	Ron Viotanta
TOTAL		₱0.00	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		
Gantt Chart		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Letter Request	Receive request letter for the release of outright	₱0.00	5 minutes	Jonathan Cosico
	Check if all requirements are complete.	₱0.00	10 minutes	Jonathan Cosico
	Secure dean approval	₱0.00	10 minutes	Jonathan Cosico
	Prepare evaluation sheet	₱0.00	5 minutes	Jonathan Cosico
	Graduate School Secretary evaluate the application for the amount to be release to the scholar	₱0.00	10 minutes	College Secretary
	Prepare Certification and Voucher	₱0.00	10 minutes	Jonathan Cosico
	Signs Certification / Voucher	₱0.00	10 minutes	College Secretary
	Prepare Voucher	₱0.00	10 minutes	Jonathan Cosico
	Signs and approves the disbursement vouchers	₱0.00	10 minutes	Dean
	Digitize Voucher and supporting Documents	₱0.00	10 minutes	Jonathan Cosico
	Transmits the original DV documents to the Accounting Office	₱0.00	5 minutes	Messenger
TOTAL		₱0.00	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	₱0.00	5 minutes	Jonathan Cosico
	Check if all requirements are complete.	₱0.00	10 minutes	Jonathan Cosico
	Prepare Purchase Request	₱0.00	10 minutes	Jonathan Cosico
	Signs Purchase Request	₱0.00	10 minutes	D. C. Litan / Dean
	Prepare Abstract of Quotation	₱0.00	10 minutes	Jonathan Cosico
	Prepare Purchase Order thru UIS	₱0.00	10 minutes	Jonathan Cosico
	Signs Purchase Order	₱0.00	10 minutes	D.C. Litan /College Sec/Dean
	Transmit Purchase Order at Accounting Office	₱0.00	5 minutes	Messenger
	Received approved PO	₱0.00	5 minutes	Jonathan Cosico
	Prepare IAR	₱0.00	10 minutes	Jonathan Cosico

	Prepare Voucher	₱0.00	10 minutes	Jonathan Cosico
	Signs Voucher	₱0.00	10 minutes	D.C. Litan /College Sec/Dean
	Transmit Voucher at Accounting Office	₱0.00	5 minutes	Messenger
	TOTAL	₱0.00	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		Graduate School		
/Expression of Interest to Serve as Faculty Mentor (Work Plan) - for Renewal				
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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	₱0.00	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to prepare GMAP certification	₱0.00	3 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to forward application form and certification to SRE	₱0.00	1 minute	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	SRE to countercheck application form and put initials on the certification	₱0.00	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	₱0.00	1 minute	Nhimvie Doldolea, School Credit Evaluator / Dorothy C. Litan, Student Records Evaluator
	Graduate School Dean signs the application form and certification	₱0.00	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.	₱0.00	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	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE to inform students that GMAP Service Agreement is ready for notarization	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Student to get the GMAP Service Agreement for notarization				
3. Student to submit notarized GMAP Service Agreement to GS	SCE receives the notarized GMAP Service Agreement and files the document in the student's GMAP folder	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	TOTAL	₱0.00	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	₱0.00	2 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	₱0.00	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE and SRE to evaluate applicants and select awardee for the scholarship	₱0.00	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	₱0.00	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	₱0.00	60 minutes	Nhimvie Doldolea, School Credit Evaluator

	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	₱0.00	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	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	₱0.00	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)	₱0.00	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	₱0.00	2 mins	Nhimvie Doldolea, School Credit Evaluator
TOTAL		₱0.00	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	₱0.00	2 minutes	Ma. Loty Sult, Administrative Assistant / Renzon Evangelista, Office Assistant
	SCE receives the application requirements	₱0.00	1 minute	Nhimvie Doldolea, School Credit Evaluator
	SCE to verify and check completeness of the requirements	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	SCE and SRE to evaluate applicants and select awardee for the scholarship	₱0.00	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	₱0.00	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	₱0.00	60 minutes	Nhimvie Doldolea, School Credit Evaluator
	SRE to countercheck NESTLE certification, Pledge of Commitment and letter of notification to the applicants	₱0.00	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	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Graduate School Dean signs the NESTLE certification and letter of notification to the applicants	₱0.00	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)	₱0.00	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	₱0.00	2 mins	Nhimvie Doldolea, School Credit Evaluator
TOTAL		₱0.00	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	₱0.00	3 minutes	Ma. Loty Sult, Administrative Assistant / Renzon Evangelista, Office Assistant
	Receive document/Scan application documents and combine in one pdf file	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode in database	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator

	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents;	₱0.00	15 minutes	Nhimvie Doldolea, School Credit Evaluator
	Batch applications per department/unit	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepare endorsement letter	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of College Secretary	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Send endorsement letter and application documents to the Graduate Admissions Committee for evaluation via email	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode status of the endorsement of application to GS Virtual Logbook	₱0.00	3 minutes	Nhimvie Doldolea, School Credit Evaluator
3. Evaluation of applications		₱0.00	10 days	Unit/Department
	Receives result of evaluation and recommendation Forward to SCE	₱0.00	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	₱0.00	3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Record result per applicant in database	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Photocopy result to individual file	₱0.00	3 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepare Notice of Admission/Denial and Indicate Date of Notice	₱0.00	10 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of Dean	₱0.00	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, Registration and Enrollment procedures	₱0.00	10 minutes	Nhimvie Doldolea, School Credit Evaluator
	Turnover record folder to Records Section	₱0.00	3 minutes	Nhimvie Doldolea, School Credit Evaluator
TOTAL		₱0.00	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	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Retrieve applicants GS file	₱0.00	10 minutes	Lilian A. Banalo, Administrative Aide
	Check: if checklist is complete; if all required information are supplied; veracity of supporting documents;	₱0.00	15 minutes	Nhimvie Doldolea, School Credit Evaluator
	Batch applications per department/unit	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepare endorsement letter	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Secure signature of College Secretary	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Send endorsement letter and application documents to the Graduate Admissions Committee for evaluation via email	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
	Encode status of the endorsement of application to GS Virtual Logbook	₱0.00	3 minutes	Nhimvie Doldolea, School Credit Evaluator
2. Evaluation of applications		₱0.00	10 days	Unit/Department

	Receives result of evaluation and recommendation Forward to SCE	₱0.00	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	₱0.00	3 minutes	Ma. Loty Sulit, Administrative Assistant / Renzon Evangelista, Office Assistant
	Retrieve applicants GS file	₱0.00	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	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Comments/evaluates records	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Prepares letter for change of admission status	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	For signature of the College Secretary	₱0.00	2 minutes	College Secretary
	Notifies student and send approved request through email. Returns GS folder to Records Section.	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
TOTAL		₱0.00	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	₱0.00	2 minutes	Nhimvie Doldolea, School Credit Evaluator
3. Waits for the result thru email	Prepares letter for approved deferment	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	For signature of the College Secretary	₱0.00	2 minutes	College Secretary
	Encode and send approved deferment letter via GS Virtual Logbook	₱0.00	5 minutes	Nhimvie Doldolea, School Credit Evaluator
	Forwards original documents to Records Section for filing	₱0.00	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	₱0.00		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	₱0.00		DOST Project Staff
	3.1 Signs the certification 3.2 Signs the general payroll	₱0.00		College Secretary
	4. Prepares and generates the disbursement vouchers thru the UPLB-UIS	₱0.00		DOST Project Staff
	5. Reviews and signs the disbursement vouchers	₱0.00	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	₱0.00	Within 1 day	Dean
	7.1 Digitizes all DV documents 7.2 Uploads the e-copies to the UPLB-UIS	₱0.00		DOST Project Staff
	8. Transmits the original DV documents to the Accounting Office	₱0.00		Messenger
TOTAL		₱0.00	2 working days	



OC 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 minutes	Admin Officer/Admin Asstt
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 The staff in charge will contact the client if there are concerns about the request. If none, assistance will be given to the client	₱0.00	3 days	UES I/URA I/UEA II/ Admin Officer
TOTAL		₱0.00	3 days 15 minutes	

OC-OAR.2
Request for job posting announcements and sharing of news articles in the social media accounts and bulletin board of OAR

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

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 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 Letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director
	1.4 The staff will review the contents of the announcement or articles to be posted.	₱0.00	10 minutes	Admin Officer/UEA II
	1.5 If approved, will immediately post the announcement/article. If there are concerns, a staff will contact the requester if there are revisions to be made.	₱0.00	15 minutes	Admin Officer/UEA II/URA I
	<i>Note: For complex requests, please allow us 15 working days to respond to requests as per RA No. 6713.</i>	₱0.00		
TOTAL		₱0.00	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 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director

	1.4 The staff will verify the names in the Alumni database. If there are concerns about the request, the staff will contact the client. If none, appropriate action will be taken.	₱0.00	30 minutes	URA I/UEA II
TOTAL		₱0.00	1 hour 5 minutes	

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 minutes	Admin Officer/Admin Asst.
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director
	1.4 The staff in charge will contact the client if there are concerns about the request. If none, hostel reservation will be done	₱0.00	10 minutes	Admin Officer
	1.5 The staff will prepare the billing statement for the hostel accommodation and will forward it to the client for payment before check-in	₱0.00	10 minutes	Admin Officer
TOTAL		₱0.00	55 minutes	

OC-OAR.5

Network with UPLB alumni per region

Alumni Group Chapter

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 minutes	Admin Officer/UEA II
	1.2 Refer to unit's Director for approval.	₱0.00	10 minutes	Admin Officer/UEA II
	1.3 If approved, letter will be forwarded to the staff in charge	₱0.00	20 minutes	Director
	1.4 The staff in charge will contact the client if there are concerns about the request.If none, assistance will be given to the client	₱0.00	10 minutes	Admin Officer/UEA II
TOTAL		₱0.00	45 minutes	



**OC OFFICE OF THE INTERNATIONAL
LINKAGES**
EXTERNAL SERVICES

OC-OIL.1

Assistance in Application of Tourist Visa Extension for Foreign UPLB Student

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

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Foreign Students enrolled in UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport		Applicant		
Photocopy of Passport (Bio page, Arrival Page)		Applicant		
Tourist visa Bureau of Immigration application form		Applicant (blank application form c/o Bureau of Immigration-Accredited Liaison Officer: Maria Cristina Umali)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form				
2. Submit to OIL Liaison Officer	2.1 Receive Documents 2.2. Check if application form is properly filled-up and all the requirements are complete 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the BI and other agencies will be given at the end of the process 2.4. Evaluate the application and Implement tourist visa	₱4,000.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the student's passport, photocopy of passport and necessary payment 3.2 know the schedule of release of passport	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application		₱0.00		
5. Liaison Officer: Claim Passport from the Bureau of Immigration	5.1. Liaison Officer will claim Passport with tourist visa implemented at the Bureau of Immigration on the day of release 5.2. Notify applicant/student when passport is ready for release	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to Student	6. Release passport to student with the Official Receipt from the Bureau of Immigration	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
TOTAL		₱4,000.00	2 days 10 mins	

* amount collected are for fees paid to the Bureau of Immigration and other sundry expenses to process visa

OC-OIL.2

Assistance in Application for Transfer of Arrival to New Passport

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

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Foreign Students who has a new passport			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport (old and new passport)		Applicant		
Photocopy of Passport (Bio page, Arrival Page)		Applicant		
Bureau of Immigration transfer application form		Applicant (blank application form c/o Bureau of Immigration-Accredited Liaison Officer)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form		₱0.00		
2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the student's passport, photocopy of passport 3.2 know the schedule of release of passport	₱6,000.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application		₱0.00		
5. Liaison Officer will claim passport from the Bureau of Immigration	5.1 Liaison Officer will claim Passport at the Bureau of Immigration 5.2. Notify applicant when passport is ready for release	₱6,000.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to the student	6.1. Release Passport to the student	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
TOTAL		₱12,000.00	2 days, 10 mins	

**cost of van rental per trip from UPLB to the Bureau of Immigration, cost may be divided amongst students with the same schedule.
Price based on OVCA Memo no. 23, s. 2019

OC-OIL.3

Assistance in Application of Special Study Permit

Assistance given to Foreign Students enrolled in a short-term program in UPLB in their Application for Special Study Permit at the Bureau of Immigrations

Office or Division:	Office of International Linkages
Classification:	Complex
Type of Transaction:	G2G - Government to Government

Who may avail:	Foreign Students enrolled in a short-term program in UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport		Applicant (Student)		
Photocopy of Passport (Bio page, Arrival Page)		Applicant (Student)		
3 pcs 2x2 white background Picture		Applicant (Student)		
Bureau of Immigration Special study permit application form		Applicant (Student)(blank application form c/o Bureau of Immigration-Accredited		
Certification duration of study from College Secretary		College Secretary		
Letter of acceptance		Applicant or OUR/GS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form		Php0.00		
2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the Bureau of Immigration will be given at the end of the process	₱8,000.00*	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
3. Liaison Officer: File application at the Bureau of Immigration	3.1 Liaison officer will submit duly accomplished application form at the Bureau of Immigration with the supporting documents and necessary payment 3.2 know the schedule of release of passport	₱6,000.00**	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
4. Bureau of Immigration will process the application		₱0.00		
5. Liaison Officer: Claim Passport from the Bureau of Immigration	5.1. Liaison Officer will claim Passport from the Bureau of Immigration on the day of release 5.2 Notify applicant/student when passport is ready for release	₱6,000.00**	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Release Passport to Student	6. Release passport to student with the Official Receipt from the Bureau of Immigration	₱0.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
TOTAL		₱20,000.00	2 days 10 mins	

* fees collected go directly to the Bureau of Immigration

**cost of van rental per trip from UPLB to the Bureau of Immigration, cost may be divided amongst students with the same schedule.

Price based on OVCA Memo no. 23, s. 2019

OC-OIL.4

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

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

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Foreign Students who has 9a visa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport		Applicant (Student)		
Photocopy of Passport (Bio page, Arrival Page)		Applicant (Student)		
Financial Support (Bank Certificate)		Applicant (Student)		
Letter of Acceptance		Applicant or OUR/GS		
Copy of MOA on Student Exchange		OIL		
Department of Justice Application 47a2 visa form		Applicant (Student)(blank application form c/o Liaison Officer: Maria Cristina Umali)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish application form				
2. Submit to OIL Liaison Officer	2.1 Check if application form is properly filled-up and all the requirements are complete 2.2. Receive documents 2.3. Collect payment for the application. Issue temporary receipt to student; explain to student that all Official Receipt from the BI, DOJ and others will be given at the end of the process 2.4. Prepare all supporting documents for 47a2 visa 2.5. Prepare Endorsement Letter Addressed to the Department of Justice, 2.6. to be signed by OIL Director 2.7. Route Endorsement letter to the Office of University registrar for signature (c/o OIL Liaison Officer or OIL driver)	₱8,000.00	5 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer) - OIL Director for signature of Endorsement letter to DOJ
3. Route Endorsement letter to the Office of University Registrar		₱0.00		
4. Follow-up and retrieve Endorsement Letter from OUR	4.1 Liaison officer will follow-up if endorsement letter was signed	₱0.00	20 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
5. Liaison Officer: File application at the Department of Justice, Manila	5.1 Liaison officer will submit duly accomplished application form at the Department of Justice With the supporting documents and necessary payment 5.2 know the schedule of release of passport	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
6. Department of Justice, Manila will process application		₱0.00		
7. Liaison Office will follow up	7.1 Follow-up 47a2 visa endorsement letter at Department of Justice from Legal Department to Record section	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)

8. Submit to Bureau of Immigration, Manila		₱0.00		
9. Liaison Office will follow up	9. Follow-up 47a2 visa endorsement letter from Department of Justice at central receiving of the Bureau of Immigration, Manila for No derogatory records	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
10. Submit endorsement letter to the Bureau of Immigration, Manila		₱0.00		
11. Submit passport to the Bureau of Immigration, Manila Regulation Division Implementation	11. Submit Passport at Bureau of Immigration, Manila Regulation Division for Implementation	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
12. Bureau of Immigration, Manila will process implementation		₱0.00		
13. Claim passport from the Bureau of Immigration	13.1. Liaison Officer will claim Passport (47a2 visa implemented) at the Bureau of Immigration 13.2. Notify applicant/student when passport is ready for release	₱0.00	1 day	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
14. Release passport to applicant	14. Release passport to student with the Official Receipt from the Bureau of Immigration, Department of Justice, and other ORs	₱0.00	15 mins	Maria Cristina P. Umali (Bureau of Immigration-Accredited Liaison Officer)
TOTAL		₱8,000.00	5 days, 40 mins	

* amount collected are for fees paid to the Bureau of Immigration and other sundry expenses to process visa

OC-OIL.5

Assistance to Foreign visitors

Foreigners visiting UPLB for official meeting and/or campus tour

Office or Division:	Office of International Linkages			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Foreign visitors: Representatives from Embassies, Partner Universities, or potential partner university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
itinerary of visitor		Office of the Chancellor or Office of Public Relations or from the visitors		
contact details of delegates' coordinator		Office of the Chancellor or Office of Public Relations or from the visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send OIL the itinerary of the visitors				
2. Coordination	Coordinate with the offices/units to be visited	₱0.00		Maria Dominique C. Velasco University Extension Specialist I and Christian A. Dimapilis Project Development Officer I (PDO1)
3. Assistance	Assist the visitors during each official meetings or trip to different units of the campus	₱0.00		PDO I and UES I (along with other OPR staff)
TOTAL		₱0.00		

OC-OIL.6

MOVE-UP Program (Mobility For Vigor and Excellence – University of the Philippines)

UP System OIL: The MOVE-UP Program aims to provide financial support for undergraduate mobility. This program offers scholarship grants based on the UP – Student Learning Assistance System (SLAS) Learning Assistance Need (LAN) Bracket Classification of prospective applicants. Eligible UP undergraduate students with high scholastic record can be supported up to a maximum of two semesters to participate in various international activities: Student Exchange Mobility, Virtual Student Exchange and Online Learning Programs, Degree-related Training or Internships, Sandwich Thesis/Research Work

Office or Division:	Office of International Linkages	
Classification:	Complex	
Type of Transaction:	G2C - Government to Clients	
Who may avail:	UP undergraduate students with acceptance letter for one semester (exchange program) from Foreign Partner University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
OIL Portal Account (needed for generation of application form, and online submission of duly signed application form and documentary requirements)		http://oilportal.up.edu.ph/
Duly Accomplished Application form		applicant (downloadable form thru https://portal.oil.up.edu.ph)
UP SLAS Learning Assistance Need Bracket Certification		https://slasonline.up.edu.ph/
1-page Curriculum Vitae		applicant
True Copy of Grades		College Secretary
Certification of General Weighted Average		College Secretary
Certification of Remaining Units		College Secretary
Copy of Letter of Acceptance from Host University		Host University
Two (2) Recommendation Letters from previous professors/instructors addressed to: MOVE UP Committee		Previous professors/instructors
Accomplished Parent/Legal Guardian's Consent and Waiver Form (with photocopy of ID of Parent/Legal Guardian; Proof of Guardianship for Legal Guardian)		template downloadable at https://oil.up.edu.ph/guidelines/move-up/move-up-application/
Copy of Form 5 and UP ID		applicant

Aside from these documents, applicants must submit the following documents to support their application: 1. Student Exchange Program 1.a. Approved MOVE-UP Financial Assistance Study Plan 2. Thesis/Sandwich Program or Internship 2.a. Copy of Thesis Proposal endorsed by Thesis Adviser 2.b. Gantt Chart/Work Plan for Thesis Research Activities 3. Degree-related Training 3.a. Approved MOVE-UP Financial Assistance Study Plan 3.b. Certification from Department Chair/Adviser on the relevance of short-term training		1.a.template from https://oil.up.edu.ph/guidelines/move-up/move-up-application/ 2.a.applicant 2.b.applicant 3.a.template from https://oil.up.edu.ph/guidelines/move-up/move-up-application/ 3.b.Department Chair/Adviser		
Accomplished Confirmation of Allowable Course Substitution form		Template available at UPLB OIL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish requirements		₱0.00		
2.Submit to OIL	2.1 check if requirements based on the checklist are complete 2.2 Receive document 2.3.Submit to OIL Director for countersign	₱0.00	5 min 2 hours	University Extension Associate (<i>filling up in process</i>) -or- Maria Dominique Velasco, UES I Ruth delos Reyes, AO I Denise Collado, Admin Asst II
3. Email to OVCAA for countersignature of VCAA		₱0.00		
4. Email to OC for Chancellor's signature		₱0.00		
5. Follow-up if Application form was signed	5.1. Follow up if application has been signed 5.2. Pick-up from OC/email from OC 5.3 Forward to student for them to upload application documents via the OIL Portal	₱0.00	1 day	University Extension Associate (<i>filling up in process</i>) -or- Maria Dominique Velasco, UES I Ruth delos Reyes, AO I Denise Collado, Admin Asst II
6. For review of MOVE-UP Committee - OIL UP System		₱0.00		
7. OIL-UP System will notify successful applicants		₱0.00		
TOTAL		₱0.00	1.5 days	

OC-OIL.7

COOPERATE (CONTINUOUS OPERATIONAL AND OUTCOMES-BASED PARTNERSHIP FOR EXCELLENCE IN RESEARCH AND ACADEMIC TRAINING ENHANCEMENT)

UP System OIL: Financial support for graduate students at early thesis or dissertation or proposal stage, needing to undertake research/creative work at a foreign university. Also for UP research adviser who will undertake a short-term visit to foreign potential research/creative work co-adviser/group; for continuing research/creative work collaboration and publication/productivity.

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP Graduate Students, UP Thesis adviser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Requirements:				
OIL Portal Account (needed for generation of application form, and online submission of duly signed application form and documentary requirements)		http://oilportal.up.edu.ph/		
Duly Accomplished Application form		applicant (downloadable form thru https://portal.oil.up.edu.ph)		
MOA/MOU between UPLB or UP System with Host University		check status at UPLB OIL, request copy from RMO		
1- to 2-page curriculum vitae		applicant		
plus specific requirements For Graduate Student:				
Certification of Approval of Thesis/Dissertation Proposal		GS		
Certified Transcript of Records/True Copy of Grades		OUR/OCS		
Acceptance or invitation letter from a professor at the host university		Host University		
2 letters of references from previous/current professor		previous/current professor		
detailed work plan/ Gantt chart		applicant		
Proposed line-item Budget		applicant		
Letter from the Thesis/Dissertation Adviser on why he/she is not joining/visiting (if applicable)		Thesis/Dissertation Adviser		
Physical and Mental/Emotional readiness assessment		UP System OIL		
plus specific requirements For Adviser:				
Proof of collaboration with Host University (invitation letter specifying ongoing or potential research collaboration)		Host University		
Appointment as Adviser/Co-Adviser of the Graduate Student Applicant		applicant		
Detailed work plan/GANTT chart		applicant		
Certification that there is no pending financial obligation for any OVPAA grant		OVPAA		
Proposed line-item Budget		applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish requirements				
2.Submit to OIL	2.1 check if requirements based on the checklist are complete 2.2 Receive document 2.3.Submit to OIL Director for countersign	₱0.00	5 min 2 hours	University Extension Associate (filling up in process) -or- Ruth delos Reyes, AO I
3. Route to OVCAA for countersignature of VCAA		₱0.00		
4. Route to OC for Chancellor's signature		₱0.00		

5. Follow-up if Application form was signed	5.1. Follow up if application has been signed 5.2. Pick-up from OC/email from OC 5.3 Forward to applicant (student/research adviser) for them to upload application documents via the OIL Portal	₱0.00	1 day	University Extension Associate (<i>filling up in process</i>) -or- Ruth delos Reyes, AO I
6. For review of OIL UP System		₱0.00		
7. OIL-UP System will notify successful applicants		₱0.00		
TOTAL		₱0.00	1.5 days	

OC-OIL.8

Travel Grant

UP System OIL: The Travel Grant Program provides financial assistance to qualified UP Graduate and Postgraduate students, Regular Faculty Members, REPS, and Permanent Administrative Staff who aim to present their papers (research or creative work) at international colloquiums and conferences.

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UP Graduate Students, UP Thesis adviser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OIL Portal Account (<i>needed for generation of application form, and online submission of duly signed application form and documentary requirements</i>)		http://oilportal.up.edu.ph/		
Duly Accomplished Application form		applicant (downloadable form thru https://portal.oil.up.edu.ph)		
Abstract of the paper (For Faculty/REPS, include the citation of a recent research in an ISI-listed publication or its equivalent)		applicant		
Applicant's 2-page curriculum vitae (For Faculty/Graduate Student, include copy of Form 5 or a certification that you are enrolled on the period of travel)		applicant		
Official invitation or acceptance letter from the conference, which indicates the title of the invited lecture or accepted paper		conference organizer		
Information about the conference a: Conference Announcement b: History and Track Record c: Conference Organizers d: Previous Conference Publication/Proceedings		applicant or conference organizer		
Recommendation letter from the adviser endorsed by the Chancellor/Dean/		applicant's adviser		
Details of financial assistance (e.g. amount, coverage, proposed utilization)		applicant		
Certification from co-authors acknowledging that the applicant will present the		applicant's co-authors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit to OIL	2.1 check if requirements based on the checklist are complete 2.2 Receive document 2.3. Submit to OIL Director for countersign	₱0.00	5 min 2 hours	University Extension Associate (<i>filling up in process</i>) -or- Ruth delos Reyes, AO I
3. Route to OVCAA for countersignature of VCAA		₱0.00		
4. Route to OC for Chancellor's signature		₱0.00		
5. Follow-up if Application form was signed	5.1. Follow up if application has been signed 5.2. Pick-up from OC/email from OC 5.3 Forward to applicant (student/research adviser) for them to upload application documents via the OIL Portal	₱0.00	1 day	University Extension Associate (<i>filling up in process</i>) -or- Ruth delos Reyes, AO I
6. For review of OIL UP System		₱0.00		
7. OIL-UP System will notify successful applicants		₱0.00		
TOTAL		₱0.00	1.5 days	

OC-OIL.9

Accomplishing Statement of Intent (SOI)

To be handled by the Unit's International Relations Officer (IRO)

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any universities abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Partner University's information		Office of International Linkages-UPLB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Statement of Intent to units that has potential partners abroad	1.1 IROs of the units of UPLB that are considering potential collaboration with a foreign partner will assist the focal persons in the initiating UPLB unit accomplish SOI	₱0.00	depends on the focal person of the unit in coordination with the unit IRO	International Relations Officers
2. IROs to submit accomplished SOI to the Committee on Internationalization (CIZN)		₱0.00		
3. CIZN to review the submitted SOI	3.1 CIZN to decide whether to endorse or not the proposal to the Chancellor based on the submitted SOI	₱0.00	at least 1 working day (during the CIZN regular meeting)	Committee on Internationalization
4. Creation of the MOU and/or MOA on Student Exchange	4.1 OIL to proceed with the regular procedure of establishing the agreement(s)	*fees at the MOU/MOA processing table	*see MOU/MOA processing table	Christian A. Dimapilis Project Development Officer I (PDO1)
TOTAL		₱0.00	at least 1 working day	

OC-OIL.10

Processing of Memorandum of Understanding (MOU)

MOUs for foreign partner universities

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any universities abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Partner University's information		Partner University's International Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. accomplish information of universities				
2. submit to OIL	2.1 review MOU/MOA submitted, check details 2.2 request review of Legal Office 2.3 Sign letter by OIL Director 2.4 Forward to another office	₱0.00	1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
3. submit to Legal Office for review/comment and or endorsement		₱0.00		
4. endorsement for pick-up, send back to OIL	4.1 attach reference slip from LO to the transmittal letter to OC	₱0.00	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
5. Inform partner university of the endorsed proposal	5.1 send an email to the partner informing them of the endorsed/approved proposal	₱0.00	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
6. partner university will produce original copies and sign first the agreement		₱0.00		
7. UPLB to receive partner's signed agreement(s)		₱0.00		
8. submit to UPLB's witness (es) for signature	8.1 Facilitate signing with the names included in the agreement, Chancellor would be the last to sign	₱0.00	1-2 working days	Christian A. Dimapilis Project Development Officer I (PDO1)
9. submit to OC for Chancellor's signature	9.1 write transmittal letter to OC (Dr. Camacho) for Chancellor's signature	₱0.00	2-3 working days	Christian A. Dimapilis Project Development Officer I (PDO1)
10. Signed MOU/MOA for pick-up, send back to OIL	8. prepare documents for notarization	₱300.00 each	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
11. submit to RMO for mailing	11.1 prepare documents for sending to partner	at least ₱900.00 (depends on the country)	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
12. submit MOU/MOA for BOR	10. prepare documents for BOR	₱0.00	1 day	Christian A. Dimapilis Project Development Officer I (PDO1)
13. receive approved and/or MOUs/MOAs with questions	11. file approved MOUs/MOAs and/or comply with questioned MOUs/MOAs	₱0.00	2 days	Christian A. Dimapilis Project Development Officer I (PDO1)
TOTAL		₱1,200.00+	13+ working days	

OC-OIL.11

Processing of Memorandum of Agreement (MOA) on Student Exchange

MOAs for foreign partner universities

Office or Division:	Office of International Linkages			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any universities abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Partner University's information		Partner University's International Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. accomplish information of universities				
2. submit to OIL	2.1 review MOU/MOA submitted, check details 2.2 request review of Legal Office 2.3 Sign letter by OIL Director 2.4 Forward to another office	₱0.00	1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
3. submit to Legal Office for endorsement				
4. endorsement for pick-up, send back to OIL	4.1 attach reference slip from LO to the transmittal letter to OC	₱0.00	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
5. Inform partner university of the endorsed proposal	5.1 send an email to the partner informing them of the endorsed/approved proposal	₱0.00	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
6. partner university will produce original copies and sign first the agreement				
7. UPLB to receive partner's signed agreement(s)				
8. submit to UPLB's witness (es) for signature	8.1 Facilitate signing with the names included in the agreement, Chancellor would be the last to sign	₱0.00	1-2 working days	Christian A. Dimapilis Project Development Officer I (PDO1)
9. submit to OC for Chancellor's signature	9.1 write transmittal letter to OC (Dr. Camacho) for Chancellor's signature	₱0.00	2-3 working days	Christian A. Dimapilis Project Development Officer I (PDO1)
10. Signed MOU/MOA for pick-up, send back to OIL	8. prepare documents for notarization	₱300.00	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
11. submit to RMO for mailing	11.1 prepare documents for sending to partner	at least ₱900.00 (depends on the country)	less than 1 working day	Christian A. Dimapilis Project Development Officer I (PDO1)
12. submit MOU/MOA for BOR	10. prepare documents for BOR	₱0.00	1 day	Christian A. Dimapilis Project Development Officer I (PDO1)
13. receive approved and/or MOUs/MOAs with questions	11. file approved MOUs/MOAs and/or comply with questioned MOUs/MOAs	₱0.00	2 days	Christian A. Dimapilis Project Development Officer I (PDO1)
TOTAL		₱1,200.00+	13+ working days	



**OC OFFICE OF THE INTERNATIONAL
LINKAGES**
INTERNAL SERVICES

OC-OIL.12

Study Leave Briefing

For UPLB Faculty/REPS/Admin applying for: 1) Original Local Study Leave, 2) Original Foreign study leave, or 3) Authority to Travel Abroad on Official Business for at least 2 months., or 4) if applicant changed surety on his/her extension of Study Leave

Applicant may avail even if Pink Sheet/Yellow sheet is not yet routed to OIL

Office or Division:		Office of International Linkages		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Faculty or REPS or Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPLB ID of Applicant		Applicant		
Proof of Identity of Surety: Government issued ID		Sureties		
Zoom meeting details		OIL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule Briefing	1.1 Receive and log Applicant's desired schedule of briefing. 1.2 Suggest alternative if there is conflict in schedule	₱0.00	5 mins	Ruth delos Reyes Administrative Officer I
2. Applicant attends study leave briefing with his/her Sureties via Zoom or other online video conferencing platform	2.1. Share video clip of that explains the provisions of the Study Leave/Fellowship Agreement. 2.2. Share video clip of that explains the provisions of the Suretyship Agreement. 2.3 Reiterate their liabilities if the applicant reneged, meaning did not return to service after study leave or travel abroad on official business 2.4. Answer any other inquiry/clarification of applicant or surety 2.5. Log the names of applicant and Sureties who attended	₱0.00	20 mins	Maria Dominique C. Velasco University Extension Specialist I -or- Ruth J. delos Reyes Administrative Officer I
TOTAL		₱0.00	25 mins	

OC-OIL.13

Foreign Suretyship and Fellowship Agreement (for Foreign Study leave application of UPLB Faculty or REPS or Admin)

Issued to UPLB employees requesting Foreign Study Leave with pay or without pay, and for UPLB employees requesting Authority to travel Abroad on Official Business for at least 2 months (Special Detail)

