



University of the Philippines Mindanao

## CITIZEN'S CHARTER

As of January 2024



## University of the Philippines Mindanao

# CITIZEN'S CHARTER

### **I. Mandate**

Republic Act 7889 (an Act establishing UP Mindanao) has mandated UP Mindanao to offer academic programs that shall put an emphasis on science, technology and agriculture education. Further, it shall network and collaborate with other state colleges and universities in such areas which shall contribute to the development of Mindanao.

### **II. Vision**

An internationally competitive graduate, research, and public service university in Mindanao, leading in the study of arts and cultures, as well as sustainable agri- and biosystems.

### **III. Mission**

The University of the Philippines Mindanao provides indistinctive interdisciplinary education, research & development, and public engagement that are responsive and relevant to the diverse sectors in Mindanao and sustains Mindanao heritage and biodiversity through innovative sustainable systems and technologies.



## IV. Pledge

We, the officials and personnel of the University of the Philippines Mindanao, commit to:

- Adhere to the concepts of honesty, integrity, and excellence in performing our respective tasks;
- Ensure strict compliance to service standards in the delivery of our internal and external services;
- Respond to inquiries promptly, efficiently and with utmost courtesy;
- Value every client's comments, complaints and suggestions;
- Strive to continually improve our services to meet the increasing needs of our clients and stakeholders.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

### List of Services

#### University of the Philippines Mindanao

##### External Services

##### **Office of the Chancellor (OC)**

Approval for use of facilities

Approval of PR, PO, RMP, BAC Res., DV of all procurements over 100K ABC

Approval of requests for collaborations, Partnerships (with contracts, TOR, MOA/MOUs)

Awarding of contracts (public bidding, infrastructure contracts)- under P30M

Endorsement to Office of the President all contracts (public bidding-infrastructure contracts)- above P30M

Request from contractors - Payment of Mobilization, Progress Billings, Extension of Time, Variation Order, Retention Fee and Performance Bond

Submission and Compliance of Reports to COA and other Agencies

##### **Budget Office**

Fund Request with Identified Funds

Fund Request without Identified Fund Source

Obligation Request

Fund Request per Progress Billing

##### **Information Technology Office (ITO)**

Request for creation/reactivation of UP MAIL Account (revised)

Request for General Technical Support (revised)

Request to be included in the Group Mailing List (new)

Request for ITO clearance processing (revised)

Request For UP Mail/CSRS Support Services (revised)

Request for Zoom Meetings or Webinars (revised)

Request to avail of University Internet Service (revised)

Request for borrowing IT equipment (new)



Request for IT equipment evaluation (new)

Request for Domain Name Registration (new)

**Land Reservation Management Office (LRMO)**

Preparation of Documents for Processing of Payment to Suppliers

Provide Documents pertaining to the Land Reservation (maps, MOAs, Activities Conducted, etc.)

Request to Conduct Projects/Activities in the Land Reservations

Request to Conduct Training Activity in the Land Reservations – local communities

**Legal Office**

Request for Legal Clearance

Request for Legal Opinions and Assistance

**Office of Gender and Anti-Sexual Harassment (OGASH)**

Invitation to be a resource speaker for gender and anti-sexual harassment related activity

Request to conduct gender and anti-Sexual harassment related activity -student and student organizations

Request to conduct gender and anti-sexual harassment related activity - LGU and other institutions

**Office of Student Affairs (OSA)**

Borrowing of Equipment

Letter Requests for Action of OSA Director

Signing of University Clearance

**Counseling and Testing Section**

Application for SFA Online

Counseling

Issuance of Cumulative Folders to Incoming First Year Upon Enrollment

Psychological Testing to Incoming First Year Students

Psychological Testing to Students Applying for Readmission in The University

Psychological Testing to UP Mindanao Job Applicants

Referral for Psychological/Psychiatric Intervention

Request for Certification (Good Moral Character) ‘

**Health Services Section (HSS)**

Interpretation of Annual Physical Examination Results of Employees

Issuance of An Excuse Slip / Medical Certificate

Issuance of Medical Clearance Upon Enrollment

Medical Referral

Patient Consultation / Admission

Request for Medical Treatment

Request for Medicine

**Scholarships and Financial Assistance Section (SFAS)**

Application for Socialized Tuition System (STS) Appeals Online

Submission of Application for Student Assistantship Program

Submission of Manual application for Private Scholarships

**Student Housing Section (SHS)**



Application of Dormitory Residency  
Approval of Letter Request  
Borrowing of Dormitory Equipment / Appliances  
Endorsement of Letter of Appeal  
Issuance of Permits  
Issuances of Certificates  
Issuances of Charge Slips / Monthly Billing  
Reservation for Transient  
Signing of OSA Clearance

***Student Organizations and Activities Section (SOAS)***

Application for Recognition of Student Organizations  
Approval for Posting of Publicity Material  
Approval to Hold Student Organization's Activities  
Certification as Adviser / Co-Adviser of a Recognized Student Organization  
Certification as Member of a Recognized Student Organization

***Public Relations Officer***

Production of Feature Story (About 1,000 Words) For Media and Website  
Production of Write-Up (About 400 Words) For Media and Website

***Technology Transfer and Business Development Office (TTBDO)***

Request for IP Protection (Copyright) (revised)  
Request for IP Protection (Patent / Utility Model) (revised)  
Request for Use of UP Trademark (revised)  
Request for Technology Assessment and Evaluation  
Application for Concessionaire (new)

***Ugnayan Ng Pahinungód UP Mindanao***

Request for Volunteer Services – within UP Mindanao  
Request for Volunteer Services – outside UP Mindanao  
Request for Volunteer Services – NGO

**Office of The Vice Chancellor for Academic Affairs (OVCAA)**

***Center for the Advancement of Research in Mindanao (CARIM)***

Acceptance of Article for Banwa Publication  
Certifications/Data Requests from the Office of Research: Review/Verifications,  
And Other Inputs from Internal Clients  
Preparation of Payment for Suppliers  
Requests for CARIM Comments on Various Issues/Concerns  
Issuance of Certification

***Office of Extension and Community Service (OECS)***

Request for Extension and Public Service Data  
Request for The Conduct of Continuing Education, Training and/or Capability-Building

***Office of The University Registrar (OUR)***

Authentication of Academic Credentials  
Cross Registration  
Evaluation of Application for Transfer  
Issuance of Certifications



Issuance of English Translation of Diploma

Issuance of Official Transcript of Records (revised)

Replacement of Lost Diploma

Replacement of Lost Student Id Card

Verification of Student Records

**University Library**

*Administrative Services, Plant Management, and Economic Development Division (ASPMEDD)*

Signing of Library Clearance

*Collection Management & User Services Division (CMUSD)*

Registration of Students, Faculty, Admin Staff, Borrowing of books, Online Library Services

*Media and Indexing Division*

Use of Library Education Multi-Media Information Technology Office (LEMITO) for theatre, paper and class presentation

*Metadata and Resources Development Division (MRDD)*

Cataloging, Classification, Bibliography, Metadata, Collection Development, for External Transactions Gifts and Exchange to DACUN & MASTSLiNet

*Network and Information Services Division (NISD)*

Use of PCs to access Library e-Resources

*Scholarly Communication, Academic Research, Extension and Development (SCARED)*

Information Services & Dissemination, User Education, Research, Publications

**Office of the Vice Chancellor for Administration (OVCA)**

Request for funds (travel, meals, activity, supplies, transportation, etc.)

Request for repairs and maintenance of university facilities / vehicle

Request of informal settlers to cut trees and/or to repair dwellings

Request payment for services (janitorial and security)

Request payment of utilities (PLDT, DCWD, Meralco, Manila Water, Guest House rental, water purifier rental)

Request payment of utilities for various DLPC accounts (11 accounts)

Request to hire personnel (NGS)

Reservation of room at UP Min Guest House by non-UP employees

Reservation of room at UP Min Guest House by UP constituent

Reservation of university vehicle for official use

Use of university facilities / equipment by Committees / Units / Projects

Use of university facilities / equipment by recognized student organizations

Use of university facilities / equipment by student organizations

Verification of CCTV footage

**Campus Planning and Development Office (CPDO)**

Preparation of Documents for Processing of Payment to Suppliers

Preparation of Documents for Processing of Payment to Contractors/Service Providers

Review of Architectural/Engineering Plans of Infrastructure Projects





**Cash Office**

Issuance of official receipt for various fees

Releasing of Check Payments

**Physical Plant Office (PPO)**

Preparation of Documents for The Payment of Office Supplies, Materials & Equipment for Repair & Maintenance of Buildings and Grounds

Preparation of Documents for The Payment of Progress Billings for Repair and Maintenance Projects

**Supply and Property Management Office (SPMO)**

**Bids and Awards Committee (BAC) through BAC Secretariat**

Preparation of Documents for Payment to Supplier (Goods)

Purchase of Bid Documents for Public Bidding

Request for Refund of Bid Security and Performance Bond

**College of Humanities and Social Sciences (CHSS)**

**Office of the College Secretary (OCS)**

Acceptance of complete requirements for evaluation to Graduate Programs, Diploma in Urban and Regional Planning/Master in Urban and Regional Planning

**Office of The Dean (OD)**

Receipt of Request for International Travel for Faculty and REPS Personnel

Receipt of Student Request for Local Travel with Fund Request

Preparation of basic paper for the new faculty members

Payment for Supplier (Labor services)

Payment for Supplier (Goods)

Payment for Varsity and Dance Ensemble Training Allowance

**College of Science and Mathematics (CSM)**

**Office of the Dean (OD)**

Processing for Request for College Funds in support for Student Activities

Processing for Requests for Visits to CSM

Processing of Clearance of CSM Graduating students for the Dean's Signature

Processing of Dean's Clearance for CSM Students requesting for Diploma

Processing of Approval of Room Use (CSM) for Activities of Student Organization

Processing of Certificate of Good Moral for Students/Alumni

Processing of Returning of Borrowed Equipment and Materials of Student Organization

**Department of Biological Sciences and Environmental Studies (DBSES)**

Service to Other Clients

**Department of Food Science and Chemistry (DFSC)**

Assistance to non-UP Mindanao constituents

**School of Management (SOM)**

**Office of the College Secretary (OCS)**

Processing of Application for Graduate Programs (Masteral)

Processing of Application for PHD Program

**Internal Services**

**Office of the Chancellor (OC)**

Approval of Appointment and Issuance of Notice of Appointment



Approval of Payroll, DV and Checks  
Approval of Request for Funding  
Approval of request for funding of Detailed Architectural and Engineering Design (DAED) of proposed Infrastructure Project  
Endorsement to UPS for sabbatical, tenure, waiver of tenure rule, etc.  
Request Conduct of University Activity  
Request Endorsement for Scholarship/Fellowship/Award/Grant  
Request Permission for Local Travel  
Request Travel Endorsement for International Travel

***Office of Gender and Anti-Sexual Harrassment***

Anti-Sexual Harassment complaint for formal complaint  
Anti-Sexual Harassment complaint for non-formal  
Borrowing of equipment and books  
Fund request to attend training/seminar/forum and conferences outside Davao City with gender and anti-sexual harassment related activity  
Invitation to be a resource speaker for gender and anti-sexual harassment related activity  
Request for official travel to attend training/seminar/forum and conferences outside Davao City with gender and anti-sexual harassment related activity.  
Request funding for gender and anti-sexual harassment related activity

***Public Relations Officer***

Production of Monthly Reports (About 9 Pages) For the President's Advisory Council Updating of Existing Website Content  
Updating of Existing Website Content

***Records Management Improvement Committee (RMIC)***

Request for Inactive Records  
Clearance of the Borrowed Records

***Office of The Vice Chancellor for Academic Affairs (OVCAA)***

Endorsement of Conduct of Academic Activities  
Endorsement of Request for Research/Creative Work Load Credit  
**Endorsement of Request for Travel with Identified Fund Source (revised)**  
**Endorsement of Request for Travel with Request for Funds (revised)**  
Endorsement of Student Requests  
Endorsement of Travel Requests – Class Field Trip  
Endorsement of Travel Requests – Research Dissemination

***Center for the Advancement of Research in Mindanao (CARIM)***

Endorsement of Financial Report/s And Other Deliverables for Internally-Funded Researches  
Endorsement of International Publication Award  
Endorsement of Research Proposals for Enhanced Creative Work and Research Grant  
Endorsement of Research Proposals or Enhanced Creative Work and Research Grant - Chancellor Approval  
Endorsement of Research Proposals for External Funding  
Endorsement/Approval of Research Proposals for In-House Research Grant  
Endorsement of Travel Request Related To R&D





Request for CARIM Assistance to University Events/Activity

Request for CARIM Materials and Equipment

***Interactive Learning Center (ILC)***

Coordination, Monitoring, And Evaluation of The GE Program

Development and Implementation of Programs for Enhancement of Teaching and Learning Among Faculty Members and Students of The University

Providing Assistance to Faculty and Students with Regards to Teaching and Learning Environment

Request for Signing of Clearance for Faculty and Personnel

Request for signing of Clearance For Students And Alumni

Request For Use Of Facilities (Room Use)

Request for GE Enrollment

Request for GE change password

Request For LMS Account/Activation Creation

Request for Arcgis, and OPENATHENS Account Activation

Request For OPENATHENS And LMS One-On-One Orientation

Request for Borrowing of Equipment (Projector, Amplifier)

Request For Adding and Removal Of Students/Teaching Personnel To LMS Course

Request for Video Lecture Shoot

Study Hub

Peer Tutorial

***Accounting Office***

Generation of Subsidiary Ledgers for Externally-Funded Research Projects

Issuance of Payslip (Job Orders)

Preparation of Documents for Payment of First Salary (Multistage Process)

Preparation of Documents for Payment Of Last Salary And On-Hold Receivables (Multistage Process)

Processing of Liquidation Reports

Processing of Payment for Contractors, and Suppliers through LDDAP-Ada-Multi-Stage Process

Processing of Payment for Suppliers (Fund 184 Research Projects)-Multi-Stage Process

Processing of Payment for Suppliers (Gf-101 & Rf-164) – Multi-Stage Process

Processing of Payment for Various Transactions (Fund 184 Research Projects) – Multi Stage Process

Processing of Payment for Various Transactions (Gf-101 & Rf-164)-Multi-Stage Process

Reissuance of Payslip And Certified Payslip

Request for BIR 2307 Or 2306

Request for Retrieval and Copy of Bir Form 2303 And Previously Released Bir Form 2316, 2307 And 2306

Request of Certification for GSIS Loan Payments, HDMF Loan Payments, Provident Contribution and Loan Payments, And Certification of Maintaining Above Minimum Net Pay - For Computer Loan

Request of Certification for GSIS, HDMF Contribution and Certificate of Last Salary Received

Request of Certification for Philhealth Contribution



Signing of Employee Clearance, And Student Loan Application

***Human Resource Development Office (HRDO)***

Application for Leave of Absence

Application for the Authority to Travel Abroad (Endorsement Certificate)

