



## 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

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**ACADEMIC CLUSTERS****Type of Service:** External**1. Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)**

Processing of requests and invitations addressed to the Dean (meetings, interviews, partnerships)

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government / Government to Citizen / Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request ( <i>provide email address and other contact details</i> )		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits Letter of Request to the Office of the Dean through use of official office and staff emails, courier, or physical submissions	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email.	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Receiving Personnel forwards document to the Dean for evaluation.	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean

	<p>1.3. Dean decides whether to accept, decline, or *forwards the request to the concerned office/ department.</p> <p><i>*in special cases, the Dean may delegate or assign the interview to other faculty in the College, thus it will take additional one (1) day processing time before they respond directly to the requesting party, copy furnished the College Dean</i></p>	None	1 Day	Dean
2. Client receives response for the request.	<p>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.</p>	None	30 Minutes	Receiving Personnel Office of the Dean
<b>TOTAL:</b>		<b>NONE</b>	<b>1 Day and 1 Hour</b>	

**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

<b>Office or Division:</b>	All Academic Cluster
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government/ Government to Citizen

<b>Who may avail:</b>	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 – 2.2.1. Certificate of Employment which shows period of service 2.2.2. Transcript of Record 2.2.3. Diploma		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	10 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Receiving Personnel forwards document to the Dean for evaluation.	None	15 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.3 Dean decides whether to accept or decline the request	None	1 Day	<i>Dean</i>
	1.4 If accepted, the Dean will write a recommendation letter	None	1 Day	<i>Dean</i>
2. Client receives response for the request.	2. 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
<b>TOTAL:</b>		<b>NONE</b>	<b>2 Days and 55 Minutes</b>	

**Type of Service:** External

### 3. Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Acceptance Letter 2. Course Syllabus of Subjects to be taken		Partner International University		
3. Endorsement Request Letter addressed to the Dean		Requesting Party		
3. UPD International Student Exchange Program Application Form*  <i>*UPD ISEP Form is available on the OIL Diliman official website.</i>		Office of International Linkages (OIL)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 UPD International Student Exchange Program Application Form with Receiving stamp and signature or via acknowledgment email	None	10 Minutes	Receiving Personnel Office of the College Secretary
	1.2. Receiving Personnel records the letter and forwards the letter to the College	None	10 Minutes	Receiving Personnel Office of the College Secretary



	Secretary for signature			
	1.3. The College secretary signs the letter	None	1 Day	<i>College Secretary</i>
	1.4. Receiving Personnel forwards the signed letter to the Office of the Dean for endorsement	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.5 The Office of the Dean forwards the letter to the Dean for endorsement	None	10 Minutes	<i>Receiving Personnel Office of the Dean</i>
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None	1 Day	<i>Dean</i>
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 Days and 50 Minutes</b>	

**Type of Service:** External

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

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

<b>Office or Division:</b>	All Academic Clusters		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Citizen		
<b>Who may avail:</b>	Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

<p>1. Permit to Enroll Form signed by the College Secretary / Director of Graduate Studies</p> <p>2. Re-admission Form for Non-Major/Non-Degree endorsed by College Secretary / Director of Graduate Studies</p> <p><i>Re-admission Form is available on the unit/office official website.</i></p>		<p>Office of the College Secretary / Office of Graduate Studies</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Enroll Form, accomplish Re-admission Form for Non-Major/Non-Degree and submit through official office and staff emails or physical submissions	1. Receive Permit to Enroll Form and accomplished Re-admission Form for Non-Major/Non-Degree with Receiving stamp and signature or via acknowledgment email	None	15 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
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	College Secretary / Program Adviser / Office of Graduate Studies
	2.2. Student Records Evaluator updates the status of the student and prepares the College Admission Slip	None	1 Day	Student Records Evaluator Office of the College Secretary / Office of Graduate Studies
3. Receive College Admission Slip via pick-up or through email.	3. Release/Send College Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>2 Days and 20 Minutes</b>	

**Type of Service:** External

## 5. Endorsement for Appeal for Late Application for Dropping or Change of 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 violation 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.

