



SCHOOL OF LABOR AND INDUSTRIAL RELATIONS

CITIZEN'S CHARTER

I. Mandate:

The mandate of the SOLAIR is to provide quality instruction, advanced research and extension services in the areas of labor studies and industrial relations, including human resource development. As approved by the Board of Regents (BOR) in 1991, the mission statement of SOLAIR specifies a strong advocacy component towards a “commitment to the empowerment of labor, enlightened industrial relations and social justice, and the democratization and humanization of industrial relations.”

The School is mandated “to assist through workers’ education and other related activities in the overall development of free and democratic trade unions, peasant organizations, cooperatives, and other types of workers’ organizations.” It will also “provide extension services to labor and other sectors and serve as a forum for the dissemination of information in the field of labor and industrial relations.”

II. Vision:

The University of the Philippines School of Labor and Industrial Relations aims to maintain itself as the country's premiere educational institution in the field of industrial relations and human resource development, to be at par with the best among similar institutions overseas by providing quality and timely industrial relations/human resource instruction, research and extension services that promote the general empowerment of the major Philippine Industrial Relations Actors in the overall context of the professionalization, democratization and humanization of work and work relations.

III. Mission:

The School of Labor and Industrial Relations, U.P. Diliman (UP-SOLAIR) committed to the empowerment of labor, enlightened industrial relations and social justice, shall for this purpose provide the highest quality of instruction, research and extension services. The School seeks the enlightenment of workers and the strengthening of their organizations, and the democratization and humanization of industrial relations as a profession.

IV. Service Pledge:

We, the officials and employees of the School of Labor and Industrial Relations, pledge to serve the public to the best of our abilities with integrity and utmost courtesy and commit to deliver the services we provide in timely and efficient manner.

We commit to deliver quality services through:

S – erve the people in accordance with the procedures and timeframe provided in our service standards.

O – bserve fairness and just in all transactions.

L - ive to serve with integrity and humility.

A – ccommodate suggestions for improvement.

I – nspire all and set good example for a sustainable enabling environment for the University.

R – espond and give immediate action to all complaints

LIST OF SERVICES

A. External Services	
Dean’s Office	
1. Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)	5
Office of the College Secretary	
2. Request for Recommendation/ Endorsement Letter	6
3. Endorsement Letter for Exchange Program or Study Abroad	7
4. Changing/Tagging of Status Non-Major/Non-Degree	8
5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation	10
6. Endorsement for Appeal for Late Application for Leave of Absence (LOA)	11
7. Endorsement for Appeal Late Registration and Payment	13
8. Endorsement for Deferment of Enrollment	15
9. Issuance of Certificate of True Copy of Grades (TCG)	16
10. Issuance of Permit for Grade Completion / Removal Examination	17
11. Process Application for Admission of New Graduate Students	18
12. Process Application for Admission: International Graduate Students	21
13. Process Application for Admission: Shifting and Transfer	24
14. Process Application for Leave of Absence (LOA)	27
15. Process Dropping or Change Matriculation	28
16. Process Permit to Transfer for Shifting Out	29
17. Request for Certifications / Documents	31
18. Request for Original Diploma	32
19. Request for Permission to Cross-Register to Another UP Unit	33
20. Request for Permit to Overload / Underload	35
21. Request for Return from Absence Without Leave (AWOL)	36
22. Return from Leave of Absence (LOA)	39
23. Request for Substitution of Courses	41
24. Request for Validation of Courses	42
25. Application for Graduate Studies Program Entrance Exam	44
Administrative Office	
1. Provide rental services for use of space / venue / accommodation facility	45
2. Registration to Institutional Training Programs	48
3. Process Request for Resource Person and Consultancy Services	49
26. Internal Services	
Administrative Office	
1. Provide rental services for use of space / venue / accommodation facility	51
2. Process Request for Resource Person and Consultancy Services	53

Citizen's Charter Handbook Template

	<i>furnished the College Dean</i>			
2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. use of official office and staff emails, courier, or physical submissions) to inform client of the Dean's response.	None	30 Minutes	<i>Receiving Personnel Office of the Dean</i>
TOTAL:		NONE	1 Day and 30 Minutes	

Type of Service: External

2. Request for Recommendation/ Endorsement Letter

Processing or request for Recommendation/Endorsement Letter that can be used for continuing academic pursuit, employment, and appointment

Office or Division:	All Academic Cluster			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	Faculty, Citizens, Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for Recommendation/Endorsement 2. Other requirements: 2.1 For academic pursuits – Curriculum Vitae /Resume and Copy of Good Moral 2.2 For appointment and employment – Certificate of Employment which shows period of service			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE

		BE PAID		
1. Client submits Letter of Request to the Office of the Dean via drop-off or email.	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email. 1.2. Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept or decline the request 1.4 If accepted, the Dean will write a recommendation letter	None	2 Days	<i>Receiving Personnel</i> Office of the Dean Dean
2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. via phone call, text message, email) to inform client that the Recommendation/Endorsement Letter is ready for pick-up	None	30 Minutes	<i>Receiving Personnel</i> Office of the Dean
TOTAL:		NONE	2 Days and 30 Minutes	

Type of Service: External

3. Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

Office or Division:	All Academic Clusters		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Students of All Academic Clusters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Acceptance Letter		Partner International University	
2. Endorsement Request Letter addressed to the Dean		Requesting Party	
3. Exchange Program or Study Abroad Form*		Office of the College Secretary	

*Request Forms are available on the unit/office official website.				
4. Course Syllabus of Subjects to be taken				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form through official office and staff emails, courier, or physical submissions.	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form with Receiving stamp and signature or via acknowledgment email	None	5 Minutes	Receiving Personnel Office of the Dean
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None	2 Days	Dean
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	5 Minutes	Releasing Personnel Office of the Dean
TOTAL:		NONE	2 Days and 10 Minutes	

Type of Service: External

4. Changing/Tagging of Status Non-Major/Non-Degree

Changing/Tagging of Status Non-Major/Non-Degree

Office or Division:	All Academic Clusters	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Permit to Enroll Form signed by the College Secretary	Office of the College Secretary	

2. Application for Non-Major/Non-Degree Form endorsed by College Secretary <i>Request Forms are available on the unit/office official website.</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Enroll Form, accomplish Application for Non-Major/Non-Degree Form and submit through official office and staff emails, courier, or physical submissions	1. Receive Permit to Enroll Form and accomplished Application for Non-Major/Non-Degree Form with Receiving stamp and signature or via acknowledgment email	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Go to the College Secretary / Program Adviser (Graduate Director / Undergraduate Committee Chair) Office or coordinate with the office if online consultation is possible.	2.1. College Secretary / Program Adviser advises student	None	1 Day	<i>College Secretary / Program Adviser</i>
	2.2. Student Records Evaluator will change the status of the student and prepare the College Admission Form	None	1 Day	<i>Student Records Evaluator Office of the College Secretary</i>
3. Receive College Admission Slip via pick-up or through email.	3. Release/Send College Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		NONE	2 Days and 20 Minutes	

Type of Service: External

5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation

Request for Endorsement of Appeal for Late Application for Dropping or Change Matriculation

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

“In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled.”