Processing of the E-HOPE Claims

Request for a UIS account

Request for a UP Email

Request for Certificate of Employment and Compensation

Request for PhilHealth Claim Signature Form (CSF)

Request for Resetting of UIS Account Password

Request for Service Records

Request for Temporary UP ID/ARTA ID for Non-Government Workers (NGWs)

***Physical Plant Office (PPO)***

Preparation of Cost Estimates, Plans & Technical Specifications for Major Repair Projects Within the Campus

Preparation of Detailed Cost Estimates for Minor Repairs

***Supply and Property Management Office (SPMO)***

Issuance of Employee Clearance

Processing of Purchase Requests Involving Amounts of P50,000.00 And Below

Processing of Purchase Requests of Goods Not Available at the Stockroom – Above P50,000.00 But Less Than or Equal to P100,000.00

Processing of RIS (Stocks Not Available At Stockroom)

Request for Assistance for Supply, Property and Campus Management

Information System (SPCMIS)

Request of Supplies Available at Stockroom

***College of Humanities and Social Sciences (CHSS)***

***Office of The Dean (OD)***

Preparation of basic paper for the Renewal of Appointment of UP Contractual Non-Teaching Staff

Preparation of basic paper for the Renewal of Appointment of Faculty Member

Receipt of request to Conduct College/Project Off- Campus Activity with Fund Request and Students' Involvement

Receipt of request to Conduct College/Project Activity Within the Campus Using University/College Funds and with Students' Involvement

Receipt of Request to Conduct of Experiential Learning Activity (ELA)

Approval of Request for Research and Creative Works Load Credit - 3.0 Units

Receipt of Request for Research and Creative Works Load Credit - more than 3 units

Approval of Request for Study Load Credit - 3.0 Units

Approval of Request for Study Load Credit - more than 3 units

Receipt of Request for Local Travel with Fund Request (Faculty and REPS Personnel)

Payment for Honorarium of Coaches and Building Administrators

Reimbursement for Activity or Supplies

Reimbursement of Travel



Receipt of Travel Request to Present Paper/ Research To Conferences (Faculty and Non-Teaching Staff)

**College of Science and Mathematics (CSM)**

**Office of the College Secretary (OCS)**

Application for Leave of Absence (LOA)

Processes Evaluation for Validation of Courses for Credit of Transfer Students

Processes Payment for Teaching Overload Honoraria

Processing of Extension of Residence

**Office of the Dean (OD)**

Answering of Inquiries

Preparation of Budget Proposal

Processing for Approval of Request for Funds for Local expenses for International Travel of Faculty Members

Processing for Approval of Request for Funds for Local Travel of Faculty Members

Processing for Local Travel of Faculty Members

Processing for Local Travel of Project Leader and/or Project Staff (Field Work)

Processing for Payment for Salary of Lecturer

Processing for Payment for Supplier – Equipment/s and or Materials

Processing for Payment of Honorarium for Project Leader, Project Staff, and Consultant

Processing for Release of Grants or Awards

Processing for Payment of Services for Payment Services for Non-Government Service – NGS

Processing for request for conduct of project activity using project funds

Processing of Borrowing of Equipment and Materials of Student Organization

Processing of CSM Requests for Funding for Research Proposals or Application for Grants/Awards

Transmittal of Document/s to various concerned offices

**Department of Biological Sciences and Environmental Studies (DBSES)**

Accounting the Borrowed Laboratory Materials, Instruments and Equipment

Answering of Inquiries

Checking of Returned Laboratory Materials, Instruments and Equipment

Checking of Student Deficiencies and Signing of Student Clearance (Department Level)

Dispense of Laboratory Materials for Field and Lab Experiments

Procurement of Laboratory Manuals, Lab Gowns and Consumable

Sterilization and Decontamination

**Department of Food Science and Chemistry (DFSC)**

Approval and assistance for overtime lab work

Approval for Lending of equipment, facilities and high-end computers

Approval for University Clearance

Check-in borrowed laboratory wares

Clearance Services at Department Level

Dispense lab wares, chemicals, and reagents

Evaluation of RLC



Evaluation of RLC applications at department level  
Evaluation of student transferee/shiftee application (i.e., transferring or shifting to the BSFT program)  
Lending of equipment  
Online department clearance (Laboratory deficiencies)  
Prepare customized formulations of chemicals and reagents as needed in the lab experiments

***Department of Mathematics, Physics, and Computer Science (DMPCS)***

Approval of Student Thesis Proposal/ Manuscript  
Approval of Travel Request  
Assistance in Fieldwork of The Faculty and Students  
Job Application  
Validation exam/evaluation of application for transfer of course, program

***School of Management (SOM)***

***Office of the College Secretary (OCS)***

Application for Shifting  
Processes Payment for Teaching Overload Honoraria  
Processing of Extension of Residency  
Processing of Leave of Absence  
Request for Certification (College Based)  
Request for Completion/Removal  
Request for Dropping of Subject/s  
Request for Excuse for Absence  
Request for International Travel of Faculty and REPS Personnel funded by other agency/No expense from the University  
Request for International Travel of Faculty and REPS Personnel to present paper in Conferences with Fund Request I  
Request for Local Travel funded by another Agency/No expense from the University  
Request for Local Travel of Administrative Personnel to participate in training/seminar with Fund Request  
Request for Local Travel of Faculty and REPS Personnel to participate in training/seminar with Fund Request  
Request for Local Travel of Faculty and REPS Personnel to present paper in Conferences with Fund Request  
Request for local travel of students to participate training/seminar with funding request

***Office of the Dean (OD)***

Conduct of Research Project activity outside Davao City using project funds  
Contract of Service for Project Staff  
Facilitate other requests  
Issuance of Certificate of Employment for Project Staff  
Issuance of Officer-in-Charge Memorandum  
Payment to Supplier  
Processing of Application for Readmission  
Reimbursement of travel expenses



Request of Administrative Personnel to participate in training/seminar with Fund Request

Request of Faculty and REPS Personnel to participate in training/seminar with Fund Request

Request to conduct Experiential Learning Activities (ELA) of students (e.g. field trip/exposure)

Use of equipment/property

Use of room/facilities

## **University of the Philippines Mindanao**

### **External Services**



## Office of the Chancellor

Approval for use of facilities

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN; G2G – GOVERNMENT TO GOVERNMENT; G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	All UPMIN Employees, Unit and partner institutions- public and private			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request (1 Original) Reservation Forms (1 Original) Endorsement (1 Original)		Requesting Party OC/OVCA OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request and/or accomplished reservation forms 2. OVCA endorses request	1.1. Receives request and forms; make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.1. Endorse request to Reviewing Officer		30 mins	Records Filer
	2.1 Reviews request in compliance with applicable university policies to merit approval. 2.2 Makes research notes for Chancellor's reference 2.3 Puts sign tabs on pages for signature 2.4 Endorse the request to the Chancellor for Action		3.5 hours	Administrative Officer V





	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer		3 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.3. Endorses to Receiving officer for release.		1.5 hours	Administrative Officer V
1. Requesting unit receives approved request and coordinate with OVCA for payment of applicable fees and issuance of permit	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases approved request		30 mins	Records Filer
	<b>Total</b>		<b>3 days</b>	

Approval of PR, PO, RMP, BAC Res., DV of all procurements over 100K ABC

This service is for the payment of procurement of services and goods.

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	Government Entity, Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All procurement forms (1 Original)		SPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End user submits PRs and corresponding forms to SPMO.  2.SPMO performs procurement process up to issuance of notice of awards	1.1. Receives Notice of Award and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer	None	30 mins	Records Filer
	1.1. Reviews request in compliance with applicable university policies to merit approval.	None	1.5 day	Administrative Officer V



	1.2. Makes research notes for Chancellor's reference 1.3. Puts sign tabs on pages for signature 1.4. Endorse the request to the Chancellor for Action			
	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	3 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	1.5 hours	Administrative Officer V
SPMO serves NOA to winning supplier/service provider	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases NOA to SPMO	None	30 mins	Records Filer
	<b>Total</b>		<b>7 days</b>	

Approval of requests for collaborations, Partnerships (with contracts, TOR, MOA/MOUs)

This service is for the payment of procurement of services and goods.

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	Government Entity, Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All procurement forms (1 Original)		SPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End users submits PRs and corresponding forms to SPMO.  2.SPMO performs procurement process up to issuance of notice of awards	1.1. Receives Notice of Award and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer	None	30 mins	Records Filer



	1.1. Reviews request in compliance with applicable university policies to merit approval. 1.2. Makes research notes for Chancellor's reference 1.3. Puts sign tabs on pages for signature 1.4. Endorse the request to the Chancellor for Action	None	1.5 day	Administrative Officer V
	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	3 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	1.5 hours	Administrative Officer V
SPMO serves NOA to winning supplier/service provider	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases NOA to SPMO	None	30 mins	Records Filer
	<b>Total</b>		<b>7 days</b>	

Awarding of contracts (public bidding, infrastructure contracts)- under P30M

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Suppliers and Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contracts and attachments (1 Original)		SPMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SPMO performs procurement process requirements up to the issuance of Notice to Proceed, then submits the draft contract with Legal Clearance to the Chancellor	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in document in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer	None	30 mins	Records Filer



	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Makes research notes for Chancellor's reference 2.3. Puts sign tabs on pages for signature 2.4. Endorse the request to the Chancellor for Action	None	1.5 day	Administrative Officer V
	3.1. Chancellor acts on request 3.2. Gives request to reviewing officer	None	3 days	Chancellor
	4.1. Takes note of the Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	1.5 days	Administrative Officer V
SPMO endorses contract to winning bidder for signature and notarization	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases documents to SPMO	None	30 mins	Records Filer
	<b>Total</b>		<b>7 days</b>	

Endorsement to Office of the President all contracts (public bidding - infrastructure contracts) - above P30M

This refers to transactions involving infrastructure projects which require approval of the UP President as it is beyond the delegated authority of the Chancellor.

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G, G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts (1 Original)		Office of Chancellor		
Legal Clearance with Summary of Contract (1 Original)		Legal Office		
BAC documents (1 set original)		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits signed and notarized contract to SPMO	1. SPMO endorses signed and notarized contract to legal 2. Legal Office prepares Summary of Contract for signature of the Chancellor	None	Pause clock	Records Filer



	3.1. Receives documents and make initial assessments based on completeness 3.2. Log-in document in Incoming Logbook. 3.3 Log request in Document Tracking System 3.4. Stamps Receive document 3.5. Endorse request to Reviewing Officer		4 hours	
	3.6. Reviews request in compliance with applicable university policies to merit approval. 3.7. Prepares Endorsement Letter to UPS 3.8. Puts sign tabs on pages for signature 3.9. Endorse the request to the Chancellor for Action	None	4 hours	Administrative Officer V
	3.10 Chancellor signs on Letter 3.2. Gives letter to reviewing officer	None	2 days	Chancellor
	4.1 Takes note of the Chancellor's action. 4.2. Endorses to Records filer for release.	None	4 hours	Administrative Officer V
	4.3 Scans the letters for file 4.4 Logs the action on outgoing logbook and in the DTS 4.5. Send to UPS the MOA with endorsement letter	None	4 hours	Records Filer
	5. BOR Approval of Contract	None	15 days	
Client receives a copy from SPMO	6. OC receives copy of BOR-approved contract and releases a copy to SPMO and Legal		1 day	
	<b>Total</b>		<b>20 days</b>	

Request from contractors - Payment of Mobilization, Progress Billings, Extension of Time, Variation Order, Retention Fee and Performance Bond

This service is in response to requests from COA and other agencies for reports and information.

<b>Office or Division:</b>	Office of the Chancellor	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS, G2C - GOVERNMENT TO CITIZEN	
<b>Who may avail:</b>	Contractors	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Requests (1 Original)		Requesting Unit



Endorsement (1 Original)		CPDO/OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contractors submit request	1. CPDO reviews and endorses 2. End-user endorses 3. VCA endorses and submit to OC	None	Pause clock	
	4.1. Receives request and make initial assessments based on completeness 4.2. Log-in document in Incoming Logbook. 4.3. Log request in Document Tracking System 4.4. Stamps Receive document 4.5. Endorse request to Reviewing Officer	None	4 hours	Records Filer
	5.1. Reviews request in compliance with applicable university policies to merit approval. 5.2. Puts sign tabs on pages for signature 5.3. Endorse the request to the Chancellor for Action	None	4 hours	Administrative Officer V
	6.1. Chancellor acts on request 6.2. Gives acted on request to reviewing officer	None	3 days	Chancellor
	7.1 Takes note of the Chancellor's action. 7.2. Endorses to Receiving officer for release.	None	4 hours	Administrative Officer V
	8.1. Scans the letters for file 8.2. Logs the action on outgoing logbook and in the DTS 8.3. Releases acted request to CPDO for action	None	4 hours	Records Filer
Contractor receives check from Cash Office	9.1 CPDO Processes payment	None	Pause Clock	
	<b>Total</b>		<b>5 days</b>	

#### Submission and Compliance of Reports to COA and other Agencies

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification:</b>	Complex to Highly Technical
<b>Type of Transaction:</b>	G2G - Government to Government





<b>Who may avail:</b>		Administrators of concerned agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Memo from COA/other Agencies (1 Original)		COA Resident Auditor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter request/notice for report	1.1. Receives request 1.2. Log-in document in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer	None	4 hours	Records Filer
	2.1. Reviews Request 2.2. Issues acknowledgement letter to requesting client 2.3. Prepares report 2.4 Endorse the request to the Chancellor for Action	None	3 days and 4 hours	Administrative Officer V
	3.1. Chancellor acts on request giving instruction on appropriate unit/employee to prepare response 3.2. Gives acted on request to reviewing officer	None	2 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2 Endorses to Receiving officer for release.	None	4 hours	
2. Client received copy of report	5.1 Scans the letters for file 5.2 Logs the action on outgoing logbook and in the DTS 5.3 Releases report to client	None	<b>4 hours</b>	
	<b>Total</b>		<b>7 days</b>	



## Budget Office

### Fund Request with Identified Funds

This serves as a guideline for the request of faculty, reps, students, and clients in the realization of their proposed project/activities.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Faculty, REPS, Staff, Student, Clients</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to the Chancellor, endorsed by the Unit Head/College Deans/Vice Chancellors; statement of amount and fund source;			Requesting unit	
2. Fund monitoring;				
3. Approved line item budget of projects such as: API, Internal Research Fund, PSI Fund, LRMO, CPDO, etc.				
4. Travel Order/Itinerary of travel. if applicable				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Fund Request duly endorsed by the Unit Head/ College Deans & Vice Chancellors	1.1 Received Fund Request with supporting documents	None	2 hours	Junior Utility Worker 1
	1.2 Log-in the received Fund Request to the Monitoring book. And forward to the Chief of Budget		2 hours	Junior Utility Worker 1
	1.3 Validation of claims		1 day	Chief of Budget
	1.4 Scanned Documents and reference numbering for future reference		2 hours	Junior Utility Worker 1
Check status of request with the Chancellor's Office	1.5 Forward to the Chancellor's Office for Approval or Disapproval		2 hours	Junior Utility Worker 1
	<b>Total</b>		<b>2 days</b>	

### Fund Request without Identified Fund Source

This serves as a guideline for the request of faculty, reps, students, and clients in the realization of their approved project allocation.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Faculty, REPS, Staff, Student, Clients</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to the Chancellor, endorsed by the Unit Head/College Deans/Vice Chancellors; statement of amount; Letter request addressed to the Chancellor			Requesting unit	
CLIENT STEPS	AGENCY ACTIONS	FEE TO	PROCESSING TIME	PERSON RESPONSIBLE



		<b>BE PAID</b>		
1. Submit Fund Request duly endorsed by the Unit Head/ College Deans & Vice Chancellors	1.1 Received Fund Request with supporting documents	None	2 hours	Junior Utility Worker 1
	1.2 Log-in the received Fund Request to the Monitoring book. And forward to the Chief of Budget		2 hours	Junior Utility Worker 1
	1.3 Validation of claims		1 day	Chief of Budget
	1.3 Refer to the Chancellor for approval/disapproval.		Pause clock	Chief of Budget
	1.4 Receives Chancellor's action		2 hour	Junior Utility Worker 1
	1.5 Budget clearance.		1 day	Chief of Budget
	1.6 Return to requesting unit		2 hours	Junior Utility Worker 1
	<b>Total</b>		<b>3 days</b>	

### Obligation Request

This serves as a guideline for the request of faculty, reps, students, and clients in the realization of their approved project allocation.