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter addressed to the University Registrar and must be endorsed or signed by the program adviser and department chair.		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary / Office of Graduate Studies via drop-off or through designated office email	1.1. Accept letter addressed to the OUR and confirm receipt with receiving stamp and signature or via acknowledgment email	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.2. Forward letter to the College Secretary / Director of Graduate Studies for endorsement to the Dean	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies  <i>College Secretary / Director of Graduate Studies</i>
	1.3. Releasing Personnel forwards signed letter to the Office of the Dean for endorsement	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.4. Receiving Personnel accepts signed letter and forwards it to the Dean for endorsement	None	10 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.4. Approve/ Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the Office of the College Secretary / Office of Graduate Studies for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation via	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email.	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies

pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.				
<b>TOTAL:</b>		<b>NONE</b>	<b>3 Days and 35 Minutes</b>	

**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 violation 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.

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students of All Academic Clusters
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter addressed to the Office of the University Registrar and must be	Requesting Party

endorsed or signed by the program adviser and department chair.				
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 / Office of Graduate Studies 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	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.2. Forward to the College Secretary / Coordinator of Graduate Studies and Dean for endorsement	None	1 Day	<i>College Secretary / Coordinator of Graduate Studies</i>
	1.3. Approve / Disapprove Endorsement of Appeal for Late Application for Leave of Absence (LOA) then return to the Office of the College Secretary / Office of Graduate Studies for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of 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.	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email.	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies

<b>TOTAL:</b>	<b>NONE</b>	<b>2 Days and 15 Minutes</b>	
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\*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 violation 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.*

<b>Office or Division:</b>	All Academic Clusters		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Citizen		
<b>Who may avail:</b>	Students of All Academic Clusters		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
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  If no payment involved, addressed to University Registrar only		Requesting Party	

<i>Please provide email address and other contact details</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter addressed to the Office of the Chancellor (OC) through the Office of the College Secretary / Office of Graduate Studies via email	1.1. Receive Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR)	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
	1.2. Forward to the Dean/ College Secretary for endorsement	None	1 Day	<i>College Secretary / Coordinator of Graduate Studies</i>
	1.3. Endorse/ Not Endorse Endorsement of Appeal for Late Registration and Payment then return to the Office of the College Secretary / Coordinator of Graduate Studies for releasing	None	1 Day	<i>Dean</i>
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	2. Release Endorsement of Appeal for Late Registration and Payment	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary / Office of Graduate Studies</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>2 Days and 15 Minutes</b>	

\*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

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Dean through the College Secretary or Office of Graduate Studies  <i>Please provide email address and other contact details</i>		Office of the College Secretary or Office of Graduate Studies		
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 / Office of Graduate Studies through drop-off or via designated office email.	1.1. Receive Letter addressed to Dean through the College Secretary / Coordinator of Graduate Studies	None	5 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.2. Forward letter to the Dean	None	15 Minutes	College Secretary / Office of Graduate Studies
	1.3. Approve / Disapprove request for Deferment of Enrollment	None	1 Day	Dean

2. Claim request for Deferment of Enrollment	2. Release approved / disapproved request for Deferment of Enrollment	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>1 Day and 25 Minutes</b>	

**Type of Service:** External

## 9. Issuance of Certified True Copy of Grades (TCG)

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

<b>Office or Division:</b>	Office of the College Secretary, Office of the Graduate Program, All Academic Clusters			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Undergraduate and Graduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. TCG Request Form  <i>*Request Forms are available on the unit/office official website.</i>		Office of the College Secretary (OCS) / Office of Graduate Studies (OGS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.2. OCS Personnel indicate fee and creates Statement of Account (SOA)  SITUATIONAL <i>*Offices with Special</i>	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies

	<i>Collecting Officers (SCO) may also receive payment and issue official receipts</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</i> UP Cashier's Office
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	None	3 Days	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
	3.2. TCG copies are prepared and released via email or pick up	None	40 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>PHP 20.00 per copy</b>	<b>3 Days and 1 Hour</b>	

**Type of Service:** External

## 10. Issuance of Permit for Grade Completion / Removal Examination

Issuance of Permit for Grade Completion / Removal Examination

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

<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 on the unit/office official website.</i></p>		Office of the College Secretary / Office of Graduate Studies		
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 e-mail.	<p>1.1 Receive copy of accomplished form via pick-up or through email and check enrollment status of student.</p> <p>For late filing, a Statement of Account (SOA) is prepared for the payment of a PHP. 20.00 fine.</p> <p><b>SITUATIONAL</b>  <i>*Offices with Special Collecting Officers (SCO) may receive payment and issue official receipts. Otherwise, the client pays through the UP Cash Office.</i></p>	None	<p>10 Minutes</p> <p><b>10 Minutes</b></p>	<p><i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i></p> <p><i>*Receiving Personnel UP Cashier's Office</i></p>
	1.2. Forward Permit for Grade Completion/Removal to the College Secretary for approval.	None	1 Day	<i>College Secretary / Coordinator of Graduate Studies</i>
	1.3. Return the approved form to the student via email or pick-up.	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>