Office or Division:		Office of International Linkages		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Faculty or REPS or Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pink sheet for study leave		Department of the Applicant		
Duly accomplished Foreign Suretyship and Fellowship Agreement		Applicant (template available at HRDO/OIL)		
Proof of Capacity to pay Surety 1 (Photocopy)(ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)		Surety 1		
Proof of Capacity to pay Surety 2 (Photocopy)(ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)		Surety 2		
Photocopy of Government Issued ID of Surety 1		Surety 1		
Photocopy of Government Issued ID of Surety 2		Surety 2		
* Additional Requirement for Original Study Leave and for those who changed Sureties on their application for Extension of Study Leave: Study leave briefing (with Applicant and 2 sureties)		OIL (see checklist for Study Leave Briefing)		
HRDO Checklist		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements		₱0.00		
2. Submit to ADMIN Staff in charge		₱0.00		
3. Document route to Office Head		₱0.00		
4. Route to Unit Head		₱0.00		
5. Route to OVCRE		₱0.00		
6. Route to HRDO		₱0.00		
7. Route to APFC or RPFC or HRMPBSB		₱0.00		
8. Route to HRDO		₱0.00		
9. Route to BMO		₱0.00		

10. Route to OIL	<p>10.1. Receive document</p> <p>10.2. Check Suretyship Agreement. 10.2.a. VC is referred to as "University" 10.2.b. Applicant for Study leave is referred to as "Principal" 10.2.c. Surety must not be the applicant for Study leave(Principal) 10.2.d. Surety must not be married to applicant for Study leave(Principal) 10.2.e. One Surety must not be married to the other Surety 10.2.f. Surety is not an employee of UPLB unless related to applicant 10.2.g. Check if all pages are duly signed with original/wet signature 10.2.h. check if information at acknowledgement page are filled up</p> <p>10.3 Check if Applicant and two sureties have undergone Study leave briefing</p> <p>10.4. Check if photocopies of Proof of capacity to pay (of Sureties) are attached</p> <p>10.5. Check if photocopies of Sureties' IDs are attached</p> <p>10.6 Check Fellowship/Study Leave Agreement 10.6.a. VC is referred to as "University" 10.6.b. applicant for study leave is referred to as "Grantee" 10.6.c. check if duration of Study leave matches Yellow sheet(or Pink Sheet) 10.6.d. check if University enrolled in is indicated 10.6.e. check if all pages are duly signed with original/wet signature 10.6.f. check if information at acknowledgement page are filled up</p> <p>10.7. endorse to OIL Director for signature in Yellow sheet (or Pink Sheet) and Fellowship Agreement 10.8. Photocopy Yellow sheet(or Pink Sheet), 1st page of Suretyship Agreement, and 1st page of Fellowship Agreement 10.9. route to VC</p>	₱0.00	1 hour	<p>Denise Liane Angelie S. Collado Administrative Assistant II</p> <p>-or-</p> <p>Ruth J. delos Reyes Administrative Officer I</p> <p>Anna Floresca. Fimalino OIL Director</p>
11. Route to Vice Chancellor		₱0.00		
12. Route to OC for Indorsement		₱0.00		
13. Route to HRDO		₱0.00		
14. Route to Applicant	<p>14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department</p>	₱0.00		
TOTAL		₱0.00	1 hour	

OC-OIL.14

Application for Foreign Travel exceeding one month

Issued to UPLB employees requesting foreign travel exceeding one month (personal and official travel)

Office or Division:		Office of International Linkages		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Faculty or REPS or Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Yellow Sheet		Applicant or Department of the Applicant		
<p>* Additional requirement for Official Foreign travel with at least 2 months duration</p> <p>1. Special Detail</p> <p>1.a. Duly accomplished Foreign Suretyship and Study leave/Fellowship Agreement</p> <p>1.b. Proof of Capacity to pay Surety 1 (Photocopy) (ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)</p> <p>1.c. Proof of Capacity to pay Surety 2 (Photocopy) (ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)</p> <p>1.d. Photocopy of Government Issued ID of Surety 1</p> <p>1.e. Photocopy of Government Issued ID of Surety 2</p> <p>1.f. Study leave briefing (with Applicant and 2 sureties)</p> <p>2. Foreign Study Leave</p> <p>2.a. photocopy of approved Pink Sheet</p> <p>2.b. Photocopy of notarized Study leave/Fellowship Agreement</p> <p>2.c. Photocopy of notarized Suretyship Agreement</p>		<p>1.a. Applicant (template available at HRDO/OIL)</p> <p>1.b. Surety 1</p> <p>1.c. Surety 2</p> <p>1.d. Surety 1</p> <p>1.e. Surety 2</p> <p>1.f. OIL (see checklist for Study Leave Briefing)</p> <p>2 a-c. applicant</p>		
HRDO Checklist		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements		₱0.00		
2. Submit to ADMIN Staff in charge		₱0.00		
3. Document route to Office Head		₱0.00		
4. Route to Unit Head		₱0.00		

[illegible]

OC-OIL.15

Local Suretyship and Fellowship Agreement (for Local Study leave application of UPLB Faculty or REPS or Admin)

Issued to UPLB employees requesting Local Study Leave with pay or without pay

Office or Division:	Office of International Linkages			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Faculty or REPS or Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pink Sheet		Applicant or Department of the Applicant		
Duly accomplished Local Suretyship and Local Fellowship Agreement		Applicant (template available at HRDO/OIL)		
Proof of Capacity to pay Surety 1 (Photocopy) (ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)		Surety 1		
Proof of Capacity to pay Surety 2 (Photocopy) (ITR; or Certificate of Employment; or Business Permit; or Land Title; or Tax Declaration of Real Estate Property)		Surety 2		
Photocopy of Government Issued ID of Surety 1		Surety 1		
Photocopy of Government Issued ID of Surety 2		Surety 2		
* Additional Requirement for Original Study Leave and for those who changed Sureties on their application for Extension of Study Leave: Study leave briefing (with Applicant and 2 sureties)		OIL (see checklist for Study Leave Briefing)		
HRDO Checklist		Department of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit to ADMIN Staff in charge				
3. Document route to Office Head				
4. Route to Unit Head				
5. Route to OVCRE				
6. Route to HRDO				

7. Route to APFC or RPFC or HRMPSB				
8. Route to HRDO				
9. Route to BMO				
10. Route to OIL	<p>10.1. Receive document</p> <p>10.2. Check Suretyship Agreement. 10.2.a. VC is referred to as "University" 10.2.b. Applicant for Study leave is referred to as "Principal" 10.2.c. Surety must not be the applicant for Study leave(Principal) 10.2.d. Surety must not be married to applicant for Study leave(Principal) 10.2.e. One Surety must not be married to the other Surety 10.2.f. Surety is not an employee of UPLB unless related to applicant 10.2.g. Check if all pages are duly signed with original/wet signature 10.2.h. check if information at acknowledgement page are filled up</p> <p>10.3 Check if Applicant and two sureties have undergone Study leave briefing</p> <p>10.4. Check if photocopies of Proof of capacity to pay (of Sureties) are attached</p> <p>10.5. Check if photocopies of Sureties' IDs are attached</p> <p>10.6 Check Fellowship/Study Leave Agreement 10.6.a. VC is referred to as "University" 10.6.b. applicant for study leave is referred to as "Grantee" 10.6.c. check if duration of Study leave matches Pink Sheet 10.6.d. check if University enrolled in is indicated 10.6.e. check if all pages are duly signed with original/wet signature 10.6.f. check if information at acknowledgement page are filled up</p> <p>10.7. endorse to OIL Director for signature in Pink Sheet and Fellowship Agreement 10.8. Photocopy Pink sheet, 1st page of Suretyship Agreement, and 1st page of Fellowship Agreement 10.9. route to VC</p>	₱0.00	1 hour	<p>Denise Liane Angelie S. Collado Administrative Assistant II</p> <p>-or-</p> <p>Ruth J. delos Reyes Administrative Officer I</p> <p>Anna Floresca. Fimalino OIL Director</p>
11. Route to Vice Chancellor		₱0.00		
12. Route to OC for Indorsement		₱0.00		
13. Route to HRDO		₱0.00		
14. Route to Applicant	<p>14.1 Notarize Suretyship and Fellowship Agreements 14.2 Distribute Agreements to OIL, HRDO, and Department</p>	₱0.00		
TOTAL		₱0.00	1 hour	



OC OFFICE OF PUBLIC RELATIONS
INTERNAL SERVICES

OC-OPR.1

Request for LED wall posting

Units and student organizations may request to post their events/activities on the University's LED wall

Office or Division:	Office of Public Relations (OPR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB units and student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for posting		Requesting units and student organizations		
E-copy of the announcement to be posted on the LED		Requesting units and student organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request including the copy of the announcement/s to be posted on the LED wall (Hard copy or thru email: ledpost.uplb@up.edu.ph)	1.1 Receive request letter and ecopy of the announcement/s to be posted	₱0.00	5 minutes	ALG Gabatin
	1.2 Check contents of the announcement. If revisions are needed, the layout will be returned to the client. Otherwise, request will be referred to the director for approval.	₱0.00	10 minutes	CV Labe
	1.3 Approval of the director	₱0.00	5 minutes	MLM Chico Director
	1.4 Posting will be scheduled at 5 PM and will be viewed on the LED wall the next day.	Please refer to OC Memo No. 43 Series of 2023	1 day	CV Labe
TOTAL		₱0.00	1 day and 20 minutes	

OC-OPR.2

Request for banner posting

Units and student organizations may request to post banners for their events/activities on activity billboards and lamp posts.

Office or Division:	Office of Public Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB units and student organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for posting		Requesting units and student organizations		
Printed copy (A4) of the banner design		Requesting units and student organizations		
Filled out Permit Form.		Office of Public Relations		
Approved activity permit from the Office of Student Activities (OSA) (for student organizations)		UPLB Office of Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit from OSA (for student organizations)				
2. Send letter of request and banner design	2.1 Receive request letter and banner design	₱0.00	5 minutes	ALG Gabatin
3. Fill out the permit form	3.1 Review the filled out form	₱0.00	5 minutes	JIR Bamba
	3.2 Review the layout and content of the announcement (e.g., compliance to UP VIG 2017). If there are comments, the client will be asked to revise their layout/design. Otherwise, the client will be asked to print their banner.	₱0.00	10 minutes	JGS Sarol
	3.3 Approval of the director	₱0.00	5 minutes	MLM Chico, Director
4. Once approved, print the banners and forward to UPMO for posting/installation.				
TOTAL		₱0.00	30 minutes	

OC-OPR.3

Request for banner posting

Groups/Institutions may request assistance for guided visit/tour of the university facilities.

Office or Division:	Office of Public Relations			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
	G2B - Government to Business			
Who may avail:	Government, Private Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter to visit/tour the university.		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to OPR (Hard copy or thru email: opr.uplb@up.edu.ph) indicating the purpose of the visit and the specific facilities/units to be visited/included in the tour.	1.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	1.2 Coordinate with concerned units included in the visit/tour, including SSO and others	₱0.00	1 day	JPA Aquino
	2.1 Advise client on the necessary clearances from concerned units	₱0.00	30 minutes	JPA Aquino
	2.2. Once clearances are secured, OPR prepares itinerary for the director's approval	₱0.00	1 day	JPA Aquino
	2.3 Approval of itinerary by the director	₱0.00	5 minutes	MLM Chico, Director
TOTAL		₱0.00	2 days and 40 minutes	

OC-OPR.4
Request for messages/speeches from the Chancellor

Units/Institutions may request preparation of speeches/messages from the Chancellor

Office or Division:		Office of Public Relations		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB units, student organizations, and other institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Office of the Chancellor		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11.1 Send letter of request to the Office of the Chancellor (OC) including relevant information on the event/activity/program speech or draft of the message				
2. The OC will forward the request letter to OPR				
	2.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	2.2 Write speech/message	₱0.00	5 days	AGB Peralta
	2.3 Edit speech/message	₱0.00	1 day	JJSArana
	2.4 Approval of the director	₱0.00	2 hours	MLM Chico, Director
	2.5 Forward final speech/message to the Office of the Chancellor	₱0.00	5 minutes	MLM Chico, Director
	2.6 OC sends message to the client	₱0.00	5 minutes	OC
TOTAL		₱0.00	6 days, 2 hours and 15 minutes	

OC-OPR.5
Request for media assistance

Media organizations may request assistance to feature the university (experts, events, technologies, and programs/projects).

Office or Division:		Office of Public Relations		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business		
Who may avail:		Media Organizations including bloggers/vloggers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to OPR indicating purpose of interview/coverage (thru email: opr.uplb@up.edu.ph).	1.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	1.2 Review request	₱0.00	20 minutes	JPA Aquino
	1.3 Prepare Media Clearance Form and coordinate with units/individuals concerned	₱0.00	1 day	JPA Aquino
	1.4 Approval by the director	₱0.00	5 minutes	MLM Chico, Director
TOTAL		₱0.00	1 day and 30 minutes	



OC OFFICE OF PUBLIC RELATIONS
INTERNAL SERVICES

OC-OPR.6

Request for publishing of articles/information on the UPLB website

Units may request to publish information/articles on the university website

Office or Division:	Office of Public Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB units only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to OPR including draft copy of the article.	1.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	1.2 Review/Edit article	₱0.00	1 day	JM Bo
	1.3 Prepare banner photo	₱0.00	2 hours	JGS Sarol
	1.4 Client fact-checks the article	₱0.00	1 day	
	1.5 Once article has been fact-checked, OPR proofreads and tag article	₱0.00	2 hours	AGB Peralta/JPA Aquino
	1.6 Approval of the director	₱0.00	30 minutes	MLM Chico, Director
	1.7 Post the article/information	₱0.00	10 minutes	KE Araguas
	TOTAL	₱0.00	3 days, 4 hours and 45 minutes	

OC-OPR.7

Request for video recorded messages/speeches from the Chancellor

Units/Institutions may request for video recorded speeches/messages from the Chancellor

Office or Division:	Office of Public Relations			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB units only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Office of the Chancellor		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Send letter of request to the Office of the Chancellor (OC) including relevant information on the event/activity/program speech or draft of the message				
2. The OC will forward the request letter to OPR				
	2.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	2.2 Write speech/message	₱0.00	5 days	AGB Peralta
	2.3 Edit speech/message	₱0.00	1 day	JJS Arana
	2.4 Approval of the director	₱0.00	1 hour	MLM Chico, Director
	2.5 Forward final speech to the Office of the Chancellor	₱0.00	5 minutes	MLM Chico, Director
	2.6 Secure video recording schedule from OC	₱0.00	3 days	CV Labe
	2.7 Shoot the video	₱0.00	1 day	CV Labe, MC de la Cruz
	2.8 Edit the video	₱0.00	1 day	CV Labe
	2.9 Preview by the director	₱0.00	1 hour	MLM Chico, Director
	2.10 If there's any revision, staff re-edits the video	₱0.00	2 hours	CV Labe
	2.11 Approval by the director	₱0.00	1 hour	MLM Chico, Director
	2.12 Send video to OC	₱0.00	1 hour	CV Labe
	2.13 OC sends video recorded message to client.	₱0.00	1 hour	OC
	TOTAL	₱0.00	11 days, 7 hours and 10 minutes	

OC-OPR.8

Request for photo/video coverage of university activities/events

Units may request coverage of events/activities held on campus

Office or Division:	Office of Public Relations			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB units only			
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 including program to OPR (Hard copy or thru email: opr.uplb@up.edu.ph)	1.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	1.2 Review request	₱0.00	1 hour	MLM Chico, Director
	1.3 Approval by the director	₱0.00	5 minutes	MLM Chico, Director
	1.4 Assign staff to cover	₱0.00	5 minutes	MC de la Cruz
	TOTAL	₱0.00	16 minutes	

OC-OPR.9

Request for website development

Units may request assistance in website development.

Office or Division:	Office of Public Relations (OPR)			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Offices/Colleges/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting client		
1. Send letter of request to OPR (thru email: opr.uplb@up.edu.ph).	1.1 Receive request letter	₱0.00	5 minutes	ALG Gabatin
	1.2 Review request by the Online Media Application Development and Management (OMADM) Team	₱0.00	2 -3 days	OMADM Team
	1.3 Submit recommendation to the director	₱0.00	1 day	OMADM Team
	1.4 Approval by the director	₱0.00	1 day	MLM Chico, Director
	1.5 Engage with client	₱0.00	4 months	OMADM Team
TOTAL		₱0.00	4 months, 4 days and 5 minutes	

OC-OPR.10

Request for UPLB Live Events services

Units may request for production and live streaming of their events.

Office or Division:	Office of Public Relations (OPR)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB units and university partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requesting client		
1. Send letter of request to OPR (thru email: opr.uplb@up.edu.ph)	1.1 Receive request letter	₱0.00	1 day	ALG Gabatin
	1.2 Prepare cost estimate	₱0.00	2 days	KEAraguas
	1.3 Approval by the client and assignment of fund code	₱0.00	1 day	MLM Chico, Director
	1.4 Once OPR Director approves, staff in charge will email the cost estimate to the requesting client	₱0.00	1 day	KEAraguas
	1.5 Approval by the director	₱0.00	30 minutes	MLM Chico, Director
	1.6 Engage with the client	₱0.00	30 minutes	KEAraguas
TOTAL		₱0.00	5 days and 1 hour	



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		₱0.00	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		₱0.00	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		₱0.00	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		₱0.00	2 working days	



OC QUALITY ASSURANCE OFFICE
INTERNAL SERVICES

OC-QAO.1

Request for External Quality Assurance (EQA) Degree Program Assessment – Type A (within CU)

Assessment of UPLB undergraduate and graduate degree programs to be conducted by UPLB Assessors

Office or Division:		Quality Assurance Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Degree Program Delivery Unit (DPDU)/Academic units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent/Request Letter		Office of the Dean		
Self-Assessment Report (SAR)		DPDU		
Set of evidence as attachment		DPDU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for External Quality Assurance (EQA) program assessment with the final version of SAR attached (with 1st and 2nd level evaluation)	1.1 Receive request letter	₱0.00	5 minutes	Maria Kristelle R. Malveda Administrative Officer I or Myra G. Borines Director
2. Submit a request letter for financial support after approval of date of EQA	2.1 Receive request letter and endorse to the Office of the Chancellor	₱0.00	5 minutes	Maria Kristelle R. Malveda Administrative Officer I or Myra G. Borines Director
3. Submit a request letter to different units/offices for the conduct of facility visits, opening and closing programs	3.1 Receive request letter and endorse to the heads/directors of the facilities/units	₱0.00	1 hour	Maria Kristelle R. Malveda Administrative Officer I or Myra G. Borines Director
4. Finalize all preparations (manpower, technical, documentary, and physical) for an on-site/virtual visit	4.1 Prepare the final itinerary of activities	₱0.00	1 day	DPDU College Quality Assurance Officers/ UPLB Assessors Maria Kristelle R. Malveda Administrative Officer I Myra G. Borines Director Emlyn A. Umali Administrative Assistant II
5. Attend to 5-day assessment	5.1 Conduct 5-day assessment	₱0.00	5 days	DPDU College Quality Assurance Officers/ UPLB Assessors Maria Kristelle R. Malveda Administrative Officer I Myra G. Borines Director Emlyn A. Umali Administrative Assistant II
	5.2 Release result of assessment after a month	₱0.00	5 minutes	College Quality Assurance Officers/ UPLB Assessors Maria Kristelle R. Malveda Administrative Officer I
TOTAL		₱0.00	6 days, 1 hour and 15 minutes	

OC-QAO.2

Request for data for university rankings

Data submission for Times Higher Education (THE) World University Rankings (WUR), Quacquarelli Symonds WUR, THE Impact Rankings and other university rankings

Office or Division:		Quality Assurance Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		OVPA staff/ QA staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/Memorandum		Office of the Vice President for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/memorandum for data submission with templates and guide	1.1. Receive letter request/memorandum	₱0.00	5 mins.	Maria Kristelle R. Malveda Administrative Officer I
	1.2. Prepare templates and forward request to units/ departments/ colleges, and give deadline of submission (1 month)	₱0.00	1 day	Maria Kristelle R. Malveda Administrative Officer I
	1.3 Consolidate and verify data submitted	₱0.00	5 days	Maria Kristelle R. Malveda Administrative Officer I
	1.4 Submit consolidated data to OVPA/QA staff	₱0.00	5 mins.	Maria Kristelle R. Malveda Administrative Officer I
TOTAL		₱0.00	6 days and 10 minutes	



**OVCAA CENTER FOR THE
ADVANCEMENT OF TEACHING AND
LEARNING**
INTERNAL SERVICES

OVCAA-CATL.1

Rental and Use of Computer Laboratories

For varied authorized academic and non-academic, profit and non-profit activities

Office or Division:	Center for the Advancement of Teaching and Learning			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB units and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request stating the purpose of the activity, date and time		Requesting Party		
Official Receipt (OR) of Payment		UPLB Cash Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirement				Requesting party
1. Submit requirement	1. 1Check the letter if duly signed by the requesting party, head of unit	₱0.00	5 mins	Beverly R. Pabro University Extension Specialist or Leonilo H. Torio Administrative Assistant I
	1.2 Check availability of requested facility			
	1.3 Received documents			
	1.4 Evaluate request			
	1.5 Affix signature for approval		5 mins	Edmund G. Centeno CATL Director
TOTAL		₱0.00	10 mins	

OVCAA-CATL.2

Rental and Use of Computer Laboratories

For varied authorized academic and non-academic, profit and non-profit activities

Office or Division:	Center for the Advancement of Teaching and Learning			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB units and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request stating the purpose of the activity, date and time of period of the activity, and duly recommended by the head of unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirement		₱0.00		Requesting party
1. Submit requirement	1. 1Check the letter if duly signed by the requesting party, head of unit		5 mins	Leonilo H. Torio Administrative Assistant I
	1.2 Check availability of requested equipment and technician			
	1.3 Received documents			
	1.4 Evaluate request			
	1.5 Affix signature for approval		5 mins	Edmund G. Centeno CATL Director
TOTAL		₱0.00	10 mins	

OVCAA-CATL.3

Request for use of Recording Studio

For varied authorized academic and non-academic, profit and non-profit activities

Office or Division:	Center for the Advancement of Teaching and Learning			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB units and other government agencies			
WHERE TO SECURE		WHERE TO SECURE		
Letter of Request stating the purpose of the activity, date and time of period of the activity, and duly recommended by the head of unit		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirement				Requesting party
1. Submit requirement	1. 1Check the letter if duly signed by the requesting party, head of unit	₱0.00	5 mins	Leonilo H. Torio Administrative Assistant I
	1.2 Check availability of requested facility and technician	₱0.00		
	1.3 Received documents	₱0.00		
	1.4 Evaluate request	₱0.00		
	1.5 Affix signature for approval	₱0.00	5 mins	Edmund G. Centeno CATL Director
TOTAL		₱0.00	10 mins	



**OVCAA OFFICE OF THE UNIVERSITY
REGISTRAR**
EXTERNAL SERVICES

OVCAA-OUR.1

Transfer Application (Filipino)

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

Office or Division:	Admission Section, OUR				
Classification:	Simple				
Type of Transaction:	G2C - Government to Clients				
Who may avail:	UP and non-UP undergraduate students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Undergraduate Application Form (OUR-Form No.3)		OUR			
True Copy of Grades		Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit requirements	1.1 Receive application requirements	₱0.00	10 minutes	Student Records Evaluator III	
	1.2 Check for completeness of entries in		15 minutes		
	1.3 Compute number of units earned and general weighted average		30 minutes		
2. Follow-up on result of initial evaluation	2.1 Inform applicant if qualified for further evaluation by college or not		5 minutes		
	2.2 Prepare letter of regret if not qualified and forward to University Registrar for signature		5 minutes		
	2.3 University Registrar signs the letter of regret		10 minutes		
	2.4 Letter of regret is sent to the applicant		1 minute		
	2.5 Prepare referral letter for applicant who satisfied the minimum requirements		15 minutes		Student Records Evaluator III
	2.6 Forward to the University Registrar for signature				
	2.7 University Registrar signs the referral letter	10 minutes		University Registrar	
	2.8 Application documents are referred to the Office of College Secretary of the college concerned for evaluation	1 minute		Student Records Evaluator III	
3. Office of the College Secretary concerned for evaluation		₱0.00		College Concerned	
	3.1 Receive recommendation from college	₱0.00	5 minutes	Student Records Evaluator III	
	3.2 Prepare letter of admission/regret based on college recommendation for signature of University Registrar		10 minutes		
	3.3 University Registrar signs the letter of admission/regret		10 minutes		University Registrar
4. Claim letter on result of application and registration requirements for admitted qualified applicants	4.1 Issue letter of result of application. Issue registration requirements to admitted qualified applicant		5 minutes		Student Records Evaluator
TOTAL		₱0.00	2 hours and 12 minutes		

OVCAA-OUR.2

Transfer Application (non-Filipino)

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

Office or Division	Admission Section, OUR			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Foreign undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Undergraduate Application Form (OUR Form No.3)		OUR		
True Copy of Grades/Original Transcript of Records		Applicant		
Application Fee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section, OUR via courier or dropbox	1.1 Receive application requirements: accomplished application form and academic credentials 1.2 Issue receipt to be settled to client	₱0.00	10 minutes	Student Records Evaluator II
2 Settle fees at Cashier's Office				
3. Submit copy of receipt to OUR	3.1 Issue white receipt to client and attach pink receipt to application form	₱0.00	3 minutes	Student Records Evaluator II
	3.2 Check for completeness of entries in application form and validity of academic records		15 minutes	
	3.3 Compute number of units and general weighted average earned		30 minutes	
4. Follow-up on initial result	4.1 Inform applicant if qualified for further evaluation or not		2 minutes	
	4.2 Prepare letter of regret for applicant who did not meet minimum requirement for signature of University Registrar		8 minutes	
	4.3 Forward letter to University Registrar		1 minute	
	4.4 University Registrar signs letter of regret		1 minute	
	4.5 Issue letter of regret		1 minute	

	4.2 Prepare referral letter to college concerned for signature of the University Registrar if applicant meets minimum requirements		8 minutes	
	4.3 Forward the letter to the University Registrar		1 minute	Student Records Evaluator II
	4.4 University Registrar signs the letter		1 minute	University Registrar
	4.5 Forward application credentials to college concerned for further evaluation		1 minute	Student Records Evaluator II
5. Office of the College Secretary concerned for further evaluation		₱0.00		College Concerned
	5.1 Receive recommendation from college	₱0.00	5 minutes	
	5.2 Prepare letter of admission/regret based on college recommendation for signature of the University Registrar		8 minutes	
	5.3 Forward letter to the University Registrar		1 minute	Student Records Evaluator II
	5.4 University Registrar signs the letter.		1 minute	University Registrar
6. Claim letter of result of application and/or the registration requirements	6.1 Issue letter of result of application. Issue registration requirements to admitted qualified applicants.		5 minutes	Student Records Evaluator II
TOTAL		₱20.00	1 hour and 31 minutes	

OVCAA-OUR.3

New Freshman Application for Automatic Admission

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

Office or Division	Admission Section, OUR			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	High school graduates of non-Filipino schools or schools abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Undergraduate Application Form		OUR		
Certificates/Official Result of Accepted Examinations		Applicant		
Application Fee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section, OUR via courier or dropbox at OUR lobby	1.1 Receive application requirements 1.2 Issue receipt to be settled to client; for payment from abroad, prepare receipt and forward with payment to Cashier's Office	₱0.00	10 minutes	Student Records Evaluator II
2. For payment of fees: Claim receipt for the fee from the OUR and settle payment at Cashiers Office of UPLB or for those abroad, send payment via courier		₱20.00		Cashier's Office
3. Submit copy of receipt to OUR	3.1 Issue white receipt as client's copy and attach pink receipt to application form.	₱0.00	1 minute	
	3.2 Check for completeness of entries in application form and validity of academic records	₱0.00	15 minutes	
	3.3 Assess if applicant is qualified for automatic admission	₱0.00	15 minutes	Student Records Evaluator II
4. Follow-up on result of initial evaluation	4.1 Inform the applicant if qualified for automatic admission or not	₱0.00	5 minutes	
	4.2 Confirm with the University Registrar of available slot for qualified applicant	₱0.00	10 minutes	
	4.3 Prepare letter of regret or admission for applicant for signature of University Registrar	₱0.00	8 minutes	
	4.4 Forward to the University Registrar for signature.	₱0.00	1 minute	Student Records Evaluator II
	4.5 University Registrar signs the letter.	₱0.00	1 minute	University Registrar
5. Claim letter of result of application / registration requirements	5.1 Issue letter of result of application. Issue registration requirements for admitted qualified applicants	₱0.00	5 minutes	Student Records Evaluator II
TOTAL		₱0.00	1 hour and 1 minute	

OVCAA-OUR.4

Admission for a Second Baccalaureate

Processing of application for admission for a second baccalaureate

Office or Division	Admission Section, OUR	
Classification	Simple	
Type of Transaction	G2C - Government to Clients	
Who May Avail	UP or non-UP graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Undergraduate Application Form (OUR Form No.3)		OUR
Original Transcript of Records		Applicant
Three recommendation letters from former teachers		Applicant
Photocopy of college diploma		Applicant
Application fee		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section via courier or dropbox at OUR lobby	1.1 Receive application requirements 1.2 Issue receipt to be settled to client (For payment from abroad, OUR prepares receipt and forwards with payment received to Cashier's Office)	₱0.00	8 minutes	Student Records Evaluator II
2. For payment of fees: Claim receipt for the fee from the OUR and settle payment at Cashiers Office of UPLB. For those abroad, send payment via courier.		₱100.00 (Filipino) /US\$20.00 (non-Filipino)		Cashier's Office
3. Submit receipt to OUR	3.1.a Issue white receipt to client and attach pink receipt to application form.	₱0.00	1 minute	Student Records Evaluator II
	3.2 Check for completeness of entries in application form and validity of submitted documents	₱0.00	10 minutes	
	3.3 Compute number of units and general weighted average earned	₱0.00	45 minutes	
4. Follow up on result of initial evaluation	4.1 Inform applicant is qualified or not for further evaluation by the college	₱0.00	5 minutes	
	4.2 Prepare letter of regret for signature of the University Registrar	₱0.00	5 minutes	
	4.3 Forward to University Registrar for signature	₱0.00	1 minute	
	4.4 University Registrar signs letter of regret.	₱0.00	1 minute	
	4.5 Issue letter to applicant	₱0.00	1 minute	
	4.6 Prepare referral letter to college concerned for applicant who satisfied minimum requirements for signature by the University Registrar	₱0.00	5 minutes	Student Records Evaluator II
	4.7 Forward letter to University Registrar for signature	₱0.00	1 minute	
	4.8 University Registrar signs letter of referral to College.	₱0.00	1 minute	University Registrar
	4.9 Forward application and credentials to college concerned for further evaluation	₱0.00	1 minute	Student Records Evaluator II
5. Forward to College Concerned		₱0.00		College Concerned
	5.1 Receive college recommendation	₱0.00	5 minutes	Student Records Evaluator II
	5.2 Prepare letter of admission/regret based on college recommendation for signature of University Registrar	₱0.00	8 minutes	
	5.3 Forward to the University Registrar for signature.	₱0.00	1 minute	
	5.4 University Registrar signs the letter.	₱0.00	1 minute	
6. Claim letter on result of application result and the registration requirements if qualified for admission	6.1 Issue letter of application result. Issue the registration requirements to admitted applicants	₱0.00	5 minutes	
TOTAL		₱100.00 (Filipino) /US\$20.00 (non-Filipino)	1 hour and 31 minutes	

OVCAA-OUR.5

Admission as Non-Degree/Special Student

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

Office or Division	Admission Section, OUR			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Graduates of bachelor's degree			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Undergraduate Application Form (OUR Form No.3)		OUR		
Original Transcript of Records		Applicant		
Application Fee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Admission Section via courier or via dropbox at OUR lobby	1.1 Receive application requirements and issue receipt for payment of application fee	₱0.00	8 minutes	Student Records Evaluator II
2 Claim receipt for the fee from the OUR and settle payment at Cashiers Office of UPLB.		₱100.00 (Filipino) /US\$20.00 (non-Filipino)		Cashier's Office
3 Submit receipt to OUR	3.1 Issue white receipt to client and attach pink receipt to application form.	₱0.00	1 minute	
	3.2 Check for completeness of entries in application form and validity of academic records	₱0.00	10 minutes	
	3.3 Secure action of the University Registrar of the application	₱0.00	5 minutes	
	3.4 Prepare letter of admission/regret based on the action of University Registrar on the application	₱0.00	8 minutes	
	3.5 Forward letter to University Registrar for signature	₱0.00	1 minute	