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (*Revised UP Code: Art. 329 p. 82*).

All late applications will also be tagged as “low priority” for processing.

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter addressed to the Office of the University Registrar and must be endorsed or signed by the program adviser and department chair.			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary via drop-off or through	1.1. Accept Letter addressed to the OUR and confirm receipt with receiving stamp and signature or via acknowledgment email	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary <i>College Secretary</i>

Citizen's Charter Handbook Template

designated office email	1.2. Forward to the Dean/ College Secretary for endorsement			
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the Office of the College Secretary for releasing	None	1 Day	Dean
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email.	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL:		NONE	2 Days and 5 Minutes	

Type of Service: External

6. Endorsement for Appeal for Late Application for Leave of Absence (LOA)

Request for Endorsement of Appeal for Late Application for Leave of Absence (LOA)

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

“In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled.”

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (*Revised UP Code: Art. 329 p. 82*).

All late applications will also be tagged as “low priority” for processing.

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the University Registrar and must be endorsed or signed by the program adviser and department chair.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) through the Office of the College Secretary via drop-off or through designated office email	1.1. Receive Letter addressed to the OUR with Receiving stamp and signature or via acknowledgment email	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i>
	1.2. Forward to the Dean/ College Secretary for endorsement			
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Leave of Absence (LOA) then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of	2. Release Endorsement of Appeal for Late	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>

Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	Application for Leave of Absence (LOA) via pick-up or through email.			
TOTAL:		NONE	2 Days and 5 Minutes	

***Once approved by the OUR, the student may proceed the process of LOA through CRS facilitated again by the OCS and the Dean**

Please refer to this flow chart: <https://our.upd.edu.ph/files/flowchart/newloa.pdf>

Type of Service: External

7. Endorsement for Appeal Late Registration and Payment

Request for Endorsement of Appeal for Late Registration and Payment

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

"In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled."

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (Revised UP Code: Art. 329 p. 82).

All late applications will also be tagged as "low priority" for processing.

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students of All Academic Clusters

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR) must be endorsed or signed by the program adviser and department chair (if with payment)</p> <p>If no payment involved, addressed to University Registrar only</p> <p><i>Please provide email address and other contact details</i></p>		<p>Requesting Party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Letter addressed to the Office of the Chancellor (OC) through the Office of the College Secretary via courier or email</p>	<p>1.1. Receive Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR)</p> <p>1.2. Forward to the Dean/ College Secretary for endorsement</p>	None	1 Day	<p><i>Receiving Personnel Office of the College Secretary</i></p> <p><i>College Secretary</i></p>
	<p>1.3. Endorse/ Not Endorse Endorsement of Appeal for Late Registration and Payment then return to the Office of the College Secretary for releasing</p>	None	1 Day	<i>Dean</i>
<p>2. Claim Endorsement of Appeal for Late Registration via email or pick up and Payment at the UP Cash Office or via online bank transfer and submit via email with attached proof of payment</p>	<p>2. Release Endorsement of Appeal for Late Registration and Payment</p>	None	5 Minutes	<p><i>Releasing Personnel Office of the College Secretary</i></p>

TOTAL:	NONE	2 Days and 5 Minutes	
---------------	-------------	-----------------------------	--

*Once approved by the University Registrar, the student may proceed to process of (Late) registration;

Online payment: <https://our.upd.edu.ph/files/flowchart/regmy2020.pdf>

Face to face payment: <https://our.upd.edu.ph/files/flowchart/regf2f.pdf>

Type of Service: External

8. Endorsement for Deferment of Enrollment

Request for Deferment of Enrollment

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students of All Academic Clusters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter addressed to the Dean through the College Secretary or Office of the Graduate Program <i>Please provide email address and other contact details</i>	Office of the College Secretary or Office of the Graduate Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Dean through the Office of the College Secretary through drop-off or via designated office email.	1.1. Receive Letter addressed to Dean through the College Secretary	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Dean			<i>College Secretary or Office of the Graduate Program</i>
	1.3. Approve / Disapprove request for Deferment of Enrollment	None	1 Day	<i>Dean</i>
2. Claim request for Deferment of Enrollment	2. Release approved / disapproved request for Deferment of Enrollment	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary or Office of the Graduate Program</i>

TOTAL:	NONE	1 Day and 10 Minutes	
---------------	-------------	-----------------------------	--

Type of Service: External

9. Issuance of Certificate of True Copy of Grades (TCG)

Processing of request of Certificate of True Copy of Grades (TCG)

Office or Division:	Office of the College Secretary, Office of the Graduate Program, All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TCG Request Form <i>*Request Forms are available on the unit/office official website.</i>		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up and submit the accomplished form through drop-off or via designated office email.	1.1. Give Form to the Student through pick-up or via email 1.2. OCS Personnel indicate fee	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2.The Student proceed to the Cashier's Office or pays via online payment portals	2.Receiving Personnel accepts payment and issues Official Receipt (OR)	PHP 20.00 per copy of TCG	10 Minutes	<i>Receiving Personnel UP Cashier's Office</i>

3.The student submits the request form and the OR to the OCS Personnel	3.1. OCS- Staff accepts the request Form and the OR 3.2. TCG copies are prepared and released via email or pick up	None	2 Days and 40 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		PHP 20.00 per copy	2 Days and 1 Hour	

Type of Service: External

10. Issuance of Permit for Grade Completion / Removal Examination

Issuance of Permit for Grade Completion / Removal Examination

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Permit for Grade Completion / Removal Examination Form</p> <p>2. Current Form 5 of the Student (proof that the student is currently enrolled)</p> <p><i>*Request Forms are available in the unit/office official website.</i></p>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Permit for Grade Completion/Removal Examination Form along with proof of payment via courier or e-mail.	1.1 Receive copy of accomplished form via pick-up or through email and check enrollment status of student. 1.2. Forward Permit for Grade	*None <i>*Subject to fines if exceeds deadline of filing</i>	2 Hours	<i>Receiving Personnel</i> Office of the College Secretary