2. Take the exam/submit the requirement/s and submit Permit for Grade Completion/Removal Examination Form via courier or email.	2.1. Administer the exam/receive the requirement/s.	None	2 Hours	<i>Faculty member administering the removal exam/receiving the requirement</i>
	2.2. Sign and return the form to the student.	None	10 Minutes	<i>Faculty member administering the removal exam/receiving the requirement</i>
3. Submit accomplished Permit for Grade Completion/Removal Examination Form signed by instructor.	3.1. Receive the form signed by the instructor.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
	3.2. File the College Secretary's Copy of the form in the student's records jacket.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
<b>TOTAL:</b>		<b>**NONE</b>	<b>1 Day, 2 Hours and 40 Minutes</b>	

**Type of Service:** External

## 11. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

<b>Office or Division:</b>	All Academic Clusters		
<b>Classification:</b>	Multi-Stage		
<b>Type of Transaction:</b>	Government to Citizen		
<b>Who may avail:</b>	Graduate Students of All Academic Clusters		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Application Form 2. Recommendation Form		Official Website of College	
3. Certificate of Good Moral Character		Requesting Party	

Citizen's Charter Handbook Template

4. Two (2) pieces of 2x2 picture 5. Employment Certificate (if applicable)				
6. Student Directory Form (2 copies) <b>(automatic)</b> 7. Program of Study		Office of the College Secretary / Office of Graduate Studies		
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. Sends application online through designated submission portals and emails.	1. Receives application and prepares <b>Statement of Account (SOA)</b> for payment of fee/s. Clients have the option to pay at the UP Cashier's Office or via online payment platforms.  <b>SITUATIONAL</b> <i>*Offices with Special Collecting Officers (SCO) may also receive payment and issue official receipts</i>	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
2. Pays at UP Cashier's Office through their	2. Accept payment and	*PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office

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designated payment portals	issue Official Receipt (OR)			
3. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	3. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
4. Submit Program of Study for Approval / Disapproval of the OCS/Graduate Director	4.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel Graduate and Fellowships Office</i>
	4.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
6. A. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip.  6.B. Unit may also collect all original documents and submit them to the OUR	6. OUR will Issue University Admission Slip.  <i>*Certain units require medical certificate before releasing of College Admission Slip</i>	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
7.A. Submit University Admission Slip from OUR through drop-off or via designated office email.	7. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>

7.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				
<b>TOTAL:</b>		<b>*PHP 500.00</b>	<b>21 Days, 1 Hour, and 15 Minutes</b>	

**\*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, College of Engineering, Institute of Islamic Studies	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

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Multi-Stage



<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	International Graduate Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form 2. Student Directory Form (2 copies) 3. College Admission Slip		Office of the College Secretary / Office of Graduate Studies		
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 Graduate Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Citizen's Charter Handbook Template

1. Sends application online through designated submission portals and emails.	1. Receives application and prepares <i>Statement of Account (SOA)</i> for payment of fee/s. Clients have the option to pay at the UP Cashier's Office or via online payment platforms.  <i>SITUATIONAL</i> <i>*Offices with Special Collecting Officers (SCO) may also receive payment and issue official receipts</i>	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
2. Apply online and pay at UP Cashier's Office through their designated payment portals	2. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer UP Cashier's Office</i>
3. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	3. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
4. Submit Program of Study for Approval / Disapproval of the Graduate Director/Department Chair/College Secretary	4.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel Graduate and Fellowships Office</i>
	4.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
5. Received notice of admission and Submit all original	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>

Citizen's Charter Handbook Template

documents and receive College Admission Slip	Graduate Office send notice of Admission to the Student			
6. Student send copy of notice of admission to OUR with student directory and photocopy of passport	6. 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>
7. Student received Acceptance letter from OUR	7. Grad office received acceptance letter from OUR	None	30 minutes	<i>Receiving Personnel Office of Graduate Program</i>
8. Submit acceptance letter and other requirements (for visa) to the Office of International Linkages Diliman (OILD) to receive Enrolment Permit	8. 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>
9. While waiting for the enrolment permit from OILD, Secure Medical Certificate from the University Health Service.	9. 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>
10. Receive Medical Certificate from UHS and Enrollment Permit	10. Consolidate required documents for	None	1 Day	<i>Receiving Personnel Office of International</i>