	3.6 University Registrar signs letter	₱0.00	1 minute	
4. Claim letter on result of application. Claim registration requirements if qualified for admission.	4.1 Issue letter on result of application. Issue the registration requirements to applicant who qualify for admission	₱0.00	5 minutes	Student Records Evaluator II
TOTAL		₱100.00 (Filipino) /US\$20.00 (non-Filipino)	39 minutes	

OVCAA-OUR.6

Processing of Faculty Service Records

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

Office or Division	Admission Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Faculty Service Records		Office of the College Secretary where faculty member is under		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished faculty service record as checked by the college personnel	1.1 Receive the documents	₱0.00		
	1.2 Countercheck schedule of courses, computation of teaching load credits and off-hour schedule	₱0.00		
	1.3 Countersign the faculty service record and forward to the University Registrar for signature	₱0.00		Student Records Evaluator III
	1.4 University Registrar sign the document	₱0.00		University Registrar
	1.5 Record the document and forward to the OVCAA	₱0.00		
	1.6 Call the College Secretary and Inform them to prepare letter request/voucher for payment of overload honoraria	₱0.00	30 minutes	
2. College prepares letter request/voucher for payment of overload honoraria	College prepares summary of payment for overload honorarium and submits to OVCAA	₱0.00		College of faculty member
3. College forwards request to OVCAA	OVCAA forwards corrected summary of payment of overload honorarium with letter request for payment from college to OUR	₱0.00		OVCAA
	3.1 Receive the letter request/voucher/Summary of payment from OVCAA	₱0.00		
	3.2 Countercheck the letter request/voucher for honoraria	₱0.00		
	3.3 Countersign the letter request	₱0.00		
	3.4 Forward the document to the University Registrar for signature	₱0.00		
	3.5 Forward the letter/voucher/Summary of payment to OVCAA for final processing and approval	₱0.00	20 minutes	Student Records Evaluator III
2. OVCAA		₱0.00		
3. Budget Management Office		₱0.00		
4. Accounting Office		₱0.00		
5. Cashier's Office deposited the payment at client's Landbank Account		₱0.00		
TOTAL		₱0.00	50 minutes	

OVCAA-OUR.7

Request for Duplicate Diploma

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

Office or Division	Secretariat and Publication Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the University Registrar		Applicant		
Processing Fee - receipt of payment		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the OUR or thru email secretariat_our.uplb@up.edu.ph	1.1 Receive and record the request. 1.2 Issue receipt for payment to the Cashier's Office or give instructions thru email and the amount to be paid	₱0.00	15 minutes	Student Records Evaluator II
2. Pay at the Cashier's Office		₱380.00		
	1.3 Retrieve and check student records for verification	₱0.00	1 hour	

	1.4. Countersign letter request and forward to the University Registrar for approval			Student Records Evaluator II
3. Printing Press receives the job request; process and prints the duplicate diploma 4. Delivers the duplicate diploma to Office of the University Registrar	In consideration of the signatories, the diploma are printed by batch/bulk every after 5 days.	₱0.00		
	2.1 Receive the duplicate diploma from printing press 2.2 Check and stamp with dry seal of the University	₱0.00		
	2.3 Forward the duplicate diploma to the University Registrar for signature	₱0.00		Student Records Evaluator II
	2.4 University Registrar signs the duplicate diploma	₱0.00		University Registrar
	2.4 Forward the duplicate diploma to the UPLB Chancellor for signature	₱0.00	1 day	Student Records Evaluator II
5. Chancellor's Office sign the duplicate diploma 6. Forward to Office of the University Registrar after signing		₱0.00		
	5.1 Receive and check the duplicate diploma and forward to the Records Section of the OUR for recording and issuance	₱0.00	1 hour	Student Records Evaluator II
7. Claim the duplicate diploma from OUR-Records and Billing Section- Window 10		₱0.00		Records and Billing Section
TOTAL		₱380.00	1 day & 2 hrs 15 minutes	

OVCAA-OUR.8

New Student Confirmation Thru New Undergraduate Students Admission Google Form

Process the confirmation of admission of new student thru the New Undergraduate Students Admission Google Form

Office or Division	Data Processing Section			
Classification	Complex			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB New Freshmen and New Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Notice		Local admission section UPLB		
Birth Certificate		Applicant		
Form 137		Applicant		
Form 138		Applicant		
Student Directory		Applicant		
E-signature		Applicant		
Passport size ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received Admission Letter from Admission Office Diliman		₱0.00		
2. UPLB Admission section send list of qualifier to DPS		₱0.00		
	2.1 Send the Undergraduate Students Admission google form to student email.	₱0.00	1 minute per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
3. Access New Undergraduate Students Admission google form thru student email. Fill up the google sheet form. 4. Submit checklist requirements		₱0.00		
	4.1 Validate the submitted checklist requirements of the student.	₱0.00	2 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
5. Received summary of confirmation	5.1 Provide reports per degree program for Legacy system (Regist)	₱0.00	5 days	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
TOTAL		₱0.00	5 days and 3 minutes	

OVCAA-OUR.9

New Student Enrollment Thru Legacy (Regist) and Student Academic Information System (SAIS)

Process of New Student Enrollment to get the schedule of classes

Office or Division	Data Processing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB New Freshmen and New Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Admission to UPLB		Local admission section UPLB		
Confirmation to Enroll at UPLB		Online confirmation thru google form		
Application of For Transferee Students to UPLB		Online confirmation thru google form		
Student data (College, Degree Program, Curriculum, Courses, Stud		Legacy System (Regist)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirmed online if willing to enroll UPLB	1.1 Encodes curriculum, plan of study, sex, college 1.2 Encodes courses to be taken for first year, first sem per degree program 1.3 Assign total units to be enrolled per degree program 1.4 Encodes schedule of classes for new students only 1.5 Assign course section without conflicts 1.6 Assign guidance instruction schedule 1.7 Quick Admit students to SAIS 1.8 Encode Student Personal Information	₱0.00	5 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
2. For Transferee students admission results from college if accepted	2.1 Encodes curriculum, plan of study, sex, college 2.2 Encodes courses to be taken for first year, first sem per degree program 2.3 Assign total units to be enrolled per degree program 2.4 Encodes schedule of classes for new students only 2.5 Assign course section without conflicts 2.6 Assign guidance instruction schedule 2.7 Quick Admit students to SAIS 2.8 Encode Student Personal Information	₱0.00	5 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
3. Student receive the schedule of classes thru Student Academic Information System (SAIS).		₱0.00		
TOTAL		₱0.00	10 minutes per student	

OVCAA-OUR.10 Request of UP mail address

Process of requesting the UP mail address for UPLB Student, Faculty, and Staff needed to have access on the existing system of UP

Office or Division	Data Processing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student (Officially Enrolled)		Admission Section, Legacy System (Regist)		
Faculty/Staff (Appointment)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hardcopy of student credentials and copy of approved appointment from HRDO for employee	1.1 Receive and evaluate the documents	₱0.00	2 minutes per client	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
	1.2 Encode client's data at ITDC UP mail template.	₱0.00	2 minutes per client	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
2. ITDC process the data		₱0.00		
3. Receive UP mail from ITDC or ITC thru email.		₱0.00		
TOTAL		₱0.00	4 minutes per client	

OVCAA-OUR.11 Request SAIS Credentials

Process of requesting the Student Academic Information System (SAIS) Credentials of Student, Faculty, and Staff

Office or Division	Data Processing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student/Faculty/Staff UP mail address		ITDC or ITC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the list of Student	1.1 Receive and evaluate the data	₱0.00		
	1.1 Create User Profile on SAIS. 1.2 Submit User Profile to ITDC.	₱0.00	3 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
2. Information Technology Development Center (ITDC), UP diliman process the data		₱0.00		
3. Student received the SAIS credentials thru UP mail from ITDC.		₱0.00		
TOTAL		₱0.00	3 minutes per student	

OVCAA-OUR.12 Admission of Student across Campus Unit's

Process of Admitting Students on Student Academic Information System (SAIS) from other UP Campus. These are students who want to transfer from other UP Campus to UP Los Banos Campus

Office or Division	Data Processing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Students from other UP unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Applicant		
Transcript of Records provided accepted by the OCS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the College Secretary (OCS) receive the list of student from other UP campus.		₱0.00		
2. OCS submit the list to Office of University Registrar	2.1 Receive and evaluate the list of students	₱0.00	2 minutes	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
3. Student submit the approved application form and Transcript of Records to OUR-Data Processing Section.	3.1 Receive the approved application form and other credentials from the student 3.2 Check the documents 3.3 Quick Admit on SAIS	₱0.00	10 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
4. Student received the credentials and appointment thru SAIS		₱0.00		
TOTAL		₱0.00	12 minutes per student	

OVCAA-OUR.13 Encoding of Student Grades

Process of encoding the completion, removal, change of grades and Deferred Grade to SAIS for viewing of the students

Office or Division	Data Processing Section			
Classification	Complex			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished completion, removal, change of grades and Deferred		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the College Secretary (OCS) receive the results of completion, removal and change of grade 2. Submit to OUR		₱0.00		
3. OCS submit the documents to OUR	2.1 Receive and evaluate the data 2.2 Encodes completion, removal, change of grade or Deferred Grades thru SAIS.	₱0.00	5 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
3. Students can view the updated grades on SAIS.		₱0.00		
TOTAL		₱0.00	5 minutes per student	

OVCAA-OUR.14 Administrative Enrollment

Process of enlisting the subjects after late registration, students who cannot enroll online due to some problems on their accounts and on their subjects to be enrolled

Office or Division	Data Processing Section
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who May Avail	UPLB Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 5A		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student received approved form 5a from the OCS.		₱0.00		
2. Submit form 5A to OUR-Data Processing Section.	1.1 Receive and evaluate the completeness of data 1.2 Encode student courses.	₱0.00	10 minutes per student	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
3. Student enroll and receive the courses thru SAIS.		₱0.00		
TOTAL		₱0.00	10 minutes per student	

OVCAA-OUR.15

Requests of Statistical Data

Process of requesting the statistical data of students requested by different government offices and other clients

Office or Division	Data Processing Section			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Clients; G2G - Government to Government			
Who May Avail	UPLB Students, CHED, PASUC, UP System, UPLB Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Letter Request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request indicating the purpose and the type of data to be requested or thru email (our.uplb@up.edu.ph)	1.1 Receive the letter request and forward to University Registrar for approval	₱0.00	5 minutes	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
	1.2 University Registrar signs and approve the request then forward to Data Processing Section	₱0.00	10 minutes	University Registrar
	1.3 Download from SAIS the data needed by the requester 1.4 Prepare the report of the data requested 1.5 Print the report and forward it to University Registrar for signature	₱0.00	1 hour	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
	1.6 University Registrar signs the report	₱0.00	10 minutes	University Registrar
2. Claim the report requested thru email or personal	1.7 Staff in charge email the report to the requester or issue personally	₱0.00	5 minutes	Computer Programmer III Project Development III Junior Community Relations Associate Junior Office Assistant
TOTAL		₱0.00	1 Hour and 30 minutes	

OVCAA-OUR.16

Preparation of Commission on Higher Education (CHED) Billing Reports

Process of preparing the Billing reports of students with free tuition fee subsidy including the certifications and other documents needed to reimburse the benefits of those grantees

Office or Division	Data Processing Section			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who May Avail	Commission on Higher Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request with template of the CHED Billing Report		Office of Student Financial Assistance (OSFA), UP System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OSFA send an email request	1.1 Received the request CHED billing	₱0.00	5 minutes	Computer Programmer III
	1.2 Check students if tagged in free tuition 1.3 Tag student in free tuition 1.4 Check per Batch if the date tagged is correct 1.5 Tag student the correct date 1.6 Check shiftee student if student group is correct 1.7 Tag shiftee student the new college and batch For all Colleges: College of Agriculture College of Arts and Sciences College of Development Communication College of Engineering and Agro-Industrial Technology College of Economics and Management College of Forestry and Natural Resources College of Human Ecology College of Veterinary Medicine	₱0.00	3 days	Project Development Officer III

	1.8 Download data for Form 2, student enrolled courses, data for Form 2A, data for Form 2B, CMSC laboratory fees For all Colleges: College of Agriculture College of Arts and Sciences College of Development Communication College of Engineering and Agro-Industrial Technology College of Economics and Management College of Forestry and Natural Resources College of Human Ecology College of Veterinary Medicine		2 days	Project Development Officer III
	1.9 Counter check: number of students at the Form 2 data versus the number of students with enrolled courses total units of the student at the Form 2 data versus the total units at the student with enrolled courses data total tuition fees of the student at the Form 2 data versus the total tuition fees at student with enrolled courses data number of students at the Form 2 data versus the number of students at the Form 2A data number of students from Form 2 data versus the number of students from Form 2B data Encode courses at student enrolled courses if not equivalent to Form 2 data For all Colleges: College of Agriculture College of Arts and Sciences College of Development Communication College of Engineering and Agro-Industrial Technology College of Economics and Management College of Forestry and Natural Resources College of Human Ecology College of Veterinary Medicine	₱0.00	1 day	Computer Programmer III Project Development Officer III
	1.10 Consolidate all data of the colleges for Form 2, student enrolled courses, Form2A, Form2B	₱0.00	1 day	Project Development Officer III
	1.11 Compute total amount of tuition fees, total enrolled courses, and total amount of other fees	₱0.00	1 day	Project Development Officer III
	1.12 Tuition Calculate all students 1.13 Check Home address of the students 1.14 Encode Home address if none 1.15 Counter check LRN of the students 1.16 Encode LRN of the student if none 1.17 Upload list of students in the student group 1.18 Generate Form 5	₱0.00	1 day	Computer Programmer III Project Development Officer III
	1.19 Prepare and print the billing reports and certifications and forward to the signatories concern	₱0.00	1 day	Computer Programmer III
2. University Registrar	2.1 University Registrar sign the Billing Reports and the Certifications	₱0.00	10 minutes	University Registrar
3. Chancellor's Office		₱0.00		
2. OSFA receive all CHED documents of Free Tuition Subsidy thru email and courier	2.1 Send all documents thru email and courier	₱0.00	10 minutes	Computer Programmer III
TOTAL		₱0.00	10 days and 25 minutes	

OVCAA-OUR.17 Online Trainings on how to use SAIS

Process and arrange the requested SAIS trainings on how to use the Student Academic Information System for faculty and new students for a Term

Office or Division	Data Processing Section			
Classification	Complex			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request address to University Registrar		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of request to Office of the University Registrar	1.1 Receive the request and forward to University Registrar	₱0.00	10 minutes	Computer Programmer III
	1.2 University Registrar sign and approve the request	₱0.00	10 minutes	University Registrar

	1.3 Prepare the needed materials and equipments and schedule the training	₱0.00	1 hour	Junior Community Relations Associate
2. Received training from OUR-Data Processing Section, online	2.1 Conduct trainings and distribute user's manual on how to use SAIS.	₱0.00	4 days	Junior Community Relations Associate
TOTAL		₱0.00	4 days, 1 hour and 20 minutes	

OVCAA-OUR.18 First Time Request for Official Transcript of Records

Processing application for the first time request of the Official Transcript of Records

Office or Division	Transcript of Records Section			
Classification	Complex			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Students and UPLB Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Applicant		
Form 5 if student is currently enrolled		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID, clearance or form5 at OUR Windows -4,5,6,7 or Send request thru email (transcript_our.uplb@up.edu.ph) and attached University Clearance	1.1 Receive the request and provide a copy of application form personal or thru email	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
2. Fill out the request form		₱0.00		
3. Pay the fees of request Official Transcript of Records at the cashier office		₱50.00 per page		
4. Return the request form and the receipt to the staff in charge at Window 4,5,6,7 or thru email	4.1 Receive the request form and the receipt of payment 4.2 Retrieval of record 4.3 Student records are verified 4.4 Prepare the requested document	₱0.00		
	4.4 Checked by the assigned checker	₱0.00		Administrative Officer III
	4.5 Editing of the document for the final draft	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	4.6 Final approval for the printing of the document	₱0.00		Administrative Officer III
	4.7 Printing of the document into the security paper	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	4.8 Countersigned by the checker	₱0.00		Administrative Officer III
	4.9 Document is forwarded to the University Registrar for signature and return to the staff in-charge for recording	₱0.00		University Registrar
	4.10 Record the requested document to the excel file	₱0.00	5 days	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
5. Claim the requested document by presenting the receipt	5.1 Requested document is issued to the student after the fees are settled and official receipt is presented thru personal or courier	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
TOTAL		₱50.00 per page	5 days 30 minutes	

OVCAA-OUR.19 Recopy of Official Transcript of Records

Processing application for the recopy of the Official Transcript of Records

Office or Division	Transcript of Records Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Students and UPLB Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Applicant		
Form 5 if student is currently enrolled		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the ID or clearance at OUR Windows -4,5,6,7 or Send request thru email (transcript_our.uplb@up.edu.ph) and attached University Clearance	1.1 Check the requirements and issue a receipt for payment or send instructions and the amount to be paid thru email	₱0.00	30 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
2. Pay at the Cashier's office or online payment thru Bank Transfer and submit the proof of payment at Windows 4,5,6,7 or send it thru email		₱50.00 per page		
	2.1 Receive the receipt of payment and the request form 2.2 Draft of the documents 2.3 Printing of the document	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	2.4 Check and countersigned by the checker	₱0.00	7 hours	Administrative Officer III
	2.5 Document is forwarded to university Registrar for signature and return to staff in-charge for recording	₱0.00	10 minutes	University Registrar
	2.6 Record the requested document to the excel file	₱0.00	5 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
3. Present the receipt to claim the requested document personal or thru courier	3.1 Issue the document personal or through courier	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
TOTAL		₱50.00 per page	1 day	

OVCAA-OUR.20

Certifications of School Credentials

Processing of applications for the certifications of school credentials requested by the students

Office or Division		Transcript of Records Section		
Classification		Simple		
Type of Transaction		G2C - Government to Clients		
Who May Avail		UPLB Students and UPLB Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements depends on the certification requested:				
Certified true copy of official transcript of records – Original transcript and the photo copy		Applicant		
Certified true copy for diploma – Original diploma and the photocopy		Applicant		
Student who is currently enrolled – Form 5		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID or clearance at OUR Windows -4,5,6,7 or Send request thru email (transcript_our.uplb@up.edu.ph) and attached University Clearance	1.1 Check the requirements and issue a receipt for payment or send instructions and the amount to be paid thru email	₱0.00	10 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
2. Pay at the Cashier's office or online payment thru Bank Transfer and submit the proof of payment at Windows 4,5,6,7 or send it thru email		₱40.00 per page for the certified true copy and ₱30.00 for the other certifications		
	2.1 Receive the receipt of payment and the request form 2.2 Draft of the documents 2.3 Printing of the document	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	2.4 Check and countersigned by the checker	₱0.00		Administrative Officer III
	2.5 Document is forwarded to university Registrar for signature and return to staff in-charge for recording	₱0.00	7 hours and 30 minutes	University Registrar
	2.6 Record the requested document to the excel file	₱0.00	5 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
3. Present the receipt to claim the requested document personal or thru courier	3.1 Issue the document personal or through courier	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI

TOTAL	₱70.00	1 day	
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OVCAA-OUR.21
Preparation of documents for Red Ribbon Processing and World Education Services

Application for the DFA Red Ribbon requirements and for the Educational Assessment from other countries.

Office or Division	Transcript of Records Section			
Classification	Complex			
Type of Transaction	G2C - Government to Clients			
Who May Avail	Student and UPLB Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduated Student - Clearance		Applicant		
Transferred Student - Clearance		Applicant		
Student who is currently enrolled – Form 5		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID or clearance at OUR Windows -4,5,6,7 or Send request thru email (transcript_our.uplb@up.edu.ph) and attached University Clearance	1.1 Evaluate the requirements 1.2 Issue request form and receipt for payment	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
2. Pay at the Cashier's office or online payment thru Bank Transfer and submit the proof of payment at Windows 4,5,6,7 or send it thru email		₱50.00 per page for the official transcript of records, ₱40.00 and ₱30.00 for the certifications		
	2.1 Receive the receipt and the application form	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	2.2 Retrieve records of the client 2.3 Prepare and print the document	₱0.00		Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
	2.3 Countersign by the checker and forward to University Registrar for signature	₱0.00		Administrative Assistant V
	2.4 University Registrar sign the document	₱0.00	3 days	University Registrar
5. Claim the requested document by presenting the receipt	5.1 Issue the document thru Courier or claim it at OUR Windows 4,5,6,7	₱0.00	15 minutes	Student Records Evaluator II, Student Records Evaluator I, Administrative Assistant V, Administrative Aide VI
TOTAL		₱120.00	3 days and 30 minutes	

OVCAA-OUR.22
Processing of Reduced Fee (RF)

Processing of Reduced Fee for the matriculation fees of UPLB Students who are employed at UPLB

This is an online process using emails of the UPLB Offices responsible for the processing and approval of the application form and use it as payment to their matriculation fees to get the registration form 5.

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reduced Fee application form		Office of University Registrar (OUR) Website or OUR- window 10		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Reduced Fee application form from OUR Website or from OUR window 10; 2. Fill up the form and make it signed by the supervisor, Director/Dean		₱0.00		
3. Submit application form and its supporting documents thru the Human Resource Development Office (HRDO) Google Docs		₱0.00		
4. Head of HRDO signed the application form and forward it to Office of the College Secretary (OCS) - Graduate School (thru email)		₱0.00		

5. College Secretary of Graduate School signed the application form and forward it to Office of the University Registrar (thru email)		₱0.00		
6. Office of the College Secretary sends an email with the attached application form and its supporting documents	6.1 Open the email. 6.2 Evaluates the application form and its supporting documents 6.3 Forward the application form thru email to the University Registrar for signature (e-signature only)	₱0.00	10 minutes	Administrative Officer V
	6.4 University Registrar signs the application form (e-sign only) 6.5 Forward to staff in-charged after signing (thru email)	₱0.00	5 minutes	University Registrar
	6.6 Submit the signed form to the Vice Chancellor for approval thru email: Vice Chancellor for Administration if applicant is administrative staff Vice Chancellor for Academic Affairs if applicant is faculty Vice Chancellor for Research and Extension if applicant is REPS	₱0.00	5 minutes	Administrative Officer V
7. Vice Chancellors approve and sign the form 8. Forward thru email to the University Registrar for tagging to SAIS		₱0.00		
	7.1 Recieve the Application form and check if approved. 7.2 Tag the benefits to SAIS	₱0.00	10 minutes	Administrative Officer V
9. Follow-up the status of application form	9.1 Inform the student on the status of application form thru email	₱0.00	5 minutes	Administrative Officer V
10. Proceed to next step of enrollment		₱0.00		
TOTAL		₱0.00	35 minutes	

OVCAA-OUR.23 Processing of Tuition Fee Exemption (TFE)

Processing of TFE for the matriculation fees of UPLB Students who are dependent of a UPLB employee. This is an online process using emails of the UPLB Offices responsible for the processing and approval of the application form and use it as payment to their matriculation fees to get the registration form 5.

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tuition Fee Exemption application form		Office of University Registrar (OUR) Website or OUR- window 10		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Tuition Fee Exemption (TFE) application form from OUR Website or from OUR Window 10; 2. Fill up the form and make it signed by parent employed at UPLB		₱0.00		
3. Submit application form and its supporting documents thru the Human Resource Development Office (HRDO) Google Docs		₱0.00		
4. Head of HRDO signed the application form and forward it to Office of the College Secretary (OCS) - depending on the College of the student		₱0.00		
5. College Secretary signs the application form and forward it to Office of the University Registrar (thru email)		₱0.00		
6. Office of the College Secretary sends an email with the attached application form and its supporting documents	6.1 Open the email. 6.2 Evaluates the application form and its supporting documents 6.3 Forward the application form thru email to the University Registrar for signature (e-signature only)	₱0.00	10 minutes	Administrative Officer V
	6.4 University Registrar approves and signs the application form (e-sign only) 6.5 Forward to staff in-charged after signing (thru email)	₱0.00	5 minutes	University Registrar
	6.6 Recieve the Application form, check the completeness 6.7 Tag the benefits to SAIS	₱0.00	10 minutes	Administrative Officer V

9. Follow-up the status of application form	9.1 Inform the student on the status of application form thru email	₱0.00	5 minutes	Administrative Officer V
10. Check SAIS account on the fees to pay, pay the fees See next process: posting of payments to SAIS		₱0.00		
TOTAL		₱0.00	30 minutes	

OVCAA-OUR.24 Processing of University Clearance

Online Processing of University Clearance of UPLB students needed to get their credentials.

University Clearance of the student will pass through the offices concern before the final approval from the University Registrar

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed University Clearance from concerned offices		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting for a University Clearance to the College Secretary depending on the college of the students		₱0.00		
2. Staff of the Office of the College Secretary process the requested University Clearance of the student		₱0.00		
3. Submit the list of the processed University Clearance to the Staff of the Office of the College Secretary thru email for final approval	3.1 Receive and check the list of students	₱0.00	5 minutes	Contract of Service
	3.2 Retrieve the student jackets and check the SAIS account of the student	₱0.00	5 minutes	Contract of Service
	3.3 Check if no accountabilities and no "HOLD" remarks from evaluator 3.4 Prepare and sign the clearance form, if clear. If not, send an email to the student and inform the accountabilities.	₱0.00	5 minutes	Student Records Evaluator II Administrative Aide VI School Credit Evaluator
4. Student claim their University Clearance thru email or personal at OUR-Window 10	4.1 Issue the clearance thru email or student may claim it personally at the Office of the University Registrar-window 10	₱0.00	5 minutes	Contract of Service
TOTAL		₱0.00	20 minutes	

OVCAA-OUR.25 Issuance of Original or Duplicate Diploma

This is a continuation of the process requesting for a duplicate diploma done by the Publication and Secretariat Section of the office. The Records and Billing Section of the office is responsible for the issuance of the duplicate diploma as well as the Original copy of Diploma

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Student		
University Clearance		Student		
Receipt of payment		Student		
Authorization Letter (If Authorized)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid I.D, Clearance, Authorization Letter, Receipt for Duplicate.	1.1 Receives Authorization Letter, Identification Card, and other requirements (if any)	₱0.00	5 minutes	Contract of Service
	1.2 Person In-Charge will check if the student is already cleared from the university.	₱0.00	10 minutes	Contract of Service
2. Log in to computer at Window 10 to claim the requested Diploma.	2.1 Issuance of Diploma.	₱0.00	5 minutes	Contract of Service
TOTAL		₱0.00	20 minutes	

OVCAA-OUR.26 Request for a certified thru copy or another copy of Form 5

Students request for a certified thru copy or another copy of their form 5 and other documents needed for different purposes.

Office or Division	Records and Billing Section
Classification	Simple

Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Student		
Receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Identification Card and request for a documents needed	1.1 Issue a receipt for the payment of the requested Form5 1.2 Open the system (SAIS), download the needed form 5 and print 1.3 Submit it to the Administrative Officer for signing	₱0.00	10 minutes	Contract of Service
	1.4 Administrative Officer signs the copy of Form5 (for certified thru copy of form 5)	₱0.00	5 minutes	Administrative Officer V
2. Pay the fees to the Cashier's Office and get a receipt		₱30.00		
3. Submit the receipt to the staff in-charge and get the requested document	3.1 Issue the requested form5	₱0.00	5 minutes	Contract of Service
TOTAL		₱30.00	20 minutes	

OVCAA-OUR.27 Verification of School Records

Private Companies and other agencies verify the school records of Job applicants or their employee for different purposes

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who May Avail	Private companies and other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Verification		Company/Agency requesting for verification		
Receipt of Payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request thru email (records_our.uplb@up.edu.ph) and attach supporting documents, if any	1.1 Evaluate the request and inform the clients the amount of payment	₱0.00	10 minutes	School Credits Evaluator
2. Pay the fees at the Cashier's Office or online payment		₱100.00		
3. Submit the copy of receipt to staff in-charge at Office of University Registrar - Window 10 or send thru email	3.1 Get the receipt 3.2 Verify student records on file 3.3 Prepare the certification 3.4 Countersign and forward to University Registrar	₱0.00	30 minutes	School Credits Evaluator
	3.5 University Registrar approves and signs the certification of verification	₱0.00	5 minutes	University Registrar
4. Claim the requested document	4.1 Issue the certification to the requesting agency, get it personally or send thru email	₱0.00	5 minutes	School Credits Evaluator
TOTAL		₱100.00	50 minutes	

OVCAA-OUR.28 Request for Honorable and Non-Honorable Dismissal

Student request for the the copy of an Honorable Dismissal for those who did not finish their degree and will transfer to another university or college. Non-Honorable Dismissal are for those students who will continue their studies to the next level of their studies.

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Student		
Receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Google Docs https://forms.gle/uhLLJZ1xmzZqmNt9		₱0.00		
2. After submission of application, there is an instruction that they need to pay to Landbank online payment or at the Cashier's Office	2.1 Open Google Docs 2.2 Check the record of the client's request 2.3 Prepare the document and print 2.4 Counter sign by the staff in-charge 2.5 Submit the document to the University Registrar	₱0.00	35 minutes	Contract of Service
	2.6 University Registrar signs the HD or Non-HD document	₱0.00	10 minutes	University Registrar
3. Pay at the Cashier's Office or online payment and send the proof of payment thru email (records_our.uplb@up.edu.ph)		₱50.00 - Honorable Dismissal ₱30.00 - Non Honorable Dismissal		

4. Get the requested documents at OUR-Window 10 or get it from the Courier	4.1 Issue the requested document at OUR window 10 or by sending it thru the Courier	₱0.00	5 minutes	Contract of Service
TOTAL		₱50.00 - Honorable Dismissal ₱30.00 - Non Honorable Dismissal	50 minutes	

OVCAA-OUR.29 Request for the Replacement of Student Identification Card

Student requests for an Identification Card (ID) who wants to replace it due to some reasons: lost ID, change of degree program, faded and other reasons for approval of the University Registrar

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Window 10		
Passport size picture with white background		Student		
Clearance form University and College Library		University and College Library		
Receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form from University Registrar-window 10 or download the form from OUR Website 2. Fill-up the form and submit it to the University Library and College Library for clearance. (thru email or personal process)	1.1 Provide an application form for ID replacement to those who requested	₱0.00	1 minute	Contract of Service
3. Log-in to Google Docs for the ID replacement application. 4. Upload the processed application form, passport size picture with white background and signature. Form 5 or Schedule of classes.		₱0.00		
5. After submission of application, there is an instruction that they need to pay to Landbank online payment or at the Cashier's Office and to send an email (records_our.uplb@up.edu.ph) to check the status of the request.	5.1 Open the Google Docs 5.2 Evaluate the application form and the supporting documents 5.3 If the application is complete, the staff in-charge will encode the data of the students in ID system and print 5.4 The staff in-charge will mark the student application in the google docs, "Approved" and "Processed"	₱0.00	15 minutes	Administrative Aide VI
6. Pay the fees		₱130.00		
7. Submit the receipt of payment at OUR-Window 10 when claiming the Identification Card	7.1 Issue the requested document upon submission of receipt and put a remark, "CLAIMED" on the google docs	₱0.00	5 minutes	Contract of Service
TOTAL		₱130.00	21 minutes	

OVCAA-OUR.30 Request of UP Employee Identification Card

UPLB employee (faculty and staff) requests for an Identification Card (ID) who wants to replace it due to some reasons: lost ID, change of position program, faded and expired ID for approval of the Human Resource Development Office

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card Application		Human Resource Development Office		
Receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Employee ID Application form and the receipt at HRDO 2. Fill up the form 3. Pay at the Cashier's Office		₱130.00		

4. Present the Identification Card application and receipt of payment	4.1 Check the completeness of the application form 4.2 Encode the information in Identification Card System and take a photo and signature of the applicant 4.3 Print the Identification Card	₱0.00		Administrative Aide VI
	4.4 The staff in-charge or the messenger bring the IDs to Human Resource Development Office before the end of office hour.	₱0.00	1 day	Messenger or Administrative Aide VI
5. Claim the Identification Card to the Human Resource Development Office	Note: Human Resource Development Office issues the ID to the employee	₱0.00		
TOTAL		₱130.00	1 day	

OVCAA-OUR.31 Certification of Matriculation

Requested by the students with scholarships outside the University or with private donors or for other purposes

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Window 10		
Payment of Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Identification Card and request for a certification of matriculation at Window 10 or request thru email records_our.uplb@up.edu.ph	1.1. Issue a receipt for the payment of the request or give instructions on how to pay online for those who requested thru email	₱30.00	5 minutes	Contract of Service
2. Pay the fees at the Cashier's Office or online payment and submit it to the staff in-charge personal or thru email	2.1 Get the information of matriculation fees at SAIS and prepare the certification 2.2 Counter sign the document and submit it to the Administrative Officer V	₱0.00	15 minutes	Contract of Service
	2.3 Administrative Officer V signs the certification	₱0.00	5 minutes	Administrative Officer V
3. Present the original copy of receipt of payment to get the requested certificate of matriculation	3.1 Issue the certificate of matriculation or send it thru email for those who requested online	₱0.00	5 minutes	Contract of Service
TOTAL		₱30.00	30 minutes	

OVCAA-OUR.32 Posting of Payments of Matriculation fees in Student Academic Information System (SAIS)

Students who pay their matriculation fees in the bank or online payment need to submit their receipt to the University Registrar to be posted to SAIS in order to generate the Registration Form 5

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receipt of payment or Bank transfer receipt		Landbank of the Philippines or from other banks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the receipt of payments or transaction details documents at Window 10 or thru email records_our.uplb@up.edu.ph with SAIS or Student Number	1.1 Open the account of the student in Student Academic Information System (SAIS) 1.2 Check the amount paid by the student 1.3 Post the payment and download and print the Registration Form 5 <i>Note: If with discrepancy with the payment and the actual charges, the student will be informed by the staff in-charge</i>	₱0.00	15 minutes	Student Records Evaluator II School Credits Evaluator 2 staff- Contract of Service
2. Get the copy of Registration form 5 at Window 10 or thru email	2.1 Issue the copy of Registration Form 5 or send it thru email for those who requested online	₱0.00	5 minutes	Student Records Evaluator II School Credits Evaluator 2 staff- Contract of Service
TOTAL		₱0.00	20 minutes	

OVCAA-OUR.33 Tagging of Scholarship Benefits in Student Academic Information System (SAIS)

Scholarship benefits are tag in Student Academic Information System as payment for their matriculation fees to get their Registration Form 5

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of scholars, or		Scholarship donors / sponsors		
Endorsement letter of scholarships		Scholarship donors / sponsors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the List of scholars or endorsement letter of scholarships at Window 10 or thru email request of tagging records_our.uplb@up.edu.ph	1.1 Open the account of student in SAIS. 1.2 Check the information and tag the scholarship in the system. 1.3 Download the Registration Form 5 and print or save.	₱0.00	15 minutes	Student Records Evaluator II
2. Claim the copy of Registration Form 5 at Window 10 or receive it thru email	2.1 Issue the Registration Form 5 or send it thru email to the student	₱0.00	5 minutes	Student Records Evaluator II
TOTAL		₱0.00	20 minutes	

OVCAA-OUR.34

Request for the Refund of Matriculation Fees

Refund of Matriculation Fees is requested by the students who withdraw their registration and with cases of excess payments.