Citizen's Charter Handbook Template

	<p>Completion/Removal to the College Secretary for approval.</p> <p>1.3. Return the approved form to the student via email or pick-up.</p>			
2. Take the exam/submit the requirement/s and submit Permit for Grade Completion/Removal Examination Form via courier or email.	<p>2.1. Administer the exam/receive the requirement/s.</p> <p>2.2. Sign and return the form to the student.</p>	None	2 Hours	<i>Faculty member administering the removal exam/receiving the requirement</i>
3. Submit accomplished Permit for Grade Completion/Removal Examination Form signed by instructor.	<p>3.1. Receive the form signed by the instructor.</p> <p>3.2. File the College Secretary's Copy of the form in the student's records jacket.</p>	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		NONE	4 Hours and 5 Minutes	

Type of Service: External

11. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

Office or Division:	All Academic Clusters		
Classification:	Multi-Stage		
Type of Transaction:	Government to Citizen		
Who may avail:	Graduate Students of All Academic Clusters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form 2. Recommendation Form		Official Website of College	
3. Certificate of Good Moral Character 4. Two (2) pieces of 2x2 picture 5. Employment Certificate (if applicable)		Requesting Party	

Citizen's Charter Handbook Template

6. Student Directory Form (2 copies) 7. Program of Study		Office of the College Secretary		
8. Official Transcript of Records (OTR) / True Copy of Grades (TCG) 9. Copy of Diploma 10. Transfer credentials or Honorable Dismissal for Non UP Graduates 11. Permit to transfer if previously enrolled in another graduate program with UP Diliman unit		Office of the University Registrar or Origin University or College		
12. Medical Certificate		University Health Service		
13. Certificate of Birth 14. Certificate of Marriage (if applicable)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary Or Office of Graduate Program
3. Submit Program of Study for Approval / Disapproval of the OCS/Graduate Director	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel</i> Graduate and Fellowships Office
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel</i> Office of the College Secretary Or Office of Graduate Program
4. Submit all original documents and receive College Admission Slip	4. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. A. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the	5. OUR will Issue University Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary Or Office of Graduate Program

Citizen's Charter Handbook Template

<p>University Registrar (OUR) to receive University Admission Slip.</p> <p>5.B. Unit may also collect all original documents and submit them to the OUR</p>	<p><i>*Certain units require medical certificate before releasing of College Admission Slip</i></p>			
<p>6.A. Submit University Admission Slip from OUR through drop-off or via designated office email.</p> <p>6.B. OUR will forward to the college the University Admission Slip and College will give the UAS to the student together with his/her temporary CRS account</p>	<p>6. Receive University Admission Slip</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Receiving Personnel Office of the College Secretary Or Office of Graduate Program</i></p>
TOTAL:		<p>PHP 500.00*</p>	<p>21 Days and 1 Hour</p>	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
College of Architecture	PHP. 1,000.00
College of Home Economics	PHP 400.00
School of Economics	PHP 1,000.00
School of Labor and Industrial Relations	PHP 600.00
School of Library and Information Studies	PHP 200.00; USD 25.00 for Foreign, non-residents
School of Statistics and College of Engineering	PHP 100.00
School of Urban and Regional Planning	PHP 300.00
Virata School of Business (College of Business Administration)	PHP 150.00
UP Diliman Extension Program (Pampanga, Olongapo)	PHP 600.00

12. Process Application for Admission: International Graduate Students

Process Application for Admission for International Graduate Students

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	International Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Student Directory Form (2 copies) 3. College Admission Slip		Office of the College Secretary or Office of Graduate Program		
4. Official Transcript of Records (OTR) (translated to English) 5. Certificate of Good Moral Character (translated to English)		Client’s School of Origin		
6. Two (2) pieces of passport-sized picture 7. Certificate of Non-contract *8. Official TOEFL or IELTS Institutional Score Report (if medium of instruction in the school attended is not English) <i>*Minimum TOEFL score of 500 or its equivalent for foreign students whose native tongue or country’s medium of instruction is not English</i> 9. Photocopy of Passport **10. Recommendation Letter/s <i>**Unit may request for Recommendation Letter/s. Please verify with designated offices. Recommendations must be from two (2) former professors or recognized professionals in the applicant’s area of specialization</i>		Requesting Party		
11. Medical Certificate		University Health Service		
12. Certificate of Birth 13. Certificate of Marriage (if applicable)		Issuing Government Agency from Client’s Country of Origin		
14. Program of Study		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Citizen's Charter Handbook Template

1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer UP Cashier's Office</i>
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel Office of the College Secretary or Office of Graduate Program</i>
3. Submit Program of Study for Approval / Disapproval of the Graduate Director/Department Chair/College Secretary	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel Graduate and Fellowships Office</i>
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel Office of the College Secretary or Office of Graduate Program</i>
4. Received notice of admission and Submit all original documents and receive College Admission Slip	4. Deliberate and select applicants. Graduate Office send notice of Admission to the Student	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. Student send copy of notice of admission to OUR with student directory and photocopy of passport	5. Graduate office send copy of notice of admission to OUR with student directory and photocopy of passport (Either student or Grad office may submit the documents to OUR)	None	1 Day	<i>Receiving Personnel One Stop Student Desk-Office of the University Registrar</i>
6. Student received Acceptance letter from OUR	6. Grad office received acceptance	None	30 minutes	<i>Receiving Personnel Office of Graduate Program</i>

Citizen's Charter Handbook Template

	letter from OUR			
7. Submit acceptance letter and other requirements (for visa) to the Office of International Linkages Diliman (OILD) to receive Enrolment Permit	7. Submit acceptance letter and other requirements to the Office of International Linkages Diliman (OILD) to receive Enrolment Permit	None	1 Hour	<i>Receiving Personnel Office of International Linkages Diliman</i>
8. While waiting for the enrolment permit from OILD, Secure Medical Certificate from the University Health Service.	8. Graduate Office consolidate all the required documents for submission to OUR <i>*Certain units require medical certificate before releasing of College Admission Slip</i>	None	1 Day	<i>Medical Doctor University Health Service</i>
9. Receive Medical Certificate from UHS and Enrollment Permit from UTAK System/OILD	9. Consolidate required documents for submission to OSSD-OUR	None	1 Day	<i>Receiving Personnel Office of International Linkages Diliman and UHS</i>
10. Submit all original required documents including enrollment permit to the Graduate Office	10. Graduate Office submit all required documents with College Admission Slip and enrolment permit to OSSD-OUR	None	1 Hour	<i>Receiving Personnel Office of the University Registrar</i>

	to receive the University Admission Slip			
11. Submit University Admission Slip from OUR to Graduate Office	11. Receive University Admission Slip from student	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary or Office of Graduate Program</i>
TOTAL:		PHP 500.00	21 Days and 3 Hours	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
College of Engineering Foreign Applicants Resident Foreign Applicants	US\$ 20.00 PHP 200.00
College of Home Economics	US\$ 25.00 converted to peso
School of Economics	US\$ 40.00
School of Labor and Industrial Relations	PHP 600.00
Virata School of Business (College of Business Administration)	PHP. 150.00
UP Diliman Extension Program (Pampanga, Olongapo)	PHP 600.00