Citizen's Charter Handbook Template

from UTAK System/OILD	submission to OSSD-OUR			Linkages Diliman and UHS
11. Submit all original required documents including enrollment permit to the Graduate Office	11. Graduate Office submit all required documents with College Admission Slip and enrolment permit to OSSD-OUR to receive the University Admission Slip	None	1 Hour	<i>Receiving Personnel Office of the University Registrar</i>
12. Submit University Admission Slip from OUR to Graduate Office	12. Receive University Admission Slip from student	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
<b>TOTAL:</b>		<b>PHP *500.00</b>	<b>24 Days, 3 Hours and 35 Minutes</b>	

**\*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
<u>Institute of Islamic Studies</u> <u>Foreign Applicants</u> <u>Resident Foreign Applicants</u>	<u>US\$ 20.00</u> <u>PHP 200.00</u>
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)

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Undergraduate Students of the All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For S1 (Undergraduate Students within the College); 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>	Office of the College Secretary
3.True Copy of Grades (TCG) <i>Please refer to OUR process for acquiring (TCG)</i>	Office of the University Registrar/ <b>UNIT</b>
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>	Office of the College Secretary
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 (OTR)</i>	Office of the University Registrar
4. 3 pcs of 2x2 pictures	Requesting Party

Citizen's Charter Handbook Template

<p>5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case</p> <p>6. Certificate of Live Birth</p> <p>7. Permit to Transfer</p>	
<p>For T1 (Undergraduate Students within UP Constituent Universities):</p> <p>1. Application Form</p> <p>2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	Office of the College Secretary
<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>	Office of the University Registrar
<p>4. 3 pcs of 2x2 pictures</p> <p>5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case</p> <p>6. Certificate of Live Birth</p> <p>7. Permit to Transfer</p>	Requesting Party
<p>For T2 (Transfer from other universities)</p> <p>1. Application Form</p> <p>2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	Office of the College Secretary
<p>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 (OTR)</i></p>	Office of the University Registrar
<p>4. 3 pcs of 2x2 pictures</p> <p>5. Certificate of Honorable Dismissal and Certificate of No Pending Case</p> <p>7. Certificate of Live Birth</p>	Requesting Party
<p>8. Medical Certificate (can be requested from other hospitals/clinics to be certified by UHS)</p>	University Health Service (UHS)

<i>Please refer to the UHS process for medical document certification.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	10 Days	<i>Receiving Personnel</i> Office of the College Secretary
	1.3 Selection Process	None	5 Days	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
2. Receive College Admission Slip	2. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
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 University Admission Slip.	3. OUR will Issue University Admission Slip. <i>*Certain units require medical certificate before releasing of College Admission Slip</i>	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
4. Submit University Admission Slip from OUR	4. Receive University Admission Slip	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>16 Days and 45 Minutes</b>	

**Type of Service:** External

#### 14. Process Application for Leave of Absence (LOA)

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 Process Application for Leave of Absence (LOA)

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 / Office of Graduate Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Consent from Parent if Minor and if <b><i>given standing in the CRS</i></b> , present UP Student ID (or electronic copy for online request)	1.1. Receive UP Student ID or student information	None	5 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign four (4) copies (for drop-off applications); if minor affix parent's signature  ALL ONLINE, NO PRINTING  <i>For online applications, print</i>	2. Receive soft copy of LOA form through CRS	None	5 Minutes	Releasing Personnel Office of the College Secretary / Office of Graduate Studies



<i>and sign one (1) copy</i>				
3. Confirm or verify approval from CRS	3.1. Process via CRS	None	1 Day	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>  <i>Undergraduate Chairperson</i>
	3.2. Approve or disapprove in the CRS by the Department Chairperson and College Secretary	None	1 Day	<i>Department Chairperson</i>  <i>College Secretary / Office of Graduate Studies</i>
	3.3. Dean approves or disapproves via CRS	None	1 Day	<i>Dean</i>
4. Receive payment process and instructions through CRS	4. Receive and process payment	PHP 150.00	5 Minutes	<i>Special Collecting Officer UP Cashier's Office</i>
<b>TOTAL:</b>		<b>PHP 150.00</b>	<b>3 Days and 20 Minutes</b>	