Office or Division	Records and Billing Section			
Classification	Simple			
Type of Transaction	G2C - Government to Clients			
Who May Avail	UPLB Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of refund		Student		
Receipt of payment		Student		
Approved form of financial benefits		Office of University Registrar		
Registration form 5		Office of University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request of refund and supporting documents at Window 10 or thru email records_our.uplb@up.edu.ph	1.1 Receive the request from Window 10 or from email 1.2 Evaluate the request of refund and check the data in the Student Academic Information System (SAIS) 1.3 Compute the amount to be refunded and post it in the system 1.4 Open the University Information System (UIS) and encode the information in the system and print the Disbursement Voucher 1.5 Record the Disbursement Voucher to the list of refund 1.6 Counter sign the Disbursement Voucher and forward it to the University Registrar	₱0.00	30 minutes	Student Records Evaluator II
	1.7 University Registrar signs the Disbursement Voucher	PhP0.00	10 minutes	University Registrar
	1.8 Inform the student thru email on the status of requested refund 1.9 Photocopy the Disbursement Voucher (2 copies) 1.10 Submit the Disbursement Voucher and supporting documents to Accounting Office	₱0.00	10 minutes	Contract of Service
2. Accounting Office		₱0.00		
3. Vice Chancellor for Academic Affairs		₱0.00		
4. Cashier's Office - deposited the refund to Landbank Account of the client		₱0.00		
5. Get the refund from Landbank account		₱0.00		
TOTAL		₱0.00	50 minutes	



OVCAA UNIVERSITY LIBRARY
EXTERNAL SERVICES

OVCAA-UNIV LIB. Internet/Computer Services
1

Use of Library computers and other handheld technologies

Office or Division:		E-Resources and Multimedia Services Section (formerly Learning Commons)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	₱0.00	1 min	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II
2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID		1 min	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID		1 min	
TOTAL		₱0.00	3 mins	

OVCAA-UNIV LIB.
2
Printing Service

Self-service printing of documents

Office or Division:		E-Resources and Multimedia Services Section (formerly Learning Commons)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1. Commands its printing depends on client's preference	B&W/Plain Text Dot-Matrix Print = P 1.00 /page Ink-Based = P 2.00/page Laser Print/Colored = P 5.00 /page Graphic = P10.00/page	1 min (depends on the number of pages to be printed)	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II
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		*varies	2 mins (depends on the number of pages to be printed)	

OVCAA-UNIV LIB. Scanning Service
3

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

Office or Division:		E-Resources and Multimedia Services Section (formerly Learning Commons)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1. Commands its scanning depends on the number of documents	₱5.00	1 min/page	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II Administrative Assistant
2. Client/patron pays the amount and signs in the log sheet.	2.1. Saves the file to client/patron's flashdrive (USB) and receives and records the payment.		1 min	
TOTAL		₱5.00	2 mins	

OVCAA-UNIV LIB.

4

Newspaper Viewing (in Microfilm or DVD)

Old newspapers in Microfilm and DVD are viewed using Microfilm Reader

Office or Division:	E-Resources and Multimedia Services Section (formerly Learning Commons)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	₱0.00	1 min	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I
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	Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I Eduardo S. Barrera, Jr., Administrative Assistant II
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID		1 min	
TOTAL		₱0.00	5 mins	

OVCAA-UNIV LIB. Article Reques Service

5

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

Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail/web mail	1.1. Checks email and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is **P5.00/ page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	1 min	Irene L. Delos Santos, College Librarian III
	1.2. Searches the requested article in the database		3 mins	Pius S. Murillo, College Librarian III
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 mins	Ella Mae S. Daradar, College Librarian I Jovilyn C. Albay, College Librarian I
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRR! and other library partners		3 days	Meichelle Ann Jenine R. Galapon, College Librarian I
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 mins 1 min/page	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 mins	
TOTAL		*varies	7 days	

OVCAA-UNIV LIB.

6

Reference Query (Email/Online Chat) Service

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

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Data: Name, Student Number, College/Institution, User Classification				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Introduces himself/herself	1.1. Responds to the client's introduction	P0.00	5 mins (real time)	All Librarians
2. Sends query thru e-mail/web mail, chat	2.1. Answers/responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority		15 mins (real time)	
TOTAL		P0.00	20 mins (real time)	

OVCAA-UNIV LIB.

7

Charging and Discharging of University Special Collections (Room Use Only)

Lending of University publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division:	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
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. Consults Online Public Access Catalog (OPAC) and presents the filled-up request	1.1. Assist the client/patron in using OPAC if necessary (first time user) 1.2. Checks if ID is valid, and locates and serves the requested materials.	P0.00	5 mins. /client	Cecilia B. Licari, College Librarian III
2. Receives requested materials. If soft copy, proceeds to the available computer unit for browsing	2.1. Files the Request Form with the ID of the Borrower		5 mins. /material 1 min/ material	Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I
3. Returns the material at the designated returning box and receives ID	3.1. Returns the ID of the borrower.		1 min/material	Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
	3.2. Put's date on the returned material and quarantined/isolated for 72 hours		2 mins. / material	
TOTAL		P0.00	14 mins	

OVCAA-UNIV LIB.

8

Photocopying of University Special Collections

Self-service photo-duplication

Office or Division:	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out certification form and proceeds to self-service photocopy area	1.1. Assists client if necessary. 1.2. Review the pages to be photocopied 1.2.1. For Theses and Dissertations, Abstract, RRL and Bibliography	Black and White = P2.00 /page Colored P5.00/ half page P10.00/whole page	5 mins. / client 2 mins or more	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I
2. Client/patron pays the amount and signs in the log sheet.	2.1. Receives and records the payment		1 min	Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
TOTAL		*varies	8 mins or more	

OVCAA-UNIV LIB.

9

Online Request of UPLB Publications

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division:	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student ID, Employee ID (UP)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Email uscs-mainlib. uplb@up.edu.ph or accomplished online form via bit. ly/AccessstoSpecialMater ials	1.1. Verifies classification if UP or Non-UP	*UP No fee **Non-UP P50.00 processing fee/ US\$5.00 processing fee	1 min	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I
	1.2. Checks permission access of the material. 1.2.1. If Public, send or scan the material 1.2.2. If restricted, inform the client and contact the author/adviser 1.2.3. Wait for the author/adviser's reply 1.2.4. Maximum of 5 days to wait for author's reply, if none, inform the client/patron		2 min Max of 5 days	
	1.3. Checks digitization status of the material 1.3.1. If not yet digitized, proceed to scanning		1 min./page	
	1.4. Send bill of payment depending on classification and wait for proof of payment (if applicable)		2 days	
	2.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem		2 min	
TOTAL		P0.00	7 days	

OVCAA-UNIV LIB. 10

Charging and Discharging of Circulation Books

Lending and returning of home used books

Office or Division:	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student's ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	P0.00	5 mins/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I,
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID;		2 mins/book	Meichelle Ann Jenine R. Galapon, College Librarian I,
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module;		Keiron Allen G. Reyes, Administrative Assistant II,	
	2.3. Prints receipt, stamps the Book Card and slip with the date due.		Nestor B. De Pasion, Administrative Aide III,	
	2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.		Rogie P. Medina, Administrative Aide III,	
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.	P2.00/day for overdue book exclusive of Sundays and holidays		Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)		3 mins/book	Irene L. Delos Santos, College Librarian III (FSS) Caroline I. Siscar, College Librarian II (FSS)
TOTAL		P2.00/day	10 mins/book	

OVCAA-UNIV LIB. 11

Online Book Reservation

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division:	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student's ID, Employee's ID		Office of the University Registrar, University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks OPAC (http://lib.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book		P0.00		Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I

2. Accomplish the online reservation form and submits request thru https://bit.ly/mainlibraryonlinebookreservation	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an iLib account	P0.00	8 mins	Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
	2.2. Verifies the borrower's status and checks the availability of the book requested at the iLib system			
	2.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries		1 min	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account 3.2. Fills up the book card with the borrower's name 3.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card. 3.4. Places the book on the Sensitizer and press Lending. Inserts the book receipt to the book	P0.00	7 mins	
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the Main Library Circulation Counter/ Main Library Lobby (Guard). 4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up. 4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented. 4.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.	P0.00		
TOTAL		P0.00	16 mins	

OVCAA-UNIV LIB. 12

Charging and Discharging of Reserve Books

Lending and returning of reserve books for room and home (overnight) use

Office or Division: General Reference Section				
Classification: Simple				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student's ID, Employee's ID.		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	P0.00	5 mins/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2.1. Locates the book and gives the long card for signature of the borrower		2 minutes / book	
3. Signs the Long Card and submit it together with ID	3.1. Serves the book and files the Long Card with the ID of the borrower			
4. Returning of Room Used Book: Returns the book at the counter	4.1. Returns the ID of the borrower, inserts the Long Card and returns the book on the shelf.		1 minute / book	

5. Borrowing of Overnight/Home Use: Fills-up the long card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday and 3:00PM every Saturday)	5.1. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. Places the book on the Sensitizer and press Lending. Gives the book to the client and Inter-files the Long card together with the ID.		2 minutes / book	Administrative Aide IV (ICS)
6. Returning of Overnight Books: Returns the book	6.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.	Failure to return a Reserve Book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day	2 minutes/ book	
7. Gets ID	Places the book on the Sensitizer and presses Returning. Inserts the Long Card and returns the book on the shelf.	P0.00	1 min/book	
TOTAL		*varies	8 mins/book	

**OVCAA-UNIV LIB.
13**

Charging and Discharging of Serials and Periodicals (Room Use Only)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division: Serials and Filipiniana Sections	
Classification: Simple	
Type of Transaction: G2C - Government to Clients	
Who may avail: UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients	
CHECKLIST OF REQUIREMENTS	
Validated Student's ID, Employee's ID	
WHERE TO SECURE	
Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION
1. Fills-up the Request Slip with the journal title, volume, issue number and year and presents it together with ID	1.1. Validates the client's ID, locates and serves the requested journals. 1.2. Files the Request Slip together with the ID
2. Returns the borrowed journal at the Counter	2.1. Returns the ID to the clients and the journal to the shelf
TOTAL	
P0.00 8 mins	

**OVCAA-UNIV LIB.
14**

Accepting/Hiring of Student Assistants

Hiring of Student Assistants every semester based on Allocated Hours assigned to the University Library.

Office or Division: Public Assistance and Complaint Desk/Information Desk (2nd Floor)	
Classification: Simple	
Type of Transaction: G2C - Government to Clients	
Who may avail: UPLB Undergraduate Students with STS Bracket D and E	
CHECKLIST OF REQUIREMENTS	
Validated School ID, Form 5 and tabulated schedule of classes	
WHERE TO SECURE	
Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION
1. Presents ID and Form 5 bearing Registered stamp	1.1. Checks presented ID and Form 5
2. Presents tabulated class schedule	2.1. Checks schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students. 2.3. Assigns section to where there is a need for SA and for screening of supervisor.
TOTAL	
1 min 5 mins	

3. Proceeds to referred sections for interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to settle the reason why the student is not illegible.	P0.00	5 mins	Maria Victoria R. Altiche, College Librarian II, Angeline A. Bueno, College Librarian II, Pius S. Murillo, College Librarian III Irene L. Delos Santos, College Librarian III, Andriete S. Valdez, College Librarian IV Mary Ann M. Ingua, College Librarian IV
4. SA generates Final SA Application form	4.1. Checks information supplied 4.2. Supervisor signs the Final Application form 4.3. University Librarian signs the Final Application Form 4.4. Advises the student to submit the application form to the OVCSA-OSG.		5 mins	Virginia P. Alcantara, University Researcher I Mary Ann M. Ingua, University Librarian
TOTAL		P0.00	16 mins	

OVCAA-UNIV LIB. 15

Accepting Non-UP Clients/Visitors

Accepts Non-UP Researchers as a Public service to government and private sectors

Office or Division:	Public Assistance and Complaint Desk/Information Desk			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Non-UP clients (Alumni, Retired staff, undergraduate/graduate students, Faculty, Researcher and Staff from public and private institutions)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID/Employee's ID/ Alumni ID, referral letter for Non-UP Clients, and Vaccination Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and Referral letter	1.1. Checks presented ID, Vaccination Card, and Referral letter, and provides visitor's slip to be filled-up	For Alumni and retired staff Free for 5 days/ sem; beyond 5 days, PhP 20.00/visit For Public institutions PhP 20.00/client. For Private institutions PhP 50.00/client	3 mins	Virginia P. Alcantara, University Researcher I Mary Ann M. Ingua, College Librarian IV Andriete S. Valdez, College Librarian IV Irene L. Delos Santos, College Librarian III Pius S. Murillo, College Librarian III
2. Fills-up Visitor's slip	1.2. Receives, checks and attests filled-up visitor's slip, and issues Visitor's ID or Alumni Special Card			
3. Accepts and wears Visitor's ID/ Alumni Card				
4. Pays Library Fee	4.1. Collects payment and gets Official Receipt		5 mins	Angeline A. Bueno, College Librarian II Caroline I. Siscar, College Librarian II
5. Listens to library orientation and views the UPLB library website.	5.1. Orients Non-UP clients/visitors on the existing rules and regulation on the use of the library resources 5.2. Introduces the UPLB library website. 5.3. Demonstrates searching through OPAC		15 mins	Maria Victoria R. Altiche, College Librarian II Roma C. Gellioani, College Librarian I Elsa DR. Escalante,
6. Requests Certificate of Appearance.	6.1. Issues Certificate of Appearance upon request		3 mins	
TOTAL		*varies	26 mins	

OVCAA-UNIV LIB. 16

Onsite Answering Reference Questions/Queries

Attends face-to-face (through PACD) and telephone queries

Office or Division:	All Sections			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in		P0.00		All Library staff
1. Approaches the staff-in-charge (PACD/Section) and asks questions:				
1.1. Directional questions	1.1. Responds immediately to clients		1 min	
1.2. Reference questions	1.2. Checks Koha and/or other library tools or refer to staff concern.		5 mins	
2. Through Phone Call: Calls, introduce himself/herself and asks reference questions.	2.1. Receives call and responds immediately to query. If request entails data generation, clients are advised to leave his/her number and email or to call again after certain period of time when the request is already available.		10 mins	

TOTAL	₱0.00	16 mins	
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OVCAA-UNIV LIB.
17

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:	G2C - Government to Clients			
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		₱0.00	1 min	Virginia P. Alcantara, University Researcher I Irene L. Delos Santos, College Librarian III, Caroline I. Siscar, College Librarian II Roma C. Gelloani, College Librarian I
2. Views University Library website to click the Journal subscriptions and searches the online journals	2.1. Orients/assists clients if necessary			
Types keyword on the Search Box of EBSCO Discovery Search and views search results.				
3. Asks assistance whenever they encountered problem.	3.1. Assists whenever clients encountered problem.		10 mins	
TOTAL		₱0.00	11 mins	

OVCAA-UNIV LIB.
18

Electric Power Charging for Client's Laptop/Netbook

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

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
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	₱50.00/hour for Non-UP researchers/ visitors	1 min	All Library Staff per Section
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		1 min	
TOTAL		₱50.00/hour	2 mins	

OVCAA-UNIV LIB.
19

Renewal of Circulation Books Borrowed from the 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:	G2C - Government to Clients			
Who may avail:	Undergraduate/graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Student's ID/Employee's ID and the book(s) to be renewed		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book (s) to be renewed	1.1.Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); 1.2. Gives RENEWAL SLIP	₱2.00/day for overdue book exclusive of Sundays and holidays	2 min/client	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I,

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 Koha Circulation Module-Holds to Pull to see if the book is on-Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed.	10 min/book	Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, 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 Koha.	3 min/book	
TOTAL		₱2.00/day	15 mins

OVCAA-UNIV LIB. 20 **Borrowing and Returning of In-Process Library Materials at the Acquisitions and Cataloging Sections for Room Use**

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

Office or Division: Acquisitions and Cataloging Sections				
Classification: Simple				
Type of Transaction: G2B - Government to Business				
Who may avail: Undergraduate/graduate students, Faculty and Staff (REPS and Admin), NON-UP				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School/Student ID, Employee's ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the use of an in-process library material(s).	1.1. Asks the specific title of the in-process book/library material 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.	₱0.00	3 mins/title	Marjorie E. Aguinaldo, College Librarian I, Christine G. Balmes, College Librarian I, Gladys Joy G. Sorete, College Librarian I
2. Signs at the registry logbook and leaves ID.	2.1. Validates ID and serves the requested in-process library material to the client		1 min/title	
3. Browses/reads the book within the office (Acquisitions or Cataloging Sections)				
3. Returns the in-process library material (s) borrowed to the Acquisitions/Cataloging Librarian in-charge.	3.1. Returns the ID and receives the library material			
4. Receives ID.	4.1. Return the borrowed book to the respective book truck.		1 min /title	
TOTAL		₱0.00	5 mins	

OVCAA-UNIV LIB. 21

Onsite ID Validation & User Monitoring System (UMS) Registration

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

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

1. Presents ID with FORM 5 or class schedule or SAIS screenshot of registration. (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Staff checks student's status if New Freshman, Transferees or Old Student 1.2. Checks the name of the student at the Delinquent List, SAIS and in the Koha system for verification purposes	P0.00	10 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
3. Registers at the excel log sheet with Name, Student Number, College and Course	2.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID together with the Form 5 to the student. 2.2. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		10 mins	
TOTAL		P0.00	25 mins	

OVCAA-UNIV LIB. 22

Online ID Validation & User Monitoring System (UMS) Registration

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division:	General Reference Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID, Form 5, SAIS Screenshot, Class Schedule		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/uplbmlidvalidation . (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (1st sem; if issued already) OR SAIS screenshot that shows complete name, semester (Semester 1 2021-2022), and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any) 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library 1.4. Checks the name of the student at the Delinquent List and in the iLib system for verification purposes	P0.00		Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		10 mins	
3. Students receives email notification with Certification of ID Validation (if requested)	2.1. Prepares Certification of ID validation signed by the Section Head (if requested) 2.2. Sends email notification to students along with the Certification of ID validation (if requested) 2.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library) 2.4. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		5 mins	
			10mins	
TOTAL		P0.00	25 mins	

OVCAA-UNIV LIB. 23

Onsite Signing of University Clearance (University Library)

This on-site service facilitates the "walk-in" clearance requests for UPLB Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning form AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form	1.1. Checks the purpose of clearance, the college of the client and the counter initial of the unit librarian.	P0.00		Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I, Keiron Allen G. Reyes, Administrative Assistant II, Nestor B. De Pasion, Administrative Aide III, Rogie P. Medina, Administrative Aide III, Norman A. Banasihan, Administrative Aide I, Nazario B. Carandang Jr., Administrative Aide I, Ma. Lyn S. Ortega, Senior Administrative Aide IV (ICS)
	1.2. Checks the client's name in the Delinquent List and in the Koha system for verification purposes.		5 mins	
	1.3. Coordinates with the Unit Library if the requestor is in their College Delinquent List		5 mins	
	1.4. Computes amount of library dues if the name is included in the Delinquent List			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s			
	1.6. At the Clearance Form, the staff stamps the date opposite and initials. Validates and signs by the Section Head. Returns signed clearance		1 min	
3. Receives signed clearance	1.7. Encodes and records the name of student/s, employee/s, College and purpose of clearance in the section's clearance google sheet		3 mins	
TOTAL		P0.00	14 mins	

OVCAA-UNIV LIB. 24

Online Signing of University Clearance for Students (University Library)

A University Clearance System is now online via <https://ovcsa.uplb.edu.ph>. This online system facilitates processing of university clearance for the following purposes:

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Mail Account				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log-in to http://ovcsa.uplb.edu.ph/ using their UP mail account and click the clearance icon	1.1. Office representative receives clearance requests via email thru RECOMMIT OVCSA <it@uplbosa.org>	P0.00	1 min	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
2. Students choose the purpose of clearance application and enter the required details	1.2 Log-in to ovcsa.uplb.edu.ph and 'Sign up as Clearance Administrator'			
* For ID Replacement and LOA clearance application, Students sends the form to their Unit Libraries for the counter initial of their Unit Librarian	1.3. Checks the client's name at the Delinquent List and in the iLib system for verification purposes			
	1.4. Coordinates with the Unit Library if the student requestor is in their College Delinquent List		5 mins	
	1.5. Computes amount of library dues if the name is included in the Delinquent List			
3. Pays library dues or return long overdue book/s if listed in the delinquent list	1.6. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
	1.7. At the Clearance System, the clearance administrator approves the request		1 min	
	1.8. Sends the signed ID Replacement Clearance and Leave of Absence Form to student requestor copy furnished the unit libraries email address		3 mins	

	2.1. Encodes and records the name of student/s, College and purpose of clearance in the section's clearance google sheet		3 mins	
TOTAL		P0.00	18 mins	

OVCAA-UNIV LIB.
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Online Signing of University Clearance for Employees (University Library)

This online service facilitates the clearance requests for UPLB Employees through HRDO for the following purposes: Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email from HRDO with the name of UPLB Employee/s and the purpose of clearance		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO representative sends the name of UPLB employee/s requesting for clearance confirmation via email	1.1. Checks the employee/s' name at the Delinquent List and in the iLib system for verification purposes	P0.00		Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I
	1.2. Coordinates with the Unit Library if the employee/s is in their College Delinquent List		5 mins	
	1.3. Computes amount of library dues if the name is included in the Delinquent List			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	1.4. Accepts payment and issues Official Receipt (OR) ; receives returned book/s		5 mins	
	1.5. Sends clearance confirmation email to HRDO representative		2 mins	
3. HRDO representative receives the clearance confirmation email	2.1. Encodes and records the name of employee/s, College/Office and the purpose of clearance in the section's clearance google sheet		3 mins	
TOTAL		P0.00	15 mins	

OVCAA-UNIV LIB. **Onsite Issuance of Referral Letter**
26

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies set by the institution visited. Reference interviews are conducted by the Reference Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in Library.

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated School ID	1.1. Interviews the requestor to verify and confirm if he/she already exhausted all the resources available in the library	P0.00	3 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
2. Signs at the log sheet with Name, and School to be visited	2.1. Checks and verify if the Library or research institution to be visited accepts visitors		3 mins	
	2.2. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 mins	
3. Requestor received the printed and signed referral	2.3. Prints and signs the referral letter		1 min	
TOTAL		P0.00	10 mins	

OVCAA-UNIV LIB. **Online Issuance of Referral Letter**
27

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies set by the institution visited. Reference interviews are conducted by the Reference Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in Library.

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Form 5		University Registrar, University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/MainLibraryReferralRequest	1.1. Receives the online request and Checks google response sheet. Checks and verify if the Library or research institution to be visited accepts visitors	₱0.00	3 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,
Library client/Requestor received the request	2.1. Sends email to requestor to verify and confirm if he/she already exhausted all the resources available in the library		3 mins	
	3.1. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 mins	
	4.1. Sends the referral letter to the requestors' email address		1 min	
TOTAL		₱0.00	10 mins	

OVCAA-UNIV LIB. Scanning Service for UPLB Publications

28

Scanning of UPLB Publications using Sharp DX Scanner or ScanSnap SV600

Office or Division:	University Archives and Knowledge Repository Section (formerly University Special Collections Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/graduate students, Faculty and Staff (REPS and Admin), Non-UP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff, presents the materials/s to be scanned, and fills-in required information in the logsheet	1.1. Review the pages to be scanned	₱5.00/page	1 min	Cecilia B. Licari, College Librarian III Maria Victoria R. Altiche, College Librarian II Rosa Salvacion R. Bombales, College Librarian I
	1.1.1. For Theses and Dissertations, Abstract, RRL and Bibliography only		1 min/page	
2. Client/patron pays the amount, received the physical material, and receives soft copy in the email address provided or storage device	1.2. Commands its scanning depends on the number of documents		1 min	
	2.1. Gives the materials to the client and records the payment.		2 min	
	2.2. Send the files to the client/patron's email address or save to client's storage device	₱5.00/page		Jerome L. De Castro, Administrative Aide VI Jesusa S. Del Rosario, Administrative Aide I
TOTAL		₱5.00/page	5 mins	

OVCAA-UNIV LIB. Koha Account Creation and Password Resetting

29

Koha account is necessary for borrowing library materials. Through Koha account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Employee ID		Office of the University Registrar, University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://library.uplb.edu.ph/secure-koha-account-now/	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a Koha account 1.2. Checks and verifies the account in iLib 1.3. Staff creates and encodes students' data for his/her account with No Account 1.4. Staff updates the students' record (reset password) in his/her existing account		15 mins	Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I,

3. Student/s receives email notification with log-in credentials	2.1. Sends email notification with log-in credentials for each account requests		
		₱0.00	2 mins
TOTAL		₱0.00	17 mins

OVCAA-UNIV LIB. Online Seat Reservation (Temporarily Suspended)

30

Amidst the challenges of Covid-19 pandemic, the UPLB Main Library provides this online seat registration to help students, researchers, faculty and staff use the library following quarantine protocol.

Office or Division:	General Reference Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Undergraduate/graduate students, Faculty, REPS and Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School ID, Employee ID		Office of the University Registrar, University Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reserves seat thru library website https://library.uplb.edu.ph/	1.1. Receives seat reservation notification via General References Section email address			Angeline A. Bueno, College Librarian II, Ella Marie S. Daradar, College Librarian I, Meichelle Ann Jenine R. Galapon, College Librarian I
2. Clicks Online Services Menu and selects online seat reservation	1.2. Updates the calendar sheet for control monitoring purposes			
3. Student/s chooses what section and seat to reserve		₱0.00	5 mins	
4. Student/s receives email confirmation and the appointment details of his/her reservation		₱0.00	1 min	
TOTAL		₱0.00	6 mins	

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Account Authentication Request for Remote Access (OpenAthens and Turnitin)

This pertains on securing/authenticating an account for off-campus access to online databases and other research tools.

Office or Division:	E-Resources and Multimedia Services Section (formerly Learning Commons)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the required documents (Recent Form 5 and Validated UPLB ID).	1.1. Verifies/validates the submitted documents and authenticates the account			Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification	₱0.00	1 day	
TOTAL		₱0.00	1 day	

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32

PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division:	E-Resources and Multimedia Services Section (formerly Learning Commons)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for checking (Recent Form 5 and Validated UPLB ID).	1.1. Uploads the paper at Turnitin for similarity check and report generation.			Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with the similarity report.	₱0.00	1 day	
TOTAL		₱0.00	1 day	

**OVCAA-UNIV LIB.
33**

Library Instruction Service

A course-embedded instruction (either face-to-face or online via Zoom) with discussions focused on using and accessing relevant library resources and services for the desired student learning outcomes.

courses and services for the desired student learning outcomes.				
Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron (typically a faculty) sends request via email.	1.1. Confirms, arranges and coordinates the session to concerned parties	₱0.00	1 day	LIS/ILP Coordinator and Assigned Librarian per Schedule
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the instructional session.			
TOTAL		₱0.00	1 day	

**OVCAA-UNIV LIB.
34**

One-on-One Tutorial Service

A personalized client support service rendered to assist those who are experiencing technical issues in accessing Library's digital/online inf

Office or Division:	E-Resources and Multimedia Services Section (formerly Learning Commons)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request by completing the online form.	1.1.Confirms, arranges and coordinates the session to concerned parties	₱0.00	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the session online.			
TOTAL		₱0.00	1 day	

**OVCAA-UNIV LIB.
35**

Reservation and Use of Library Facility

On special cases or events (like trainings, webinars, video/photo shoots, etc.), client may avail of this service for the use of library facility such as Viewing Room, Discussion Room or any part of the Library for the intended purpose.

Such as Viewing Room, Discussion Room or any part of the Library for the intended purpose.				
Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty and Staff (REPS and Admin)			
G2C - Government to Clients, G2G - Government to Government		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request in formal writing to the Office of the University Librarian.	1.1.Once approved, the University Librarian confirms, arranges and coordinates the reservation/use of Library facility to concerned parties.	₱0.00	1 day	Pius S. Murillo, College Librarian III Romelyn P. Menguin, College Librarian I Jarien G. Galorio, College Librarian I Marliza A. Cuadli, College Librarian I Edwardo S. Barasa, Jr.
2. Client/patron receives email notification on the status of request.	2.1. Sends confirmation email or email notification on the status of request			
TOTAL		₱0.00	1 day	

**OVCAA-UNIV LIB.
36**

Online Literature Search Assistance

An online search assistance request for related literatures on a given topic searched in all available databases subscribed by the University Library. This online service provides a list of references with link to full text sent thru email.

University Library. This online service provides a list of references with link to full text sent thru email.

Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin)			
CHECKLIST OF REQUIREMENTS				
WHERE TO SECURE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sends request through this link https://bit.ly/LitSearchService	1.1. Checks Google sheet for the request	₱0.00	1 min	Roma C. Gelloani, College Librarian I Marliza A. Cuadli, College Librarian I Myra S. Panday, College Librarian I, Rosa Salvacion R. Bombales, College Librarian I Andriette S. Valdez, College Librarian IV Virginia P. Alcantara, University Researcher I
	1.2. Examines carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords, Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage, number of articles needed to be served daily/weekly/bi-weekly and how urgent the need is.		5 mins	
	1.3. Searches the requested topic in all possible database that may cover the subject		4 hrs/20 articles	
	1.4. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic		2 mins/ article	
2. Clients receives the first list of requested article thru email	2.1. Sends the first list of the searched related literatures/articles via email and inform client to review the sent list and tell them "to better improve this service, please send us your feedback or by letting us know how many of these articles matched or closely related to your research topic".		10 mins. depending on the speed of internet connection	
3. Clients replies and informs the staff the number of articles related to his/her requested topic	3.1. Continues searching the requested topic for the second list, knowing their feedback on the sent first list of articles		4 hrs/20 articles	
	3.2. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic		2 mins/ article	
4. Clients receives the 2nd/last list of requested articles thru email	4.1. Sends the next/last list of the searched related literatures/articles via email and inform the client that "after a thorough search using all possible combinations of keywords you have provided; we are sending you the last batch of articles" for this online literature search assistance.		10 mins. depending on the speed of internet connection	
5. Answers the Satisfaction Survey for the Online Literature Search Assistance service through this link - https://upsystemdiliman.qualtrics.com/jfe/form/SV_ehUGpQJysHyHNNI	5.1 Informs clients to spare a few minutes to answer the satisfaction survey after suggesting to avail other online services the library offers during this time of Pandemic.			
TOTAL		₱0.00	8 hrs and 30 mins for 2 batches of sent articles	



OVCA BUSINESS AFFAIRS OFFICE
EXTERNAL SERVICES

OVCA-BAO.1
Short-Term Lease

Short Term Leases include businesses operating inside the University of the Philippines Los Banos in contract of service for a period not exceeding than three years.