Type of Service: External

13. Process Application for Admission: Shifting and Transfer

Process Application for Admission: Shifting (S1- Changing Degree Programs from within the same College and S2- Changing Degree Programs from within different Colleges in UP Diliman) Transfer (T1-Transfer from other UP units and T2-Transfer from other universities)

Office or Division:	All Academic Clusters
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate Students of the All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For S1 (Undergraduate Students within the College);	Office of the College Secretary

Citizen's Charter Handbook Template

<p>1. Change of Program Form; Application Form (S1 from one Department to another) 2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	
<p>3. True Copy of Grades (TCG) <i>Please refer to OUR process for acquiring (TCG)</i></p>	<p>Office of the University Registrar</p>
<p>For S2 (Undergraduate Students within UP Diliman): 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	<p>Office of the College Secretary</p>
<p>3. Original and photocopy of Official Transcript of Records (OTR) / TCG (Grade of 2.5 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i></p>	<p>Office of the University Registrar</p>
<p>4. 3 pcs of 2x2 pictures 5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case 6. Certificate of Live Birth 7. Permit to Transfer</p>	<p>Requesting Party</p>
<p>For T1 (Undergraduate Students within UP Constituent Universities): 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	<p>Office of the College Secretary</p>
<p>3. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i></p>	<p>Office of the University Registrar</p>
<p>4. 3 pcs of 2x2 pictures 5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case 6. Certificate of Live Birth 7. Permit to Transfer</p>	<p>Requesting Party</p>

Citizen's Charter Handbook Template

For T2 (Transfer from other universities) 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i>		Office of the College Secretary		
3. Original and photocopy of OTR / TCG (Grade of 2.00, depends on program applied for, Completed 33 units) <i>Please refer to OUR process for acquiring (TCG)</i>		Office of the University Registrar		
4. 3 pcs of 2x2 pictures 5. Certificate of Honorable Dismissal and Certificate of No Pending Case 7. Certificate of Live Birth		Requesting Party		
8. Medical Certificate (can be requested from other hospitals/clinics to be certified by UHS) <i>Please refer to the UHS process for medical document certification.</i>		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	1.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Evaluate and process application.	None	15 Days	
	1.3 Selection Process			
2. Receive College Admission Slip.	2. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
3. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive the	3. OUR will Issue University Admission Slip. <i>*Certain units require medical certificate before</i>	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary

University Admission Slip.	<i>releasing of College Admission Slip</i>			
4. Submit University Admission Slip from OUR	4. Receive University Admission Slip	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		NONE	16 Days and 45 Minutes	

Type of Service: External

14. Process Application for Leave of Absence (LOA)

Process Application for Leave of Absence (LOA)

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students of All Academic Clusters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Updated profile and applied for LOA in the Computerized Registration System (CRS)	Computerized Registration System
2. Letter of consent from parents if minor	Requesting Party
3. Leave of Absence (LOA) Form <i>Request Forms are available on the unit/office official website.</i>	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Consent from Parent if Minor and if <i>given standing in the CRS</i> , present UP Student ID (or electronic copy for online request)	1.1. Receive UP Student ID or student information	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign four (4) copies (for drop-off applications); if	2. Receive soft copy of LOA form through CRS	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>

Citizen's Charter Handbook Template

minor affix parent's signature For online applications, print and sign one (1) copy				
3. Confirm or verify approval from CRS	3.1. Process via CRS 3.2. Approve or disapprove in the CRS by the Department Chair and College Secretary 3.3. Dean approves or disapproves via CRS	None	2 Days	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i> <i>Undergraduate Chairman</i> <i>Dean</i>
4. Receive payment process and instructions through CRS	4. Receive and process payment	PHP 125.00	5 Minutes	<i>Special Collecting Officer</i> <i>UP Cashier's Office</i>
TOTAL:		PHP 125.00	2 Days and 20 Minutes	

Type of Service: External

15. Process Dropping or Change Matriculation

Process Dropping or Change Matriculation

Office or Division:	All Academic Clusters		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Students of All Academic Clusters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Updated profile and applied for dropping or change matriculation in the Computerized Registration System (CRS)		Computerized Registration System	

2. Dropping or Change of Matriculation Form <i>Request Forms are available on the unit/office official website or via the CRS Student Module.</i>		Office of the College Secretary or Computerized Registration System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply through CRS	1. Process Dropping or Change Matriculation	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive Dropping Form or Change Matriculation Form via email	2. OCS will print Dropping Form or Change Matriculation Form for filing	None	20 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
3. Receive payment process and instructions through CRS	3. Receive and process payment	Dropping – PHP 10.00/unit* Change Matriculation - None	15 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
TOTAL:		Dropping – PHP 10.00/unit* Change Matriculation - None	1 Hour	

Office of the University Registrar (OUR) base processes and references for Dropping:

<https://our.upd.edu.ph/files/announce/newcom.pdf>

<https://our.upd.edu.ph/files/flowchart/newdropping.pdf>

Type of Service: External

16. Process Permit to Transfer for Shifting Out

Request for Permit to Transfer for Shifting Out (Good Standing and Non-Major)

Office or Division:	All Academic Clusters
Classification:	Simple
Type of Transaction:	Government to Citizen

Who may avail:		Students of All Academic Clusters		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		College to be Transferred to		
2. College Clearance		Office of the College Secretary (OCS)		
3. True Copy of Grades (TCG)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Acceptance Letter from Other Colleges / UP Unit, College Clearance and, TCG via drop-off or through designated office email	1.1. Receive copy of Acceptance Letter from Other Colleges/UP Unit, College Clearance and TCG	None	20 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>College Secretary</i>
	1.2. Evaluate and prepare 3 copies of Permit to Enroll Form			
	1.3. Sign and forward Permit to Enroll Form with attachments to the Undergraduate Chairman			
	1.4. Sign and forward Permit to Enroll Form with attachments to the Dean	None	1 Day	<i>Undergraduate Chairman</i>
	1.5. Sign Permit to Enroll Form with attachments and return to the OCS	None	1 Day	<i>Dean</i>
2. Claim Permit to Enroll Form with attachments	2. Release Permit to Enroll Form with attachments	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary