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>	Budget Office
	Simple
	G2C - Government to Citizen
	Faculty, REPS, Staff, Student, Clients
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Obligation Request and Status/ Budget Utilization Request (ObR/BUR) certified by the Unit Head (4 copies for cash advance & 3 copies for other transactions)	Requesting unit
2. Approved fund request (except if source of fund is from Units/College MOOE Allotment)	Office of the Chancellor/College Dean
3. Fund monitoring	Requesting unit
ADDITIONAL REQUIREMENTS FOR DIFFERENT TRANSACTIONS:	
4. For Travel : Reimbursement	



4.1 Approved travel order & itinerary of travel 4.2 Summary of Travel Expenses (add 1 copy for Budget Office) 4.3 Boarding Pass/ Terminal fee tickets 4.4 RER's; Official Receipts	Office of the Chancellor/College Dean Personnel requesting reimbursement
5. For Travel: Cash Advance	
5.1 Approved travel order & itinerary of travel with fund source 5.2 <b>Activity Design, if applicable</b>	Office of the Chancellor/College Dean
6. For Other Transactions: Reimbursement/ Replenishment	
6.1 Summary of Expenses (add 1 copy for Budget Office) 6.2 Purchase Request (add 1 copy for Budget Office) 6.3 Official Receipts; Cash Invoice; RER's	Requesting Unit
7. For Other Transactions: Cash Advance <b>for Annual/Special Projects/Activities</b>	
7.1 <b>Approved Activity design with LIB and fund source</b> 7.2 Purchase request (add 1 copy for Budget Office)	Requesting Unit
8. For Utility Bills/ Services/ Rental	
8.1 Statement of Accounts; Billing Statement	Requesting Unit
9. Payment for Salaries	
9.1 Appointment 9.2 Contract of Service 9.3 Certificate of Service; Daily Time Record 9.4 Payroll if two or more recipients (add 1 copy for BudgetOffice)	Requesting unit
10. <b>Payment for Honorarium (Addtl assignment)</b>	
10.1 Appointment 10.2 Payroll (add 1 copy for Budget Office)	Requesting unit
11. For Purchase Order of <b>various goods/services</b>	
11.1 Purchase Request (add 1 copy for Budget Office) 11.2 Request for Quotation 11.3 Abstract of Quotation 11.4 Purchase Order (add 1 copy for Budget Office)	Requesting

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request with supporting documents	1.1 Receive ObR and check the completeness of the documents <b>and forward the same to the delegated personnel for the processing of ObR</b>	none	2 days	Junior Utility Worker
	1.2 Log-in the received ObR to the Monitoring book.			Admin Aide 1
	1.3 <b>Analyze obligation request (identification of fund source; determination of MFO category; indicate nature of expense and code)</b>			Admin Aide 1



	1.4 Assign OBR/BUR series number			Admin Aide 1
	1.5 Journalized transaction to the UIS Program			Admin Aide 1
	1.6 Posting of total expenses to the fund monitoring			Administrative Assistant IV
2. Monitor and approved UIS Unit Head	1.7 UIS Approval		Paused clock	Units/College Approver
	1.8 UIS Approval			Administrative Assistant
	1.9 Forward the ObR to the Chief of Budget for the Certification of Allotment and UIS Approval		1 day	Chief of Budget
3. Check history status at the UIS	1.10 Forward to Accounting Office for signature of the Accountant			Junior Utility Worker
	<b>Total</b>		<b>3 Days</b>	

**Fund Request per Progress Billing – (new)**

This serves as a guideline for the request of faculty, reps, students, and clients in the realization of their approved project allocation.



### Fund Request per Progress Billing – (new)

This serves as a guideline for the request of faculty, reps, students, and clients in the realization of their approved project allocation.

<b>Office or Division</b>	Budget Office			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Faculty, REPS, Staff, Student, Clients</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to OVPPF endorsed by the Chancellor, statement of account, contract/PO			Requesting unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Fund Request duly endorsed by the Unit Head/ College Deans & Vice Chancellors	1.1 Received Fund Request with supporting documents	None	2 days	Junior Utility Worker 1
	1.2 Log-in the received Fund Request to the Monitoring book. And forward to the Chief of Budget			Junior Utility Worker 1
	1.3 Validation of Claim			Chief of Budget
	1.3 Refer to the Chancellor for approval/endorsement		Pause clock	Chief of Budget
	1.4 Receives Chancellor's action		1 day	Junior Utility Worker 1
	1.5 Upload to DRS of Fund Request per Progress billing			Junior Utility Worker 1
	1.6 Email copy of Fund Request to UP System			Chief of Budget
	1.7 UPSystem processing of FCM		Pause clock	UP System
	1.8 Receipt of FCM via UP Budget Transaction System		1 hour	Admin Aide
	1.9 Forward copy of FCM to unit concerned for processing of obligation			Admin Aide
	<b>Total</b>		<b>3 days</b>	

### Information Technology Office (ITO)

#### Request for creation/reactivation of UP Mail Account (Revised)

This serves as a guideline for creating or reactivating UP email accounts.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)
<b>Classification:</b>	Simple
	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)





<b>Type of Transaction:</b>		All UP Mindanao Personnel and Project Staff (subject to HRDO confirmation) and Students (subject to OUR/OCS confirmation)		
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Mindanao Identification Card		OUR (for students) or HRDO (for UP Mindanao personnel and project staff)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Secure endorsement from the HRDO (for employees) and OUR (for students)	1.1. Verify the validity of the endorsement	None	5 minutes	<i>UP Mail In-Charge</i> ITO
2. Present or send the following information to <a href="mailto:ito.upmindanao@up.edu.ph">ito.upmindanao@up.edu.ph</a> :  <ul style="list-style-type: none"> <li>● Complete name</li> <li>● Attachment: UP Mindanao ID</li> </ul>	2.1. Acknowledge receipt of the request	None	5 minutes	<i>UP Mail In-Charge</i> ITO
	2.2. Verify the authenticity of the given identification card	None	5 minutes	<i>UP Mail In-Charge</i> ITO
	2.3. Verify the availability of the student/ employee's email in the admin dashboard	None	5 minutes	<i>UP Mail In-Charge</i> ITO
	2.4. Create the UP Mail / reactivate the old account if the client is a previous holder	None	10 minutes	<i>UP Mail In-Charge</i> ITO
	2.5. Release the UP Mail to employee / student via alternative email address	None	5 minutes	<i>UP Mail In-Charge</i> ITO



	<b>Total Processing Time</b>	<b>35 minutes</b>	
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**Request to be included in the Group Mailing List (new)**

This is a guideline for the requests to be included in the UP Mindanao group mailing lists.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)			
<b>Who may avail:</b>	All UP Mindanao Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request		Requesting Party		
Valid ID		Requesting Party		
Employee number		HRDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPON SIBLE</b>
1. Send a request to <a href="mailto:ito.upmindanao@up.edu.ph">ito.upmindanao@up.edu.ph</a> , including the following: <ul style="list-style-type: none"> <li>• Name and designation</li> <li>• Employee number</li> <li>• Valid ID</li> <li>• Office/Unit/Department</li> </ul>	1.1. Acknowledge receipt of the request	None	5 minutes	<i>Group Mail In-charge</i> ITO
	1.2. Render decision on the request	None	1 day (paused-clock)	<i>ITO Director</i> ITO
	1.3. Verify the authenticity of the given identification card	None	2 minutes	<i>Group Mail In-charge</i> ITO
	1.4. Add UP Mail to the appropriate mailing groups	None	3 minutes	<i>Group Mail In-charge</i> ITO
	1.5. Update the client on the status of the request	None	5 minutes	<i>Group Mail In-charge</i> ITO



	<b>Total Processing Time</b>	<b>1 day and 15 minutes</b>	
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**Request For UP Mail/CSRS Support Services (revised)**

This serves as a guideline for the request for UP Mail and CSRS technical support including the following: UP Mail password reset, UP Mail backup verification code, and CSRS password reset.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)			
<b>Who may avail:</b>	All UP Mindanao Personnel and Project Staff (subject to HRDO confirmation) and Students (subject to OUR/OCS confirmation)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Mindanao Identification Card		OUR (for students) or HRDO (for UP Mindanao personnel and project staff)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send an email to <a href="mailto:ito.upmindanao@up.edu.ph">ito.upmindanao@up.edu.ph</a> or fill out the request form: <a href="https://bit.ly/UPMAILnCSRSrqst">https://bit.ly/UPMAILnCSRSrqst</a> • Attachment: UP Mindanao ID	1.1. Acknowledge receipt of the request	None	2 minutes	UP Email/CSRS In-Charge ITO
	1.2. Verify the authenticity of the given identification card	None	2 minutes	UP Email/CSRS In-Charge ITO
	1.3. Search the name of the student/employee in the UP Mail/CSRS admin dashboard	None	5 minutes	UP Email/CSRS In-Charge ITO
	1.4. Retrieve the backup verification code and/or reset the password	None	5 minutes	UP Email/CSRS In-Charge ITO



	1.5. Release the backup verification code or password to the employee/student via the alternative/UP Mail email address	None	3 minutes	UP Email/CSRS In-Charge  ITO
	<b>Total Processing Time</b>		<b>17 minutes</b>	

### Request for Zoom Meetings Or Webinars (revised)

This serves as a guideline for requesting Zoom meetings or webinars.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)			
	Complex			
	<b>Classification:</b>	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)		
		All UP Mindanao Personnel, Project Staff		
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Mindanao Identification Card		Request an email		
All UP Mindanao Personnel, Project Staff		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Completely fill out Google Form: <a href="https://ito.upmin.edu.ph/zoom-request/">https://ito.upmin.edu.ph/zoom-request/</a> indicating the following information:	1.1. Acknowledge receipt of the request	None	2 minutes	ZOOM WEBINAR in-charge  ITO
	1.2. Verify the request fill-up in Google form.	None	5 minutes	ZOOM WEBINAR in-charge  ITO



<ul style="list-style-type: none"> <li>● Name of the Activity</li> <li>● Type of setup (meeting or webinar)</li> <li>● Zoom Description</li> <li>● Date &amp; Time of the Activity</li> <li>● Alternate host/s &amp; email addresses</li> <li>● Name of the Requester</li> <li>● Email of the Requester</li> <li>● Office/Unit of the Requester</li> <li>● Support Needed</li> </ul>	1.3. Check the availability of the Zoom webinar account	None	10 minutes	ZOOM WEBINAR in-charge ITO
	1.4. Confirm and Approve the Zoom Request	None	5 minutes	ITO DIRECTOR ITO
2. Completely filled up the Zoom Setup form	2.1. Confirm & replied to the Zoom request.	None	10 minutes	ZOOM WEBINAR in-charge ITO
3. Request for webinar Live Streaming	3.1. Check the availability of the FB Page or YouTube Account	None	5 minutes	ZOOM WEBINAR in-charge ITO
	3.2 Confirm and approve the request	None	5 minutes	ZOOM WEBINAR in-charge ITO
4. Request for Autosend of E-certificates	4.1. Acknowledge receipt of the request	None	2 minutes	ZOOM WEBINAR in-charge ITO
	4.2. Confirm and approve the request	None	2 minutes	ZOOM WEBINAR in-charge ITO



	4.3. Request to be one of the collaborators in the evaluation form, request to provide and send the Certification Format	None	2 minutes	ZOOM WEBINAR in-charge  ITO
	4.4. Scripting and setting up the auto-sending of e-certificate	None	10 minutes	ZOOM WEBINAR in-charge  ITO
	4.5. Send to the requester the new link of the evaluation form for the auto-send e-certificate	None	2 minutes	ZOOM WEBINAR in-charge  ITO
	<b>Total Processing Time</b>		<b>60 minutes</b>	

### Request for ITO clearance processing (revised)

This serves as a guideline for the request for ITO Clearance.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)			
<b>Who may avail:</b>	All UP Mindanao Personnel, Students, and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
University Clearance Form			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPON SIBLE</b>
1. Submit the filled-up University Clearance Form	1.1. Check the personnel/ student's records	None	3 minutes	<i>Admin Staff</i>  ITO





	1.2. Remove IT credentials (wifi and other web access)	None	3 minutes	<i>Admin Staff</i> ITO
	1.3. Record clearance details	None	2 minutes	<i>Admin Staff</i> ITO
	1.4. Approve and sign IT clearance	None	2 days (paused-clock)	<i>Director</i> ITO
	1.5. Release University Clearance	None	2 minutes	<i>Admin Staff</i> ITO
	<b>Total Processing Time</b>		<b>2 days and 10 minutes</b>	

### Request for Domain Name Registration **(new)**

This serves as a guideline for the requests for domain name registration.