Office or Division:	Business Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Applicant		
2. Lease Proposal Addressed to UPLB Chancellor		Applicant		
3. DTI/SEC Registration		DTI/SEC		
4. Mayor's Permit		LGU		
5. Bid Form (to be downloaded from UPLB website)				
6. Business Profile or Background		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Business Section for Short Term Lease	2.1 Received the documents/request 2.2 Check and evaluate documents if complete 2.3 Verify if applicant is not UPLB Employee 2.4 Check if closed bid envelope is properly sealed	₱0.00	3 minutes	Administrative Aide II or Administrative Officer IV or College Business Manger I
3. Attend opening of bid documents	3.1 All bidders are required to check the closed bid envelope for tampering. 3.2 If bidders affirm that no tampering was made opening of bid will proceed 3.3 Random opening of bid and openly show all the bidders of the bid amount 3.4 Reading of the bid amount and listing on the bid board 3.5 Confirmation of the highest winning bid	₱0.00	30 minutes	
4. Accept awarded business space	4.1 Notification of award to the winning bidder 4.2 Draft contract of lease between UPLB and the winning bidder 4.3 Orientation to the winning bidders	₱0.00	10 minutes	
5. Sign contract of lease and pay bond fees, advance rental and security deposit to the cashier's office	5.1 Print contract of lease 5.2 Discuss with the winning bidder 5.3 Facilitate signing process 5.4 Issue receipt for payment of deposits and advance rental 5.5 Verify payment (official receipt) from cashier's office 5.6 Recommendation to the Vice Chancellor for Community Affairs	1. ₱2,000.00 for 2. Advanced rental one month and three months security deposit (based on the winning bid amount)	15 minutes	
6. Coordinate, submit documents and pay for utility to UPMO	6.1 Prepare referral to UPMO	c/o UPMO	Variable	
7. Wait for the signed contract by UPLB signatories	7.1 Endorse contract to the Office of the Chancellor for signature 7.2 Receive signed contract from the Office of the Chancellor 7.3 Contact winning bidder 7.4 Orientation to the winning bidder 7.5 Send contract for notarization	₱150.00	5 minutes and variable to the Office of the Chancellor	
8. Claim notarized contract	8.1 Advise winning bidder to claim contract 8.2 Release contract to the winning bidder 8.3 File notarized contract 8.4 Monitoring and evaluation of the business lease	₱0.00	15 minutes	
TOTAL		₱2,150.00 plus advance and security deposit (based on the bid amount)	78 minutes or 1hr 18 minutes	

OVCA-BAO.2
Long-Term Lease

Long Term Leases include businesses or office rentals operating inside the University of the Philippines Los Banos in contract of service for twenty five years or more.

Office or Division:	Business Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Applicant		
2. Lease Proposal Addressed to UPLB Chancellor		Applicant		
3. DTI/SEC Registration		DTI/SEC		
4. Mayor's Permit		LGU		
5. Business Profile or Background		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit intent/proposal to lease to BAO Business Section for Long Term Lease addressed to THE uplb Chancellor	2.1 Received the intents/proposal to lease 2.2 Check and evaluate documents if complete 2.4 Inquiry to LUMC for verification of use of business space/land to be leased	₱0.00	3 minutes	Don Dennis L. Frondoso Administrative Assistant II or Joanne Rose Belle O. Vale Administrative Officer IV

3. Wait for the evaluation of proposal	3.1 Inquiry to LUMC for verification of use of business space/land to be leased 3.2 Clarification/setting, recommendation and approval of fees and other terms and conditions (joint meeting: BAO, FPOC, other unit/s concerned) 3.3 Prepare Terms of Reference (TOR) for bidding 3.4 Endorse TOR draft to UPLB Legal Office for review 3.5 Finalization of TOR and other bid documents	₱0.00	variable	or Sheryl B. Posadas College Business Manager I
4. Accomplish bid documents	4.1 Advertise available space for lease at the BAO and UPLB website 4.2 Invite other institutions as potential bidders 3.3 Set deadline for bid submission	₱0.00	variable	
5. Attend opening of bid documents	5.1 All bidders are required to check the closed bid envelope for tampering. 5.2 Random opening of bid and openly show all the bidders of the bid amount 5.3 Reading of the bid amount and listing on the bid board 5.4 Confirmation of the highest winning bid	₱0.00	30 minutes	
6. Accept awarded business space	6.1 Notification of award to the winning bidder 6.2 Draft contract of lease between UPLB and the winning bidder 6.3 Orientation to the winning bidders	₱0.00	10 minutes	
7. Sign contract of lease and pay advance rental and security deposit to the cashier's office	7.1 Print contract of lease 7.2 Facilitate signing process 7.3 Issue receipt for payment of deposits and advance rental 7.4 Recommendation to the Vice Chancellor for Community Affairs	Advanced rental one month and three months security deposit (based on the winning bid amount)	15 minutes	
8. Wait for the signed contract by UPLB signatories	8.1 Endorse contract to the Office of the Chancellor for signature 8.2 Receive signed contract from the Office of the Chancellor 8.3 Advise the winning bidder to coordinate with the UPMO for utilities (if needed) 8.4 Send contract for notarization	PhP150.00 for notarization and amount to be paid for the utilities (if needed)	2 weeks	
9. Claim notarized contract	9.1 Advise winning bidder to claim contract 9.2 Release contract to the winning bidder 9.3 File notarized contract 9.4 Monitoring and evaluation of the business lease	₱0.00	15 minutes	
TOTAL		*varies	2 weeks , 1hr 13 minutes	

OVCA-BAO.3

Non-Recurring Business

Non-recurring Business includes activities conducted inside the University of the Philippines Los Banos for a period not exceeding two weeks.

Office or Division:		Business Affairs Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB employees or students or Filipino Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Permit from SOAD-OSA for Student Organizations		OSA		
2. Letter of Intent for Venue Administrator (for Non-UP Individual/Group)		Applicant		
3. Approval of Venue Administrator		BAO		
4. Security Clearance		UPF,OVCCA		
5. Lay-out and Dimension of the Booth		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Business Section	2.1 Verification of submitted documents 2.2 Verification of organization/student activity permit from OSA (for UPLB students and organizations) 2.3 Approval of BAO Director	₱0.00	3 minutes and variable for Director's signature	Don Dennis L. Frondoso Administrative Assistant II or Joanne Rose Belle O. Vale Administrative Officer IV or Sheryl B. Posadas College Business Manager I
3. Claim receipt to be paid in the cashier's office	3.1 Issue bill 3.2 Pay the bond fee 3.3 Pay the space rental	₱2,000.00 for bond fee and ₱200.00 per square meter for space rental	5 minutes	
4. Coordinate, submit documents and pay for utility to UPMO	4.1 Prepare referral to UPMO	c/o UPMO	Variable	
5. Wait for contract for signing	5.1 Discuss terms and conditions 5.2 Draft contract between UPLB and the party involved 5.3 Endorsement of the signed contract to the Office of the Chancellor	₱0.00	Variable	
6. Claim notarized contract	6.1 Advise party to claim contract 6.2 Release contract 6.3 File contract 6.4 Monitoring of the non-recurring business	₱0.00	30 minutes	
TOTAL		₱2,200.00	38 minutes	



OVCA BUSINESS AFFAIRS OFFICE
INTERNAL SERVICES

OVCA-BAO.4
Saturday Bazaar

A special business opportunity open to UPLB constituents happening every Saturday from 530 to 11am, where they can sell agricultural produce, cooked food/meal, breads/pastries, rummage items, plants and others

Office or Division:		Business Affairs Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Sheet		BAO		
2. Proof of Constituency		Applicant		
3. Proof of Payment (UPLB Receipt)		BAO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Inquire for the Saturday Bazaar	2.1 Verify proof of constituency 2.2 Issuance of information sheet	₱0.00	3 minutes	Don Dennis L. Frondoso Administrative Assistant II or Joanne Rose Belle O. Vale Administrative Officer IV or Sheryl B. Posadas College Business Manager I
3. Payment of the Saturday Bazaar permit	3.1 Registration of Bazaarista on first-come-first-serve basis or draw lots 3.2 Random assignment of bazaar space 3.3 Issuance of receipt and instruction to pay at the cashier's office	₱150.00	5 minutes	
4. Set up bazaar space	4.1 Verify the paid permit 4.2 Verify the name of person on the receipt is the same of the actual person in the bazaar 4.3 Monitor the Saturday Bazaar	₱0.00	10 minutes	
TOTAL		₱150.00	18 minutes	



**OVCA HUMAN RESOURCES
DEVELOPMENT OFFICE**
INTERNAL SERVICES

OVCA-HRDO.1 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:	G2G - Government to Government			
Who may avail:	Active UPLB Employees			
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 UIS/HRIS c. by visiting HRDO and signing the logbook d. https://tinyurl.com/UPLBSR e. https://hrdo.uplb.edu.ph/services/	1. Acknowledges receipt of request.	₱0.00	1 working day	Camille Rose DG. Alfonso Administrative Officer IV or Ammiel V. Talatala Administrative Officer V
	2. Checks and verifies entries on the electronic database		1 working day	Camille Rose DG. Alfonso Administrative Officer IV or Ammiel V. Talatala Administrative Officer V
	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		1 working day	Camille Rose DG. Alfonso Administrative Officer IV or Ammiel V. Talatala Administrative Officer V HRDO Director or Supervising Admin Officer
TOTAL		₱0.00	3 working days	

OVCA-HRDO.2 Certificate of Employment

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

Office or Division:	Human Resources Development Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Employees			
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, jibarona@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	Mary Rose M. Luna Administrative Officer IV or Jose Juel J. Baroña Administrative Officer IV
	2. Checks and verifies personnel employee data		1 working day	
	3. Print, Sign and release the Certificate of Employment For requests not requiring printout: Generates electronic copy of Service Record and sends through official email		1 working day	
TOTAL		₱0.00	3 working days	

OVCA-HRDO.3 University ID for UPLB Employees

University ID for UPLB Employees

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID form		Human Resources Development Office		
1x1 or 2x2 ID picture		Client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ID Form		₱0.00		
2. Pay fee at the Cashier	2.1 Cashier receives the payment 2.2 Cashier issues receipt (UP Form 113)	₱130.00	1 day	
3. Emails the soft copy of ID Form, receipt and picture to Mr. Reynaldo Barril of OUR	3.1 OUR validates information 3.2 OUR prepares ID card	₱0.00	1 week	
4. Presents accomplished ID form and Official receipt from the Cashier's Office	4.1 Verifies document presented and releases the University ID	₱0.00	15 minutes	Jose Juel J. Baroña Administrative Officer IV or Mary Rose M. Luna Administrative Officer IV
TOTAL		₱130.00	1 week 1 day 15 minutes	

OVCA-HRDO.4 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:	G2G - Government to Government			
Who may avail:	Other government agencies and clients			
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	1 working day	Ammiel V. Talatala Administrative Officer V or Camille Rose DG. Alfonso Administrative Officer IV
	2. Gathers information on the data requested		5 working days	
	3. Sends data through specified means on the FOI form by the applicant		1 working day	
TOTAL		₱0.00	7 working days	

OVCA-HRDO.5 Certification of Performance Rating

Certificate of Performance Rating is a document wherein the performance rating of an administrative employee for a specific rating period is presented. It also consist of basic employee information such as the name, position and unit where he/she is assigned.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Employees			
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 rpmanipol@up.edu.ph, agleda@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. by visiting HRDO and signing the logbook	1. Acknowledges receipt of request.	₱0.00	1 working day	Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV
	2. Checks and verifies employee's data and performance rating		1 working day	Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV
	3. Print, sign and release the Certification of Performance Rating For requests not requiring printout: Generates electronic copy of Service Record and sends through official email		1 working day	Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV HRDO Director or Supervising Admin Officer
TOTAL		₱0.00	3 working days	

OVCA-HRDO.6 Certification of Study Leave

Certificate of Study Leave is a document that presents records of study leave of an employee such as duration, school/university and degree. It also consist of basic employee information such as the name, position and unit where he/she is assigned.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Employees			
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 rmanipol@up.edu.ph, agleda@up.edu.ph, or hrdo.uplb@up.edu.ph b. through phone call c. by visiting HRDO and signing the logbook	1. Acknowledges receipt of request.	₱0.00	3 working days	Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV
	2. Checks and verifies employee's data and study leave records.			Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV
	3. Print, sign and release the Certification of Study Leave. For requests not requiring printout: Generates electronic copy of Service Record and sends through official email			Rosalyn Mabel M. Jimera Administrative Officer IV or Annalyn G. Ledda Administrative Officer IV HRDO Director or Supervising Admin Officer
TOTAL		₱0.00	3 working days	



**OVCA RECORDS MANAGEMENT
OFFICE**
EXTERNAL SERVICES

Issuance of Certification of Employment for Inactive Employee

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:	Inactive UPLB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved University Clearance		Records Management Office/Human Resource Development Office		
2. Duly accomplished Document 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
Manual Request:				
1. Requests Certification of Employment	1.1 Verifies 201 files for University Clearance 1.1.a If no University Clearance on file: i. Explains to client the reason of non issuance of the documents ii. Advises the client to accomplish the University Clearance 1.1b If with University Clearance on file: i. Issues Document Request Form ii. Issues Statement of Account iii. Advises to pay the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal; iv. Schedules when the document will be picked up.	P30.00	2 minutes	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
2. Fills up Document Request Form				
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				Cashier's Office
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the payment confirmation slip	4.1 Receives and photocopy Official Receipt or print the digital copy of payment confirmation slip 4.2 Prepares and prints the Certification of Employment 4.3 Submits to RMO Signatory		25 minutes	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
	4.4 Signs Certification of Employment			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
5. Claims the requested Certification of Employment on the given schedule	5.1 Releases Certification of Employment	P0.00	1 minute	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
6. Received the Certification of Employment				
7. Signs at receiving portion of Document Request Form				
TOTAL		P30.00	28 minutes	

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

1. Requests Certification of Employment via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJVX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Verifies 201 files for University Clearance 1.2a If no University Clearance on file: <i>i. Acknowledges the receipt of the request;</i> <i>ii. Explains to client the reason of non issuance of the documents</i> <i>iii. Advises the client to accomplish the University Clearance</i> 1.2b If with University Clearance on file: <i>i. Acknowledges the receipt of the request;</i> <i>ii. Schedules the release of the Certification of Employment</i> <i>iii. Advises the client via e-mail to pay the certification fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.</i> 1.3 Prepares the Certificate of Employment 1.4 Submits to RMO Signatory 1.5. Signs Certification of Employment	₱30.00	24 minutes	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
				Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Pays at Cashier's Office or thru LandBank Link.BizPortal				
3. Claims the requested Certification of Employment on the given schedule		₱0.00	1 minute	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the payment confirmation slip	4.1 Receives and photocopy Official Receipt or print the digital copy of payment confirmation slip			
5. Receives the Certification of Employment	5.1 Releases Certification of Employment			
6. Signs at receiving portion of Document Request Form		₱0.00		
TOTAL		₱30.00	25 minutes	

OVCA-RMO.2

Issuance of Service Records to Inactive Employee

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 Document 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
Manual Request:				

1. Requests Service Record	1.1 Verifies 201 files for University Clearance 1.2.a If no University Clearance on file, no issuance of Service Records: i. Explains to clients the reason for non issuance of the document ii. Advises the client to accomplish the University Clearance 1.2b If with University Clearance on file: i. Issues Document Request Form ii. Issues Statement of Account; iii. Advises to pay the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal; iv. Schedules the release of the Service Records	₱30.00	1 working day	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
2. Fills up Document Request Form				
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 4.2 Checks and verifies the availability of the client's Service Records at the electronic database 4.3 If not available, drafts the Service Records manually 4.4 Encodes to the electronic database 4.5 Prints the Service Records 4.6 Submits to RMO Signatory 4.7 Signs the Service Records			Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
5. Claims the Service Records	5.1 Releases Service Record			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
6. Receives the Service Records				Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
7. Signs at receiving portion of Document Request Form				
TOTAL		₱30.00	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Service Records via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJYX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Verifies 201 files for University Clearance 1.2.a If no University Clearance on file, no issuance of Service Records i. <i>Acknowledges the receipt of the request;</i> ii. <i>Explains to clients the reason for non issuance of the document</i> iii. <i>Advises the client to accomplish the University Clearance</i> 1.2b If with University Clearance on file: i. <i>Acknowledges the receipt of the request;</i> ii. <i>Schedules the release of the Service Records</i> iii. <i>Advises the client via e-mail to pay the certification fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.</i> 1.3 Checks and verifies the availability of the client's Service Records at the electronic database 1.4 If not available, drafts the Service Records manually 1.5 Encodes to Service Records database 1.6 Prints the Service Records 1.7 Submits to RMO Signatory 1.8 Signs the Service Records	₱30.00	1 working day	Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph

2. Pays at Cashier's Office or thru LandBank Link.BizPortal				
3. Claims the requested Service Records on the given schedule				Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph
4. Pays at Cashier's Office or thru LandBank Link.BizPortal	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 4.2 Releases the Service Records			
5. Receives the Service Records				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱30.00	1 working day	

OVCA-RMO.3

Authentication 201 File Document of 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:		Inactive UPLB Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished University Clearance				
2. Document Request Form (RMO Form No. 01)		Records Management Office		
3. One (1) valid Identification Card (ID)				
4. Authorization letter and one (1) valid ID, If requisitioner/claimant is authorized representative.		Concerned UPLB employee		
5. 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 TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests Authentication of 201 File documents	1.1 Verifies 201 files for University Clearance 1.1a If no University Clearance on file: i. Explains to client the reason of non issuance of the documents ii. Advises the client to accomplish the University Clearance 1.1b If with University Clearance on file: i. Issues Document Request Form ii. Schedules when to pick up the requested documents 1.2 Schedules retrieval of 201 File Folders from Records Centers 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 documents 1.8 Submits to RMO signatory	₱3.00 for authentication ₱2.00 for photocopy	1 working day	Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
	1.9 Signs the Document(s)			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
	1.10 Notifies the client that the requested document(s) are ready for pick-up			Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
2. Claims the authenticated documents on the given schedule	2.1 Issues Statement of Account			
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Photocopy the Official Receipt and attaches to Document Request Form 4.1 Releases the authenticated documents			

5. Receives the authenticated document				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request				
1. Requests Authentication of 201 File documents via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJVX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Verifies 201 files for University Clearance 1.1.a If no University Clearance on file: i. Acknowledges client on the receipt of the request ii. Notifies the clients on the reason of non issuance of the documents iii. Advises the client to accomplish the University Clearance 1.1b If with University Clearance on file: i. Acknowledges client on the receipt of the request ii. Advises the clients to wait the notification when to pick up the requested documents 1.3 Locates and pull out the folder from Records Center 1.4 Retrieves the requested documents 1.5 Photocopy the documents 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the documents 1.9 Submits to RMO signatory"	₱3.00 for authentication ₱2.00 for photocopy	1 working day	Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
	1.10 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
	1.11 Notifies the client that the requested documents are ready for pick-up 1.12 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal				
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Photocopy the Official Receipt and attaches to Document Request Form 2.2 Releases the authenticated documents			
4. Receives the authenticated documents				
5. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	1 working day	



**OVCA RECORDS MANAGEMENT
OFFICE**
INTERNAL SERVICES

OVCA-RMO.4

Issuance of Certification of No Pending Administrative Case

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

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. Duly accomplished Document Request Form (RMO Form No. 01)		Records Management Office		
2. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests Certification of No Pending Administrative Case	1.1 Verifies 201 files if there is pending administrative case on file 1.1a if with pending administrative case on file, informs the client of none issuance. 1.2 If none: 1.2a Issues Document Request Form 1.2b Issues Statement of Account 1.2c Advises to pay the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal 1.2d Schedules the release of the Certification of No Pending Administrative Case	₱30.00	2 minutes	For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
2. Fills up Document Request Form				
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 4.2 Prepares and prints the Certification of No Pending Administrative Case	₱0.00	17 minutes	For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
	4.3 Counter Checks the Certification of No Pending Administrative Case against the 201 file 4.4 Signs the Document Request Form	₱0.00		Eric Cris D. Valencia Administrative Officer III
	4.5 Submits to RMO Signatory	₱0.00		For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
	4.6 Signs Certification of No Pending Administrative Case	₱0.00		Liza G. Custodio Chief Administrative Officer or Officer-in-charge
5. Claims the requested Certification of No Pending Administrative Case on the given schedule	5.1 Releases Certification of No Pending Administrative Case	₱0.00	1 minute	For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
6. Receives the Certification of No Pending Administrative Case				For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
7. Signs at receiving portion of Document Request Form				

TOTAL	₱30.00	20 minutes	
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Online Request:				
1. Requests Certification of No Pending Administrative Case via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJVX or Send email to rmo.uplb@up.edu.ph.	1.1 Verifies the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Checks 201 files if there is pending Administrative case 1.2a If with pending administrative case: <i>i. Acknowledges the receipt of the request and inform the non issuance due to pending case on file</i> 1.2b If none: <i>i. Acknowledges the receipt of the request;</i> <i>ii. Schedules the release of the Certification of Employment</i> <i>iii. Advises the client via e-mail to pay the certification fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.</i> 1.3 Prepares and prints the Certification of No Pending Administrative Case 1.4 Counter Checks the Certification of No Pending Administrative Case against the 201 file 1.5 Submits to RMO Signatory 1.6 Signs Certification of No Pending Administrative Case 1.7 Email the clients and advises that the Certification of No Pending Administrative Case is ready for pick-up	₱30.00	19 minutes	For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
				Eric Cris D. Valencia Administrative Officer III
		₱0.00		Liza G. Custodio Chief Administrative Officer or Officer-in-charge
		₱0.00		For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal				
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 4.2 Releases Certification of No Pending Administrative Case	₱0.00	1 minute	For Academic Personnel: Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph For Administrative Personnel and Research, Extension and Professional Staff (REPS): Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
4. Receives the Certification of No Pending Case				
	TOTAL		20 minutes	

OVCA-RMO.5

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:	G2C - Government to Clients			
Who may avail:	Departments/Offices/Units with postage allocation at Records Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of Mail Delivery Request Form (MDRF) (RMO-CSS Form No. 08) 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 Mail Delivery Request Form together with the mail	1.1 Receives MDRF 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 Mail Delivery Request Form	Depends on the weight, class of mail and prevailing rates of PHILPOST	10 minutes	Andrew P. Licardo Administrative Assistant II aplicardo@up.edu.ph
	1.6 Returns the original copy of Mail Delivery Request Form to dept./unit's clerk		1 minute	Andrew P. Licardo Administrative Assistant II aplicardo@up.edu.ph
TOTAL		Depends on the weight, class of mail and prevailing rates of PHILPOST	11 minutes	

OVCA-RMO.6

Soft Binding Service

Binding of materials using morocco or acetate as cover

Office or Division:		Records Management Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB offices, employees, students and nearby schools and institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form (RMO-BSS Form No. 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests bookbinding services	1.1 Receives the material for binding 1.2 Prepares Job Request Form 1.3 Issues Statement of Account	₱60.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal		₱0.00	1 minute	Cashier's Office
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 3.2 Attaches photocopy of Official Receipt to Job Request Form 3.3 Records details of payment	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
	3.4 Binds the materials 3.4a. Cooks glue 3.4b. Checks and grooms pages of the book 3.4c. Cuts Morocco paper same size of the book 3.4d. Types and prints labels to Morocco paper 3.4e. Shuffles the book to even the sides 3.4f. Perforates holes 3.4g. Stitches book through perforated holes 3.4h. Cuts book cloth same length of the spine with provision for hems 3.4i. Glues book cloth to the spine and let it dry 3.4j. Trims three sides of the book 3.4k. Wipes with clean rug a. Glue cooking b. Checking of pages c. Hole perforation d. Stitching e. Pasting end leaves f. Cover preparation c. Engraving of book title h. Pasting of cover	₱0.00	53 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

4. Claims the bound materials	3.5 Releases the materials	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the bound materials		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱60.00	1 hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Bookbinding Service thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO Bindery Service QR Code; or Type this link to your web browser: https://bit.ly/3ow7jQJ or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form 1.2 Prepares Job Request Form 1.3 Acknowledges the client on the receipt of the request 1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.	₱60.00	4 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal			1 minute	Cashier's Office
3. Brings the material for binding together with the Official Receipt at RMO Bindery Service Section	3.1 Receives the material for Binding and photocopy the Official Receipt 3.2 Attaches the photocopy of Official Receipt to the Job Request Form 3.3 Records details of payment 3.4 Binds the material 3.4a. Cooks glue 3.4b. Checks and grooms pages of the book 3.4c. Cuts Morocco paper same size of the book 3.4d. Types and prints labels to Morocco paper 3.4e. Shuffles the book to even the sides 3.4f. Perforates holes 3.4g. Stitches book through perforated holes 3.4h. Cuts book cloth same length of the spine with provision for hems 3.4i. Glues book cloth to the spine and let it dry 3.4j. Trims three sides of the book 3.4k. Wipes with clean rug 3.5 Notifies the client thru email or phone call that the materials are ready for pick-up		54 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Claims the bound material	4.1 Releases the bound material	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the bound material		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱60.00	1 hour	

For theses and dissertations

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB offices, employees, students and nearby schools and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form (RMO-BSS Form No. 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests bookbinding services	1.1 Receives the book/material for binding 1.2 Prepares Job Request Form 1.3 Issues Statement of Account	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal		₱0.00	1 minute	Cashier's Office
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 3.2 Attaches photocopy of Official Receipt to Job Request Form 3.3 Records details of payment	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

	<p>3.4 Binds the material:</p> <p>3.4a. Cooks glue;</p> <p>3.4b. Cuts cartolina based on the measurement of the book;</p> <p>3.4c. Cuts coco white cloth (katsa) based on the length of the book;</p> <p>3.4d. Glues coco white cloth (katsa) to one side of each cartolina to makes the front and back flyleaf, set aside;</p> <p>3.4e. Checks and grooms pages of the book;</p> <p>3.4f. Adds front and back flyleaf;</p> <p>3.4g. Shuffles the book to even the sides;</p> <p>3.4h. Perforates holes;</p> <p>3.4i. Stitches book through perforated holes;</p> <p>3.4j. Applies glue on the book spine and let it dry;</p> <p>3.4k. Trims three sides of the book, set aside;</p> <p>3.4l. Cuts Davey board based on the book measurement to serve as cover;</p> <p>3.4m. Cuts Chipboard based on the book spine measurement to serve as book spine board;</p> <p>3.4n. Cuts book cloth based on the measurement of the cover (Davey board) with provisions for hems;</p> <p>3.4o. Glues the cover and spine board onto book cloth to make the book cover and let it dry;</p> <p>3.4p. Engraves book title to spine and front cover:</p> <ol style="list-style-type: none"> 1. Places assembled book cover to the hot foil pressing machine platform and set 5 cms. margin from the top of the book cover for the first line of the title; 2. Composes the first line of the title with proper spacing by picking one by one the letter sets; 3. Places the composed title on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on the assembled book cover and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Adjust the hot foil pressing machine for about 5 to 10 mms. as space between the first line and second line of the title (the space between lines depends on the letter sets size); 7. Repeats steps 16.2 to 16.5 until the title is finished; 8. Adjusts hot foil pressing machine platform for about 12.5 cms. from the top of the assembled book cover to provide space for author's name; 9. Repeats steps 16.2 to 16.5 until the name of the author is finished; 10. Adjusts hot foil pressing machine platform into the bottom of the cover and sets 5 cm bottom margin to provide space for Month and Year; 11. Repeats steps 16.2 to 16.5 until the month and year is finished; 12. Next is to engrave onto the spine the word "DISSERTATION/THESIS", last name of the author and the year submitted; 13. Sets the assembled book cover to the hot foil pressing machine platform to engrave such information onto spine; 14. Repeats step 16.2 to 16.5 until the word "DISSERTATION/THESIS", author's last name and year of submission are engraved; 15. Cleans the engravings and checks spelling for errors and set aside. <p>3.4q. Cuts and pastes headband on top and bottom of the book spine;</p> <p>3.4r. Glues book spine and cover spine together, clips both sides with rods to hold them well and let it dry;</p> <p>3.4s. Glues flyleaves to book cover with engravings and wipes with clean rug.</p>	P0.00	2 hours & 32 mins	<p>Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph</p>
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4. Claims the bound material	4.1 Releases the bound material	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the bound material		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱150.00	2 hours and 39 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Bookbinding Service thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO Bindery Service QR Code; or Type this link to your web browser: https://bit.ly/3ow7JQJ or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form 1.2 Prepares Job Request Form 1.3 Acknowledges the client on the receipt of the request 1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPorta			1 minute	Cashier's Office

<p>3. Brings the book/material for binding together with the pink copy of Official Receipt to RMO Bindery Service Section</p>	<p>3.1 Receives the book/material for Binding and the pink copy of Official Receipt; 3.2 Attaches Official Receipt to the Job Request Form; 3.3 Records details of payment; 3.4 Binds the materials:</p> <p>3.4a. Cooks glue; 3.4b. Cuts cartolina based on the measurement of the book; 3.4c. Cuts coco white cloth (katsa) based on the length of the book; 3.4d. Glues coco white cloth (katsa) to one side of each cartolina to makes the front and back flyleaf, set aside; 3.4e. Checks and grooms pages of the book; 3.4f. Adds front and back flyleaf; 3.4g. Shuffles the book to even the sides; 3.4h. Perforates holes; 3.4i. Stitches book through perforated holes; 3.4j. Applies glue on the book spine and let it dry; 3.4k. Trims three sides of the book, set aside; 3.4l. Cuts Davey board based on the book measurement to serve as cover 3.4m. Cuts Chipboard based on the book spine measurement to serve as book spine board; 3.4n. Cuts book cloth based on the measurement of the cover (Davey board) with provisions for hems; 3.4o. Glues the cover and spine board onto book cloth to make the book cover and let it dry; 3.4p. Engraves book title to spine and front cover:</p> <ol style="list-style-type: none"> 1. Places assembled book cover to the hot foil pressing machine platform and set 5 cms. margin from the top of the book cover for the first line of the title; 2. Composes the first line of the title with proper spacing by picking one by one the letter sets; 3. Places the composed title on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on the assembled book cover and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Adjust the hot foil pressing machine for about 5 to 10 mms. as space between the first line and second line of the title (the space between lines depends on the letter sets size); 7. Repeats steps 16.2 to 16.5 until the title is finished; 8. Adjusts hot foil pressing machine platform for about 12.5 cms. from the top of the assembled book cover to provide space for author's name; 9. Repeats steps 16.2 to 16.5 until the name of the author is finished; 10. Adjusts hot foil pressing machine platform into the bottom of the cover and sets 5 cm bottom margin to provide space for Month and Year; 11. Repeats steps 16.2 to 16.5 until the month and year is finished; 12. Next is to engrave onto the spine the word "DISSERTATION/THESIS", last name of the author and the year submitted; 13. Sets the assembled book cover to the hot foil pressing machine platform to engrave such information onto spine; 14. Repeats step 16.2 to 16.5 until the word "DISSERTATION/THESIS", author's last name and year of submission are engraved; 15. Cleans the engravings and checks spelling for errors and set aside. <p>3.4q. Cuts and pastes headband on top and bottom of the book spine; 3.4r. Glues book spine and cover spine together, clips both sides with rods to hold them well and let it dry; 3.4s. Glues flyleaves to book cover with engravings and wipes with clean rug.</p> <p>3.5 Notifies the client thru email or</p>	<p>₱0.00</p>	<p>2 hours & 34 minutes</p>	<p>Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph</p>
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4. Claims the bound material	4.1 Releases the materials	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the bound material		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱150.00	2 hours and 39 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request for Graduate School Students:				
1. Requests Bookbinding Service thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO Bindery Service QR Code; or Type this link to your web browser: https://bit.ly/3ow7jQJ or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form 1.2 Prepares Job Request Form 1.3 Acknowledges the Graduate Student on the receipt of the request 1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