TOTAL:	NONE	2 Days and 30 Minutes	
---------------	-------------	------------------------------	--

Type of Service: External

17. Request for Certifications / Documents

- a. Candidacy for Graduation
- b. Candidacy for Graduation with GWA/CWA
- c. Credited Subjects
- d. CWA - *may take 5-10 working days for non-graduating students*
- e. CWA with rank
- f. Eligible for Readmission
- g. Enrolled in Residency
- h. Enrollment
- i. Good Standing
- j. Graduate courses not credited for undergraduate
- k. GWA - *may take 5-10 working days for non-graduating students*
- l. GWA with Percentage - *may take 5-10 working days for non-graduating students*
- m. GWA with Rank
- n. No Pending Case / Good Moral Character - *(requires that clearance has already been processed at the Office of Student Ethics)*
- o. Non-Contract
- p. Remaining Units
- q. Scholastic Standing
- r. Units Earned

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the College Secretary (OCS)		
2. Payment Order Form <i>Request Forms are available on the unit/office official website.</i>				
3. Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished	1. Receive Request form	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>

Citizen's Charter Handbook Template

Request Form via drop-off or through designated office email	and issue Payment Order Form			
2. Receive Payment Order Form then pay at the UP Cashier's Office	2. Accept payment and issue OR	PHP 20.00*	10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit OR to OCS	3.1. Receive OR 3.2. Evaluate status of student 3.3. Prepare certificate 3.4. Forward to the College Secretary for signature 3.5. Sign Certificate / Documents	None	2 Days	<i>Receiving Personnel</i> Office of the College Secretary College Secretary
4. Claim requested Certificate/ Documents via pick-up or email. <i>Shipping and courier options may be available for certain offices. Please consult with the Releasing Personnel.</i>	4. Release Certificate/ Documents	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		PHP 20.00*	2 Days and 20 Minutes	

Type of Service: External

18. Request for Original Diploma

Request for original copy of Diploma

Office or Division:	All Academic Clusters
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Request Form <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary		
2. Valid UP ID / Government issued Identification Card		Office of the University Registrar / BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
3. University Clearance		Office of the University Registrar		
Representative				
1. Special Power of Attorney (SPA)		Requesting Party		
2. Photocopy of valid ID of the representative				
3. Photocopy of graduate's valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Check status of student in the Computerized Registration System (CRS)	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive diploma via pick-up. <i>Shipping and courier options may be available for certain offices. Please consult with the Releasing Personnel.</i>	2. Release diploma	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL:		NONE	20 Minutes	

Type of Service: External

19. Request for Permission to Cross-Register to Another UP Unit

Request for Permission to Cross-Register to Another UP Unit

Office or Division:	All Academic Clusters			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Addressed to the College Secretary		Requesting Party		
2. Request to Cross-Register Form		Office of the College Secretary		
3. Adviser's certification re: remaining deficiencies (for graduating students only)				
4. Certificate of Scholastic Standing				
5. Medical Certificate		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request to Cross-Register Form <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive properly accomplished Request to Cross-Register Form and other required documents	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Office of the College Secretary and Office of the Dean for approval			
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit			
	1.4. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	<i>University Registrar Office of the University Registrar</i>
2. Claim request for Permission to Cross-Register to another	2. Release approved request for Permission to Cross-Register to	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>

UP unit via pick-up or through email.	Another UP Unit or send copy to client's UP Webmail account.			
TOTAL:		NONE	3 Days and 5 Minutes	

Type of Service: External

20. Request for Permit to Overload / Underload

Request for Permit to Overload / Underload

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Overload / Underload Form. 2. Permit to Enroll		Office of the College Secretary		
3. Letter addressed to the Dean requesting permission to overload/underload.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Permit to Overload / Underload Form <i>For online process, request forms are available on the unit's official website and via email</i>	1.1. Receive and evaluate Permit to Overload / Underload Form 1.2. Check scholastic standing through the CRS and forward to the College Secretary	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Consult with the Department Chair/	2. Receive and approve Permit to	None	1 Day	<i>College Secretary/ Undergraduate Committee Chair</i>

Citizen's Charter Handbook Template

Undergrad Committee Chair	Overload / Underload Form			
3. Received signed copy of approval for overload/underload.	3. Final approval of the Office of the College Secretary	None	10 Minutes	<i>College Secretary</i>
TOTAL:		NONE	1 Day and 20 Minutes	

Type of Service: External

21. Request for Return from Absence Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

Office or Division:	All Academic Clusters		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Addressed to the Program Director / Chairman 2. Letter Addressed to University Registrar 3. Two (2) pieces 2x2 picture 4. Affidavit of Non-enrollment (if AWOL for 2 or more semesters)		Requesting Party	
5. Appeal for Readmission Form 6. Program of Study (for graduate students) 7. Student Directory (2 copies) 8. True Copy of Grades (TCG)		Office of the College Secretary	
9. College Admission Slip 10. Medical Certificate (for 1 year and above from AWOL)		University Health Service	
11. For international students, Study Permit		Office of the International Linkages Diliman (OILD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure Program of Study Form, Appeal for Readmission Form, and Student Directory Form</p> <p><i>For online process, request forms are available on the unit's official website and via email</i></p>	<p>1. Issue Program of Study Form, Appeal for readmission Form and Student Directory Form</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Receiving Personnel Office of the College Secretary</i></p>
<p>2. Submit letter addressed to the Graduate Director / Undergraduate Committee Chairman via drop-off or through designated office email</p>	<p>2. Receive Letter for approval / disapproval of the Program Director / Chairman</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel Graduate and Fellowships Office</i></p> <p>or</p> <p><i>Undergraduate Committee Chairman</i></p>
<p>3. Submit Letter addressed to the University Registrar via drop-off or through designated office email</p>	<p>3.1. Receive Letter addressed to the University Registrar</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel Office of the College Secretary</i></p>
	<p>3.2. Endorse letter to OUR</p>	<p>None</p>	<p>1 Day</p>	<p><i>Dean</i></p>
<p>4. Receive endorsement letter from the Office of the College Secretary via pick-up or through email.</p>	<p>4. Release endorsement letter</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel Office of the College Secretary</i></p>
<p>5. Submit properly accomplished Program of Study, Appeal for Readmission Form, for approval / disapproval of Graduate Director / Undergraduate Committee Chairman and Student Directory</p>	<p>5. Receive properly accomplished Program of Study, Appeal for Readmission Form, and Student Directory Form</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel Graduate and Fellowships Office</i></p> <p>or</p> <p><i>Undergraduate Committee Chairman</i></p>