<b>Office or Division:</b>	Information Technology Office - Office of the Chancellor (OC)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen (G2C - GOVERNMENT TO CITIZEN)			
<b>Who may avail:</b>	All UP Mindanao Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPON SIBLE</b>
1. Send a request addressed to the ITO Director with the desired	1.1. Acknowled ge receipt of the request	None	2 minutes	<i>Admin Staff</i> ITO



<p>domain name in the following format:</p> <ul style="list-style-type: none"> <li>• &lt;office or dept name&gt;.upmin.ed u.ph</li> <li>• &lt;application name&gt;.upmin.ed u.ph</li> </ul>	<p>1.2. Confirm the availability of the requested domain name and render a decision on the request</p>	None	<p>1 day (<i>paused-clock</i>)</p>	<p><i>ITO Director</i>  ITO</p>
<p>2. For websites using CMS, requesting party must submit the system documentation, systems manual, database file, whole system file, and administrative user account.</p> <p>For Google Site, the file must be shared with the ITO's account at ito.upmindanao@up.edu.ph.</p>	<p>2.1. Receive and verify the accessibility of files</p>	None	1 hour	<p><i>ITO Director</i>  ITO</p>
	<p>2.2. Update the client on the status of the request</p>	None	3 minutes	<p><i>ITO Director</i>  ITO</p>
	<b>Total Processing Time</b>		1 day, 1 hour, and 5 minutes	

## Land Reservation Management Office (LRMO)

Preparation of Documents for Processing of Payment to Suppliers

<b>Office or Division:</b>	Land Reservation Management Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2B - GOVERNMENT TO BUSINESS – Government to Business, G2G- Government to Government		
<b>Who may avail:</b>		Suppliers, Gov't Agencies, NGOs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing of Statement (Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Land Reservation Management Office	1.1 Check completeness of documents	None	5 minutes	Community Relations Assistant
2. Wait for payment	2.1 Prepare complete set of Procurement Documents for attachment	None	2 hours	Community Relations Assistant
	2.2 Prepare DVs, OBRs and Inspection and Acceptance Report	None	2 hours	Community Relations Assistant/Land Management Officer
	2.3 Forward to OC for OBRs signature	None	5 minutes	Community Relations Assistant
	2.4 Scan documents and UIS encoding	None	30 minutes	Community Relations Assistant
	2.5 Forward Complete documents (DVs, OBRs, etc.) to Budget Office	None	3 days paused clock	Community Relations Assistant
	2.6 Log receipt of Budget Office	None	5 minutes	Community Relations Assistant/Budget Admin Assistant
	2.7 Notify the client that documents are submitted for processing and wait for information from the UP Cash Office about payment.	None	2 minutes	Community Relations Assistant
3. Receive notification from LRMO	3.1 None	None	None	Client
<b>TOTAL</b>			<b>3 days, 4 hours, 42 minutes</b>	



Provide Documents pertaining to the Land Reservation (maps, MOAs, Activities Conducted, etc.)

The Land Reservation Management Office provides documents pertaining to the Land Reservations to offices and agencies to supplement their proposal for research, outreach, and other activities.

<b>Office or Division:</b>	Land Reservation Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO, G2G- GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	UP Min Constituents, Gov't Agencies, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to the Land Reservation Management Officer with the following information: purpose of request, format of document needed, date needed (1 original copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Requirements via email at lrmo@upmindanao.edu.ph	1.1. Receive and review request details	None	5 minutes	Community Relations Assistant
2. Client Waiting Time	2.1. Prepare documents requested and ensure the requested format	None	1 hour	Community Relations Assistant
	2.2. Send documents to the client via e-mail/in person	None	5 minutes	Community Relations Assistant
	2.3. Notify client that documents are sent	None	1 minute	Community Relations Officer
3. Check email for notification, check documents received	None	None	None	None
<b>TOTAL</b>			<b>&lt; 1 day</b>	

### Request to Conduct Projects/Activities in the Land Reservations

The Land Reservation Management Office is mandated to render research, instruction, and development projects in the land reservations. The office also caters to collaborative projects with both public and private agencies.



<b>Office or Division:</b>	Land Reservation Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS, G2G-Government to Government			
<b>Who may avail:</b>	UP Min Constituents, Gov't Agencies, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent addressed to the Chancellor (1 Original)		Client		
Project Proposal (1 Original)		Client		
Financial/Technical Capability (if necessary, depending on projects and activities)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit requirements to the Land Reservation Management Office	Check completeness of documents	None	5 minutes	Community Relations Assistant
	Set meeting with the client	None	1 day	Land Management Officer
Wait for Approval	Coordinate with the tribal council of elders	None	3 days (paused-clock)	Land Management Officer
	Get the endorsement of tribe/local communities	None	3 days (paused-clock)	Land Management Officer
	Meeting with client	None	2 hours	Land Management Officer
	Conduct community consultation about the project	None	4 hours	Land Management Officer
	Forward project documents to the UP Vice President for Development through the Chancellor	None	3 days (paused-clock)	Community Relations Assistant
Receive copy of Chancellor's Office Endorsement to the Office of the Vice President	Forward a copy of endorsement letter from the OC to the OVP	None	10 minutes	Community Relations Assistant



<b>TOTAL</b>			<b>10 days, 6 hrs, 15 min</b>	
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## Legal Office

### Request for Legal Clearance

Prepare draft pleadings, review, draft contracts and other documents for signatures and final review of documents

<b>Office or Division:</b>	Legal Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents (1 photocopy)		Person/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	Review and log in the incoming documents	None	10 min	LO Staff
	Review and check completeness	None	10 min	LO Staff
	Submit for review the document to the Legal Officer	None	10 min	LO Staff
	Review the documents	None	1 day	Legal Officer
	Drafting of the pleadings (ORDER)	None	1 day	Legal Officer
	Issue and sign the Legal clearance	None	10 min	Legal Officer
	Return the documents	None	1 day	LO Staff
	End of Service			
	<b>Total</b>		<b>3 days and 40 minutes</b>	

### Request for Legal Opinions and Assistance

Provides and renders legal opinions, advice and legal assistance to the UP officials and its employees

<b>Office or Division:</b>	Legal Office
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<b>Classification:</b>	Complex			
	<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS, G2G – GOVERNMENT TO GOVERNMENT		
		All		
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Related Documents (1 photocopy)		Person/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Requirements	Received and log in the documents	None	10 mins	LO Staff
	Check completeness of the documents	None	10 mins	LO Staff
	Submit the document to Legal Officer	None	10 mins	LO Staff
	Review the documents	None	1 day	Legal Officer
	Provide Legal Opinion/Advice	None	1 day	Legal Officer
Personal Appearance	Call the client to schedule for personal appearance	None	10 min	LO Staff
	Appearance of involved person or respond to the inquiry in writing	None	1 day	Legal Officer
	<b>Total</b>		<b>3 days and 40 min</b>	

## Office of Gender and Anti-Sexual Harassment (OGASH)

Invitation to be a resource speaker for gender and anti-sexual harassment related activity.

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	LGU, Private Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter indicating the specific topic to be discussed		From client		
Program of activity		From client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit 2 copies ( 1 original, 1 photocopy) of pertinent documents to OGASH	1.1 Received the documents	None	15 minutes	<i>OGASH admin Staff</i>
	1.2 Review and check the availability of the person to be a speaker		2 Days (Give time for confirmation of the identified speaker)	<i>OGASH Staff OGASH Coordinator</i>
2. Get the client's copy	1.3 Returned the 1 copy of the documents with remarks  If not approved, attach note specifying reason/s  (End of transaction)	None	30 minutes	<i>OGASH admin Staff</i>
	<b>Total</b>		<b>2 Days, 45 minutes</b>	

Request to conduct gender and anti-Sexual harassment related activity - student and student organizations

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS, G2G			
<b>Who may avail:</b>	Students, student organization, Faculty, LGU, Schools,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1 original, 1 photocopy)		From requester/client		
Project Proposal (1 original, 1 photocopy)		OGASH for template		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to OGASH	1.1 Received the pertinent documents	None	30 minutes	<i>OGASH admin Staff OGASH Coordinator</i>
	a. Forward to OC for approval	None	1-3 days	<i>Office of the Chancellor</i>



2. Get the client copy	2.1 Returned the 1 copy of the documents  If not approved: attached note specify the reason/s of disapproval of the request  (End of transaction)	None	30 minutes	OGASH admin Staff
	<b>Total</b>		<b>1-3 Days, 1 Hour</b>	

Request to conduct gender and anti-sexual harassment related activity - LGU and other institution

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	LGU, Schools, Private Institutions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original, 1 photocopy)(1 original, 1 photocopy)		From requester/client		
Project Proposal (1 original, 1 photocopy)		From requester/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OGASH	1.1 Received and stamp the pertinent documents	None	15 minutes	OGASH admin Staff
	1.2 Review the documents	None	1 day	OGASH admin Staff
	1.3 Forward to OC for approval	None	3 days	Office of the Chancellor
2. Get the client copy	2.1 Returned the 1 copy of the documents If not approve: attached note specify the reason/s of disapproval of the request  (End of transaction)	None	30 minutes	OGASH admin Staff
		<b>Total</b>	<b>4 days and 45 min</b>	



## Office of Student Affairs (OSA)

### Borrowing of Equipment

The Office of Student Affairs allows borrowing of equipment such as LCD projector and projector screen for any activities of students/staff/faculty within the university.

<b>Office or Division:</b>	Office of Student Affairs (OSA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students/Staff/Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly approved letter request (for non-SOAS activity) 2. Request for Borrowing Equipment Form		Requesting party  <a href="mailto:www.upmin@up.edu.ph">www.upmin@up.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.1 Receive and check the availability of equipment  1.2 If available, inform the client as to conditions in borrowing equipment and the arrangements necessary for its return	None	10 minutes	OSA Staff
2. Checks the condition of the borrowed equipment and agrees to the arrangement of its return	2.1 Releases the equipment to client	None	10 minutes	OSA Staff
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	

### Letter Requests for Action of OSA Director

The Office of Student Affairs receives various letter requests (dorm appeal, curfew extensions, excuse from curfew, general assemblies etc.) for action of the OSA director.

<b>Office or Division:</b>	Office of Student Affairs (OSA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to C			
<b>Who may avail:</b>	Students/Staff/Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Printed letter request		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the printed letter request with complete attachment and signatories (approval of OSA Director)	1.1 Receive and check complete attachment and signatories  1.2 Forwarded to the OSA Director for signature  1.3 Release of letter request with action to client	None	2 days	OSA Staff  OSA Director
2. Submit the printed letter request with complete attachment and signatories (endorsement, recommendation, noted by the OSA Director)	2.1 Receive and check complete attachment and signatories  2.2 Forwarded to the OSA Director for signature  2.3 Release of letter request with action to client	None	3 days	OSA Staff  OSA Director
3. Client receives & signs		None		
	<b>TOTAL</b>	<b>None</b>	<b>5 days</b>	

### Signing of University Clearance

The Office of Student Affairs provides a separate clearance form to be signed by all sections under OSA before the director signs the university clearance form.

<b>Office or Division:</b>	Office of Student Affairs (OSA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to C			
<b>Who may avail:</b>	Graduating / Transfer Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Clearance		Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the OSA Clearance together with the University Clearance at OSA office	1.1 Receive and check signatures of 5 sections  1.2 Forwarded to the OSA Director for signature  1.3 Release University Clearance form to student	None	5 minutes	OSA Staff  OSA Director  Requesting party
	<b>Total</b>		<b>5 minutes</b>	

## Counseling and Testing Section

### Application for SFA Online

The Student Financial Assistance (SFA) online is a scholarship program offered to UP Undergraduate students who are ineligible for free higher education under the RA 10931 or Universal Access to Quality Tertiary Education Act and students who wish to avail of living allowance may apply for financial assistance through the SFA online portal <https://sfaonline.up.edu.ph> during the scheduled application period.

<b>Office or Division:</b>	Office of Student Affairs-Scholarships and Financial Assistance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	UP undergraduate students, enrolled in Juris Doctor and Doctor of Medicine			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Number and PIN (found in the UP admission notice sent after release of UPCAT results to all qualifiers)		UP Admissions Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to <a href="https://sfaonline.up.edu.ph">sfaonline.up.edu.ph</a> using student number and pin.	1. Provides verbal instructions upon request.	none	1 hour	Scholarships Affairs Officer
2. Indicate the intention to apply and complete the information on the student profile, answer the household characteristics questionnaire and accomplish the household income form.	2. Guides the applicant upon request.			Scholarships Affairs Officer
3. Review all entries before proceeding for submission. Answers can no longer be changed once submitted.	3. Respond to inquiries when needed			Scholarships Affairs Officer



4. Confirm the submission of the application.	4. Provides instruction and updates			Scholarships Affairs Officer
<b>Total Processing time</b>			<b>1 hour</b>	

### Counseling

Provide counseling for students.

<b>Office or Division:</b>	OSA – Counseling and Testing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs logbook upon entry.	1.1 Shows attending skills. 1.2 Establish rapport with the client.	None	4 minutes	GSS
2. Disclosing of case facts	2.1 Listening skills	None	30 minutes	GSS
3. Counseling proper	3.1 Verbal and non-verbal skills 3.2 Empathic skills 3.3 Personal & impersonal skills. 3.4 Use of counseling strategies. 3.5 Summarization	None	30 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 4 minutes</b>	

### Issuance of Cumulative Folders to Incoming First Year Upon Enrollment

Giving of cumulative folders for the new students.

<b>Office or Division:</b>	OSA – Counseling and Testing Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN



<b>Who may avail:</b>	Incoming first year students and transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of good moral character from Senior High School. 2. 1 pc. 2x2 ID picture		Secondary High School  CTS-OSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present CGMC and 1 pc. 2x2 ID picture.	1.1 Receive preliminary requirements.	None	2 minutes	GSS
		None	1 minute	GSS
2. Fill-up cumulative folder.	2.1 Release blank cumulative folder.	None	1 minute	GSS
3. Submit the filled-up cumulative folder.	3.1 Receive and check the completeness of the cumulative folder.	None	3 minutes	GSS
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	

### Psychological Testing to Incoming First Year Students

Provides testing as required.

<b>Office or Division:</b>	OSA – Counseling and Testing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Incoming first year			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Knows schedule and venue for testing.	1.1 Post announcement for schedule	None	10 minutes	GSS
2. Proceed to the assigned room.	2.1 Administer the tests.	None	1 & ½ hour	GSS
3. Submit answer sheets and test questionnaires as instructed.	3.3 Collects the test materials.	None	5 minutes	GSS and proctors
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 45 minutes</b>	





## Psychological Testing to Students Applying for Readmission in The University

Provides testing as requested by the OCS of the three Colleges.

<b>Office or Division:</b>	OSA – Counseling and Testing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students applying for readmission			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter from the OCS. 2. Photocopied TOR		Office of the College Secretary • Do -		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Notified by the OCS for psychological exams.	1.1 Send communication to a student who is scholastic delinquent.	None	1 day	OCS Personnel
2. Clients proceed to OSA for scheduling of exams.	2.2 Schedule for exams.	None	2 minutes	GSS
3. Take exams and interviews.	3.3 Administers the tests.	None	1 hour	GSS
	<b>TOTAL</b>	<b>None</b>	<b>1 day 1 hour and 2 minutes</b>	

## Psychological Testing to UP Mindanao Job Applicants

Provides testing as requested by the HRDO and other units in the University.