	<p>2.1 Verifies payment thru email; 2.2 Binds the materials:</p> <p>2.2a. Cooks glue; 2.2b. Cuts cartolina based on the measurement of the book; 2.2c. Cuts coco white cloth (katsa) based on the length of the book; 2.2d. Glues coco white cloth (katsa) to one side of each cartolina to makes the front and back flyleaf, set aside; 2.2e. Checks and grooms pages of the book; 2.2f. Adds front and back flyleaf; 2.2g. Shuffles the book to even the sides; 2.2h. Perforates holes; 2.2i. Stitches book through perforated holes; 2.2j. Applies glue on the book spine and let it dry; 2.2k. Trims three sides of the book, set aside; 2.2l. Cuts Davey board based on the book measurement to serve as cover; 2.2m. Cuts Chipboard based on the book spine measurement to serve as book spine board; 2.2n. Cuts book cloth based on the measurement of the cover (Davey board) with provisions for hems; 2.2o. Glues the cover and spine board onto book cloth to make the book cover and let it dry; 2.2p. Engraves book title to spine and front cover:</p> <ol style="list-style-type: none"> 1. Places assembled book cover to the hot foil pressing machine platform and set 5 cms. margin from the top of the book cover for the first line of the title; 2. Composes the first line of the title with proper spacing by picking one by one the letter sets; 3. Places the composed title on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on the assembled book cover and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Adjust the hot foil pressing machine for about 5 to 10 mms. as space between the first line and second line of the title (the space between lines depends on the letter sets size); 7. Repeats steps 16.2 to 16.5 until the title is finished; 8. Adjusts hot foil pressing machine platform for about 12.5 cms. from the top of the assembled book cover to provide space for author's name; 9. Repeats steps 16.2 to 16.5 until the name of the author is finished; 10. Adjusts hot foil pressing machine platform into the bottom of the cover and sets 5 cm bottom margin to provide space for Month and Year; 11. Repeats steps 16.2 to 16.5 until the month and year is finished; 12. Next is to engrave onto the spine the word "DISSERTATION/THESIS", last name of the author and the year submitted; 13. Sets the assembled book cover to the hot foil pressing machine platform to engrave such information onto spine; 14. Repeats step 16.2 to 16.5 until the word "DISSERTATION/THESIS", author's last name and year of submission are engraved; 15. Cleans the engravings and checks spelling for errors and set aside. <p>2.2q. Cuts and pastes headband on top and bottom of the book spine; 2.2r. Glues book spine and cover spine together, clips both sides with rods to hold them well and let it dry; 2.2s. Glues flyleaves to book cover with engravings and wipes with clean rug; .</p> <p>2.3 Notifies the Graduate School thru email or phone call that the materials are ready for pick-up.</p>		2 hours & 34 minutes	<p>Cashier's Office</p> <p>Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph</p>
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3. Claims the binded materials and surrender the original pink copy of OR	3.1 Receives original pink copy of Official Receipt 3.2 Attaches Official Receipt to Job Request Form 3.3 Releases the materials 3.4 Records details of payment	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Receives the bound material		₱0.00		
5. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱150.00	2 hours & 39 minutes	

OVCA-RMO.8

Rebinding Service

Rebinding of reference materials from college libraries and university library

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB offices, employees, students, college libraries, university library, nearby schools and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form (RMO-BSS Form No. 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests rebinding services	1.1 Receives the book for rebinding 1.2 Prepares Job Request Form 1.3 Issues Official Receipt	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal		₱0.00	1 minute	
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 3.2 Attaches photocopy of Official Receipt to Job Request Form 3.3 Records details of payment	₱0.00	2 minutes	

	<p>3.4 Rebinds the material</p> <p>3.4a. Cooks glue;</p> <p>3.4b. Unbinds, checks and grooms pages;</p> <p>3.4c. Cuts cartolina based on the measurement of the book;</p> <p>3.4d. Cuts coco white cloth (katsa) based on the length of the book;</p> <p>3.4e. Glues coco white cloth (katsa) to one side of each cartolina to make the front and back flyleaf, set aside;</p> <p>3.4f. Adds front and back flyleaf to the groomed book;</p> <p>3.4g. Shuffles the book to even the sides;</p> <p>3.4h. Perforates holes;</p> <p>3.4i. Stitches book through perforated holes;</p> <p>3.4j. Applies glue on the book spine and let it dry;</p> <p>3.4k. Trims three sides of the book, set aside;</p> <p>3.4l. Conducts preliminary spine rounding;</p> <p>3.4m. Applies glue at the spine and let it dry;</p> <p>3.4n. Conducts final spine rounding thru job backer;</p> <p>3.4o. Cuts Davey board based on the book measurement to serve as cover;</p> <p>3.4p. Cuts Chipboard based on the book spine measurement to serve as book spine board;</p> <p>3.4q. Cuts book cloth based on the measurement of the cover (Davey board) with provisions for hems;</p> <p>3.4r. Glues cover and spine board onto book cloth to make the book cover and let it dry;</p> <p>3.4s. Engraves book title to the spine and front cover, set aside;</p> <p>1. Places assembled book cover at the hot foil pressing machine platform in preparation to engrave on the book cover spine the author, title, volume, number, year and series;</p> <p>2. Composes the words/phrases with proper spacing by picking one by one the letter sets;</p> <p>3. Places the composed title on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets;</p> <p>4. Waits 30 sec. to 1 minute to heat the letter sets;</p> <p>5. Places the gold foil on top of the spine of assembled book cover and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved;</p> <p>6. Repeats steps 19.2 to 19.5 until the author's name, title, volume, number, year and series are engraved.</p> <p>7. Cleans the engravings and checks spelling for errors and set aside.</p> <p>3.4t. Cuts and pastes headband on top and bottom of the book spine;</p> <p>3.4u. Glues book spine and cover spine together, clips both sides with rods to hold them well and let it dry;</p> <p>3.4v. Glues flyleaves to book cover with engravings and wipes with clean rug.</p>	<p>₱0.00</p>	<p>3 hours & 41 mins</p>	<p>Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph</p>
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4. Claims the bound material	3.5 Releases the materials	P0.00	1 minute	Philip D. Solosa Administrative Assistant IV or Ian Godfrey A. Ferrer Administrative Assistant II
5. Receives the bound material				
6. Signs at receiving portion of Job Request Form				
TOTAL		P150.00	3 hours & 48 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Rebinding Service thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO Bindery Service QR Code; or Type this link to your web browser: https://bit.ly/3ow7jQJ or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form 1.2 Prepares Job Request Form 1.3 Acknowledges the clients on the receipt of the request 1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.	P150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal		P0.00	1 minute	Cashier's Office

<p>3. Brings the book/material for rebinding together with the Official Receipt to RMO Bindery Service Section</p>	<p>3.1 Receives the book/material for rebinding and photocopy the OR 3.2 Attaches the photocopy of OR to the Job Request Form 3.3 Records details of payment 3.4 Rebinds the material 3.4a. Cooks glue; 3.4b. Unbinds, checks and grooms pages; 3.4c. Cuts cartolina based on the measurement of the book; 3.4d. Cuts coco white cloth (katsa) based on the length of the book; 3.4e. Glues coco white cloth (katsa) to one side of each cartolina to makes the front and back flyleaf, set aside; 3.4f. Adds front and back flyleaf to the groomed book; 3.4g. Shuffles the book to even the sides; 3.4h. Perforates holes; 3.4i. Stitches book through perforated holes; 3.4j. Applies glue on the book spine and let it dry; 3.4k. Trims three sides of the book, set aside; 3.4l. Conducts preliminary spine rounding; 3.4m. Applies glue at the spine and let it dry; 3.4n. Conducts final spine rounding thru job backer; 3.4o. Cuts Davey board based on the book measurement to serve as cover; 3.4p. Cuts Chipboard based on the book spine measurement to serve as book spine board; 3.4q. Cuts book cloth based on the measurement of the cover (Davey board) with provisions for hems; 3.4r. Glues cover and spine board onto book cloth to make the book cover and let it dry; 3.4s. Engraves book title to the spine and front cover, set aside: 1. Places assembled book cover at the hot foil pressing machine platform in preparation to engrave on the book cover spine the author, title, volume, number, year and series; 2. Composes the words/phrases with proper spacing by picking one by one the letter sets; 3. Places the composed title on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on top of the spine of assembled book cover and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Repeats steps 19.2 to 19.5 until the author's name, title, volume, number, year and series are engraved. 7. Cleans the engravings and checks spelling for errors and set aside. 3.4t. Cuts and pastes headband on top and bottom of the book spine; 3.4u. Glues book spine and cover spine together, clips both sides with rods to hold them well and let it dry; 3.4v. Glues flyleaves to book cover with engravings and wipes with clean rug. 3.5 Notifies the clients thru email or phone call that the rebound books are ready for pick up</p>	<p>₱0.00</p>	<p>3 hours & 43 mins</p>	<p>Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph</p>
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4. Claims the rebinded materials and presents the OR	4.1 Releases the rebinded materials	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the rebinded materials		₱0.00		
6. Signs at receiving portion of Job Request Form	6.1 Records details of payment	₱0.00		
TOTAL		₱150.00	3 hours and 48 minutes	

OVCA-RMO.9

Fabrication of Certificate Holder/Jacket

Holder/Jacket for diploma and certificates

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Departments/Offices/Units, nearby schools and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form (RMO-BSS Form No. 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests for Fabrication of Certificate Jacket	1.1 Prepares Job Request Form 1.2 Issues Statement of Account	₱150.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal		₱0.00	1 minute	Cashier's Office
3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip 3.2 Attaches photocopy of Official Receipt to Job Request Form 3.3 Records details of payment	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

	<p>3.4 Fabricates Certificate Holder/Jacket</p> <p>3.4a.Cooks glue; 3.4b.Cuts Davey board based on the measurement specified by the client; 3.4c.Cuts chipboard off size with Davey board; 3.4d.Glues chip board and Davey board together; 3.4e.Cuts book cloth based on the measurement of the Davey board with provisions for hems; 3.4f. Pastes the glued chipboard and Davey board onto book cloth to make the Certificate Holder/Jacket and let it dry; 3.4g.Engraves title on the front of the Certificate Holder/Jacket:</p> <p>1. Places assembled certificate holder/jacket at the hot foil pressing machine platform in preparation for engraving words/phrases; 2. Composes the words/phrases with proper spacing by picking one by one the letter sets; 3. Places the composed words/phrases on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on the front cover of assembled certificate holder/jacket and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Repeats steps 7.2 to 7.5 until the desired words/phrases are engraved; 7. Cleans the engravings and checks spelling for errors and set aside.</p> <p>3.4h.Cuts morocco/cartolina paper same size of the certificate; 3.4i. Cuts and pastes silk ribbon on four corners of the morocco/cartolina paper to serve as holder; 3.4j. Glues morocco/cartolina paper inside the certificate folder/jacket; 3.4k.Wipes the Certificate Holder/Jacket with clean rug.</p>	₱0.00	1 hour & 22 mins	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Claims the certificate holder/jacket	4.1 Releases the certificate holder/jacket	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the bound material		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱150.00	1 hour & 28 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
<p>1. Requests Fabrication of certificate Holder/Jacket thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or</p> <p>Use RMO Bindery Service QR Code; or</p> <p>Type this link to your web browser: https://bit.ly/3ow7jQJ or</p> <p>Send email to rmo.uplb@up.edu.ph.</p>	<p>1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form</p> <p>1.2 Prepares Job Request Form</p> <p>1.3 Acknowledges the client on the receipt of the request</p> <p>1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.</p>	₱150.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

2. Pays at Cashier's Office and send to RMO Bindery Service Section via email the e-copy of Official Receipt	<p>2.1 Verifies payment from email</p> <p>2.2 Fabricates Certificate Holder/Jacket</p> <p>2.2a.Cooks glue;</p> <p>2.2b.Cuts Davey board based on the measurement specified by the client;</p> <p>2.2c.Cuts chipboard off size with Davey board;</p> <p>2.2d.Glues chip board and Davey board together;</p> <p>2.2e.Cuts book cloth based on the measurement of the Davey board with provisions for hems;</p> <p>2.2f. Pastes the glued chipboard and Davey board onto book cloth to make the Certificate Holder/Jacket and let it dry;</p> <p>2.2g.Engraves title on the front of the Certificate Holder/Jacket:</p> <p>1. Places assembled certificate holder/jacket at the hot foil pressing machine platform in preparation for engraving words/phrases;</p> <p>2. Composes the words/phrases with proper spacing by picking one by one the letter sets;</p> <p>3. Places the composed words/phrases on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets;</p> <p>4. Waits 30 sec. to 1 minute to heat the letter sets;</p> <p>5. Places the gold foil on the front cover of assembled certificate holder/jacket and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved;</p> <p>6. Repeats steps 7.2 to 7.5 until the desired words/phrases are engraved;</p> <p>7. Cleans the engravings and checks spelling for errors and set aside.</p> <p>2.2h.Cuts morocco/cartolina paper same size of the certificate;</p> <p>2.2i. Cuts and pastes silk ribbon on four corners of the morocco/cartolina paper to serve as holder;</p> <p>2.2j. Glues morocco/cartolina paper inside the Certificate Holder/Jacket;</p> <p>2.2k.Wipes the Certificate Holder/Jacket with clean rug.</p> <p>2.3 Notifies the client thru email or phone Call that the Certificate Holder/Jackets are ready for pick-up</p>	₱0.00	1 hour & 23 mins	Cashier's Office Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
3. Claims the fabricated Certificate Holder/Jacket and submits the original pink copy of OR	<p>3.1 Receives original pink copy of Official Receipt</p> <p>3.2 Attaches Official Receipt to Job Request Form</p> <p>3.3 Releases the Certificate Holder/Jacket</p>	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Receives the Certificate Holder/Jacket		₱0.00		
5. Signs at receiving portion of Job Request Form	5.1 Records details of payment	₱0.00		
TOTAL		₱150.00	1 hour and 28 minutes	

OVCA-RMO.10

Fabrication of 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:	G2C - Government to Clients			
Who may avail:	UPLB Departments/Offices/Units, nearby schools and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form (RMO-BSS Form 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests for Special Folder	<p>1.1 Prepares Job Request Form</p> <p>1.2 Issues Statement of Account</p>	₱200.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

2. Pays at Cashier's Office or thru LandBank Link.BizPortal		₱0.00	1 minute	Cashier's Office
3.Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Photocopy the Official Receipt 3.2 Attaches photocopy of Official Receipt to Job Request Form 3.3 Records details of payment	₱0.00	2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
	3.4 Fabricates folder . 3.4a.Cooks glue; 3.4b.Cuts Davey board based on the measurement specified by the client; 3.4c. Cuts chipboard based on the required thickness of the client to serve as spine; 3.4d. Cuts book cloth based on the measurement of the Davey board with provisions for hems; 3.4e. Glues Davey board and chipboard onto book cloth to make the folder and let it dry; 3.4f.. Engraves title on the front of the Folder: 1. Places assembled folder at the hot foil pressing machine platform in preparation to engrave words/phrases; 2. Composes the words/phrases with proper spacing by picking one by one the letter sets; 3. Places the composed words/phrases on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets; 4. Waits 30 sec. to 1 minute to heat the letter sets; 5. Places the gold foil on the front cover of assembled folder and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved; 6. Repeats steps 6.2 to 6.5 until the desired words/phrases are engraved; 7. Cleans the engravings and checks spelling for errors, set aside. 3.4g. Cuts morocco/cartolina paper same size of the folder; 3.4h. Glues morocco/cartolina paper inside the folder; 3.4i. Wipes the folder with clean rug.	₱0.00	1 hour & 18 mins	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Claims the Folder	4.1 Releases the Folder	₱0.00	1 minute	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
5. Receives the Folder		₱0.00		
6. Signs at receiving portion of Job Request Form		₱0.00		
TOTAL		₱200.00	1 hour & 24 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Fabrication of Folder thru RMO Bindery Service Google Form by visiting the OVCA Website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO Bindery Service QR Code; or Type this link to your web browser: https://bit.ly/3ow7jQJ or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Form Notification provided by the RMO Bindery Service Google Form 1.2 Prepares Job Request Form 1.3 Acknowledges the clients on the receipt of the request 1.4 Advises the client via e-mail to pay the bookbinding fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.	₱200.00	3 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph

2. Pays at Cashier's Office or thru LandBank Link.BizPortal	<p>2.1 Verifies payment from the email</p> <p>2.2 Fabricates Folder</p> <p>2.2a.Cooks glue;;</p> <p>2.2b.Cuts Davey board based on the measurement specified by the client;</p> <p>2.2c. Cuts chipboard based on the required thickness of the client to serve as spine;</p> <p>2.2d. Cuts book cloth based on the measurement of the Davey board with provisions for hems ;</p> <p>2.2e. Glues Davey board and chipboard onto book cloth to make the folder and let it dry;</p> <p>2.2f.. Engraves title on the front of the folder:</p> <p>1. Places assembled folder at the hot foil pressing machine platform in preparation to engrave words/phrases;</p> <p>2. Composes the words/phrases with proper spacing by picking one by one the letter sets;</p> <p>3. Places the composed words/phrases on the heated plate of the hot foil pressing machine and twist the knob to tighten the letter sets;</p> <p>4. Waits 30 sec. to 1 minute to heat the letter sets;</p> <p>5. Places the gold foil on the front cover of assembled folder and press the composed letter sets for about 5 seconds and repeat this process 2 to 3 times until the desired quality of engraving is achieved;</p> <p>6. Repeats steps 6.2 to 6.5 until the desired words/phrases are engraved;</p> <p>7. Cleans the engravings and checks spelling for errors, set aside.</p> <p>2.2g. Cuts morocco/cartolina paper same size of the folder;</p> <p>2.2h. Glues morocco/cartolina paper inside the folder;</p> <p>2.2i. Wipes with clean rug.</p> <p>2.3 Notifies the client thru email or phone call that the folder are ready for pick-up.</p>		1 hour & 19 mins	Cashier's Office Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
3. Claims the fabricated Folder and presents Official Receipt	<p>3.1 Photocopy the Official Receipt</p> <p>3.2 Attaches the photocopy of Official Receipt to Job Request Form</p> <p>3.3 Releases the Folder</p>		2 minutes	Philip D. Solosa Administrative Assistant IV pdsolosa@up.edu.ph or Ian Godfrey A. Ferrer Administrative Assistant II iaferrer@up.edu.ph
4. Receives the Folder				
5. Signs at receiving portion of Job Request Form	5.1 Records details of payment			
TOTAL		P200.00	1 hour & 24 mins	

OVCA-RMO.11

Authentication of Academic 201 File Document (Active Employee)

Issued to active academic 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. Document Request Form (RMO Form No. 01)		Records Management Office		
2. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, if requisitioner/claimant is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				

1. Requests Authentication of Academic 201 File documents	1.1 Issues Document Request Form 1.2 Schedules the pick up of the documents 1.3 Locates and pull out folder 1.4 Retrieves the requested documents 1.5 Photocopy the documents 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the documents 1.9 Submits to RMO signatory	P3.00 for authentication P2.00 for photocopy	15 minutes	Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
	1.10 Signs the Documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Claims the authenticated document on the given schedule	2.1 Issues Statement of Account			Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt to RMO	4.1 Photocopy the Official Receipt and attaches to Document Request Form 4.2 Releases the authenticated documents			
5. Receives the authenticated documents				
6. Signs at receiving portion of Document Request Form				
TOTAL		P5.00	15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Authentication of Academic 201 File documents via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJvX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Locates and pull out folder 1.3 Retrieves the requested document(s) 1.4 Photocopy the document(s) 1.5 Stamps the document with "CERTIFIED COPY" if the document was issued by the University; "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE" if the document was issued by other agency. 1.6 Imprints with university dry seal 1.7 Countersigns the document(s) 1.8 Submits to RMO signatory 1.9 Signs the document(s)	P3.00 for authentication P2.00 for photocopy	15 minutes	Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
	1.10 Notifies the client that the requested document(s) are ready for pick-up 1.11 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Pays at Cashier's Office or thru LandBank Link.BizPortal	2.1 Photocopy the Official Receipt and attaches to Job Request Form 2.2 Releases the authenticated documents			Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
3. Receives the authenticated documents				
4. Signs at receiving portion of Document Request Form				
TOTAL		P5.00	15 minutes	

OVCA-RMO.12

Authentication of Administrative and Research, Extension, and Professional Staff (REPS) 201 File Document (Active Employee)

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

Office or Division:	Records Management Office
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Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Active UPLB Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form (RMO Form No. 01)		Records Management Office		
2. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, if requisitioner/claimant is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests Authentication of Administrative 201 File documents	1.1 Issues Document Request Form 1.2 Schedules the pick up of the document(s) 1.3 Locates and pull out folder 1.4 Retrieves the requested document(s) 1.5 Photocopy the document(s) 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the document 1.9 Submits to RMO signatory	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
	1.10 Signs the Document(s)			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Claims the authenticated document (s) on the given schedule	2.1 Issues Statement of Account			Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives the pink copy of Official Receipt and attaches to Document Request Form 4.1 Releases the authenticated document(s)			
5. Receives the authenticated document (s)				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	

Online Request:				
1. Requests Authentication of Administrative 201 File documents via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJVX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Locates and pull out folder 1.3 Retrieves the requested documents 1.4 Photocopy the documents 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 documents 1.8 Submits to RMO signatory 1.9 Signs the document(s)	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph
	1.10 Notifies the client that the requested document(s) are ready for pick-up 1.11 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Pays at Cashier's Office or thru LandBank Link.BizPortal				Jeffrey C. Tandang Administrative Officer I jctandang@up.edu.ph

3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	3.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip and attaches to Document Request Form			
4. Receives the authenticated documents				
5. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	

OVCA-RMO.13

Authentication of General Records

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

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. Job Order Form (RMO Form No. 01)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests Authentication of General Records	1.1 Issues Document Request Form 1.2 Schedules when to pick up the documents 1.3 Locates and pull out folder from Records Center 1.4 Retrieves the requested documents 1.5 Photocopy the documents 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the documents 1.9 Submits to RMO Signatory	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	For Active Records: Eric Cris D. Valencia Administrative Officer III edvalencia1@up.edu.ph For Inactive Records: Allyson B. Calapine Administrative Officer V abcalapine@up.edu.ph or Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph or Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
	1.10 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Claims the authenticated documents on the given schedule	2.1 Issues Statement of Account			For Active Records: Eric Cris D. Valencia Administrative Officer III edvalencia1@up.edu.ph For Inactive Records: Allyson B. Calapine Administrative Officer V abcalapine@up.edu.ph or Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph or Adjarael A. Malali II Administrative Assistant IV aamalali1@up.edu.ph
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip and attaches to Document Request Form 4.1 Releases the authenticated documents	₱5.00	15 minutes	
5. Receives the authenticated documents				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				

1. Requests Authentication of General Records via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJVX or Send email to rmo.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Acknowledges client on the receipt of document request 1.2 Locates and pull out folder from Records Center 1.3 Retrieves the requested documents 1.4 Photocopy the documents 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 documents 1.8 Submits to RMO Signatory	P3.00 for authentication P2.00 for photocopy	15 minutes	For Active Records: Eric Cris D. Valencia Administrative Officer III edvalencia1@up.edu.ph For Inactive Records: Allyson B. Calapine Administrative Officer V abcalapine@up.edu.ph or Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph or Adjarael A. Malali III Administrative Assistant IV aamalali1@up.edu.ph
	1.9 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
	1.10 Notifies the client that the requested documents are ready for pick-up 1.11 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			For Active Records: Eric Cris D. Valencia Administrative Officer III edvalencia1@up.edu.ph For Inactive Records: Allyson B. Calapine Administrative Officer V abcalapine@up.edu.ph or Ana Marie G. Valisno Administrative Officer I aggabatin@up.edu.ph or Adjarael A. Malali III Administrative Assistant IV aamalali1@up.edu.ph
	2. Pays at Cashier's Office or thru LandBank Link.BizPortal			
	3. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip			
4. Receives the authenticated documents				
5. Signs at receiving portion of Document Request Form				
TOTAL		P5.00	15 minutes	

OVCA-RMO.14

Authentication of OPCR/IPCR

Issued to UPLB personnel 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. Job Order Form (RMO Form No. 01)/Document Request Form		Records Management Office		
2. One (1) valid Identification Card (ID)				
2. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				
1. Requests OPCR/IPCR	1.1 Issues Document Request Form 1.2 Schedules when to pick up the documents 1.3 Locates and pull out folder/bundle from Records Center 1.4 Retrieves the requested documents 1.5 Photocopy the documents 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the documents 1.9 Submits to RMO Signatory	P3.00 for authentication P2.00 for photocopy	15 minutes	Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
	1.10 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Claims the authenticated documents on the given schedule	2.1 Issues Statement of Account			Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph

3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Photocopy the OR or prints the Payment Confirmation Slip and attaches to Document Request Form 4.2 Releases the authenticated documents			
5. Receives the authenticated documents				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests Authentication of OPCR/IPCR via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJvX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Acknowledges client on the receipt of document request 1.2 Locates and pull out folder/bundle from Records Center 1.3 Retrieves the requested documents 1.4 Photocopy the documents 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 documents 1.8 Submits to RMO Signatory 1.9 Signs the documents	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
	1.10 Notifies the client that the requested documents are ready for pick-up 1.11 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Pays at Cashier's Office or thru LandBank Link.BizPortal	2.1 Photocopy the OR or prints the Payment Confirmation Slip and attaches to Document Request Form 2.2 Releases the authenticated documents			Mary Rose Anne S. Eusebio Administrative Officer I mseusebio3@up.edu.ph
3. Receives the authenticated documents				
4. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	

OVCA-RMO.15

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

Issued to UPLB personnel for compliance with the requirements of other government 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. Job Order Form (RMO Form No. 01)		Records Management Office		
2. One (1) valid Identification Card (ID)				
3. Authorization letter and one (1) valid ID, If claimant/requisitioner is authorized representative.		Concerned UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Request:				

1. Requests copy of Certificate of Service, Daily Time Records and Leave Applications	1.1 Issues Document Request Form 1.2 Schedules when to pick up the documents 1.3 Locates and pull out folder/bundle from Records Center 1.4 Retrieves the requested documents 1.5 Photocopy the documents 1.6 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. 1.7 Imprints with university dry seal 1.8 Countersigns the documents 1.9 Submits to RMO Signatory	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	Francisco M. Sauza Administrative Assistant I fmsauza@up.edu.ph
	1.10 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
2. Claims the authenticated documents on the given schedule	2.1 Issues Statement of Account			Francisco M. Sauza Administrative Assistant I fmsauza@up.edu.ph
3. Pays at Cashier's Office or thru LandBank Link.BizPortal				
4. Presents Official Receipt (Accountable Form No. 52-C) to RMO staff or send via email the Payment Confirmation Slip	4.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip and attaches to Document Request Form 4.1 Releases the authenticated documents			
5. Receives the authenticated documents				
6. Signs at receiving portion of Document Request Form				
TOTAL		₱5.00	15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Request:				
1. Requests copy of Certificate of Service, Daily Time Records and Leave Applications via RMO Document Transaction thru Online Request (DocTOR) by visiting OVCA website (https://ovca.uplb.edu.ph/) and follow the link; or Use RMO DocTOR QR Code; or Type this link to your web browser: https://bit.ly/3v3cJvX or Send email to rmo.uplb@up.edu.ph.	1.1 Checks the Document Request Notification provided by the RMO DocTOR or email messages 1.2 Acknowledges client on the receipt of document request 1.2 Locates and pull out folder/bundle from Records Center 1.3 Retrieves the requested documents 1.4 Photocopy the documents 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 documents 1.8 Submits to RMO Signatory	₱3.00 for authentication ₱2.00 for photocopy	15 minutes	Francisco M. Sauza Administrative Assistant I fmsauza@up.edu.ph
	1.9 Signs the documents			Liza G. Custodio Chief Administrative Officer or Officer-in-charge
	1.10 Notifies the client that the requested documents are ready for pick-up 1.11 Advises the client via e-mail to pay the authentication fees at Cashier's Office or thru Landbank Link.BizPortal. The Payment procedures is attached with the email.			Francisco M. Sauza Administrative Assistant I fmsauza@up.edu.ph
2. Pays at Cashier's Office or thru LandBank Link.BizPortal	2.1 Receives and photocopy the Official Receipt or print the digital copy of Payment Confirmation Slip and attaches to the Document Request Form 2.2 Releases the authenticated documents			
3. Receives the authenticated documents				
4. Signs at receiving portion of Document Request Form				

TOTAL	₱5.00	15 minutes	
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OVCA-RMO.16

UP Diliman Courier Service

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

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Delivery Request Form (RMO Form No. 06)		Department/Units		
2. Routing Delivery Form (Diliman)(RMO-CSS Form No. 02)		Records Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits document to RMO with 2 copies of Document Delivery Request Form (RMO Form No. 06) a day before the scheduled courier to U.P. Diliman	1.1 Receives the document and signs one copy of Document Delivery Request Form (RMO Form No. 06) 1.2 Records document for delivery to U. P. Diliman using the Routing Delivery Form (Diliman) (RMO-CSS Form No. 02) 1.3 Delivers and collects documents to Office of the Secretary of the University, UP Diliman	₱0.00	2 working days	Andrew P. Licardo Administrative Assistant II aplicardo@up.edu.ph or Hermogenes R. Guzman Administrative Aide III or Andrew B. Consulta Administrative Aide III abconsulta1@up.edu.ph
2. Receives the signed copy of Document Delivery Request Form (RMO Form No. 06)				Dept/Units Receiving Clerk
TOTAL		₱0.00	2 working days	



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

OVCCA-MAIN.1**Videoshoot for commercial use**

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

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, Retirees, General Public				
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 script/lay-out/story outline		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action (approval/disapproval) 1.5 Inform clients for the action If approved, proceed to #2	First 8 hours: ₱8,500.00 Excess hour: ₱1,700.00 Bond Deposit: ₱13,000.00 (refundable) Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	2 days 30 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5. Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal		Non-UP clients: ₱125.00 /hr/guard UP clients: ₱100.00 /hr/guard		Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL		minimum ₱22,000.00	3 days	

OVCCA-MAIN.2**Photoshoot for commercial use**

(e.g., ads)

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, Retirees, General Public				
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 script/lay-out		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Permit for action (approval/disapproval) 1.5 Inform clients for the action If approved, proceed to #2	First 8 hours: ₱4,250.00 Non-UP clients: ₱4,250.00 UP clients: ₱2,550.00 (40% discount) Excess hour: ₱1,700.00 Bond Deposit: ₱13,000.00 Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	2 days 30 minutes	1.1 - 1.4. Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5. Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal		Non-UP clients: ₱125.00 /hr/guard UP clients: ₱100.00 /hr/guard		Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL		minimum ₱17,750.00	3 days	

OVCCA-MAIN.3**Videoshoot and photoshoot for non-commercial use**

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

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, Retirees, General Public				
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 (approval/disapproval) 1.5 Inform clients for the action If approved, proceed to #2	For Non-UP clients: ₱500.00/day For UP clients: ₱300.00 /day (40% discount) Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	2 days 30 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal		Non-UP clients: ₱25.00 /hr/guard UP clients: ₱100.00 /hr/guard		Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL		minimum ₱1,000.00	3 days	

OVCCA-MAIN.4 Video and photoshoot for academic or official use
(e.g., class requirement, student organization activity, office IEC materials)

Office or Division: Office of the Vice Chancellor for Community Affairs				
Classification: Simple				
Type of Transaction: G2C - Government to Clients				
Who may avail: UP students, UP employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Activity permit (if student organization)		OSA		
For class requirement: letter addressed to the Vice Chancellor endorsed by class adviser		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1. Check documents including other requirements 1.2. Received documents 1.3. Encode and assign unique ID 1.4. Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.2 Get copy and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		₱0.00	3 days	

OVCCA-MAIN.5 Fun Run, Marathon, Triathlon, Concert

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, Retirees, General Public			
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 Inform clients for the action If approved, proceed to #2	For Non-UP clients: ₱6,200.00/hr For UP clients: ₱3,720.00 (40% discount) Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	2 days 30 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal		Non-UP clients: ₱125.00 /hr/guard UP clients: ₱100.00 /hr/guard		Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL		minimum ₱6,700.00	3 days	

OVCCA-MAIN.6 Exhibit, car shows, and similar activities

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, Retirees, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		
For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of layout		Client		
Activity permit (if student organization)		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Inform clients for the action If approved, proceed to #2	For Non-UP clients: ₱25/sqm/day For UP clients: ₱15/sqm/day Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity)	2 days 30 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal		Non-UP clients: ₱125.00 /hr/guard UP clients: ₱100.00 /hr/guard		Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL			3 days	

OVCCA-MAIN.7 Receptions and other special occasions

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, Retirees, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Permit for the Use of UPLB Facilities form (OVCCA Form #2017-01)		OVCCA		

For UP clients: present UP alumni ID or old UP student ID, current validated UP student ID, UP employee ID for verification.		Client		
Copy of layout		Client		
Activity permit (if student organization)		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form	1.1 Check documents including other requirements 1.2 Received documents 1.3 Encode and assign unique ID 1.4 Inform clients for the action If approved, proceed to #2	For Non-UP clients: ₱7/sqm/day For UP clients: ₱4/sqm/day Processing fee: ₱500.00 Security Assistance (note: UPF/CSB off duty will be assigned during the activity) Non-UP clients: ₱125.00 /hr/guard UP clients: ₱100.00 /hr/guard	2 days 30 minutes	1.1 - 1.4 Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V 1.5 Vice Chancellor or Asst. to the Vice Chancellor
2. Pay through the Land Bank Link Biz Portal				Cashier's Office
3. Send/email copy of official receipt (OR) to OVCCA	3.1 Verify payment 3.2 Coordinate with the concerned unit/s		30 minutes	Administrative Assistant II or Administrative Officer II or Administrative Officer V
4. Get approved permit	4.1 Out to client 4.2 Get copy and file			
TOTAL			3 days	