**Type of Service:** External

## 15. Process Dropping or Change of Matriculation

Process Dropping or Change Matriculation

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	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 / Office of Graduate Studies or Computerized Registration System (CRS)		
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 / Office of Graduate Studies
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 / Office of Graduate Studies
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
<b>TOTAL:</b>		<b>Dropping – PHP 10.00/unit*</b>  <b>Change Matriculation - None</b>	<b>50 Minutes</b>	

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:	Complex			
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) / Office of Graduate Studies (OGS)		
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	10 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.2. Evaluate and prepare 3 copies of Permit to Transfer Form	None	30 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.3. Sign and forward Permit to Transfer Form with attachments to the Undergraduate Chairperson	None	1 Day	College Secretary / Coordinator of Graduate Studies

	1.4. Sign and forward Permit to Enroll Form with attachments to the Dean	None	1 Day	<i>Undergraduate Chairperson</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 Office of the College Secretary / Office of Graduate Studies</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>3 Days and 50 Minutes</b>	

**Type of Service:** External

## 17. Request for Certifications / Documents

- a. Candidacy for Graduation
- b. Candidacy for Graduation with General Weighted Average (GWA) / Curriculum Weighted Average (CWA)
- c. Credited Subjects
- d. Curriculum Weighted Average (CWA) - *may take 5-10 working days for non-graduating students*
- e. Curriculum Weighted Average (CWA) with rank
- f. Eligible for Readmission
- g. Enrolled in Residency
- h. Enrollment
- i. Good Standing
- j. Graduate courses not credited for undergraduate
- k. General Weighted Average (GWA) - *may take 5-10 working days for non-graduating students*
- l. General Weighted Average (GWA) with Percentage - *may take 5-10 working days for non-graduating students*
- m. General Weighted Average (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

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form  2. Payment Order Form <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary (OCS) / Office of Graduate Studies (OGS)		
3. Official Receipt (OR)		UP Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Receive Request form and issue Payment Order Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
2. Receive Payment Order Form then pay at the UP Cashier's Office	2. Accept payment and issue Official Receipt	PHP 20.00*	10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit Official Receipt to the Office of the College Secretary (OCS) / Office of Graduate Studies	3.1. Receive Official Receipt	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	3.2. Evaluate status of student	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	3.3. Prepare certificate	None	4 Hours	<i>Receiving Personnel</i>

				Office of the College Secretary / Office of Graduate Studies
	3.4. Forward to the College Secretary for signature	None	4 Hours	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	3.5. Sign Certificate/ Documents	None	10 Minutes	<i>College Secretary / Coordinator of Graduate Studies</i>
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 / Office of Graduate Studies
<b>TOTAL:</b>		<b>PHP 20.00*</b>	<b>2 Days and 40 Minutes</b>	

**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 / Office of Graduate Studies			
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)  2. Photocopy of valid ID of the representative  3. Photocopy of graduate's valid ID	Requesting Party			
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	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
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	Releasing Personnel Office of the College Secretary / Office of Graduate Studies
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

<b>Office or Division:</b>	All Academic Clusters
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Undergraduate Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Addressed to the College Secretary		Requesting Party		
2. Request to Cross-Register Form		Office of the College Secretary / Office of Graduate Studies		
3. Adviser's certification re: remaining deficiencies (for graduating students only)				
4. Certificate of Scholastic Standing				
5. Medical Certificate		University Health Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</i> Office of the College Secretary / Office of Graduate Studies
	1.2. Forward to the Office of the College Secretary and Office of the Dean for approval	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	<i>College Secretary / Director of Graduate Studies</i>  <i>Dean</i>
	1.4. Approve / Disapprove request Permission	None	1 Day	<i>University Registrar</i> Office of the University Registrar



	to Cross-Register to Another UP Unit			
2. Claim request for Permission to Cross-Register to another UP unit via pick-up or through email.	2. Release approved request for Permission to Cross-Register to Another UP Unit or send copy to client's UP Webmail account.	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>3 Days and 15 Minutes</b>	

**Type of Service:** External

## 20. Request for Permit to Overload

Request for Permit to Overload

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Undergraduate Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Permit to Overload Form		Office of the College Secretary / Office of Graduate Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit properly accomplished Permit to Overload Form  <i>For online process, request forms are available on the</i>	1.1. Receive and evaluate Permit to Overload Form	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies

<i>unit's official website and via email</i>	1.2. Check scholastic standing through the Computerized Registration System (CRS) and forward to the College Secretary	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary / Office of Graduate Studies</i>
2. Consult with the Department Chair/ Undergrad Committee Chair	2. Receive and approve Permit to Overload Form	None	1 Day	<i>College Secretary/ Undergraduate Committee Chair</i>
3. Received signed copy of approval for overload.	3. Final approval of the Office of the College Secretary	None	10 Minutes	<i>College Secretary / Director of Graduate Studies</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>1 Day and 30 Minutes</b>	

Type of Service: External

## 21. Request for Permit to Underload

Request for Permit to Underload.