<b>Office or Division:</b>	OSA – Counseling and Testing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Job applicants (Internal/External)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter from the HRDO.		HRDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Unit heads submit requests for testing to the HRDO.	1.1 HRDO communicates to OSA for the schedule of the exams.	None	1 day	HRDO Chief/Staff
2. Clients proceed to OSA for testing.	2.1 Administers the tests.	None	1 hour & a half	GSS
3. Wait further notice from HRDO after the testing.	3.1 HRDO notifies the applicants for interview.	None	5 minute	HRDO Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 day 1 hour &amp; 35 minutes</b>	



### Referral for Psychological/Psychiatric Intervention

Client needs further evaluation and treatment.

<b>Office or Division:</b>	OSA – Counseling and Testing Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Student-at-risk (STAR)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs logbook upon entry.  2. Disclose case facts.	1.1 Ask for the client's concerns.  1.2 Conduct initial observation and interviews.  1.3 Give initial information on the client's present condition.  1.4 Contact immediate family and academic adviser informing client's possible referral.  1.5 Accompany the client to a preferred hospital or therapist.  1.6 Endorse client to Psychologist or Psychiatrist for further consultation or admission  1.7 Submit counseling report to therapist.	Professional fees & Hospital bill	8 hours	GSS Personnel / Physician (referred agency)
	<b>TOTAL</b>	<b>None</b>	<b>8 hours</b>	

### Request for Certification (Good Moral Character)

Provides certification to requesting current students and alumni.

<b>Office or Division:</b>	OSA – Counseling and Testing Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>	Students and alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Charge slip with printed OR.		Cash Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests form/charge slip.	1.1 Hand-in form/charge slip to requesting client.	None	3 minutes	OSA Staff
2. Proceed to the cashier's office for payment.		40 pesos per copy	5 minutes	Cash personnel
3. Return to OSA for submission of request form with OR number.	3.1 Receive the form and forward to CTS. 3.2 Instruct the client to come back after 3 working days. 3.4 Refer to online clearance for exact details. 3.3 Encode the certification and print	None	3 working days	OSA Staff  OSA Staff & GSS
4. Client Sign in the office logbook				
	<b>TOTAL</b>	<b>Php 40</b>	<b>3 days and 8 minutes</b>	

## Health Services Section (HSS)

Interpretation of Annual Physical Examination Results of Employees

Reading of Physical Examination Results by physician

<b>Office or Division:</b>	OSA – Health Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Qualified employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register with nurse for consultation	1.1 Give Physical Examination Form	None	2 minutes	HSS Personnel
2. Fill up Physical Examination Form	2.1 Vital sign taking 2.2 Weight taking	None	10 minutes	HSS Personnel



3. Proceed to the physician for consultation	3.1 Medical evaluation and Management	None	20 minutes	HSS Personnel
4. Return accomplished physical examination form	4.1 Giving instruction such as prescriptions and follow up		5 minutes	HSS Personnel
	<b>TOTAL</b>	<b>None</b>	<b>37 minutes</b>	

### Issuance of An Excuse Slip / Medical Certificate

Giving of medical certificate to students due to sickness or medical condition

<b>Office or Division:</b>	OSA – Health Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students who are absent from their classes due to medical reasons			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students asking medical certificate	1.1 Check at patient's logbook	None	7 minutes	HSS Personnel
2. Signing of logbook	2.1 Releasing of medical certificate	None	2 minutes	HSS Personnel
3. Student's not registered at the logbook	3.1 Inform the student to submit an excuse letter signed by the parents or guardian and attached photocopy of ID with signature of the signatory.	None	Paused clock (3 days)	HSS Personnel
4. Signing of logbook	4.1 Releasing of medical certificate		2 minutes	HSS Personnel
	<b>TOTAL</b>	<b>None</b>	<b>3 day and 11 minutes</b>	

### Issuance of Medical Clearance Upon Enrollment

Giving of medical clearance for the new students

<b>Office or Division:</b>	OSA – Health Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Incoming First Year students and transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



1. Duly accomplished Physical and Dental form 2. Duly accomplished Student's Medical History Form 3. Laboratory Results : CBC, Urinalysis, Stool Exam and Chest X-ray		Southern Philippines Medical Center – Health Services Specialty Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Medical Health Folder	1.1 Received Medical Folder 1.2 Check the completeness of the forms, laboratory results and Physician's recommendations 1.3 Issue Medical clearance	None	7 minutes	HSS Personnel
2. Accept the issued medical clearance	2.1 Releasing of medical clearance	None	2 minutes	HSS Personnel
3. Student's with deficiency	3.1 Inform the student's lacking document or repeat laboratory test 3.2 Give promissory form	None	2 minutes	HSS Personnel
4. Accomplished promissory form	4.1 Reiterate date submission of lacking documents 4.2 Provide student's copy		2 minutes	HSS Personnel
5. Accept the issued medical clearance	2.1 Releasing of medical clearance		2 minutes	HSS Personnel
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	

### Medical Referral

Clients needing further evaluation and treatment.

<b>Office or Division:</b>	OSA – Health Services Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN	
<b>Who may avail:</b>	Students, employees and visitors	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		None





	<b>TOTAL</b>	<b>None</b>	<b>8 hours</b>	
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### Request for Medical Treatment

Administering First Aid treatment such as wound dressing, nebulization, bandaging and etc

<b>Office or Division:</b>		OSA – Health Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>		Students, employees and visitors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register with nurse for consultation	1.1 Assess and evaluate client's status 1.2 Administer treatment required 1.3 Reassess health status	None	1 hour	HSS Personnel
2. Signing of logbook	2.1 Discharged instructions	None	5 minutes	
3. The client is discharged				
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 5minutes</b>	

### Request for Medicine

Dispensing of over-the-counter medicines to clients.

<b>Office or Division:</b>		OSA – Health Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>		Students, employees and visitors		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register with nurse for consultation	1.1 Assess and evaluate client's chief complaints.	None	10 minutes	HSS Personnel





2. Signing of logbook	2.1 Releasing of over-the counter Medicines 2.2 Instruction on taking medicines	None	5 minutes	
3. Client receives the medicine				
	<b>TOTAL</b>	<b>None</b>	<b>15minutes</b>	

## Scholarships and Financial Assistance Section (SFAS)

### Application for Socialized Tuition System (STS) Appeals Online

UP Mindanao Students who have applied to the Student and Financial Assistance (SFA) online who are not satisfied with their STS results may submit an appeal through the SFA online portal <https://sfaonline.up.edu.ph> during the scheduled period.

<b>Office or Division:</b>	Office of Student Affairs-Scholarships and Financial Assistance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	UP undergraduate students, enrolled in Juris Doctor and Doctor of Medicine			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Student Number and PIN (found in the UP admission notice sent after release of UPCAT results to all qualifiers)			UP Admissions Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to sfaonline.up.edu.ph using student number and pin.	1. Provides verbal instructions upon request.	none	2 hour	Scholarships Affairs Officer
2. Indicate the intention to apply and fill-out the STS Appeal questionnaire. Indicate your permanent address, vicinity map and landmarks near your home	2. Guides the applicant upon request.			Scholarships Affairs Officer
3. Save responses and review all entries before proceeding for submission. Answers can no longer be changed once submitted.	3. Respond to inquiries when needed.			Scholarships Affairs Officer
4. Confirm the submission of the appeal.	4. Provides instruction and updates.			Scholarships Affairs Officer
<b>Total Processing time</b>			<b>2 hours</b>	



## Submission of Application for Student Assistantship Program

UP Students who have applied to the Student and Financial Assistance (SFA) online who are not satisfied with their results may submit an appeal through the SFA online portal <https://sfaonline.up.edu.ph> during the scheduled period.

<b>Office or Division:</b>	Office of Student Affairs-Scholarships and Financial Assistance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Client			
<b>Who may avail:</b>	Continuing students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Student Assistantship Application Form Proof of enrollment/form 5 (current semester)		OSA-SFAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire the availability of SA slots	1. Provides information needed	none	15 minutes	Scholarships Affairs Officer
2.1 Fill-up application form  2.2 Submits form for OCS Certification of Grades  2.3 Seek approval of the offices /unit applying for	2. Release of application form		2 days (paused-clock)	Scholarships Affairs Officer
3. Submit approved SA application form to OSA	3. Checks the submitted form		15 minutes	Scholarships Affairs Officer
4. Waits for the issuance of Temporary Appointment	4.1 Prepares Basic Paper  4.2 Forwards documents to hiring unit/office, budget clearance, OVCAA recommendation.  4.3 Prepares the Temporary Appointment and forwards to the Chancellor for final approval		6-8 working days	Scholarships Affairs Officer
5. Receives appointment documents and reports to the hiring unit.	5. Provides orientation to the Student Assistant and release appointment documents		1 hour	



<b>Total Processing time</b>	<b>11 days and 30 minutes</b>	
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### Submission of Manual application for Private Scholarships

UP Mindanao Students can avail of a scholarship benefits by applying to the offerings on scholarships, study grants and awards donated by the government, private companies, and individuals. Most are intended for financially needy students while some are awarded in recognition of outstanding academic performance.

<b>Office or Division:</b>	Office of Student Affairs-Scholarships and Financial Assistance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Client			
<b>Who may avail:</b>	Eligible UP undergraduate students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Scholarship Application Form		OSA SFAS		
<ul style="list-style-type: none"> <li>• One photo 2" x 2"</li> <li>• High School Grades/Report Card (for freshmen)</li> <li>• Current Income Tax Return (ITR) BIR Form 2316/1700/1701 of parents. If applicant is working, his/her Income Tax Return, if married, attach also ITR of spouse (If income is derived from business, attach Income Statement), BIR Certificate of Exemption, duly notarized Affidavit of Low Income/Unemployment, Barangay Certification, DSWD Certification, 4Ps ID, etc (whichever is applicable)</li> <li>• For applicants already enrolled in the University, please submit also the following:             <ul style="list-style-type: none"> <li>• Form 5 /Proof of enrollment (current semester)</li> <li>• True copy of grades (all semesters enrolled)</li> <li>• Certification of from the college on year level standing, remaining number of units and that the student is not on maximum residency (MRR)</li> </ul> </li> <li>• Certification on STS Bracket Assignment</li> <li>• Recommendation letters from three (3) professors</li> <li>• Essay on life situation and plans in life-written on A4 size bond paper not less than 250 words</li> </ul>		Student-applicant		
<ul style="list-style-type: none"> <li>• Certification of Good Moral Character from Office of Student Affairs</li> <li>• Birth Certificate</li> <li>• Pictures of permanent residence (front and back part of the house, dining, kitchen, comfort room, bedroom, living room and other parts of the house duly certified by the Barangay Captain.</li> <li>• Monthly billing of electricity and water for the last 3 months</li> </ul>		Student-applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits complete requirements during the specified application period.	1.1 Receives and evaluates application documents. 1.2 Respond to inquiries and provide additional information about the scholarship program.	none	2 hours	Scholarships Affairs Officer
2. Confirms the submission of the application.	2 Informs the applicant for the schedule of the interview.			Scholarships Affairs Officer
<b>Total Processing time</b>			<b>2 hours</b>	

## Student Housing Section (SHS)

### Borrowing of Dormitory Equipment / Appliances

Student Residents need to fill up the form before they can borrow any dormitory equipment or appliances.

<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Student Resident			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-up Borrowing Equipment Request Form and with 2 different student resident identification cards		Dorm Office or downloadable at <a href="mailto:www.upmin@up.edu.ph">www.upmin@up.edu.ph</a> under the downloadable forms		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete form to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form	None	3 minutes	Dorm Personnel
2. Window Time	2.1 Process the request  2.2 Prepare the requested equipment/facilities  2.3 Release to the student the requested equipment/facilities	None	1 hour	Dorm Manager / Residence Life Coordinator
3. Receive the requested equipment/facilities.				
	<b>TOTAL</b>	<b>None</b>	<b>1 hr 3 mins</b>	

### Endorsement of Letter of Appeal

Any student who is not qualified to stay in the dormitory may request an appeal to the Office of Student Affairs.



<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete/detailed letter of appeal (letter address to the OSA Director, list of committed offenses, reasons of offenses, actions to be taken, original signature of the parents and student)		Student will be the one to make the letter		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete letter of appeal to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form	None	3 minutes	Dorm Manager / Residence Life Coordinator
2. Window Time	2.1 Process the request 2.2 Return the letter of appeal to the student.	None	30 minutes	Dorm Manager / Residence Life Coordinator
3. Submit the letter of appeal to the Office of Student Affairs	3.1 Accept the document 3.2 Submit to the OSA Director for approval / disapproval.	None	3 days	OSA Staff  OSA Director
4. Get the letter of appeal at the OSA	4.1 Release the letter of appeal.	None	5 minutes	OSA Staff
5. Submit the letter of appeal to the Dorm Office	5.1 Receive the letter of appeal. 5.2 Check the actions/comments of the OSA Director and explain it to the student. 5.3 Have it signed by the student for the acceptance of the actions. 5.4 Give a photocopy of the letter of appeal	None	10 minutes	Dorm Manager / Residence Life Coordinator
4. Accept the photocopy of letter of appeal.				
	<b>TOTAL</b>	<b>None</b>	<b>3 days and 48 minutes</b>	



## Issuance of Permits

Permits (Overnight / Weekend; Stay in the lobby; Sleep to other room) are requested by student residents if they want to go home; use the study area after bed check; to sleep at the other room.

<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Resident Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-up Overnight / Weekend Permit Form # 01  or Permit to stay in the lobby Form # 02  or Permit to sleep at the other room Form # 03		Dorm Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete form to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form  1.2 Start processing the request  1.3 Approve the permit	None	5 minutes	Dorm Personnel
	Return the approved copy of permit (Overnight/Weekend/Permit to sleep at the other room) to the student resident.  Give the approved copy of permit (Permit to use the lobby) to the Guard-on-Duty.			
2. Accept the approved copy for safekeeping.				
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	

## Issuances of Certificates

Certificates (certificate of residency and resident assistant duty hours/time) is requested by student residents as attachment to their future requirements such as resume; scholarships, etc.