OVCCA-MAIN.8 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, Retirees, General Public		
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 Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.3 Get copy and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		₱0.00	3 days	

OVCCA-MAIN.9 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, Retirees, General Public		
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 Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.3 Get copy and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		₱0.00	3 days	

OVCCA-MAIN.10 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, Retirees, General Public (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 Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.3 For helicopter landing UPF Chief will give the coordinates 2.4 Get copy 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		₱0.00	3 days	

OVCCA-MAIN.11 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, Retirees, General Public		
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 Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.3 Get copy and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		₱0.00	3 days	

OVCCA-MAIN.12 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:		UP Employees, Students, Alumni, Retirees, General Public		
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 Inform clients for the action If approved, proceed to #2	₱0.00	3 days	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 2.2 Coordinate with concerned unit/s 2.3 Get copy and file			Administrative Aide VI or Administrative Assistant II or Administrative Officer II or Administrative Officer V
TOTAL		₱0.00	3 days	



**OVCCA UNIVERSITY HOUSING
OFFICE**
INTERNAL SERVICES

OVCCA-UHO.1

Availment of UPLB Staff Housing unit

University provides staff housing units to qualified UPLB Faculty and Staff

Office or Division:	Staff Housing Division, UPLB Housing Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form		UHO Office		
Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)		Accounting Office/201 File		
Statement of Assets, Liabilities and Net Worth (previous year)		HRDO/RMO/201 File		
Diploma or certification for degrees earned		201 File		
For non-Ph. D. holders, certificates(s) of completion of trainings attended and copy of transcript of records for units earned for advanced degree, if any		201 File		
Up-to-date Service Record(s) of applicant and spouse (if UPLB personnel)		HRDO		
Copy of current appointment to additional assignments, if any		Unit/College/RMO		
Copies of award(s) received		201 File		
Latest payslip		Accounting Office/Cashier's Office		
Marriage Contract (for family housing unit)		201 File		
Accomplished promissory letter (UHO form)		UHO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants should submit their applications with complete requirements to UPLB Housing Office	1.1 UHO will check if the submitted requirements are complete. Incomplete requirements will not be received and evaluated.	₱0.00	15 minutes	Receiving personnel or Administrative Assistant II
	1.2 After the set deadline of submission of applications, UHO committee will evaluate the applications based on the submitted documents.		20 minutes per applicant	UHO Committee
	1.3 The evaluated applications will be forwarded to the Office of the Vice Chancellor for Community Affairs for checking of initial evaluations.		15 minutes per applicant	Administrative Assistant II
	1.4 Once UHO receives the final results of evaluation. The office will request to the Office of the Vice Chancellor for Community Affairs for the awarding of staff housing units to qualified UPLB faculty and staff.		10 minutes	Administrative Assistant II
	1.5 UHO informs the staff who will be awarded with staff housing unit to attend the orientation and awarding of staff housing units for new staff housing beneficiaries. All applicants will received letter to inform them of the results of evaluation.		5 minutes/ applicant	Administrative Assistant II
	1.6 UHO will set the Orientation and Awarding of Staff Housing Units to New Staff Housing Beneficiaries, and all awardees should attend the said orientation.		15 minutes	Administrative Assistant II
2. Awardees should attend the Orientation and Awarding of staff housing units to new staff housing beneficiaries	2.1 UHO Chief will conduct the orientation and awarding of staff housing units to new staff housing beneficiaries at the Office of the Vice Chancellor for Community Affairs.	₱0.00	3 hours	UHO Chief or Head of Staff Housing Division
	2.2 Notice of Award will be given to the new staff housing beneficiaries after the orientation.		10 minutes per beneficiary	Administrative Assistant II
	2.3 Keys for their specific unit will be issued to the new staff housing beneficiaries		5 minutes per beneficiary	Administrative Assistant II
3. New staff housing beneficiaries will get Statement of Account for the payment of deposits and advance house occupancy fee. Payment will be made at the Cahier's Office	3.1 Issues Statement of Account for the payment of deposits.	3 month house occupancy (total amount depends on the monthly house occupancy fee) Key ₱200.00 Electric meter ₱2998.00 Water meter ₱1688.00	10 minutes per beneficiary	Administrative Assistant II

4. New staff housing beneficiary should submit a copy of Official Receipt, submits other requirements and signs the house occupancy agreement.	4.1 Receives copy of Official Receipt	₱200.00 (private Notary Public - amount is subject to change without prior notice)	2 minutes/ applicant	Administrative Assistant II
	4.2 Prepares the house occupancy agreement		20 minutes/ contract	Administrative Assistant II
	4.3 Signs the house occupancy agreement by the beneficiary		3 minutes/ agreement	
	4.4 Chief signs the house occupancy agreement		3 minutes	UHO Chief
	4.5 Vice Chancellor for Community Affairs signs the house occupancy agreement		3 minutes	OVCCA
	4.3 Process notarization of agreement		10 minutes	Administrative Assistant II
	4.4 Forwards copy agreement to staff housing beneficiary		10 minutes	Administrative Assistant II
	5.5 Informs Utilities Billing Unit, UPMO the new staff housing beneficiary		5 minutes	Administrative Assistant II
5. New staff housing beneficiary can now move to the awarded staff housing unit				
TOTAL			20 working days	

OVCCA-UHO.2

Renewal of house occupancy agreement in staff housing unit

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

Office or Division:	Staff Housing Division, UPLB Housing Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees who are currently residing in staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request availing another five-year house occupancy agreement		Provided by beneficiary		
List of occupants				
Pictures of occupants				
Photocopy of UPLB ID				
Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)		Accounting Office/201 File		
Statement of Assets, Liabilities and Net Worth (previous year)		HRDO/RMO/201 File		
Photocopy of latest payslip		Cashier's Office/201 file		
Affidavit of no house within 15 km radius		Notary Public		
Certification from Utilities billing Unit of no arrears		Utilities Billing Unit, UPMO, UPLB		
Certification of pet vaccination if there is any pet		Private veterinarians, Local Government Unit or College of Veterinary Medicine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary request for renewal of house occupancy agreement	1.1 Receives letter	₱0.00	2 minutes	Administrative Assistant II
	1.2 Checks complete requirements		10 minutes	
	1.3 Schedule for a meeting with Chief		5 minutes	
2. Interview with UHO Chief	2.1 UHO Chief interviews client	₱0.00	15 minutes	UHO Chief Administrative Assistant II
	2.2 Schedule of 2nd inspection if the suggested repair is followed		2 minutes	
3. Accompanies UHO staff inside housing unit for inspection	3.1 Inspection of the housing unit	₱0.00	45 minutes	Engineer and Foreman/ Skilled Workers, Administrative Assistant II
	3.2 Prepares house occupancy agreement		5 minutes	
	3.3 Gives housing agreement to client			
4. Signs the house occupancy agreement	4.1 Forwards to UHO Chief and Office of the Vice Chancellor for Community Affairs for signature	₱0.00	3 minutes	Administrative Assistant II
	5.1 UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement	₱0.00		
	6.1 Receives from Office of the Vice Chancellor for Community Affairs	₱0.00	2 minutes	Administrative Assistant II
	6.2 Process notarization		15 minutes	
	6.3 Forwards copy to staff housing beneficiary		10 minutes	
TOTAL		₱0.00	1 hr., 54 mins.	

OVCCA-UHO.3

Avail of extension of stay in UPLB staff housing unit (Beneficiaries who maximize 20 years tenure)

UPLB employees who are occupants of staff housing unit may avail extension of stay in the staff housing unit even if they maximize the 20 years

Office or Division:	Staff Housing Division, UPLB Housing Office
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Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Employees who are occupants of UPLB staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of extension		Provided by the UPLB employees who is a beneficiary of staff housing unit		
List of occupants, names and pictures		HRDO/RMO/201 file		
Statement of Assets, Liabilities and Net Worth (previous year)		Accounting Office/201 file		
Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits request letter to the Office of the Chancellor		₱0.00		
	1. Receives request letter from Office of the Chancellor (through Office of the Vice Chancellor for Community Affairs) 2. Prepares history of occupancy and other documents needed 3. UHO forwards the request letter (with recommendation and attachment of documents) to the Office of the Vice Chancellor for Community Affairs and Office of the Chancellor for approval	₱0.00	2 minutes 15 minutes 5 minutes	Administrative Assistant II Head, Staff Housing Division Administrative Assistant II
	Office of the Vice Chancellor for Community Affairs and Office of the Chancellor approves request letter	₱0.00		
	1. Receives response from the Office of the Chancellor 2. Informs beneficiary the approval of request, request to submit the requirements and provided copy of the approved letter	₱0.00	10 minutes	Administrative Assistant II
2. Staff housing beneficiary submits requirements and sign the house occupancy agreement	2.1 Check requirements submitted 2.2 Prepares house occupancy agreement 2.3 Let beneficiary sign the agreement 2.4 Forward to UHO Chief and Vice Chancellor for Community Affairs for their signature	₱0.00	5 minutes 20 minutes 15 minutes 10 minutes	Administrative Assistant II
	UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement	₱0.00		
	1. Receives from Office of the Vice Chancellor for Community Affairs 2. Process notarization 3. Forwards copy to staff housing beneficiary	₱0.00	2 minutes 15 minutes 10 minutes	Administrative Assistant II
TOTAL		₱0.00	1 hr., 49 mins.	

OVCCA-UHO.4

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		
None		None		
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	₱0.00	10 minutes 45 minutes 20 minutes 5 minutes 5 minutes	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 Cashier's Office	2.1 Prepares Statement of Account	Total amount depends on the existing house occupancy fee and the total months of approved extension	5 minutes	Administrative Assistant II

3. Retiree should submit copy of Official Receipt to the office	3.1 Receives copy Office Receipt 3.2 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	₱0.00	3 minutes 20 minutes 15 minutes 10 minutes	Administrative Assistant II
TOTAL		₱0.00	2 hrs., 18 mins.	

OVCCA-UHO.5

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	₱0.00	10 minutes 45 minutes 20 minutes 5 minutes	Receiving Personnel Head of Staff Housing Division Chief Engineer and Foreman Engineer Administrative Assistant II
	1.5 Provides copy of approved letter of extension and list of requirements to retiree	Total amount depends on the existing house occupancy fee and the total months of approved extension	5 minutes	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	₱0.00	5 minutes 3 minutes 2 minutes	Administrative Assistant II UHO Chief Administrative Assistant II
	3.1 Receives approved letter 3.2 Prepares house occupancy agreement, sign 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	₱0.00	3 minutes 20 minutes 15 minutes 10 minutes	Administrative Assistant II
TOTAL		₱0.00	2 hrs., 23 mins.	

OVCCA-UHO.6

Staff housing beneficiary requests for refund of repair cost (Construction materials purchased by beneficiary)

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

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

1. Staff housing beneficiary submits copies of Official Receipts/Sales Invoices used for the repair of staff housing unit	1.1 Receives the Official Receipts/Sales Invoices	₱0.00	2 minutes	Administrative Assistant II
	1.2 Checks the submitted receipts if all are Official Receipts or Sales Invoices		5 minutes	Engineer
	1.3 Checks the items listed in the Official Receipts or Sales Invoices which are used for the repair and included in the list of items for 50:50 sharing scheme indicated in the 2008 UPLB Housing Policies, Rules and Regulations		45 minutes	Engineer
	1.4 Prepares computation of sharing for the changes of deduction		15 minutes	Engineer
	1.5 Checks and records computation of changes of deduction		10 minutes	Head of Staff Housing Division
	1.6 Prepares cover letter		5 minutes	Engineer
	1.7 Forwards to Chief for approval		3 minutes	Administrative Assistant II
	1.8 Forwards approved changes of deduction to staff housing beneficiary		10 minutes	Administrative Assistant II
TOTAL		₱0.00	1 hr., 35 mins.	

OVCCA-UHO.7 Staff housing beneficiary requests for refund of repair cost (construction materials and labor provided by UHO)

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

Office or Division: Staff Housing Division, UPLB Housing Office				
Classification: Complex				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB Employees who are staying in UPLB staff housing unit				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cost of repair estimate		UHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	UHO sends cost of bill estimates for repair to staff housing beneficiary	₱0.00	2 minutes	Engineer
1. Staff housing beneficiary will request to UHO for the available materials and schedule of repair	1.1 UHO will provide materials available	₱0.00	5 minutes	Engineer
	1.2 Schedule repair upon the availability of the beneficiary		5 minutes	Engineer
	1.3 Repair of housing unit		Total number of days repair depends on the repair needed or requested by the beneficiary	Skilled Workers and Laborers
	1.4 Prepares computation of repair cost sharing for the changes of deduction		20 minutes	Engineer
	1.5 Checks and records computation of changes of deduction		10 minutes	Head of Staff Housing Division
	1.6 Prepares cover letter		5 minutes	Engineer
	1.7 Forwards to Chief for approval		3 minutes	Administrative Assistant II
	1.8 Forwards approved changes of deduction to staff housing beneficiary		10 minutes	Administrative Assistant II
TOTAL		₱0.00	1 hour	

OVCCA-UHO.8 Personal payment of house occupancy fee or land use rental

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

Office or Division: Staff Housing Division, UPLB housing Division				
Classification: Simple				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB employee, UPLB retirees and other agencies' housing occupants who are staying in staff housing units inside the UPLB				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		UHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing occupant will go to UHO to get the statement of account	1.1 Check the record for the payment of fees	Fee depends on the existing rate in the contract	3 minutes	Administrative Assistant II
	1.2 Prepares the Statement of Account		2 minutes	
2. Housing occupant pays to Cashier's Office the fees and submits copy of Official Receipt to UHO	2.1 Receives photocopy of the Official Receipt	₱0.00	2 minutes	Administrative Assistant II
	2.2 Records payment		3 Minutes	
TOTAL		₱0.00	10 minutes	

OVCCA-UHO.9 Refund of housing deposits

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

Office or Division: Staff Housing Division, UPLB Housing Office	
Classification: Complex	

Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees who are occupants of staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Official Receipt		UPLB Employee		
Certification of Refund		UHO		
copy of Approved letter vacating the staff housing unit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits copy of original Official	1.1 Receives original Official Receipt	₱0.00	2 minutes	Administrative Assistant II
	1.2 Prepares Certification of refund		10 minutes	Administrative Assistant II
	1.3 Prepares and print Disbursement Voucher		5 minutes	Administrative Assistant II
	1.4 Process Disbursement Voucher at Accounting Office, Office of the Vice Chancellor for Community Affairs	₱0.00		
	1.5 Receives approved Disbursement Voucher	₱0.00	2 minutes	Administrative Assistant II
	1.6 Photocopy the approved Disbursement Voucher		2 minutes	Administrative Assistant II
	1.7 Forwards the approved Disbursement Voucher to Cashier's Office		5 minutes	Administrative Aide IV
TOTAL		₱0.00	26 minutes	

OVCCA-UHO.10 Repair of staff housing unit

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

Office or Division:	Technical Maintenance Services, UPLB Housing Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees who are occupants of staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary files job request through personal visit, telephone call or through email	1.1 Receives and fill out the job request	₱0.00	5 minutes	Engineer
	1.2 Schedule of inspection		3 minutes	Engineer and Foreman/ Skilled worker
	1.3 Inspection of unit		45 minutes	Engineer
	1.4 Preparation and signs of cost of repair estimate		20 minutes	Engineer
	1.5 Forwards copy of cost of repair estimate for conforme of staff housing beneficiary		5 minutes	Engineer
2. Staff housing beneficiary signs the repair cost of estimate as conforme and forwards to UHO	2.1 Receives cost repair of estimate	₱0.00	2 minutes	Engineer
	2.2 Forwards to Chief for Noted		5 minutes	
	2.3 Schedule of repair (depends on the availability of staff housing beneficiary)		5 minutes	Foreman/ Skilled workers
	2.4 Repair of housing unit		Total number of days repair depends on the repair needed or requested by the beneficiary	
	2.5 Provides UHO Satisfaction Survey		2 minutes	Foreman/ Skilled workers
3. Beneficiary forwards UHO Satisfaction Survey	3.1 Receives filled out UHO Satisfaction Survey	₱0.00	2 minutes	Administrative Assistant II
TOTAL		₱0.00	20 days	

OVCCA-UHO.11 Process of clearance of UPLB employee/retiree who did not stay in staff housing unit

UPLB employees process clearance to UHO for checking of accountabilities

Office or Division:	Administrative Services, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB employees/retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. UPLB employee/retiree submits clearance	2.1 Requests employee to log in in the UHO logbook clearance	₱0.00	2 minutes	Administrative Assistant II
	2.2 Receives clearance		2 minutes	Administrative Assistant II
	2.3 Checks the name of the employee in the record of UHO accountabilities		2 minutes	Administrative Assistant II
	2.4 Staff who will check the record will put his/her initials		2 minutes	Head of Staff Housing Division
	2.5 Forwards to Chief for signature		5 minutes	Administrative Assistant II
2. UPLB employee/retiree signs UHO logbook clearance	2.1 Release of clearance	₱0.00	2 minutes	Administrative Assistant II
TOTAL		₱0.00	15 minutes	

OVCCA-UHO.12 Process of clearance of UPLB employee who previously stayed in staff housing unit (Personal payment)

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

Office or Division: Administrative Services, UPLB Housing Office				
Classification: Complex				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB employees/retirees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance	₱0.00	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	Administrative Assistant II
	1.3 Checks the name of the employee in the record of UHO accountabilities		2 minutes	Administrative Assistant II
	1.4 Infoms the UPLB employee of the accountability		10 minutes	Head of Staff Housing Division
	1.5 Issues Statement of Account for personal payment		5 minutes	Administrative Assistant II
2. UPLB employee pays his/her accountabilities to Cashier's Office	2.1 Receives copy of Official Receipt	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	2 minutes	Administrative Assistant II
	2.2 Records the Official Receipt		2 minutes	Administrative Assistant II
	2.3 Staff put his/her initials for settlement of accountabilities		2 minutes	Head of Staff Housing Division
	2.4 Forwards to Chief for signature		5 minutes	Administrative Assistant II
3. UPLB employee/retiree signs UHO logbook clearance	3.1 Release of clearance	₱0.00	2 minutes	Administrative Assistant
TOTAL		₱0.00	34 minutes	

OVCCA-UHO.13 Process of clearance of UPLB employee who previously stayed in staff housing unit (Salary Deduction)

UPLB employees process clearance to UHO for checking of accountabilities

Office or Division: Administrative Services, UPLB Housing Office				
Classification: Complex				
Type of Transaction: G2C - Government to Clients				
Who may avail: UPLB employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval letter for the request for salary deduction		UPLB employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance	₱0.00	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	Administrative Assistant II
	1.3 Checks the name of the employee in the record of UHO accountabilities		2 minutes	Administrative Assistant II
	1.4 Infoms the UPLB employee of the accountability		10 minutes	Head of Staff Housing Division
2. UPLB employee submits letter requesting for a salary deduction of her/his accountabilities	2.1 Receives letter	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	2 minutes	Administrative Assistant II
	2.2 Check details of request and initials		5 minutes	Head of Staff Housing Division
	2.2 Forwards to Chief for approval		5 minutes	Administrative Assistant II
3. UPLB employee/retiree signs UHO logbook clearance	3.1 Release of clearance	₱0.00	2 minutes	Administrative Assistant II
TOTAL		₱0.00	30 minutes	

OVCCA-UHO.14 Process of clearance of retiree with approved extension of stay in staff housing unit

Retirees process clearance to UHO for checking of accountabilities

Office or Division:	Administrative Services, UPLB Housing Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Retirees who is staying in staff housing unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of extension		UHO		
Approved letter from Office of the Vice Chancellor for Administration that that charging of housing fees will be deducted from his/her retirement benefits		Retiree		
Notarized Special Power of Attorney				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPLB employee/retiree submits clearance	1.1 Requests employee to log in in the UHO logbook clearance	₱0.00	2 minutes	Administrative Assistant II
	1.2 Receives clearance		2 minutes	Administrative Assistant II
	1.3 Checks the requirements if complete		5 minutes	Administrative Assistant II
	1.4 Staff who will check the record will put his/her initials		2 minutes	Head of Staff Housing division
	1.5 Forwards to Chief for signature		5 minutes	Administrative Assistant II
2. UPLB employee/retiree signs UHO logbook clearance	2.1 Release of clearance	₱0.00	2 minutes	Administrative Assistant II
TOTAL		₱0.00	18 minutes	

OVCCA-UHO.15 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	₱0.00	2 minutes	Administrative Assistant II
	1.2 Fowards letter to the concerned division		2 minutes	Administrative Assistant II
	1.3 Checks details of request and initials		5 minutes	Head of Division concerned
	1.4 Schedule for a meeting with Chief		3 minutes	Administrative Assistant II
2. Meet with UHO Chief	2.1 UHO Chief meets with client for verification of details and/or concerns	₱0.00	30 mins.	UHO Chief
	2.2 Affixes signature and approves/disapproves letter		3 minutes	UHO Chief
	2.3 Provides copy of approval to the client and or division concerned with the request		5 minutes	Administrative Assistant II
TOTAL		₱0.00	50 mins.	

OVCCA-UHO.16 Process for the delivery of repair materials from suppliers outside UPLB for the repair of staff housing units

Staff housing beneficiaries purchased repair materials for the repair of staff housing units

Office or Division:	Technical Maintenance Services, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB faculty, staff and retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiary fill out UHO form and submits photocopy of Official Receipt, Sales Invoice, Cash Invoice or Delivery Receipt	1.1 Provides UHO Form	₱0.00	2 minutes	UHO Engineer/Administrative Assist II
	1.2 Checks filled out form and submitted photocopy of Official Receipt, Sales Invoice, Cash Invoice or Delivery Receipt and initialed by staff in charge		5 minutes	UHO Engineer/Administrative Assist II
	1.3 For approval of UHO Chief		5 minutes	Chief
	1.4 Provides approved copy to housing beneficiary		3 minutes	Chief
	1.5 Provide copy to University Police Force		5 minutes	UHO Engineer/Administrative Assist II
TOTAL		₱0.00	20 mins.	Administrative Assist II

OVCCA-UHO.17 Process for the hauling of personal belongings of UPLB Faculty and staff who vacated their housing units

Staff housing beneficiaries/Retirees who vacated their housing units

Office or Division:	Staff Housing Division, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB faculty, staff and retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiaries fill out moving out permit	1.1 Staff in charge provides moving out form	₱0.00	2 minutes	Administrative Assistant II
	1.2 Checks filled out form and initialed for signature of UHO Chief		5 minutes	Administrative Assist II
	1.3 Approval of Chief		5 minutes	Chief
	1.4 Provides copy of approval to housing beneficiaries and University Police Force		5 minutes	Administrative Assist II
TOTAL		₱0.00	17 minutes	

OVCCA-UHO.18 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	₱0.00	2 minutes	Administrative Assistant II
	1.2 Checks folder for the details to be put in the certificate		3 minutes	Administrative Assistant II
	1.3 Prepares Certificate of Employment		3 minutes	Administrative Assistant II
	1.4 Forwards for signature of Chief		3 minutes	UHO Chief
	1.5 Release of document		3 minutes	Administrative Assistant II
TOTAL		₱0.00	14 mins.	

OVCCA-UHO.19 Accommodation Facilities

Accommodation facilities for UPLB guests

Office or Division:	Obdulia F. Sison Hall, UPLB Housing Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students, UPLB faculty and staff, alumni, and other guests of UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For UPLB constituents UPLB ID		Applicant		
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order		Applicant		
3. ID for Non-UP		Applicant		
4. Passport for Foreign Guests		DFA		
5. Reservation Sheet		OFSH-UHO		
6. Billing Summary		OFSH-UHO		
7. Official Receipt		OFSH-UHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	₱0.00	5 minutes	Front Desk Staff On-duty
2. Valid ID Presented	2.1 To be Photocopied by staff in charge		1 minute	Front Desk Staff On-duty
3. Fill-out Reservation Sheet	3.1 Verify the informaton (number of rooms: double or triple occupyany); number of days/night stay) Ask if Senior citizen, PWD or UP staff; provide costs estimates; Confirms details to guests		2 minutes	Front Desk Staff On-duty
	3.2 Approval of the Reservation		2 minutes	Dormitory Manager IV
4. Registration Card	4.1 Complete the necessary information. Fill-out check-in Time		2 minutes	Front Desk Staff On-duty
	4.2 Check-in Guests and turn-over room key		1 minute	Front Desk Staff On-duty
	4.3 Check-out Guests and turn-over key		1 minute	Front Desk Staff On-duty

5. Payment	5.1 Inform and ask guests about the payment for room accommodation charges.	depends on the rooms they will avail	3 minutes	Front Desk Staff On-duty
	5.2 Issuance of Statement of Account /Billing		5 minutes	
6. Claim Official Receipt	6.1 Issuance of Official Receipt	₱0.00	5 minutes	Special Collecting Officer
TOTAL		₱0.00	23 minutes	

OVCCA-UHO.20 Training Facilities

Training facilities for UPLB faculty, staff and guests

Office or Division:		Obdulia F. Sison Hall, UPLB Housing Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students, UPLB faculty and staff, alumni, and other guests of UPLB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For UPLB constituents UPLB ID		Applicant		
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order		Applicant		
3. ID for Non-UP		Applicant		
4. Reservation Sheet		OFSH-UHO		
5. Registration Card (Check-in/Check-out)		OFSH-UHO		
6. Billing Summary		OFSH-UHO		
7. Official Receipt		OFSH-UHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	₱0.00	5 minutes	Front Desk Staff On-duty
2. Fill-out Reservation Sheet	2.1 Verify the informaton and provide necessary details eg (type of rooms, seating capacity, number of days; purpose of function) number of hours use of audio-visual equipemnt; provide costs etimates; Confirms details to guests	depends on the number of hours used by the guests	2 minutes	Front Desk Staff On-duty
	2.2 Approval of the Reservation		2 minutes	Dormitory Manager IV
3. Payment	3.1 Inform and ask guests about the payment for training room charges.	₱0.00	3 minutes	Front Desk Staff On-duty
	3.2 Issuance of Statement of Account /Billing		5 minutes	
4. Claim Official Receipt	4.1 Issuance of Official Receipt	depends on the total charges	5 minutes	Special Collecting Officer
TOTAL		₱0.00	19 minutes	

OVCCA-UHO.21 Application for the Waiving of Fees of OFSH Facility Use

UPLB offices, faculty and staff may avail of waived fees for the use of OFSH

Office or Division:		Obdulia F. Sison Hall, UPLB Housing Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Students, UPLB faculty and staff, alumni, and other guests of UPLB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waiver Form		OFSH-UHO		
2. Approved Letter for the free use		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Waiver Form	1.1 Provides Waiver Form and checks availability of room (accommodation or training facilities)	₱0.00	5 minutes	Front Desk Staff-on-duty
2. Fill out Waiver Form	2.1 Checks filled-out Waiver Form	₱0.00	2 minutes	Front Desk Staff-on-duty/Dormitory Manager IV
	2.2 Initials of staff in Charge		2 minutes	Dormitory Manager IV
	2.3 Forwards to UHO Chief for recommending approval		5 minutes	UHO Chief
2. Client process to other offices		₱0.00		Office of the Vice Chancellor for Community Affairs
				Office of the Chancellor
3. Client submits approved waiver form/approved letter request	3.1 Staff in charge receives documents	₱0.00	2 minutes	Front Desk Staff-on-duty
TOTAL		₱0.00	16 minutes	



**OVCCA UPLB SECURITY AND SAFETY
OFFICE**
EXTERNAL SERVICES

OVCCA-SSO.1
Issuance of UPLB car sticker

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

Office or Division:		Security and Safety Office		
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 Motor vehicle Certificate of Registration and		Land Transportation Office		
Valid Driver's License of the applicant		Land Transportation Office		
If second-hand, copy of notarized deed of sale		Applicant		
If company owned, company certification of vehicle assignment		Company of the applicant		
If applicant is not the owner, copy of proof of affinity is required (e. g., marriage or birth certificate)		Civil Registrar or Philippine Statistics Authority		
for UPLB Constituents Additional Requirements				
Student: Photocopy of validated UPLB student ID or Form 5 for current semester		Office of the University Registrar		
Faculty and Staff: Photocopy of UPLB employee ID or appointment paper		Applicant, or Human Resource and Development Office		
Alumni: Photocopy of alumni ID, or certification from the Office of the University Registrar (OUR), or certification from the Office of Alumni Relations (OAR), or diploma, or Transcript of Records (TOR)		Applicant, or Office of the University Registrar, or Office of Alumni Relations		
Officials of partner agencies such as LBSCFI and retirees and professor emeriti: Photocopy of valid office ID for LBSCFI, photocopy of University Clearance or Retirement Approval from GSIS for retirees		Applicant		
Service provider/Concessionaires/Contractors: Photocopy of proof of service contract or legal arrangement with UPLB, delivery receipts and other documents		Applicant		
PUJ: Franchise/PA, insurance, PUJ ID		LTFRB, LTO, UPLB-UPF		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-register at bit.ly/UPLBsticker2021-2023 using gmail or UPE-mail account	1.1 Approved	₱0.00	2 days	ITC personnel and SSO Special Police
2. Sign in to sticker.uplb.edu.ph for vehicle application and submit requirements through google drive	2.1 Assign the applications to approvers 2.2 Approvers will check the requirements of the applicant if it is For Approval for payment or pending due to lacking requirements	₱0.00	1 day	Special Police Assistant Chief, JSA or SSO Special Police
3. Pay the corresponding fee at your chosen payment center (GCash, 7-11 convenience store, Palawan pawnshop, etc)	3.1 Receive payment 3.2 Issue Official Receipt	Motorcycles/Cars/Van/Pick-up/SUV/AUV – ₱600 PUJ – ₱900 Trucks with gross wt. 4,500kg above - ₱1,800 Trucks with gross wt. 4,499 and below – ₱1,500	30mins.	Payment Centers
4. Email the proof of payment to mobrion@up.edu.ph	4.1 Receive email of proof of payment 4.2 Receive OR and list of paid applicants from Cashier and verify payment in the system	₱0.00	1 day	Cashier's Office personnel UPF Special Police
5. Create appointment by logging in to sticker.uplb.edu.ph account and proceed to former University Housing Office (UHO) and bring the vehicle for roadworthiness inspection prior actual stickering	5.1 Print list of applicants with appointment for the day 5.2 Write the Sticker number of the applicant's vehicle in the list and signed by the applicant 5.3 Inspect vehicles 5years and older 5.4 Post the UPLB car sticker at the designated area on the vehicle	₱0.00	10 mins.	Administrative Officer I UPF, JSA, Admin. Aide IV
TOTAL		see applicable rates	4 days and 40 mins.	

OVCCA-SSO.2
Issuance of Blotter Extract Certification

Issued to Complainants whose complaints are recorded in the UPF Blotter

Office or Division:		Security and Safety Office		
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		Complainant addressed to UPF Investigation Section		
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 TIME	PERSON RESPONSIBLE

1. Submit Letter Request, Authorization and valid Identification	1.1 Receive letter request 1.2 Record in UPF Blotter 1.3 Forward letter request to Chief, UPF or Chief, Investigation Section for approval 1.4 If approved, prepare and sign Blotter Extract Certification.	₱0.00	18 mins.	Duty Investigator
2. Receive Blotter Extract Certification and sign receipt	2.1 Record the release Blotter Extract Certification to UPF Blotter 2.2 Release Blotter Extract Certification	₱0.00	2 min.	Duty Investigator
TOTAL		₱0.00	20 mins.	