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Undergraduate Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Permit to Underload Form		Office of the College Secretary / Office of Graduate Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Apply for Underloading thru the CRS Underloading Module*  *Application includes supporting documents for request	1.1. Adviser receives queue for acknowledgment of request to Underload	None	10 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.2. Acknowledges request and clicks submit to the College Secretary	None	10 Minutes	Receiving Personnel Office of the College Secretary / Office of Graduate Studies
	1.3. Acknowledge request and verify completion of documents	None	1 Day	College Secretary
3. Monitor CRS for approval/disapproval	3. Final approval of the Office of the College Secretary	None	10 Minutes	College Secretary / Director of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>1 Day and 30 Minutes</b>	

**Type of Service:** External

## 22. Filing Appeal for Readmission from Absence Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

<b>Office or Division:</b>	All Academic Clusters		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	Government to Citizen		
<b>Who may avail:</b>	Undergraduate and Graduate Students of All Academic Clusters (Local and International)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter Addressed to the Dean, endorsed by the Program Director / Chairperson 2. Two (2) pieces 2x2 picture		Requesting Party	

3. Affidavit of Non-enrollment (if AWOL for 2 or more semesters)				
4. Appeal for Readmission Form  5. Program of Study (for graduate students)  6. Student Directory (2 copies)  7. True Copy of Grades (TCG)  8. College Admission Slip		Office of the College Secretary / Office of Graduate Studies		
9. Medical Certificate (for 1 year and above from AWOL)		University Health Service		
10. For international students, Study Permit		Office of the International Linkages Diliman (OILD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form, Appeal for Readmission 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, Appeal for readmission Form and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
2. Submit letter addressed to the Dean and endorsed by the Department Chairperson via drop-off or through designated office email	2. Receive Letter for endorsement of the Program Director / Chairperson  <i>*if endorsed, the Requesting Party receives signed letter</i>	None	1 Day	<i>Receiving Personnel</i> Department
3. Submit endorsed letter to the Office of the College Secretary via drop-off or through	3.1. Receive and Letter addressed to the Dean for processing. If	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies

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designated office email for processing	complete, forward to the Office of the Dean for approval			
	3.2. Receive Letter addressed to the Dean for approval	None	10 Minutes	<i>Receiving Personnel Office of the Dean</i>
	3.3. Dean approves or disapproves request. If approved, letter is signed and returned to the OCS	None	1 Day	<i>Dean</i>
4. Receive endorsement letter from the Office of the College Secretary via pick-up or through email.	4. Release endorsement letter	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary / Office of Graduate Studies</i>
5. Submit properly accomplished Program of Study, Appeal for Readmission Form, for approval / disapproval of Graduate Director / Undergraduate Committee Chairperson and Student Directory Form via drop-off or through designated office email	5. Receive properly accomplished Program of Study, Appeal for Readmission Form, and Student Directory Form	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office  or  Undergraduate Committee Chairperson</i>
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 UP Cashier's Office</i>
7. Present Official Receipt to receive College Admission	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel Office of the College</i>

Slip or send scanned copy via email				Secretary / Office of Graduate Studies
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 / Office of Graduate Studies
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 / Office of Graduate Studies
<b>TOTAL:</b>		<b>PHP 225.00</b>	<b>6 Days, 1 Hour and 15 Minutes</b>	

**Type of Service:** External

## 23. Return from Leave of Absence (LOA)

Request for Return from Leave of Absence (LOA)