<b>Office or Division:</b>	OSA – Student Housing Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>	Resident Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Completely filled-up request form for certificate #05		Dorm Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete form to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form  1.2 Give a copy of the claim stub.	None	3 minutes	Dorm Personnel
2. Window Time	2.1 Processing of the request	None	3 days	Dorm Personnel
3. Request for the document and give the claim stub	3.1 Get the claim stub and issue the requested certificate.	None	3 minutes	Dorm Personnel
4. Accept the certificate.				
	<b>TOTAL</b>	<b>None</b>	<b>3 days and 6 minutes</b>	

### Issuances of Charge Slips / Monthly Billing

Charge slips / monthly billing is requested by student residents for payment of their dormitory and electrical fees

<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Resident Students			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete form to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form  1.2 Start processing the request and fill-up the necessary fees  1.3 Give the form for payment to the Cash Office	None	5 minutes	Dorm Personnel





2. Go to the Cash Office for payment	2.1 Accept and process the request  2.2 Give the original receipt to the student	None	5 minutes	Cash Office Personnel
3. Return to the Dorm Office for the encoding of the original receipt.	3.1 Accept and encode the receipt.  3.2 Return the receipt.	None	3 minutes	Dorm Personnel
4. Accept the original receipt for safekeeping.				
	<b>Total</b>	<b>None</b>	<b>13 minutes</b>	

### Reservation for Transient

The UP Mindanao Dormitory accepts transient occupants provided that they are relatives or parents of the residents, UP Mindanao Guests, delegates or representatives for seminars/workshops sponsored by and / or held in the University.

<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Parents/family of residents and UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-up Dormitory Transient Form # 10 (2 original copies) Must submit 3 working days prior to the date If waived fees, attach approved letter by the UP Mindanao Chancellor		Dorm Office or downloadable at <a href="mailto:www.upmin@up.edu.ph">www.upmin@up.edu.ph</a> under the downloadable forms		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete form to the window counter of Dorm Office for assessment and verification	1.1 Receive and check for completeness of the form	None	5 minutes	Dorm Manager / Residence Life Coordinator
2. Window Time	2.1 Prepare charge slip for payment	None	5 minutes	Dorm Manager / Residence Life Coordinator
3. Go to the Cash Office for payment	3.1 Accept and process the request 3.2 Give the original receipt to the student	None	5 minutes	Cash Office Personnel



4. Return to the Dorm Office for the submission of the original receipt.	4.1 Accept the receipt. 4.2 Encode the receipt to the computer 4.3 Give one copy of the Dormitory Transient Form to the client	None	5 minutes	Dorm Manager / Residence Life Coordinator
5. Accept the copy				Requesting party
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	

### Signing of OSA Clearance

The Office of Student Affairs provides a separate clearance form to be signed by all sections under the OSA.

<b>Office or Division:</b>	OSA – Student Housing Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Graduating / Transferring Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OSA Clearance Form (student with clear status)		Office of Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the OSA Clearance to the window counter of Dorm Office for assessment and verification	1.1 Receive the clearance	None	1 minute	Dorm Personnel
2. Window Time	2.1 Check and verify the status of the student  2.2 Sign the clearance	None	3 minutes	Dorm Manager / Residence Life Coordinator
3. Get the OSA Clearance Form	3.1 Release the clearance	None	1 minute	Dorm Personnel
4. Release of OSA Clearance Form		None		Requesting party
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	



## Student Organizations and Activities Section (SOAS)

### Application for Recognition of Student Organizations

Registration of student organizations (new or renewal) is requested by students and processed at the beginning of each Academic Year.

<b>Office or Division:</b>	OSA-Student Organizations and Activities Section (SOAS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C- GOVERNMENT TO CITIZEN	
<b>Who may avail:</b>	Currently enrolled students for a particular Academic Year	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Letter addressed to the OSA Director requesting for recognition or renewal of recognition signed by the (a) Head of the applying organization and the (b) Faculty Adviser / Co-Adviser (1 original copy)</li>   <li>2. Duly accomplished and notarized <i>OSA Forms</i> (1 original copy): <ul style="list-style-type: none"> <li><i>OSA Form A</i> (by the Faculty Adviser), <i>OSA Form B</i> (by the Finance Officer), <i>OSA Form C</i> (by the Organization's Head),</li> <li><i>OSA Form D</i> (Agreement regarding the <i>Additional Rules and Regulations for University Organizations</i> signed by the Head of the Organization and noted by the Faculty Adviser)</li> </ul> </li>   <li>3. Duly accomplished Information Sheet (Organization, Head, and Adviser/Co-Adviser Profile). (1 original copy)</li>   <li>4. Updated roster/directory of <b>all</b> officers and members for the current academic year. The roster should be in matrix/table format in landscape orientation with the following heading per column: <b>Full names, corresponding position, course year level, present address, contact numbers, and email addresses.</b> (2 copies)</li>   <li>5. Recent ID pictures of all officers pasted on a bond paper with their corresponding positions and three specimen signatures. (1 original copy) <ul style="list-style-type: none"> <li>6. Photocopies of current UP Form 5 (<b>duly stamped "Registered"</b>) of all officers/members. (1 copy per officer/member) <i>Important note: Members must reach the minimum number of 10 students excluding the officers.</i></li>   <li>7. Narrative report of projects or activities (chronologically arranged) undertaken during the immediate academic year, including awards or recognition, received. This report should be accompanied by proofs (project documents/, pictures in soft copy/CD, certification by the adviser, etc.) (2 copies)</li>   <li>8. Copy of Constitution and By-Laws, approval of which is to be attested by the current President and Secretary. (1 original copy)</li> </ul> </li> </ol>		<p>Office of Students Affairs</p>



9. Duly approved amendments of Constitution and By-Laws, if there are any. (1 original copy)  10. Plan of Activities for the year, with tentative schedules. (2 copies)  11. Copy of grades of officers in the previous semester with computed GWA (minimum GWA of 3.0) and duly certified by the <i>Student Records Evaluator (SRE)</i> of their respective colleges. (1 copy per officer/member)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for Recognition with complete required documents	1.1 Receive and check submitted complete documents  1.2 Process the application for recognition papers;  1.3 Interview and mentor applying student organizations based on their submitted documents (at least 2 representatives per organization)  1.3 Prepare the Certificates of Recognition  1.4 Orientation and Awarding Ceremonies of Recognized Student Organizations ( <i>Full and Probationary</i> Recognition)	None	20 days	OSA Staff  SOAS Coordinator  SOAS Recognition Committee  OSA Staff  SOAS Coordinator, OSA Director
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	

### Approval for Posting of Publicity Material

Request for posting of publicity/promotional materials is requested by students/faculty/staff/other agencies for various internal or external events, projects or activities.

<b>Office or Division:</b>	OSA-Student Organizations and Activities Section (SOAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students/faculty/staff/other agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Publicity / Promotional Materials for posting within the university premises		The requesting party provides their own materials for posting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		<b>BE PAID</b>		
1. Submit publicity / communication materials for review at OSA	1. Receive and review publicity / communication materials  2. Stamp "approved for posting" the submitted publicity	None	5 mins.	OSA Staff
	2. Communication materials or provide appropriate feedback or advise for disapproved materials.	None		
2. Signs the office logbook for monitoring purposes		None		
3. Post the approved publicity / communication materials based on the recommendations of OSA		None		Requesting party
4. Window Time	4.1 1-15 copies of materials for posting  4.2 20 copies and more	None	10 mins.  1 hour	
5. Signed in the office logbook		None		Requesting party
	<b>TOTAL</b>	<b>None</b>	<b>1:15mins</b>	

#### Approval to Hold Student Organization's Activities

Official permission is sought before student activities, whether in campus or off campus, can be conducted by any recognized student organization



<b>Office or Division:</b>	OSA-Student Organizations and Activities Section (SOAS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Registered student organizations in the university for the current Academic Year			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Duly filled out Student Organization Activity Request form (SOAS Form series of 2013) indicating the basic details of the event (i.e. name of activity, date, venue, objective, etc.) signed by the (a) Organization Head / Representative, and the (b) Faculty Adviser / Co-Adviser (including the Adviser's Confirmation of Attendance to the Activity), with the following attachments:</p> <ol style="list-style-type: none"> <li>1. List of participating members (noted by the Adviser / Co-Adviser)</li> <li>2. Certification of Group Insurance (for off-campus activities)</li> <li>3. Parent/Guardian Consent or waiver (for off-campus and overnight activities)</li> <li>4. Program / Flow of activities / Game mechanics)</li> <li>5. Request for personnel services (sound operator/electrician, etc.) and additional security/fire personnel/first aid, etc.</li> </ol>		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 2 copies of Student Organization Activity Request form (SOAS Form series of 2013) to the Office of Student Affairs	<p>1.1 Receive and check submitted documents for initial review.</p> <p>1.2 Assess submitted documents and provide recommending approval or disapproval of the activity request by the SOAS Coordinator.</p> <p>1.3 Return to the client to secure the approval for the Request for the Use of the Venue (with some reminders / pointers in the remarks section)</p>	None	1 day	OSA Staff  SOAS Coordinator



<p>2. Submit 2 copies of Student Organization Activity Request form (SOAS Form series of 2013) to the Office of Student Affairs</p>	<p>1.1 Receive and check submitted documents for initial review.</p> <p>1.2 Assess submitted documents and provide recommending approval or disapproval of the activity request by the SOAS Coordinator.</p> <p>1.3 Return to the client to secure the approval for the Request for the Use of the Venue (with some reminders / pointers in the remarks section)</p>	<p>None</p>	<p>3 days</p>	<p>OSA Staff</p> <p>SOAS Coordinator</p>
<p>2. Secure the approval of the concerned office for the use of the venue (i.e. Office of the Vice Chancellor for Administration, Interactive Learning Center, specific colleges, etc.)</p>				
	<p>5 Days (Paused Clock)</p>			
<p>3. Return the SOAS form with approved reservation of venue for the activity</p>	<p>3.1 Receive and check submitted documents.</p> <p>3.2 Documents certified complete and submitted by the SOAS Coordinator</p> <p>3.3 Final Approval by the OSA Director.</p>	<p>If applicable, charges for rental fee, electricity, etc. will be applied; Estimated amount to be identified by an Admin Personnel (i.e. University electrician)</p>	<p>3 days</p>	<p>SOAS Coordinator and OSA Director</p>
<p>4. Receive and sign in office logbook</p>				
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>3 days</b></p>	

on as Adviser / Co-Adviser of a Recognized Student Organization

Certificate as an Adviser / Co-adviser of a recognized student organization is requested by a faculty adviser for whatever legal purpose it may serve.

<p><b>Office or Division:</b></p>	<p>OSA-Student Organizations and Activities Section (SOAS)</p>
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<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Advisers of Recognized Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Certification as Adviser / Co-Adviser Form (no. )		Office of Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Form at OSA	1.1 Receive request form  1.2. Verify from the database the organization(s) and the corresponding semesters and academic years when the requesting faculty member served as Adviser / Co-Adviser  1.2 Prepare Certificate  1.3 Forward to the SOAS Coordinator for verification  1.4 Certificate signed by the OSA Director  1.5 Certificate received by the requesting faculty member	None	3 days	OSA Staff    SOAS Coordinator  OSA Director
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	

### Certification as Member of a Recognized Student Organization

Certificate as a member of an organization is requested by students for whatever legal purpose it may serve.

<b>Office or Division:</b>	OSA-Student Organizations and Activities Section (SOAS)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>	Members of Recognized Student Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Request form for Certification as Member of a Recognized Student Organization Form (no.)		Office of Students Affairs	







2.	Acquire permission, if necessary, for audio-visual documentation (photos or video)		3 hours	PRO
3.	Acquire audio-visual documentation (photos or video)		1 day	PRO
4.	Review materials and produce draft write-up		4 days	PRO
5.	Review, select, process a/v documentation		3 hours	PRO
6.	Submit soft-copy of draft write-up to proponent unit/persons for review and/or approval.		1 minute	PRO
	<b>Total</b>	<b>None</b>	<b>9 days, 6 hours, and 1 minute</b>	

### Production of Write-Up (About 400 Words) For Media and Website

Production of a news write-up for dissemination to the media, and posting to the website and social media.

<b>Office or Division:</b>	Office of the Chancellor-Public Relations Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Internal stakeholders, external stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Office of Chancellor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent unit/persons share relevant information about/ allow access to event	Acquire information through interview or perusal	None	1 day	PRO
2.	Acquire permission, if necessary, for audio-visual documentation (photos or video)		3 hours	PRO



3.	Acquire audio-visual documentation (photos or video)		As needed	PRO
4.	Review info materials and produce draft write-up		6 hours	PRO
5.	Review, select, process a/v documentation		3 hours	PRO
	<b>Total</b>	<b>None</b>	<b>1 day, 12 hours</b>	

## Technology Transfer and Business Development Office

### Request for IP Protection (Copyright) (revised)

TTBDO assists in the filing of Intellectual Property (IP) Protection of any UP Mindanao works. If the work is a written output (publications, programs, lyrics, etc.) or an image, then it can be protected as a copyright.

<b>Office or Division:</b>	Technology Transfer and Business Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G to C			
<b>Who may avail:</b>	UPMin faculties, students, researchers and other constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Copyright Disclosure Form Software Disclosure Form (if applicable) Deed of Assignment (10 copies) Internal Royalty Sharing Agreement (10 copies) Bureau of Copyright and Related Rights (BCRR) Transaction Form Scanned ID of the authors with three (3) signatures Copy of the work			TTBDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Copyright Disclosure Form and Software Disclosure Form (if applicable)	2. Assess the completeness of the information.		30 mins	TTBDO Staff
	3. Craft Copyright Registration Search Report, Commercialization Assessment Report, and Recommendation Letter		10 days	TTBDO Staff
	4. Submit reports to Client.		1 day	TTBDO Staff
5. Submit Deed of Assignment, Internal Royalty Sharing,	6. Assess the completeness of the documents.		30 mins	TTBDO Staff



Agreement, BCRR Form, Scanned ID of the authors with three (3) signatures, and Copy of the work				
	7. Submit to Legal Office for clearance.		1 day	TTBDO Staff
	8. Review documents and issue clearance.		7 days	Legal Officer
9. Sign documents.				
	10. Facilitate signatory requirements from witnesses and Chancellor.		10 days	TTBDO Staff
	11. Facilitate notarization of the Deed of Assignment and Internal Royalty Sharing Agreement.	PhP 200.00	5 days	TTBDO Staff
	12. Endorse copyright registration application to and request approval to file from Chancellor.		2 days	TTBDO Head
	13. Action of Chancellor.		5 days	Chancellor
	14. Submit copyright registration application documents to the Bureau of Copyright and Related Rights (BCRR) via online submission and pay filing fees upon receipt of Statement of Account.	PhP 980.00 per work	1 day	TTBDO Staff
	15. Submit hardcopies of Bureau of Copyright and Related Rights (BCRR) Transaction Form and Deed of Assignment to the Bureau of Copyright and Related Rights via courier.	PhP 200.00	1 day	TTBDO Staff
	<b>Total</b>	<b>PhP 1,380.00</b>	<b>39 days, 1 hr</b>	

### Request for IP Protection (Patent / Utility Model) (revised)

TTBDO assists the filing of Intellectual Property (IP) Protection of any UP Mindanao works. If the work is an invention that is novel, has an industrial applicability and inventive step, then it can be protected as a copyright.