Citizen's Charter Handbook Template

Form via drop-off or through designated office email				
6. Pay AWOL fee at the Cashier's Office through their designated payment portals	6. Receive payment	PHP 225.00*	1 Day	<i>Special Collecting Officer</i> UP Cashier's Office
7. Present Official Receipt to receive College Admission Slip or send scanned copy via email	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
8. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	8. Release Medical Certificate	None	1 Day	<i>Releasing Personnel</i> University Health Service
9. Secure Study Permit from OILD (for international students)	9. Issue Study Permit	None	30 Minutes	<i>Releasing Personnel</i> Office of the International Linkages Diliman
10. Submit photocopy of all documents to the Office of the College Secretary via drop-off or through designated office email	10. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
11. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip via drop-off	11. Receive original documents and issue University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the University Registrar
12. Submit University Admission Slip to the Office of the College Secretary	12. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL:		PHP 225.00	6 Days, 1 Hour and 15 Minutes	

Type of Service: External

22. Return from Leave of Absence (LOA)

Request for Return from Leave of Absence (LOA)

Office or Division:	All Academic Clusters			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Addressed to the Program Director/Chairman		Requesting Party		
2. Two (2) pieces of 2x2 picture				
3. Return from Leave of Absence (LOA) Form		Office of the College Secretary		
4. Program of Study (for graduate students)				
5. Student Directory Form (2 copies)				
6. True Copy of Grades				
7. Medical Certificate (1 year and above)		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form (graduate students only), Return from LOA Form, and Student Directory Form <i>For online process, request forms are available on the unit's official website and via email</i>	1. Issue Program of Study Form, Return from LOA Form, and Student Directory Form	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Submit Letter addressed to the Graduate Director / Undergraduate Committee	2. Receive Letter for approval / disapproval of the Graduate	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office</i> or

Citizen's Charter Handbook Template

Chairman via drop-off or through designated office email	Director / Undergraduate Committee Chairman			<i>Undergraduate Committee Chairman</i>
3. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA Form, and other requirements via drop-off or through designated office email	3.1. Receive properly accomplished Program of Study Form, Return from LOA Form, and other requirements	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	3.2. Sign and forward to the Graduate Director the Program of Study, properly accomplished Return from LOA Form for approval / disapproval	None	2 Days	<i>Graduate Director / Undergraduate Committee Chairman or College Secretary</i>
4. Receive signed Program of Study, properly accomplished Return from LOA Form via pick-up or email.	4. Release Receive signed Program of Study and Return from LOA Form	None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
5. Present Official Receipt (OR) of LOA fee (or scanned copy) to receive College Admission Slip	5. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel Office of the College Secretary</i>
6. Secure Medical Certificate from the University Health Service (for 1 year and above from LOA)	6. Release Medical Certificate	None	1 Day	<i>Releasing Personnel University Health Service</i>
7. Submit all original documents to the Office of the University Registrar (OUR) to	7. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>

receive University Admission Slip				
8. Submit University Admission Slip to the Office of the College Secretary	8. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		NONE	6 Days and 45 Minutes	

Type of Service: External

23. Request for Substitution of Courses

Request for Substitution of Courses for Undergraduate and Graduate Students (Subject/s within the College, other College, other UP Unit or other University)

Office or Division:	All Academic Clusters
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students of All Academic Clusters

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Substitution Form (3 copies) 2. Photocopy of Course Syllabus 3. True Copy of Grades (TCG) / Printed Grades from CRS	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Substitution Form, Photocopy of Course Syllabus and TCG / Printed grades from CRS <i>For online process, request forms are available on the unit's official website and via</i>	1.1. Receive properly accomplished Substitution Form and other requirements. 1.2. Forward to the Graduate Director or Undergraduate Committee Chairman 1.3. If approved, forward to the Office	None	1 Hour	<i>Receiving Personnel Office of the College Secretary</i> <i>Receiving Personnel Office of the Department Chairman</i>

Citizen's Charter Handbook Template

<i>email</i>	of the Department Chairman for action			
	1.4. Approve request for substitution	None	3 Days	<i>Department Chairman</i> <i>Receiving Personnel Office of the Dean</i> <i>Dean</i>
	1.5. Forward to the Office of the Dean for approval			
1.6. Approve / Disapprove request for substitution form				
2. Claim request for substitution form via pick-up or email.	2. Release approved request for substitution form	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		NONE	3 Days, 1 Hour and 5 Minutes	

Type of Service: External

24. Request for Validation of Courses

Request for Validation of Courses

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Advance Credit Without Validation Form (AACW Form)		Office of the College Secretary		
2. Photocopy of Course Syllabus				
3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)				
4. Computerized Registration System (CRS) Printed Grades		Computerized Registration System (CRS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Advance Credit Without Validation	1.1. Receive properly accomplished AACW Form for Program	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>

Citizen's Charter Handbook Template

<p>Form, Photocopy of course syllabus, Photocopy of Official Transcript of Record or TCG or Printed grades from CRS</p> <p><i>For online process, request forms are available on the unit's official website and via email</i></p>	<p>Adviser or College Secretary's signature and other requirements</p> <p>1.2. Forward properly accomplished AACW Form for Graduate Director or Undergraduate Chairman's signature</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel Graduate and Fellowships Office</i></p> <p><i>Undergraduate Chairman</i></p>
<p>2. Go to home College / Institute / Department of requested course for validation</p>	<p>2.1. Receive and evaluate documents for validation</p> <p>2.2. Action of the Department / College offering the course</p> <p>2.3. Prepare Certification for the subject being credited</p> <p>2.4. Forward to the Office of the Department Chairman for action</p>	<p>None</p>	<p>4 Days</p>	<p><i>Receiving Personnel College / Institute / Department</i></p>
	<p>2.5. Forward to the Office of the College Secretary or Dean's Office for approval / disapproval</p>	<p>None</p>	<p>2 Days</p>	<p><i>Receiving Personnel Office of the Dean</i></p>
<p>3. Claim request for Validation of Courses via pick-up or email.</p>	<p>3. Release request for Validation of Courses</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Personnel Office of the College Secretary</i></p>
<p>TOTAL:</p>		<p>NONE</p>	<p>8 Days and 5 Minutes</p>	

Type of Service: External

25. Application for Graduate Studies Program entrance examination

The School provides accommodation facility, room and venue with corresponding rental rates open for all clients.