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Undergraduate and Graduate Students of All Academic Clusters (Local and International)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Addressed to the Program Director/Chairperson 2. Two (2) pieces of 2x2 picture		Requesting Party		
3. Return from Leave of Absence (LOA) Form 4. Program of Study (for graduate students) 5. Student Directory Form (2 copies) 6. True Copy of Grades (TCG)		Office of the College Secretary / Office of Graduate Studies		
7. Medical Certificate (1 year and above)		University Health Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</i> Office of the College Secretary / Office of Graduate Studies
2. Submit Letter addressed to the Graduate Director / Undergraduate Committee Chairperson via drop-off or through	2. Receive Letter for approval / disapproval of the Graduate Director / Undergraduate	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office  or

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designated office email	Committee Chairperson			<i>Undergraduate Committee Chairperson</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 / Office of Graduate Studies</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>Coordinator, Graduate Office / Undergraduate Committee Chairperson 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 / Office of Graduate Studies</i>
5. Pick up Return from LOA Form	5. Issue Return from LOA Form	None	1 Day	<i>Releasing Personnel Office of the College Secretary / Office of Graduate Studies</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 receive University Admission Slip	7. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>



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

**Type of Service:** External

## 24. 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)

<b>Office or Division:</b>	All Academic Clusters			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Students of All Academic Clusters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 / Office of Graduate Studies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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</i>	1.1. Receive properly accomplished Substitution Form and other requirements.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.2. Forward to the Graduate Director or Undergraduate Committee Chairperson	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies

<i>unit's official website and via email</i>				
	1.3. If approved, forward to the Office of the Department Chairperson for action	None	10 Minutes	<i>Receiving Personnel Office of the Department Chairperson</i>
	1.4. Approve request for substitution	None	3 Days	<i>Department Chairperson</i>
	1.5. Forward to the Office of the Dean for approval	None	10 Minutes	<i>Receiving Personnel Office of the Dean</i>
	1.6. Approve / Disapprove request for substitution form	None	1 Day	<i>Dean</i>
2. Claim request for substitution form via pick-up or email.	2. Release approved request for substitution form	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary / Office of Graduate Studies</i>
<b>TOTAL:</b>		<b>NONE</b>	<b>4 Days and 50 Minutes</b>	

**Type of Service:** External

## 25. Request for Validation of Courses

Request for Validation of Courses

<b>Office or Division:</b>	All Academic Clusters
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	Students of All Academic Clusters
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

1. Application for Advance Credit Without Validation Form (AACW Form)  2. Photocopy of Course Syllabus  3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Office of the College Secretary / Office of Graduate Studies		
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 Form, Photocopy of course syllabus, Photocopy of Official Transcript of Record or TCG or Printed grades from CRS  <i>For online process, request forms are available on the unit's official website and via email</i>	1.1. Receive properly accomplished AACW Form for Program Adviser or College Secretary's signature and other requirements	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary / Office of Graduate Studies
	1.2. Forward properly accomplished AACW Form for Graduate Director or Undergraduate Chairperson's signature	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office  <i>Undergraduate Chairperson</i>
2. Go to home College / Institute / Department of requested course for validation	2.1. Receive and evaluate documents for validation	None	10 Minutes	<i>Receiving Personnel</i> College / Institute / Department
	2.2. Action of the Department / College offering the course	None	2 Days	<i>Receiving Personnel</i> College / Institute / Department
	2.3. Prepare Certification for the subject being credited	None	1 Day	<i>Receiving Personnel</i> College / Institute / Department
	2.4. Forward to the Office of the Department Chairperson for action	None	1 Day	<i>Receiving Personnel</i> College / Institute / Department

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	2.5. Forward to the Office of the College Secretary or Dean's Office for approval / disapproval	None	2 Days	<i>Receiving Personnel</i> Office of the Dean
3. Claim request for Validation of Courses via pick-up or email.	3. Release request for Validation of Courses	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary / Office of Graduate Studies
<b>TOTAL:</b>		<b>NONE</b>	<b>7 Days and 25 Minutes</b>	

**Type of Service:** External

# **1. Application for Graduate Studies Program entrance examination**

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

<b>Office or Division:</b>	SOLAIR – Office of the College Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Application form</li> <li>2. Official Transcript of Records</li> <li>3. 4pcs 2x2 picture</li> <li>4. 2 recommendation letter</li> <li>5. PSA Birth Certificate</li> <li>6. PSA Marriage Contract for married</li> </ol>		SOLAIR website: solair.upd.edu.ph Requesting party  PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="http://www.solair.upd.edu.ph">www.solair.upd.edu.ph</a>	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
<b>TOTAL:</b>		P 600.00	<b>25 Minutes</b>	