<b>Office or Division:</b>	Technology Transfer and Business Development Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G to C
<b>Who may avail:</b>	UPMin faculties, students, researchers and other constituents
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Invention Disclosure Form Patent / Utility Model draft (Description, Claims, Abstract, and Drawings) Deed of Assignment (10 copies) Internal Royalty Sharing Agreement (10 copies) Photocopy of government-issued IDs with 3 signatures		TTBDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invention Disclosure Form duly signed by the Inventor/s	2. Assess the completeness of the information.		30 mins	TTBDO Staff
	3. Conduct Technology Readiness Level Report, Prior Art Search Report, Prior Art Search Analysis and Invention Spotting, Commercialization Assessment Report, and Recommendation Letter		15 days	TTBDO Staff
	4. Craft patent / utility model draft.		7 days	TTBDO Staff
5. Review patent / utility model draft.	6. Revise and finalize patent / utility draft based on comments of Inventor/s.		5 days	TTBDO Staff
7. Submit Deed of Assignment, Internal Royalty Sharing Agreement, and Scanned ID of the authors with three (3) signatures	8. Assess the completeness of the documents.		30 mins	TTBDO Staff
	9. Submit to Legal Office for clearance.		1 day	TTBDO Staff
	10. Review documents and issue clearance.		7 days	Legal Officer
11. Sign documents				
	12. Facilitate signatory requirements from witnesses and Chancellor.		10 days	TTBDO Staff
	13. Facilitate notarization of the Deed of Assignment and Internal Royalty Sharing Agreement.	PhP 200.00	5 days	TTBDO Staff
	14. Endorse patent/utility model application to and request approval to file from Chancellor.		2 days	TTBDO Head
	15. Action of Chancellor.		5 days	Chancellor



	16. Submit patent / utility model application documents to the Intellectual Property Office of the Philippines via online submission and pay filing fees upon receipt of Statement of Account.	PhP 3,600.00 per invention (minimum) / PhP 2,750.00 per utility model (minimum)	1 day	TTBDO Staff
	<b>Total</b>	PhP 3,800.00 per invention (minimum) / PhP 2,950.00 per utility model (minimum)	<b>55 days, 1 hr</b>	

### Request for Use of UP Trademark (revised)

The TTBDO is in charge of approving and monitoring the registered trademarks of the University of the Philippines Mindanao. An organization, company, or individual may use UP trademarks subject to approval and depending on the use of UP trademark.

<b>Office or Division:</b>	Technology Transfer and Business Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G to C			
<b>Who may avail:</b>	UPMin faculties, students, researchers, organizations and other constituents, and external organizations/ companies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Internal use and fund-raising:</b> Application form Certificate of Accreditation as a UP student organization, UP-affiliated alumni association, or UP- affiliated foundation, as issued by the appropriate accrediting unit/ office Duly- approved Constitution (for student organization), SEC Certificate of Registration and Articles of Incorporation (for alumni association or foundation) (for first-time applicants only) Approved activity design Photocopy of UP Student/ Alumni/ UP Employees ID of the project head/ contact person Proposed design		TTBDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application form, Certificate of Accreditation as a UP student organization, UP-affiliated alumni association, or UP- affiliated foundation, as issued by the appropriate accrediting unit/ office, Duly-approved Constitution (for student organization), SEC Certificate of Registration and Articles of Incorporation (for alumni association or foundation) (for first-time applicants only), Approved activity design, Photocopy of	2. Assess completeness of documents.		30 min	TTBDO Staff



UP Student/ Alumni/ UP Employees ID of the project head/ contact person, and Proposed design				
	3. Review application.		2 days	TTBDO Staff
	4. Endorse to Chancellor for approval.		1 day	TTBDO Head
	5. Approval of Chancellor.		5 days	Chancellor
<b>Total</b>			<b>6 days, 30 min</b>	

### Request for Technology Assessment and Evaluation

Researchers from the University request the assistance of TTBDO for the assessment and evaluation of their works (invention, creative works, etc.) particularly for Intellectual Property Protection and commercialization. If the technology is found to have promising commercial potential and can be protected as a patent, then TTBDO may endorse the technology to the UP System-TTBDO for the Invention Disclosure Incentive.

<b>Office or Division:</b>	Technology Transfer and Business Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G to C			
<b>Who may avail:</b>	UPMin faculties, students, researchers and other constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invention Disclosure Form (IDF)		TTBDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Invention Disclosure</b>				
1. Expresses intention to disclose technology (verbal, email, letter, etc.)	1.1 Provides Invention Disclosure Form 1.2 Coordinates with the proponent		1 day	Technology and Research Officer
2. Submits invention disclosure form	2.1 Assess the completeness of the submitted form		30 min	Technology and Research Officer
<b>Technology Evaluation</b>				
3.1 Client waits to be notified	3.1 Intellectual Property Audit, Prior Art Search, Review of Literature		3 days	Technology and Research Officer
	3.2 Technology Evaluation for IPR Protection		1 day	Technology and Research Officer
	3.3 Initial Assessment: Technology Readiness Level, Market Readiness		3 days	Technology and Research Officer and Business Development Officer



	Level, Investment Readiness Level			
	3.4 Endorsement for Invention Disclosure Incentive		1 day	Technology and Research Officer
<b>Intellectual Property Protection</b>				
4. Receives the information that the transaction is forwarded to the UP System for final validation and approval	5. IPR Protection Filing		1 day	Technology and Research Research Officer
	<b>Total</b>		<b>10 days, 30 min</b>	

### Application for Concessionaire (new)

Interested businesses can apply to be concessionaires within the University. The TTBD0 facilitates their application subject to endorsement of the Office of the Vice Chancellor for Administration and Office of the Chancellor.

<b>Office or Division:</b>	Technology Transfer and Business Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G to B			
<b>Who may avail:</b>	Concessionaires			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent Application Form Business/ Mayor's Permit Health and Sanitation Certification (for food concessionaires) Fire Safety Inspection Certificate Photocopy of 1 Valid ID of the owner Profile of the Owner DTI or SEC Registration Others (if applicable): BIR Registration, Occupational Permit (for concessionaires with more than one personnel)		TTBD0		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent, Application Form, Business/ Mayor's Permit, Health and Sanitation Certification (for food concessionaires), Fire Safety Inspection Certificate, Photocopy of 1 Valid ID of the owner, Profile of the Owner, DTI or SEC Registration, Others (if applicable): BIR Registration, Occupational Permit (for concessionaires with more than one personnel)	2. Assess completeness of documents		30 min	TTBD0 Staff
	3. Review and assess application and proposal.		2 days	TTBD0 Staff





	4. Endorse to the Office of the Vice Chancellor for Administration		1 day	TTBDO Head
	5. Endorse to the Office of the Chancellor		5 days	Vice Chancellor for Administration
	6. Approval of the Chancellor		5 days	Chancellor
	7. Draft Contract of Lease		3 days	TTBDO Staff
	8. Submit to Legal Office for clearance.		1 day	TTBDO Staff
	9. Review documents and issue clearance.		7 days	Legal Officer
10. Sign Contract of Lease				
	11. Facilitate signatory requirements from witnesses and Chancellor.		10 days	TTBDO Staff
	12. Facilitate notarization of the Contract of Lease.	PhP 200.00	5 days	TTBDO Staff
	<b>Total</b>		<b>33 days, 30 mins</b>	

## Ugnayan Ng Pahinungód UP Mindanao

### Request for Volunteer Services – within UP Mindanao

Process in requesting volunteer services and assistance to specific programs of the requesting office/s and organization/s from University of the Philippines Mindanao.

<b>Office/ Division</b>	UGNAYAN NG PAHINUNGÓD UP MINDANAO			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail</b>	All UP Mindanao Offices/ Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request for Volunteer Services addressed to UP Mindanao Ugnayan ng Pahinungod.			Requesting office/ organization	
2. Memorandum Order signed by Unit/ Division Head/ Authorized Representative of the concerned office/ agency (if applicable).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/ OFFICE RESPONSIBLE</b>



1. Submit letter Request for Volunteer Services/ Assistance to Ugnayan ng Pahinungod with complete event details provided.	1.1. Receiving and acknowledgement of communication.	None	1 day	Senior Office Assistant
	1.2. Forward request to unit head/ authorized office.		30 mins	Senior Office Assistant
	1.3. Conduct assessment of the request to determine merit, activity fund source, and indicative timetable for volunteer services.		2 days	Ugnayan ng Pahinungod
	1.4. Conduct site inspection if necessary.		5 days	Ugnayan ng Pahinungod with partner/s
	1.5. Draft Activity Request and forward to the Chancellor for approval.	None	2 days	Junior Project Associate/ Pahinungod OIC
	1.6. Activity Request Approved.		3 days	Office of the Chancellor
2. Schedule meeting with Ugnayan ng Pahinungod volunteer team before deployment.	2.1. Volunteer selection based on terms of reference provided in the request.	None	5 days	Ugnayan ng Pahinungod
	2.2. Assemble the volunteer team.		10 days	Ugnayan ng Pahinungod
	2.3. Prepare travel documents.		3 days	Ugnayan ng Pahinungod
	2.4. Approval of Travel documents.		2 days	Office of the Chancellor
3. Coordinate with Ugnayan ng Pahinungod as to the conduct of activity.	3.1. Deploy volunteers as to the conduct of activity.		1 day	
	<b>Total number of days to process</b>		<b>34 days and 30 mins</b>	

### Request for Volunteer Services – outside UP Mindanao

Process in requesting volunteer services and assistance to specific program of the requesting office or organizations outside University of the Philippines Mindanao.

<b>Office/ Division</b>	UGNAYAN NG PAHINUNGÓD UP MINDANAO	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2G – Government to Government	
<b>Who may avail</b>	Government Offices, LGUs, Academic Institutions, and other Government Instrumentalities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter Request for Volunteer Services addressed to UP Mindanao Ugnayan ng Pahinungod.		Requesting office/agency



2. Memorandum Order signed by Unit/ Division Head/ Authorized Representative of the concerned office/ agency (if applicable).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/ OFFICE RESPONSIBLE
1. Submit letter Request for Volunteer Services/ Assistance to Ugnayan ng Pahinungod with complete event details provided.	1.1. Receiving and acknowledgement of communication.	None	1 day	Ugnayan ng Pahinungod
	1.2. Forwarding to the authorized office.		30 mins	Ugnayan ng Pahinungod
	1.3. Conduct assessment of the request to determine merit, activity fund source, and indicative timetable for volunteer services.		3 days	Ugnayan ng Pahinungod
	1.4. Conduct site inspection if necessary.		5 days	Ugnayan ng Pahinungod with partner/s
	<b>MOA needed? If YES, follow next step. If NO, proceed to step 3.4</b>			
2. Meeting with Ugnayan ng Pahinungod re MOA.	2.1. Draft MOA and forward to requesting agency/ unit.	None	2 days	Junior Project Associate/ Pahinungod OIC
	2.2. Forward to legal office for comments/ review.		5 days	Ugnayan ng Pahinungod/ Legal Office
	2.3 Sending of the MOA draft to project partners for comments		5 days (paused lock)	Junior Project Associate
3. Communicate with Ugnayan ng Pahinungod re revision of MOA.	3.1. Revise MOA based on the Legal Office's comments.	None	3 days	Junior Project Associate
	3.2. Forward MOA to the Legal Office for approval.		5 days	Ugnayan ng Pahinungod
	3.3. Finalization and signing of MOA with project partners		3 days	Ugnayan ng Pahinungod and Legal Office
	3.4. Notarization of MOA		2 days	Ugnayan ng Pahinungod
	3.5. Draft Activity Request and forward to the Chancellor for approval.		2 days	Junior Project Associate
	3.6. Activity Request Approved.		3 days	Office of the Chancellor
4. Schedule meeting with Ugnayan ng Pahinungod volunteer team before deployment.	4.1. Volunteer selection based on terms of reference provided in the request.	None	5 days	Ugnayan ng Pahinungod



	4.2. Assemble the volunteer team.		10 days	Ugnayan ng Pahinungod
	4.3. Prepare travel documents.		3 days	Ugnayan ng Pahinungod
	4.4. Approval of Travel documents.		2 days	Office of the Chancellor
5. Coordinate with Ugnayan ng Pahinungod as to the conduct of activity.	5.1. Deploy volunteers as to the conduct of activity.		1 day	
	<b>Total number of days to process</b>		<b>60 days and 30 mins</b>	

### Request for Volunteer Services – NGO

Process in requesting volunteer services and assistance to specific program of the requesting non-government offices and organizations.

<b>Office/ Division</b>	UGNAYAN NG PAHINUNGÓD UP MINDANAO			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
<b>Who may avail</b>	Non-profit Institutions, Private Offices, Non-government Organizations, and other Non-Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request for Volunteer Services addressed to UP Mindanao Ugnayan ng Pahinungod.			Requesting office/ Organizations	
2. Memorandum Order signed by Unit/ Division Head/ Authorized Representative of the concerned office/ agency (if applicable).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/ OFFICE RESPONSIBLE</b>
1. Submit letter Request for Volunteer Services/ Assistance to Ugnayan ng Pahinungod with complete event details provided.	1.1. Receiving and acknowledgement of communication.	None	1 day	Ugnayan ng Pahinungod
	1.2. Forwarding to the authorized office.		30 mins	Ugnayan ng Pahinungod
	1.3. Conduct assessment of the request to determine merit, activity fund source, and indicative timetable for volunteer services.		3 days	Ugnayan ng Pahinungod
	1.4. Conduct site inspection if necessary.		5 days	Ugnayan ng Pahinungod with partner/s
<b>MOA needed? If YES, follow next step. If NO, proceed to step 3.4</b>				
2. Meeting with Ugnayan ng Pahinungod re MOA.	2.1. Draft MOA and forward to requesting agency/ unit.	None	2 days	Junior Project Associate/ Pahinungod OIC



	2.2. Forward to legal office for comments/ review.		5 days	Ugnayan ng Pahinungod/ Legal Office
	2.3 Sending of the MOA draft to project partners for comments		5 days (paused lock)	Junior Project Associate
3. Communicate with Ugnayan ng Pahinungod re revision of MOA.	3.1. Revise MOA based on comments.		3 days	Junior Project Associate
	3.2. Forward MOA to Legal Office for approval.		5 days	Ugnayan ng Pahinungod
	3.3. Finalization and signing of MOA with project partners		3 days	Ugnayan ng Pahinungod and Legal Office
	3.4. Notarization of MOA		2 days	Ugnayan ng Pahinungod
	3.5. Draft Activity Request and forward to the Chancellor for approval.		2 days	Junior Project Associate
	3.6. Activity Request Approved.		3 days	Office of the Chancellor
4. Schedule meeting with Ugnayan ng Pahinungod volunteer team before deployment.	4.1. Volunteer selection based on terms of reference provided in the request.	None	5 days	Ugnayan ng Pahinungod
	4.2. Assemble the volunteer team.		10 days	Ugnayan ng Pahinungod
	4.3. Prepare travel documents.		3 days	Ugnayan ng Pahinungod
	4.4. Approval of Travel documents.		2 days	Office of the Chancellor
5. Coordinate with Ugnayan ng Pahinungod as to the conduct of activity.	5.1. Deploy volunteers as to the conduct of activity.		1 day	
	<b>Total number of days to process</b>		<b>60 days and 30 mins</b>	