OVCCA-SSO.3

Issuance of Police Report

Issued to Complainants whose complaints are recorded in the UPF Blotter and responded to by the Duty Investigator

Office or Division:	Security and Safety Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Constituents and Non-constituents of UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification		Applicant		
Incident Record Form		Campus Watch Investigation Unit, SSO		
Statements from victims and/or witnesses		Campus Watch Investigation Unit, SSO		
Documentary and/or Physical Evidence		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Incident				
2. Investigation of the case	2.1 Determine whether a crime has been committed and whether or not it has occurred within the jurisdiction of the UPF 2.2 Record incident to UPF Blotter and assign Blotter Control Number 2.3 Provide investigative assistance to complainant depending on the nature of incident. 2.4 Arrest suspect (if possible) 2.5 Conduct ocular inspection and document the crime scene 2.6 Conduct interview of witnesses if possible 2.6 Submit physical evidence for laboratory examination 2.7 Prepare Spot/Incident Report	₱0.00	2 hr	Duty Investigator
3. File criminal case against suspect (inquest proceedings or regular filing)	3.1 File case before the Office of the Provincial Prosecutor	₱0.00	4 hrs	Investigator-on-Case
4. Testimonies of complainants/eyewitnesses	4.1 Conduct follow-up investigation 4.2 Secure laboratory examination results 4.3 Prepare Progress Report 4.4 Prepare judicial affidavits of victim and witnesses 4.5 Prepare case folders of the incident 4.6 Prepare Investigation Report	₱0.00	15 days	Investigator-on-Case
6. Receive Police Report	3.1 Record the release Police Report to UPF Blotter	₱0.00	2 mins	Duty Investigator
TOTAL		₱0.00	15 days and 6 hrs	

OVCCA-SSO.4

Issuance of PUJ/Pedicab Driver's Identification

Issued to PUJ/Pedicab Drivers applying to commute passengers inside the University

Office or Division:	Security and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Constituents and Non-constituents of UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Campus Watch Investigation Unit, SSO		
Fingerprint Specimen Form		Campus Watch Investigation Unit, SSO		
3 - 2"x2" ID Picture		Applicant		
Professional Driver's License		Land Transportation Office		
Original Police and NBI Clearances		Barangay Hall and Local Police		
Drug Test (Additional Requirement for applicants of Blue or White Id		Drug Testing Laboratory duly accredited by the Department of Health		
Issuance of PUJ identification Card		Campus Watch Investigation Unit, SSO		
Picture of PUJ vehicle				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				

2. Fill-up Application Form				
3. Submit requirements to the Duty Investigator	3.1 Verify documents submitted for completeness and validity 3.2 Issue Order of Payment to Applicant	₱100.00	15 mins	Duty Investigator
4. Pay amount at Cashier's Office and submit duplicate copy of receipt to Investigation Section				
5. Fill-up Fingerprint Specimen Form and undergo fingerprinting	5.1 Take fingerprint specimen of applicant	₱0.00	30 mins	Administrative Aide I
6. Attend seminar	6.1 Conduct orientation seminar on Campus Rules and Regulations 6.2 Prepare and print Identification Card 6.3 Have the signatories sign the Identification Card	₱0.00	1 hr	Duty Investigator
7. Receive the Identification Card	7.1 Record the release of the Identification Card	₱0.00	5 mins	Duty Investigator
TOTAL		₱100.00	1hr 50 mins	

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

Issued to Construction and Concessionaire Workers working inside the University

Office or Division:	Security and Safety Office			
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 (Sr		
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		Campus Watch Investigation Unit, SSO		
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	2.1 Verify documents submitted for completeness and validity 2.2 Take fingerprint specimen of applicant	₱0.00	15 mins	Duty Investigator
3. Attend seminar	3.1 Conduct orientation seminar on Campus Rules and Regulations 3.2 Prepare and print Identification Card 3.3 Have the signatories sign the Identification Card	₱0.00	1 hr	Duty Investigator
4. Receive the Identification Card	4.1 Record the release of the Identification Card	₱0.00	5 mins	Duty Investigator
TOTAL		₱0.00	1hr 20mins	

OVCCA-SSO.6 Issuance of Security Clearance

Issued to Individual and Concessionaire Owners working inside the University

Office or Division:	University Police Force			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Constituents and Non-constituents of UPLB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lease Contract (for Concessionaire Owners)		Business Affairs Office		
Business Permit (for Concessionaire Owners)		Local Government Unit		
NBI and Police Clearances		NBI and Local Police		
Fingerprint Specimen Form		Campus Watch Investigation Unit, SSO		
2 - 2"x2" ID Pictures		Applicant		
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	2.1 Verify documents submitted for completeness and validity 2.2 Take fingerprint specimen of applicant	₱0.00	5 mins	Duty Investigator

3. Pay amount at Cashier's Office	3.1 Conduct record check 3.2 Prepare and print Security Clearance Form 3.3 Have the signatories sign the Security Clearance	₱50.00	1 hr	Duty Investigator
4. Submit duplicate copy of receipt to Investigation Section and receive the Security Clearance	4.1 Record the release of the Security Clearance	₱0.00	5 mins	Duty Investigator
TOTAL		₱50.00	1 hr 10 mins	

OVCCA-SSO.7

Release of Loss UPLB Vehicle Car Pass

Commuters who lost UPLB Vehicle Car Pass inside the University

Office or Division:		Security and Safety Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		Constituents and Non-constituents of UPLB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Lawyer		
Payment to UPLB Cashier's Office		UPLB Cashier's Office		
LTO Driver's License		Secure at UPLB Gate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Affidavit of Loss				
2. Payment to UPLB Cashier's Office	Receive payment	₱100.00	15 mins	UPLB Cashier's Office
3. Submit Affidavit of Loss and duplicate copy of payment			2 minutes	Duty Investigator
4 Release of LTO driver's license	4.1 Record the release of the Identification Card	₱0.00	5 mins	Duty Investigator
TOTAL		₱100.00	1hr 50 mins	Duty Investigator



**OVCRE MUSEUM OF NATURAL
HISTORY**
INTERNAL SERVICES

MNH - OVCRE 1**Scientific Name**

Verification of proper use of scientific names included in the title of UPLB students

Office or Division:	MUSEUM OF NATURAL HISTORY			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UPLB STUDENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cover page of thesis manuscript		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
1. Request for processing of Scientific Name Verification Services	1.1 Receive a copy of the Manuscript's Title Page at the Director's Office	₱0.00	5 minutes	Client
	1.2 Encode request details in the MNH Service Logger System	₱0.00	3 minutes	Receiving Clerk
	1.3 Forward to MNH Section in-charge	₱0.00	2 minutes	Receiving Clerk
	1.4 Section-in-charge to prepare MNH Form 5 and forward to responsible MNH Curator for verification of scientific name and have it signed	₱0.00	5 days	REPS/ Admin assigned in each section
	1.5 Return to the Director's Office for signature of Director or Officer-in-charge	₱0.00	1 day	REPS/ Admin assigned in each section
	1.6 Get original copy of the MNH Form 5 and sign in releasing log book	₱0.00	5 minutes	Client
	1.7 Evaluate service using MNH Service Logger System	₱0.00	3 minutes	Client
	1.8 File copy of MNH Form 5 in record box	₱0.00	2 minutes	Releasing Officer
TOTAL		₱0.00	6 days and 20 minutes	

MNH - OVCRE 2**Report of Identification**

Identification of biological specimens provided by clientele

Office or Division:	MUSEUM OF NATURAL HISTORY			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Students, Researchers, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with endorsement		Applicant		
Certification/letter with approved request for collection of specimen		DENR-Biodiversity Management Bureau, DENR-Regional Office, etc.		
Properly preserved specimens		Applicant		
Accomplished application Specimen Identification Request Form		MNH Director's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Processing of Report of Identification	1.1 Submit request for specimen identification (printed or via email endorsed by Adviser/ Supervisor/ Agency Head)	₱0.00	10 minutes	Client
	1.2 Evaluation of request for appropriate action	₱0.00	2 days	REPS/ Admin assigned in each section
	1.3 Sending of notice of approval for specimen Identification	₱0.00	1 minute	REPS/ Admin assigned in each section
	1.4 Submit properly preserved specimens to the Director's Office	₱0.00	1 day	Client
	1.5 Encode request details in MNH Service logger system and and fill up Specimen Identification Services Information form	₱0.00	15 minutes	Client
	1.6 Forward to MNH Section in-charge	₱0.00	1 minute	Receiving Clerk
	1.7 Processing of specimens and preparation of MNH Form 4.	₱0.00	10 working days	REPS/ Admin assigned in each section
	1.8 Return to the Director's Office for signature of Director or Officer-in-charge	₱0.00	1 day	REPS/ Admin assigned in each section
	1.9 Secure billing statement from Director's Office and settle payment at the Special Collecting Officer	Depend on the number and type of specimen (s)	15 minutes	Releasing Officer/Special Collecting Officer
	1.9 Get original copy of the MNH Form 5 and sign in releasing log book	₱0.00	15 minutes	Client
	1.10 Evaluate service using MNH Service Logger System	₱0.00	3 minutes	Client
	1.11 File copy of MNH Form 5 in record box and	₱0.00	3 minutes	Releasing Officer
TOTAL		Depends on the number and type of specimen(s)	20 working days	



**OVCSA OFFICE OF STUDENT
ACTIVITIES**
EXTERNAL SERVICES

OVCSA-OSA.1 Processing of Letter of Information

Office or Division:	Office of Student Activities			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Recognized Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Information		www.uplbosa.org		
Note: Students must also present original documents for verification.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email osa.uplb@up.edu.ph. Attach copy of LOI form with required attachments.	1.1 Check if the LOI form has been signed by the organization head and advisers and check if the necessary attachments are complete before stamping the document as "FILED" 1.2 Record receipt of the LOI form online via OSAM Staff Dashboard 1.3 Email the LOI form to the director for her notation then mark it as "APPROVED" in the system once signed. 1.4 Forward the organization copy of the LOI form to the requesting organization.	₱0.00	2 working days	Marites E. Mojica Administrative Officer II or Kimbert D. Adlaon Junior Office Assistant
2. Claim the Letter of Information	File the copy of the LOI form			
TOTAL		₱0.00	2 working days	

OVCSA-OSA.2 Request for Certification

Office or Division:	Office of Student Activities			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Registered Organization member and adviser			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Office Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to osa.uplb@up.edu.ph.	1.1 Prepare the copy of certification and send it to the director for her signature. 1.2 Forward the signed certification to the requesting party.	₱0.00	2 working days	Kimbert D. Adlaon Junior Office Assistant
2. Claim the certification	File the copy of the certification			
TOTAL		₱0.00	2 working days	

OVCSA-OSA.3 Request for Endorsement of Organization Activity

Office or Division:	Office of Student Activities			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Registered Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request by Organization Head/ Point Person		Office Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request to osa.uplb@up.edu.ph.	1.1 Forward letter to the director for approval 1.2 Send the approved letter/ endorsement letter to the requesting organization	₱0.00	2 working days	Kimbert D. Adlaon Junior Office Assistant
2. Claim the certification	Disseminate official public materials of the organization via social media pages/ email blast			
TOTAL		₱0.00	2 working days	

OVCSA-OSA.4 Registration of New Student Organization

Office or Division:	Office of Student Activities			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB-based Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request by Organization Head and Advisers				
Fully-accomplished OSA Registration Forms		www.uplbosa.org		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request to osa.uplb@up.edu.ph.	1.1 Forward letter to the director for approval 1.2 Request necessary information and contact details of the organization for the creation of organization OSAM Account once letter is approved 1.3. Forward organization information and contact details to RECOMMIT-OVCSA for account creation 1.4 Notify organization point person of the new account	₱0.00	5 working days	Kimbert D. Adlaon Junior Office Assistant
2. Upload organization constitution on the OSAM website and submit signed OSA Registration forms to osa.uplb@up.edu.ph	2.1. Check if the forms are signed by the organization officers and advisers; check if the organization meets the minimum number of member requirement 2.2 In case of fraternities and sororities, check the membership roster for freshman members (prohibited) 2.3 Register the organization in the OSAM system once all requirements are met			
3. Claim the certification as a registered organization	File the OSA Registration Forms of the organization			
TOTAL		₱0.00	5 working days	



**OVCSA OFFICE OF STUDENT
HOUSING**
EXTERNAL SERVICES

OVCSA-OSH.1

Dorm Application

Application to a UPLB Residence Hall

Office or Division:	Office of Student Housing			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Any UPLB student applying to any one of the OSH-managed residence halls			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office of Student Affairs Management (OSAM) Account		bit.ly/OSAM-Account-Reg		
Student Commitment to Disclose Health Status of Public Concern		bit.ly/healthcommitmentform		
Residence Hall Agreement		https://uplbosa.org/download/osh-rha		
Waiver & Quitclaim (<i>for undergraduate students only</i>)		bit.ly/OSHwaiver		
Parent's government-issued ID with visible signature of parent who		from client		
Recommendation Certificate (<i>for interdorm application only</i>)		current OSH residence hall's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to OSAM and go to the Dorm dashboard		₱0.00		
2. Fill-out the form and choose which dorm to apply to		₱0.00		
3. Upload the necessary requirements (filled-out and signed) listed above	3.1. Review if requirements are complete and correct 3.1.1 If there are no issues, forward application to the dorm head 3.1.2 If there are issues, cancel application and put remarks on why the application was cancelled	₱0.00	7 days	Houseparent III or Dormitory Manager II Office of Student Housing (with technical support from RECOMMIT)
	4. Decide whether to accept or disapprove student's application 4.1. Assigns room if approved	₱0.00	5 days	Respective Dormitory Head (with technical support from RECOMMIT)
5. If application is approved, email dorm head to request for statement of account	5.1 Issue statement of account via email	₱0.00	1 day	Respective Dormitory Head (with technical support from RECOMMIT)
6. Pay amount in SOA to OSH Land Bank account either over-the-counter or online		₱800 (1st month) + ₱800 (reservation fee)* + ₱50 (key deposit)* = ₱1,650		
7. Upload picture of receipt to OSAM dorm dashboard	7.1 Check and record details of payment	₱0.00	5 mins.	Respective Dormitory Head (with technical support from RECOMMIT)
TOTAL		₱1,650	13 days and 5 mins.	

*for first-time residents only

OVCSA-OSH.2

Transient Accommodation Application

Application for short-term stay (i.e. few days only)

Office or Division:	Office of Student Housing			
Classification:	Simple			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	Any			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government-issued ID or Passport (<i>if not Filipino</i>)		from client		
UPLB OHMS building pass (<i>if UPLB staff or student</i>)		from client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer google form: https://bit.ly/OSHTransientReservation		₱0.00		
2. Fill-out the form	2.1. Check reservation and email client about room availability on specified date/s and other advisories and reminders 2.2. Pencil book reservation	₱0.00	1 day	Dormitory Manager IV Men's Residence Hall
3. Confirm at least 24 hours before check-in date if reservation is final	3.1. Acknowledge confirmation 3.2. Finalize reservation	₱0.00	5 mins.	Dormitory Manager IV Men's Residence Hall
4. Check-in and show identification and building pass (<i>if applicable</i>) to the guard on-duty	4.1. Issues Statement of Account	₱0.00	5 mins.	Household Attendant II VetMed Residence Hall
5. Pay amount in SOA to OSH Land Bank account either over-the-counter or online		₱400/night/person		
6. Submit copy of receipt and statement of account	6.1. Receives copy of receipt and records details	₱0.00	5 mins.	Household Attendant II VetMed Residence Hall

	TOTAL	₱400 x no. of nights x no. of persons	1 day and 15 mins.	
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**OVCSA OFFICE OF THE VICE
CHANCELLOR FOR STUDENT
AFFAIRS**
EXTERNAL SERVICES

OVCSA-MAIN.1

Issuance of Certificate of Good Moral Certificate (CGMC)

Issued to students, alumni and former students upon request

Office or Division:		Office of the Vice Chancellor for Student Affairs - Main 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 Form for Certificate of Good Moral Character		Office of the Vice Chancellor for Student Affairs Main Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to request_ovcsa.uplb@up.edu.ph	1. Send request form for Certificate of Good Moral Character	₱0.00	2 days	Donald Wayne D. Lampa Admin Aide VI or Ariane Joyce H. Siena Admin Officer I
2. Fill out and submit the duly accomplished request form for Certificate of Good Moral Character	2.1 Send the form to the Student Disciplinary Tribunal	₱0.00		Donald Wayne D. Lampa Admin Aide VI or Ariane Joyce H. Siena Admin Officer I
	2.2 Student Disciplinary Tribunal staff checks records and countersigns request form; return form to OVCSA Main Office	₱0.00		Edilberto N. Casano, Jr.
	2.3 Prepare Certificate of Good Moral Character for signature of the Vice Chancellor for Student Affairs	₱0.00		Donald Wayne D. Lampa Admin Aide VI or Ariane Joyce H. Siena Admin Officer I
	2.4 Sign the Certificate of Good Moral Character	₱0.00		Janette M. Silva
3. Receive Certificate of Good Moral Character	3. Issue the signed Certificate of Good Moral Character	₱0.00		Donald Wayne D. Lampa Admin Aide VI or Ariane Joyce H. Siena Admin Officer I
TOTAL		₱0.00	2 days	

OVCSA-MAIN
OFFICE.2**Issuance of OVCSA Clearance**

Office or Division:		Office of the Vice Chancellor for Student Affairs - Main Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OVCSA Clearance Form		Office of the Vice Chancellor for Student Affairs - Main Office		
College Clearance or LOA Form		Respective Colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to request_ovcsa.uplb@up.edu.ph	1. Send OVCSA clearance form	₱0.00	2 days	Donald Wayne D. Lampa or Ariane Joyce H. Siena
2. Fill out and submit the duly accomplished OVCSA clearance form and college clearance form or LOA Form	2.1 Send the form to the Office of Scholarships and Grants (OSG), Office of Counseling and Guidance (OSG), Office of Student Housing (OSH), Student Disciplinary Tribunal (SDT), and International Student Relations (ISR) (for international students only) for clearance	₱0.00		Donald Wayne D. Lampa or Ariane Joyce H. Siena
	2.2 OSG/OCG/OSH/SDT/ISR staff checks records and signs OVCSA clearance form; return form to OVCSA Main Office	₱0.00		Raquel D. Velasco (OSG) Karla Marijoy T. Dia (OCG) Jenny Lyn N. Genil (OSH) Edilberto N. Casano, Jr. (SDT) Benzon D. Subijano (ISR)
	2.3 Forward the OVCSA clearance form and the college clearance or LOA form to the Vice Chancellor for Student Affairs for signature	₱0.00		Donald Wayne D. Lampa or Ariane Joyce H. Siena
	2.4 Sign the OVCSA clearance form and the college clearance or LOA form	₱0.00		Janette M. Silva
3. Receive signed clearance form or LOA form	3. Send the signed college clearance form or LOA form via email	₱0.00		Donald Wayne D. Lampa or Ariane Joyce H. Siena
TOTAL		₱0.00	2 days	

OVCSA-MAIN
OFFICE.3**Issuance of Certification for Application of Waiver of Prerequisite**

Office or Division:	Office of the Vice Chancellor for Student Affairs - Main 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		Respective Colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send waiver form to request_ovcsa.uplb@up.edu.ph or ovcsa.uplb@up.edu.ph	1.1 Send waiver form to the Student Disciplinary Tribunal	₱0.00	2 days	Donald Wayne D. Lampa or Ariane Joyce H. Siena
	1.2 Student Disciplinary Tribunal staff checks records and countersigns waiver form; return form to OVCSA Main Office	₱0.00		Edilberto N. Casano, Jr.
	1.3 Prepare the waiver form for signature of the Vice Chancellor for Student Affairs	₱0.00		Donald Wayne D. Lampa or Ariane Joyce H. Siena
	1.4 Sign the waiver form	₱0.00		Janette M. Silva
2. Receive application for waiver of prerequisite	2. Send the signed waiver form via email	₱0.00		Donald Wayne D. Lampa or Ariane Joyce H. Siena
TOTAL		₱0.00	2 days	

**OVCSA-MAIN
OFFICE.4**

Use of Makiling Ballroom Hall (MBH)

Office or Division:	Office of the Vice Chancellor for Student Affairs - Main Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Clients			
Who may avail:	UPLB Students, External			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAM account		bit.ly/OSAM-Account-Reg		
Request letter addressed to the VCSA for the use of the venue				
Activity permit (student organizations)		Office of Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at www.ovcsa.uplb.edu.ph to check the availability of the Makiling Ballroom Hall				
For Students and Recognized Student Organizations:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
2.2 Prepare the request letter for the use of the venue and process activity permit	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System (reservation is pencil booked)	₱0.00		
For UP affiliated and Non UP affiliated:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved and pre-approve the reserved space (reservation is pencil booked)	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
2.2 Contact OVCSA Main office for the quotation of the rental fees through landline (536-2238), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction	2.2 Issue quotation via email or face-to-face transaction	For UP constituents - ₱P640.00/hour For Non-UP constituents - ₱P840.00/hour Sound System - ₱P250.00/hour		
2.3 Pay the rental fees via Landbank Link. BizPortal		see applicable hourly rates	1 day	
2.4 Prepare the request letter for the use of the venue and proof of payment			1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
3. Send request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph.	3.1. Check/verify the letter for the details like time, date, number of participants	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
	3.2. Prepare the letter for signature of the VCSA	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
	3.3. Send the signed copy of the request letter via email or client may opt to pick it up	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
4. Finalize the reservation by uploading the approved request	4.1 Check and verify the uploaded documents	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa

letter from OVCSA Main Office, activity permit from OSA, and UPLB ID	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded)	₱0.00	2 days	Donald Wayne D. Lampa or Otoniel A. Genosa
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge.	6. Provide assistance in the event	₱0.00		Renato Benavente or Magno L. Camalate
TOTAL		see applicable hourly rates	6 days	

**OVCSA-MAIN
OFFICE.5**

Use of Molawin Hall (SU Canteen)

Office or Division:		Office of the Vice Chancellor for Student Affairs - Main Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students, External		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAM account		bit.ly/OSAM-Account-Reg		
Request letter addressed to the VCSA for the use of the venue				
Activity permit (student organizations)		Office of Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at www.ovcsa.uplb.edu.ph to check the availability of the Molawin Hall (SU Canteen)				
For Students and Recognized Student Organizations:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
2.2 Prepare the request letter for the use of the venue and process activity permit	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System (reservation is pencil booked)	₱0.00		
For UP affiliated and Non UP affiliated:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved and pre-approve the reserved space (reservation is pencil booked)	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
2.2 Contact OVCSA Main office for the quotation of the rental fees through landline (536-2238), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction	2.2 Issue quotation via email or face-to-face transaction	₱0.00		
2.3 Pay the rental fees via Landbank Link. BizPortal		For UP constituent - ₱550.00/hour For Non UP constituent - ₱720.00/hour	1 day	
2.4 Prepare the request letter for the use of the venue and proof of payment		₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
3. Send request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph.	3.1. Check/verify the letter for the details like time, date, number of participants	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
	3.2. Prepare the letter for signature of the VCSA	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
	3.3. Send the signed copy of the request letter via email or client may opt to pick it up	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
4. Finalize the reservation by uploading the approved request letter from OVCSA Main Office, activity permit from OSA, and UPLB ID	4.1 Check and verify the uploaded documents	₱0.00	2 days	Donald Wayne D. Lampa or Otoniel A. Genosa
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded)	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email		₱0.00		

6. Present the reservation slip to the OVCSA staff-in-charge.	6. Provide assistance in the event	₱0.00		Renato Benavente or Magno L. Camalate
TOTAL		see applicable hourly rates	6 days	

OVCSA-MAIN OFFICE.6

Use of other OVCSA-Managed Spaces

Office or Division:		Office of the Vice Chancellor for Student Affairs - Main Office		
Classification:		Complex		
Type of Transaction:		G2C - Government to Clients		
Who may avail:		UPLB Students, External		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSAM account		bit.ly/OSAM-Account-Reg		
Request letter addressed to the VCSA for the use of the venue				
Activity permit (student organizations)		Office of Student Activities (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at www.ovcsa.uplb.edu.ph to check the availability of the venue (SU Amphitheater, SU Creekside, Molawin Hall (Mural Wall), Basement Open Space, Basement Rooms 9 and 10, SU Hallway Lobby)				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
2.2 Prepare the request letter for the use of the venue and process activity permit	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System (reservation is pencil booked)	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
3. Send request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph.	3.1. Check/verify the letter for the details like time, date, number of participants	₱0.00	1 day	Donald Wayne D. Lampa or Otoniel A. Genosa
	3.2. Prepare the letter for signature of the VCSA	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
	3.3. Send the signed copy of the request letter via email or client may opt to pick it up	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
4. Finalize the reservation by uploading the approved request letter from OVCSA Main Office, activity permit from OSA, and UPLB ID	4.1 Check and verify the uploaded documents	₱0.00	2 days	Donald Wayne D. Lampa or Otoniel A. Genosa
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded)	₱0.00		Donald Wayne D. Lampa or Otoniel A. Genosa
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email		₱0.00		
6. Present the reservation slip to the OVCSA staff-in-charge.	6. Provide assistance in the event	₱0.00		Renato Benavente or Magno L. Camalate
TOTAL		₱0.00/copy	5 days	

OVCSA-MAIN.7

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		₱0.00		
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.8

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		₱0.00		
2. Log personal information in the clientele logbook		₱0.00		
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.9

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		₱0.00		
2. Log personal information in the clientele record book		₱0.00		
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	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<p>Answer the online UPLB Citizen/Client Satisfaction Survey (CCSS) or fill out the UPLB CCSS form and drop it at the designated drop box in the front of the Office.</p> <p>Contact info: 0998.571.8619 or hrdo.uplb@up.edu.ph</p>
How feedback is processed	<p>Every Wednesday, the unit's officer-in-charge encodes the UPLB CCSS form responses in the online UPLB CCSS. The online UPLB CCSS is accessed by the CART Secretariat every Friday.</p> <p>Feedback requiring answers are forwarded to the relevant offices or personnel and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 536-3468; or email at ovca.uplb@up.edu.ph</p>
How to file a complaint	<p>Answer the online UPLB Citizen/Client Satisfaction Survey (CCSS) or fill out the UPLB CCSS form. A detailed complaint may be written in the Comments/Suggestion section or in a form of letter which can be uploaded in the online UPLB CCSS or may be attached to the UPLB CCSS form. The details of the complaint must include the name of the person being complained, the incident and evidence/s.</p> <p>For inquiries and follow-ups, clients may contact 536-3468; or email ovca.uplb@up.edu.ph</p>
How complaints are processed	<p>The CART Secretariat opens the UPLB CCSS on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the CART Secretariat then forward the complaint to the relevant office for their explanation. The UPLB Committee on Anti-Red Tape with the Office of the Chancellor as lead, shall start the investigation.</p> <p>The Office of the Chancellor will create a report after the investigation and shall submit it to the Chancellor for appropriate action.</p> <p>The CART Secretariat will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact 536-3468; or email ovca.uplb@up.edu.ph</p>
Contact Information of CCB, PCC, ARTA	<p>1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>Email: info@arta.gov.ph</p> <p>Website: www.arta.gov.ph</p> <p>Facebook - Anti-Red Tape Authority</p> <p>Twitter - @ARTAgovph</p> <p>Instagram - @ARTAgovph</p>

Unit	Office	Telephone Number
CAFS	Agricultural Systems Institute	asi.uplb@up.edu.ph 536-1111
CAFS	Central Experiment Station	ces@uplb.edu.ph
CAFS	Dairy Training and Research Institute	dtri.uplb@up.edu.ph 536-3426 536-2547
CAFS	Institute of Animal Science	ias.uplb@up.edu.ph 536-3426 536-2547
CAFS	Institute of Crop Science	icrops.uplb@up.edu.ph 536-2468 525-7499 536-2217
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CAFS	Institute of Weed Science, Entomology and Plant Pathology	iwep.uplb@up.edu.ph 536 - 1315
CAFS	La Granja Research and Training Station	cafs-lgrts.uplb@up.edu.ph 536-3604
CAFS	National Crop Protection Center	ncpc.uplb@up.edu.ph 536-1315 536-3534 536-2651
CAFS	Office of the College Secretary	cafs_ocs.uplb@up.edu.ph 536-2329
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CAFS	Postharvest Horticulture Training and Research Center	phtrc.uplb@up.edu.ph 536-3259
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CAS	Institute of Chemistry	ichem.uplb@up.edu.ph 536-2241
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CAS	Office of the Dean	casdo.uplb@up.edu.ph 536-5822
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CDC	Department of Development Broadcasting and Telecommunication	cdcabello@up.edu.ph
CDC	Department of Development Journalism	javizcarra1@up.edu.ph
CDC	Department of Educational Communication	mbvillapando@up.edu.ph
CDC	Department of Science Communication	sgcoronel@up.edu.ph
CDC	Office of the College Secretary	dpocampo@up.edu.ph 536-2429
CDC	Office of the Dean	cdc.uplb@up.edu.ph
CEAT	Agricultural Machinery Testing and Evaluation Center	amtec.uplb@up.edu.ph 536-2527
CEAT	CEAT Library	536-2385
CEAT	Center for Agri-Fisheries and Biosystems Mechanization	biomech.uplb@up.edu.ph
CEAT	Department Of Civil Engineering	dce.uplb@up.edu.ph 536-5614
CEAT	Department Of Industrial Engineering	die@uplb.edu.ph 536-6625
CEAT	Department of Chemical Engineering	dche.uplb@up.edu.ph 536-2315
CEAT	Department of Electrical Engineering	dee.ceat.uplb@up.edu.ph 536-7089 536-6031
CEAT	Department of Engineering Science	des.uplb@up.edu.ph 536-2874
CEAT	IAE Director's Office	iabe.ceat.uplb@up.edu.ph 536-8745
CEAT	IAE ABPROD	iabe.ceat.uplb@up.edu.ph 536-3291
CEAT	IAE AFSD	iabe.ceat.uplb@up.edu.ph 536-2941
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CEAT	Office of the College Secretary	ceat_ocs.uplb@up.edu.ph 536-7450
CEAT	Office of the Dean	ceatdo.uplb@up.edu.ph 536-0250 536-4728
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CEM	Department of Economics	econ.uplb@up.edu.ph

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CEM	Office of the Dean	cemdo.uplb@up.edu.ph 536-3206
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CFNR	Department of Forest Biological Sciences	dfbs@uplb.edu.ph 536-2773
CFNR	Department of Forest Products and Paper Science	dfpps@uplb.edu.ph
CFNR	Department of Social Forestry and Forest Governance	dsffg-cfnr.uplb@up.edu.ph
CFNR	Forestry Development Center	fdc.uplb@up.edu.ph
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CFNR	Institute of Renewable Natural Resources	irnr@uplb.edu.ph 536-2557
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CFNR	Office of the College Secretary	cfnr_ocs.uplb@up.edu.ph 536-3524
CFNR	Office of the Coordinator for Research and Extension	ocrelcfnr.uplb@up.edu.ph 536-5305
CFNR	Office of the Dean	cfnrdo.uplb@up.edu.ph 536-3206 536-2342
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CPAf	Knowledge Management Office	cpafkmo.uplb@up.edu.ph 536-3382
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CVM	Office of the Dean	cvm.uplb@up.edu.ph 536-2730
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O C	Office of International Linkages	oil.uplb@up.edu.ph 536-2239
O C	Office of Public Relations	opr.uplb@up.edu.ph 536-2928; 536-3604
O C	Office of the Chancellor	oc.uplb@up.edu.ph 536-2567 536-2894
O C	UPLB Ugnayan Ng Pahinungod	pahinungod@up.edu.ph 536-0505
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OVCA	Business Affairs Office	bao.uplb@up.edu.ph 536-2314 576-3713
OVCA	Cashier's Office	spmo.uplb@up.edu.ph 536-3558
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OVCA	Supply and Property Management Office	spmo.uplb@up.edu.ph 536-2282
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OVCAA	Learning Resource Center	lrc.uplb@up.edu.ph
OVCAA	Office of Student Affairs	memojica@up.edu.ph 536-2238
OVCAA	Office of the University Registrar	our.uplb@up.edu.ph 536-2426; 536-2553
OVCAA	Office of the Vice Chancellor for Academic Affairs	ovcaa.uplb@up.edu.ph 536-2306
OVCAA	University Library	universitylibrary.uplb@up.edu.ph 536-2235
OVCAA	University Publications Office	upo.uplb@up.edu.ph 536-3606
OVCCA	Office of the Vice Chancellor for Community Affairs	ovcca.uplb@up.edu.ph 536-3358
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OVCCA	UPLB Housing Office	uho.uplb@up.edu.ph 536-4009; 572-0500
OVCCA	University Health Service	uhs.uplb@up.edu.ph 049-536-3247 049-536-2470 049-56-6238
OVCCA	UPLB Security and Safety Office	upf.uplb@up.edu.ph 536-2243 536-2803
OVCPD	Budget Management Office	budget.uplb@up.edu.ph 536-2464
OVCPD	Land Grant Management Office	lgmo.uplb@up.edu.ph 536-3952
OVCPD	Office of the Vice Chancellor for Planning and Development	ovcpd.uplb@up.edu.ph 536-3484 563-2748
OVCPD	UPLB Information Technology Center	itc.uplb@up.edu.ph 536-2886
OVCPD	University Planning and Maintenance Office	upmo.uplb@up.edu.ph 536-7085
OVCPD	Resource Generation and Development Office	530-9717
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OVCAA	National Institute of Molecular Biology and Biotechnology	biotech.uplb@up.edu.ph 536-1620
OVCRE	Office for Initiatives In Culture and the Arts	oica.uplb@up.edu.ph 536-3452

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