**Type of Service:** External

## 2. 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.

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

For use of space/venue: Submit a request letter addressed to the Dean	For use of space/venue: Receive request letter for approval of 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>
<b>TOTAL:</b>			<b>Accommodation: 15 Minutes</b>  <b>Space/Venue: 1 Day</b>	

#### TABLE OF RATES: SOLAIR FACILITIES

VENUE / SPACE FACILITY	CAPACITY (PAX)	RATE (WHOLE DAY)	RATE (HALF-DAY)	UP RATE (WHOLE DAY)	UP RATE (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

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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
NB Rm 301	Office space 38.4 sqm	5000	3000	3500	2100
NB Rm 305	20 pax	4000	2500	2800	1750
NB Rm 306	20 pax	4000	2500	2800	1750
NB Rm 401	20 pax	4000	2500	2800	1750
NB Rm 402	20 pax	4000	2500	2800	1750
NB Rm 403	20 pax	4000	2500	2800	1750
NB Rm 404	20 pax	4000	2500	2800	1750
NB Rm 405	40 pax	6000	4000	4200	2800
NB Rm 501	30 pax	5000	3000	3500	2100
NB Rm 502	30 pax	5000	3000	3500	2100
NB Rm 503	30 pax	5000	3000	3500	2100
NB Rm 501-503	80-90	15000	8000	10500	5600
MEZZANINE		monthly rate per BCO advice P 54,331.39	N/A	N/A	N/A
<i>Additional:</i>		<i>* plus 10% 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

### 3.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.

<b>Office or Division:</b>	SOLAIR – Administrative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government, Government to Business			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished registration form 2. Seminar fee		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish registration form	1.1. Accept registration. Participants will	None	5 Minutes	<i>Administrative Assistant III</i>

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via google forms or through email	automatically receive a confirmation email.			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	Refer to table of rates below	5 Minutes	<i>Special Collecting Officer</i> Administrative Office
<b>TOTAL</b>		<b>Varies</b>	<b>25 Minutes</b>	

<b>Training Program</b>	<b>Online Mode</b>	<b>Face to Face Mode</b>
WILL Class	P 11,000.00	P 12,500.00
Certificate Course in Industrial Relations and Human Resource Management (IRHRM)	P 33,000.00	P 36,000.00
Management Development Program (MDP)	P 25,000.00	P 25,000.00

**Type of Service:** External

#### 4. 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.

<b>Office or Division:</b>	SOLAIR
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	Government to Citizen, Government to Government, Government to Business			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>TOTAL</b>		<b>None</b>	<b>3 Days, 3 Minutes</b>	

**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.

<b>Office or Division:</b>	SOLAIR – Administrative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government, Government to Business			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter or		Requesting party		
2. Properly accomplished reservation form		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	3 Minutes	<i>Senior Administrative Assistant I</i> Administrative Office
For use of space/venue: Submit a request letter addressed to the Dean	For use of space/venue: Receive request letter for approval of 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>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>
<b>TOTAL:</b>			<b>Accommodation: 15 Minutes</b> <b>Space/Venue: 1 Day</b>	

#### TABLE OF RATES: SOLAIR FACILITIES

VENUE / SPACE FACILITY	CAPACITY (PAX)	RATE (WHOLE DAY)	RATE (HALF-DAY)	UP RATE (WHOLE DAY)	UP RATE (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
NB Rm 301	30 pax	500	3000	3500	2100

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NB Rm 305	20 pax	4000	2500	2800	1750
NB Rm 306	20 pax	4000	2500	2800	1750
NB Rm 401	20 pax	4000	2500	2800	1750
NB Rm 402	20 pax	4000	2500	2800	1750
NB Rm 403	20 pax	4000	2500	2800	1750
NB Rm 404	20 pax	4000	2500	2800	1750
NB Rm 405	40 pax	6000	4000	4200	2800
NB Rm 501	30 pax	5000	3000	3500	2100
NB Rm 502	30 pax	5000	3000	3500	2100
NB Rm 503	30 pax	5000	3000	3500	2100
NB Rm 501-503	80-90	15000	8000	10500	5600
MEZZANINE		monthly rate per BCO advice P 54,331.39	N/A	N/A	N/A
<i>Additional:</i>		<i>* plus 10% 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:** 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.

<b>Office or Division:</b>	SOLAIR			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen, Government to Government, Government to Business			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
<b>TOTAL</b>		<b>None</b>	<b>3 Days, 3 Minutes</b>	