Office or Division:	SOLAIR – Office of the College Secretary			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application form 2. Official Transcript of Records 3. 4pcs 2x2 picture 4. 2 recommendation letter 5. PSA Birth Certificate 6. PSA Marriage Contract for married 		SOLAIR website: solair.upd.edu.ph Requesting party PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished application forms and other requirements on or before the deadline of submission. You may download application form through UP-SOLAIR's website at www.solair.upd.edu.ph	<ol style="list-style-type: none"> 1. Student Records Evaluator receives the application form and check the completeness of documentary requirements 	None	5 Minutes	OCS admission staff
Pay application fee to the SOLAIR Collecting Officer (SRE)	Special Collecting Officer receives the payment and issues official receipt.	P 600.00	10 minutes	Special Collecting Officer
Present official receipt to the Student Records Evaluator	The Student Records Evaluator issues test permit	none	5 minutes	Student Records Evaluator

Receive test permit and come back on the exam date.	Releases test permit to applicant			OCS admission staff
TOTAL:		P 600.00	25 Minutes	

Type of Service: External

1. Provide rental services for use of space / venue / accommodation facility

The School provides accommodation facility, room and venue with corresponding rental rates open for all clients.

Office or Division:	SOLAIR – Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter or 2. Properly accomplished reservation form		Requesting party Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a reservation for use of space / venue/ accommodation facility	1. Check the availability of facility/venue	None	5 Minutes	<i>Senior Administrative Assistant I</i> Administrative Office
2. For Accommodation facility: Accomplished a reservation form or may confirm reservation by phone	2. For Accommodation facility: Accept the reservation form and confirm room reservation. For use of space/venue: Receive request letter for approval of the Dean	None	3 Minutes	<i>Senior Administrative Assistant I</i> Administrative Office

Citizen's Charter Handbook Template

For use of space/venue: Submit a request letter addressed to the Dean			1 Day	<i>Senior Administrative Assistant I</i> Administrative Office
3. Received the approved request	3. Release the approved request		2 Minutes	<i>Senior Administrative Assistant I</i> Administrative Office
4. Pay to the SOLAIR Collecting Officer	4. Accept payment and issue official receipt	Refer to the table of rates below	5 Minutes	<i>Special Collecting Officer</i>
TOTAL:			Accommodation: 15 Minutes Space/Venue: 1 Day	

TABLE OF RATES: SOLAIR FACILITIES

VENUE / SPACE FACILITY	CAPACITY (PAX)	RATE (WHOLE DAY)	RATE (HALF-DAY)	UP RATE	
				(WHOLE DAY)	(HALF-DAY)
AUDITORIUM	100-150	13500	8950	9450	6265
ROOM 201	30-40	5100	3400	3570	2380
ROOM 202	15-20	2500	1400	1750	980
ROOM 203	25-30	2800	1700	1960	1190
ROOM 204	15-20	2500	1400	1750	980
ROOM 105 - CONFERENCE ROOM	10-15	2500	1400	1750	980
ROOM 106	10	1200	800	840	560
ROOM 2 - ANNEX	10-15	1200	800	840	560
ROOM 3 - ANNEX	10-15	1200	800	840	560
ROOM 4 - ANNEX	10-15	1200	800	840	560
ROOM 5 - ANNEX	10-15	1200	800	840	560
ROOM 6 - ANNEX	10-15	1200	800	840	560
ROOM 7 - ANNEX	10-15	2200	1300	1540	910

Citizen's Charter Handbook Template

ROOM 8 - ANNEX	15-20	1200	800	840	560
ROOM 9 - ANNEX	15-20	1200	800	840	560
ROOM 10 - ANNEX	40-50	6000	3500	4200	2450
ROOM 11 - ANNEX	25-30	3000	1800	2100	1260
ROOM 12 - ANNEX	30-35	4000	2200	2800	1540
ROOM 14 - ANNEX	25-30	3500	1800	2450	1260
SOCIAL HALL	25-30	4000	2200	2800	1540
BONIFACIO HALL	10-12	1200	800	840	560
MEZZANINE		monthly rate per BCO advice P 54,331.39	na	na	Na
<i>Additional:</i>		<i>* plus 10% excess charge /hr</i>	<i>* plus 20% excess charge /hr</i>		
Sound system Auditorium Classroom		650 350	350 200	650 350	350 200

30 % discount for UP Offices/Units/Colleges

LODGING FACILITY	CAPACITY (PAX)	DAILY RATE	MONTHLY RATE
ROOM 1 - DORM	2 pax	600/head	7000/head
ROOM 2 - DORM	3 pax	500/head	7000/head
ROOM 3 - DORM	2 pax	500/head	7000/head
ROOM 4 - DORM	3 pax	500/head	7000/head
ROOM 5 - DORM	3 pax	500/head	7000/head
ROOM 6 - DORM	2 pax	600/head	7000/head
ROOM 7 - DORM	3 pax	300/head	5000/head
ROOM 8 - DORM	3 pax	300/head	5000/head
ROOM 9 - DORM	3 pax	300/head	5000/head
ROOM 10 - DORM	3 pax	500/head	7000/head
ROOM 11 - DORM	3 pax	500/head	7000/head
ROOM 12 - DORM	3 pax	500/head	7000/head
ROOM 13 - DORM	3 pax	500/head	7000/head
ROOM 14 - DORM	3 pax	500/head	7000/head
ROOM 15 - DORM	3 pax	500/head	7000/head
EXTENSION ROOM	4 pax	500/head	7000/head

Discounts for venue not applicable for lodging facility

Type of Service: External

2.Registration to Institutional Training Programs

The School provides training programs such as WILL Class, Certificate Course in IRHRM & Management Development Program open to all clients with corresponding seminar fee.

Office or Division:	SOLAIR – Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished registration form 2. Seminar fee		Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish registration form via google forms or through email	1.1. Accept registration. Participants will automatically receive a confirmation email.	None	5 Minutes	<i>Administrative Assistant III</i> Administrative Office
	1.2. Send electronic billing statement	None	15 Minutes	<i>Administrative Assistant III</i> Administrative Office
2. Pay seminar fee to the Collecting Officer. On the day payment is also accommodated. a. WILL Class b. Certificate Course in IRHRM c. Management Development Program	2. Collect seminar fee and issue corresponding receipt	PHP 9,000.00 PHP 30,00.00 PHP 25,000.00	5 Minutes	<i>Special Collecting Officer</i> Administrative Office

Citizen's Charter Handbook Template

2. Pay seminar fee to the Collecting Officer. On the day payment is also accommodated. a. WILL Class b. Certificate Course in IRHRM c. Management Development Program	2. Collect seminar fee and issue corresponding receipt	PHP 9,000.00 PHP 30,00.00 PHP 25,000.00	5 Minutes	<i>Special Collecting Officer</i> Administrative Office
TOTAL		Varies	25 Minutes	

Type of Service: External

3. Process Request for Resource Person and Consultancy Services

The School provides assistance to requests for a resource person in various engagement, social issue, forum, training etc. and other consultancy services.

Office or Division:	SOLAIR			
Classification:	Complex			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Dean	1.1. Receive letter of request for approval of the Dean	None	3 Minutes	<i>Secretary of the Dean</i>
	1.2. Evaluate nature of request if part of the extension agenda/activity of the School.	None	1 Day	<i>Dean</i>

Citizen's Charter Handbook Template

	1.3. Refer to the person concerned	None	1 Day	<i>Dean</i>
2. Receive response	2. Respond to the request	None	1 Day	<i>Dean</i>
TOTAL		None	3 Days, 3 Minutes	

Type of Service: Internal

1. Provide rental services for use of space / venue / accommodation facility

The School provides accommodation facility, room and venue with corresponding rental rates open for all clients.

Office or Division:	SOLAIR – Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter or 2. Properly accomplished reservation form		Requesting party Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a reservation for use of space / venue/ accommodation facility	1. Check the availability of facility/venue	None	5 Minutes	<i>Senior Administrative Assistant I</i> Administrative Office
2. For Accommodation facility: Accomplished a reservation form or may confirm reservation by phone For use of space/venue: Submit a request letter addressed to the Dean	2. For Accommodation facility: Accept the reservation form and confirm room reservation. For use of space/venue: Receive request letter for approval of the Dean	None	3 Minutes 1 Day	<i>Senior Administrative Assistant I</i> Administrative Office <i>Senior Administrative Assistant I</i> Administrative Office

3. Received the approved request	3. Release the approved request		2 Minutes	<i>Administrative Assistant III</i> Administrative Office
4. Pay to the SOLAIR Collecting Officer	4. Accept payment and issue official receipt	Refer to the table of rates below	5 Minutes	<i>Special Collecting Officer</i>
TOTAL:			Accommodation: 15 Minutes Space/Venue: 1 Day	

TABLE OF RATES: SOLAIR FACILITIES

VENUE / SPACE FACILITY	CAPACITY (PAX)	RATE (WHOLE DAY)	RATE (HALF-DAY)	UP RATE	
				(WHOLE DAY)	(HALF-DAY)
AUDITORIUM	100-150	13500	8950	9450	6265
ROOM 201	30-40	5100	3400	3570	2380
ROOM 202	15-20	2500	1400	1750	980
ROOM 203	25-30	2800	1700	1960	1190
ROOM 204	15-20	2500	1400	1750	980
ROOM 105 - CONFERENCE ROOM	10-15	2500	1400	1750	980
ROOM 106	10	1200	800	840	560
ROOM 2 - ANNEX	10-15	1200	800	840	560
ROOM 3 - ANNEX	10-15	1200	800	840	560
ROOM 4 - ANNEX	10-15	1200	800	840	560
ROOM 5 - ANNEX	10-15	1200	800	840	560
ROOM 6 - ANNEX	10-15	1200	800	840	560
ROOM 7 - ANNEX	10-15	2200	1300	1540	910
ROOM 8 - ANNEX	15-20	1200	800	840	560
ROOM 9 - ANNEX	15-20	1200	800	840	560
ROOM 10 - ANNEX	40-50	6000	3500	4200	2450
ROOM 11 - ANNEX	25-30	3000	1800	2100	1260
ROOM 12 - ANNEX	30-35	4000	2200	2800	1540
ROOM 14 - ANNEX	25-30	3500	1800	2450	1260
SOCIAL HALL	25-30	4000	2200	2800	1540
BONIFACIO HALL	10-12	1200	800	840	560

MEZZANINE		monthly rate per BCO advice P 54,331.39	na	na	Na
<i>Additional:</i>		<i>* plus 10% excess charge /hr</i>	<i>* plus 20% excess charge /hr</i>		
Sound system		650	350	650	350
Auditorium		350	200	350	200
Classroom					

30 % discount for UP Offices/Units/Colleges

LODGING FACILITY	CAPACITY (PAX)	DAILY RATE	MONTHLY RATE
ROOM 1 - DORM	2 pax	600/head	7000/head
ROOM 2 - DORM	3 pax	500/head	7000/head
ROOM 3 - DORM	2 pax	500/head	7000/head
ROOM 4 - DORM	3 pax	500/head	7000/head
ROOM 5 - DORM	3 pax	500/head	7000/head
ROOM 6 - DORM	2 pax	600/head	7000/head
ROOM 7 - DORM	3 pax	300/head	5000/head
ROOM 8 - DORM	3 pax	300/head	5000/head
ROOM 9 - DORM	3 pax	300/head	5000/head
ROOM 10 - DORM	3 pax	500/head	7000/head
ROOM 11 - DORM	3 pax	500/head	7000/head
ROOM 12 - DORM	3 pax	500/head	7000/head
ROOM 13 - DORM	3 pax	500/head	7000/head
ROOM 14 - DORM	3 pax	500/head	7000/head
ROOM 15 - DORM	3 pax	500/head	7000/head
EXTENSION ROOM	4 pax	500/head	7000/head

Discounts for venue not applicable for lodging facility

Type of Service: Internal

2. Process Request for Resource Person and Consultancy Services

The School provides assistance to requests for a resource person in various engagement, social issue, forum, training etc. and other consultancy services.

Office or Division:	SOLAIR
Classification:	Complex

Citizen's Charter Handbook Template

Type of Transaction:	Government to Citizen, Government to Government, Government to Business			
Who may avail:	All clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Dean's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Dean	1.1. Receive letter of request for approval of the Dean	None	3 Minutes	<i>Secretary of the Dean</i>
	1.2. Evaluate nature of request if part of the extension agenda/activity of the School.	None	1 Day	<i>Dean</i>
	1.3. Refer to the person concerned	None	1 Day	<i>Dean</i>
2. Receive response	2. Respond to the request	None	1 Day	<i>Dean</i>
TOTAL		None	3 Days, 3 Minutes	