## Office of The Vice Chancellor for Academic Affairs (OVCAA)

### Center for the Advancement of Research in Mindanao (CARIM)

#### Acceptance of Article for Banwa Publication

The *Banwa Journals*, Series A. Arts, Humanities, and Social Sciences and Series B. Natural and Applied Sciences, are multidisciplinary peer-reviewed online journals published by the University of the Philippines Mindanao under the auspices of the the Center for the Advancement of Research, Development, and Engagement In Mindanao (CARIM). The journal accepts submissions all-year round provided that the said



submission is in line with the topics contained in the journal. Being a peer-reviewed journal, the Banwa Journals are highly dependent on the pro bono services of external peer reviewers who referee journal submissions to ensure their quality. The journal is managed and run by a managing editor and in-house editors.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction: Who may avail:</b>				
<b>Type of transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2G			
<b>Who may avail:</b>	Faculty and Researchers from UP Min and other institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. JOURNAL SUBMISSION</b>				
Electronic copy of article formatted based on "Instructions for Contributors"		Requesting party		
Cover letter (either as separate file PDF attachment or in the body of the email) stating the following: (a) The work is original and (b) the work has not been submitted to other journals [or if previously submitted, the article has been rejected already or officially withdrawn by the author.		Requesting party		
Three suggested reviewers for the article (with their institutional affiliation and contact details, if available)		Requesting party		
<b>2. PEER REVIEW</b>				
Additional recommended reviewers (only if original suggested reviewers decline or does not respond to invitation)		Requesting party		
<b>3. AUTHOR REVISION</b>				
Electronic copy of revised article based on reviewer comments and suggestions		Requesting party		
Author response to reviewer comments in the Consolidated Review Form		Requesting party (Consolidated Review Form to be emailed by Journal Managing Editor)		
<b>4. EDITOR EVALUATION</b>				
Electronic copy of revised article based on evaluation comments and suggestions		Requesting party		
Author response to evaluator comments in the Consolidated Review Form		Requesting party (Consolidated Review Form to be emailed by Journal Managing Editor)		
<b>5. PRODUCTION</b>				
Electronic copy of author-approved manuscript based on managing editor comments		Requesting party		
High-resolution (300 dpi) electronic files of figures (maps, illustrations, charts) for layout		Requesting party		
Electronic copy of Author Proof Copy with author approval or additional comments		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. JOURNAL SUBMISSION</b>				
1.1 Submit electronic copy of article with other requirements to Managing Editor through email ( <a href="mailto:publication.upmindanao@up.edu.ph">publication.upmindanao@up.edu.ph</a> ).	1.1 Receipt of the document with acknowledgment of receipt	None	20 min	Journal Managing Editor ( <i>University Researcher or University Extension Specialist of CARIM</i> )
	1.2 Managing editor evaluates submission based on "Instructions to Contributors."	None	2 hours	Journal Managing Editor
	1.3(a) Complete submissions go to step 1.6.	None	20 min	Journal Managing Editor



	1.3(b) Incomplete submissions are referred back to the corresponding author. Go to the next step.			
1.4 The corresponding author receives instruction to address gaps in incomplete submission and submit revised versions.		None	3 days*	Client
1.5 The author sends a revised submission.	1.5 Managing editor reevaluates the revised submission.	None	30 min	Journal Managing Editor
	1.5(a) Incomplete submission back to client step 1.4.			
	1.5(b) Complete submission go to the next step.			
	1.6 Managing editor endorses submission for initial evaluation by in-house editors	None	20 min	Journal Managing Editor
	1.7 In-house editors evaluate the submission.	None	3 days	In-house Editors (i.e., editors or associate editors)
	1.8(a) If in-house editor REJECTS article, journal managing editor contacts author about editorial decision. End of process.	None	20 min	Journal Managing Editor
	1.8(b) If in-house editor ACCEPTS articles for peer review, go to step 2.1. In-house editors will also recommend potential reviewers.			In-house Editors (Editors are appointed for a term of one year; from different departments)
<b>2. PEER REVIEW</b>				
	2.1 Managing editor processes the submissions that are accepted for peer review (i.e., identifying marks and names are removed for double-blind review, slight formatting).	None	2 hours	Journal Managing Editor
	2.2 Managing editor invites suggested reviewers (by either the author and/or the in-house editors) are invited to review the article. Each article requires at least 2 reviewers (Practice is to invite 3 reviewers).	None	1 hour	Journal Managing Editor
	2.3 Managing editor waits for response from invited reviewers. Reviewers are given one week to respond.	None	7 days*	Reviewers (Invited from different institutions)
	(a) If reviewers accept the invitation, continue to step 2.6.			
	(b) If reviewers decline or do not respond to the invitation after 7 days, move to the next step.			
	2.4 Managing editor contacts authors or in-house editors for additional recommendations for article reviewers.	None	20 min	Journal Managing Editor





2.5 Authors submit additional recommended reviewers for consideration. Then back to step 2.3.	2.5 In-house editors submit additional recommended reviewers for consideration. Then back to step 2.3.	None	2 days	Client / In-house editors
	2.6 Managing editor sends processed manuscript submission and peer review form to invited reviewers. Reviewers are given 22 calendar days to review the article.	None	20 min	Journal Managing Editor
	2.7 Managing editor waits for the 3 reviewers to complete the review. (a) If the managing editor receives review by deadline, continue to step 2.9. (b) If the managing editor does not receive review by deadline, continue to the next step.	None	22 days* (This is the standard number of days; reviewers may request an extension of the deadline.)	Reviewers
	2.8 Managing editor sends reminders to reviewers if they have not submitted their reviews by deadline.	None	20 min	Journal Managing Editor
	2.9 Managing editor collates all reviews and comments into Consolidated Review Form. (a) If the majority of the reviewers recommend REJECT, then the managing editor prepares a rejection notice. End of process. (b) If the majority of reviewers recommend ACCEPT with minor revisions or RESUBMIT with major revisions, then the managing editor forwards Consolidated Review Form to the author and continues to the next step.	None	1 hour, 30 min	Journal Managing Editor
	2.10 Managing Editor prepares Reviewer Certifications signed by the CARIM director and sends this to reviewers.	None	1 day	Journal Managing Editor
<b>3. AUTHOR REVISION</b>				
3.1 Author revise the article based on consolidated reviewer comments.		None	30 days* (This is the standard number of days; authors may request extension.)	Client
	3.2 (OPTIONAL) Managing editor reminds author about revised article submission if not received by deadline.	None	20 min	Journal Managing Editor
3.3 Author submits a revised article together with their response to the comments in the Consolidated Review Form.	3.3 Managing editor accepts the author-revised article and author response in the Consolidated Review Form.	None	20 min	Journal Managing Editor
<b>4. EDITOR EVALUATION</b>				
	4.1 Managing editor forwards revised article and author response in the Consolidated Review Form to in-house editor for evaluation.	None	20 min	Journal Managing Editor





	4.2 In-house editor evaluates the revised article and the author responses in the Consolidated Review Form. (a) If in-house editor ACCEPT the article for publication, continue to step 4.6. (b) If the in-house editor suggests FURTHER REVISIONS, continue to the next step.	None	3 days	In-house Editors
	4.3 Managing editor sends the author the in-house editor's comments for revision.	None	20 min	Journal Managing Editor
4.4 Author revises article based on evaluator comments.		None	10 days*	Client
4.5 Author submits revised article with response to evaluator comments.	4.5 Managing editor receives revised article and forwards it to editor for reevaluation. (Go back to 4.2 and repeat until the editor is satisfied with the revised version.)	None	20 min	Journal Managing Editor
	4.6 Managing editor informs the author of the editor's FINAL DECISION.	None	20 min	Journal Managing Editor
4.7 (OPTIONAL) Author may request for notice of acceptance.	4.7 (OPTIONAL) Managing editor provides the author with a notice of acceptance signed by the CARIM director, if requested.	None	1 day	Journal Managing Editor / CARIM Director
	4.8 (OPTIONAL) Managing editor emails Notice of Acceptance to author.	None	20 min	Journal Managing Editor
5. PRODUCTION				
	5.1 Managing editor copy edits and formats article based on style guide (i.e., <i>Series A – Chicago Manual of Style; Series B – Council for Science Editors Manual</i> ). Managing editor may send author notes and comments for layout of manuscript.	None	4 days	Journal Managing Editor
5.2 Author accepts and complies with copyediting and formatting suggestions by the journal managing editor.		None	5 days*	Client
5.3 Author submits a copyedited and formatted document, together with raw files (for figures and charts).	5.3 Managing editor accepts author-formatted copy of manuscript.	None	20 min	Journal Managing Editor
	5.4 Managing editor layouts the manuscript using the Adobe InDesign template.	None	3 days	Journal Managing Editor
	5.5 Managing editor sends the Author Proof copy to the author for review.	None	20 min	Journal Managing Editor
5.6 Author reviews and comments on the Author Proof copy for additional corrections.		None	5 days*	Client
	5.7 Managing editor incorporates correction into manuscript layout.	None	2 days	Journal Managing Editor
	5.8 Managing editor sends revised Author Proof Copy to author.	None	20 min	Journal Managing Editor



5.9 Author reviews Author Proof Copy. (a) If the author has additional comments, go back to agency action step 5.7. (b) If the author accepts revised Author Proof Copy, continue to agency action step 5.9.	5.9 Managing editor finalizes the manuscript galley.	None	8 hours	Journal Managing Editor
<b>6. UPLOADING TO THE ONLINE JOURNAL SYSTEM</b>				
	6.1 Managing editor inputs metadata and uploads the final article to the Online Journal System (OJS) [ojs.upmin.edu.ph].	None	2 hours	Journal Managing Editor
	6.2 Managing editor posts "Fresh Off the Press" article and URL in the Banwa Facebook page and shares the link to relevant groups within and outside the university.	None	1 hour	Journal Managing Editor
	6.3 Managing editor notifies the author about the URL link of the article, as well as the social media post. End of process.	None	20 min	Journal Managing Editor
<b>TOTAL</b>			<b>102 days</b>	

### Certifications/Data Requests from the Office of Research: Review/Verifications, And Other Inputs from Internal Clients

This service is for internal and external clients who request certifications/data from the Office of Research:

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2G – GOVERNMENT TO GOVERNMENT			
<b>Who may avail:</b>	Faculty, Researchers, Staff, and stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter indicating the purpose of request		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter indicating the purpose of the request	1.1 Receive the letter request	None	1 hr	Administrative Assistant II
	1. 1.2 Verification of the data requested 2.	None	15 days	Development Management Officer II/University Researcher III/University Researcher I
	1.3 Action of the Director for the request	None	2 days	CARIM Director



	1.4 Preparation of the certification/document/ Report	None	2 days	Development Management Officer II/ University Researcher III
	1.5 Scan the document	None	4 hrs	Administrative Assistant II
	1.6 Log the certification/document	None	2 hrs	Administrative Assistant II
Receive certification by signing in the log book	2. Release of the certification/document	None	1 hr	Administrative Assistant II
	<b>TOTAL</b>		<b>20 days</b>	

### Preparation of Payment for Suppliers

This service is for the payment of regular transactions of the unit such as payment of utilities (e.g telephone and mobile); payment for meals, accommodation, plane fare and supplies.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed Purchase Order		Administrative Assistant II		
Billing Statement		Requesting party		
Delivery Receipt		Requesting party		
OMNIBUS, Mayor's permit, DTI permit		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit billing statement, delivery	1.1 Receive billing statement	None	30 mins	Administrative Assistant II
	1.2 Check details of the billing	None	1hr	Administrative Assistant II
	1.3 Preparation of Disbursement Voucher (DV), Obligation Budget Request (OBR), Inspection and Acceptance Report Fund Monitoring balance of the office	None	1 day	Administrative Assistant II
	1.4 DV, OBR, Monitoring balance for approval of the Director	None	2 days	CARIM Director



	1.5 Scan documents and log to UIS	None	3 hrs  Note: Depending on the availability of University Information System (UIS) and internet connections.	Administrative Assistant II
	2. Forward documents to Accounting Office	None	30 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>3 days, 5hrs</b>	

### Requests for CARIM Comments on Various Issues/Concerns

This service is for internal and external clients who request for comments on specific issues related to RDE.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2G			
<b>Who may avail:</b>	Faculty, Researchers, Staff, and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request/ Referral slip for comment on specific CARIM related matters		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Letter request/ Referral slip for comment on specific CARIM related matters	1.1 Receive the letter request	None	1.5 hrs	Administrative Assistant II
	1.2 Verify information of the specific CARIM related matters	None	15 days	UR III/ UR I/ UES II
	1.3 Action of the CARIM Director	None	3 days	CARIM Director
	1.4 Preparation of the official response	None	1.5 day	CARIM Staff
	1.5 Review completeness of approved documents, Log and scan of the document	None	6 hrs	Administrative Assistant II



Receive the document	Release of the document	None	30 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>20 days</b>	

### Issuance of Certification

The Center for Advancement of Research, development, and engagement In Mindanao certification is issued to those who need a document that states he/she has involvement in a project whether internally or externally funded and those who request for certification as reviewer for Banwa Journal.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Faculty, REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Certification for Project Involvement		Requesting party		
Letter request indicating the title of the project and specific involvement in the project. For externally funded projects, the requesting party shall attach the MOA/research contract as proof for his/her involvement.				
1. Certification as Banwa Reviewer		Requesting party		
Letter request indicating the project title of the paper reviewed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Certification for Project Involvement  1.Submit letter request indicating the title of the project and specific involvement in the project. For externally funded projects, attach the MOA/research contract as proof for his/her involvement.  CERTIFICATION AS BANWA REVIEWER  Letter request indicating the project title of the paper reviewed	1. 1.1 Receive letter request with complete attachments as proof of involvement;  2.  3. 1.2 Receive letter of request with incomplete attachments and requests for CARIM to supply (internally-funded projects only)	None	20 mins	Administrative Assistant II
	1.3 Verify information in the database if requesting for certification for project involvement	None	1 day	Development Management Officer II



	1.3.1 Verify information if requesting for certification as Banwa reviewer	None	1 day	University Researcher I /University Extension Specialist II CARIM
	1.3 Preparation of certification requested	None	2 hours	Administrative Assistant II
	1.4 Approval of the certification by the Director	None	1 day	CARIM Director
2.Fill up in the Log book to receive certification	2. Log in and scan certification before releasing	None	30 mins	Administrative Assistant II
	3. Release the certification	None	10 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>3 days, 3 hrs</b>	

## Office of Extension and Community Service

### Request for Extension and Public Service Data

<b>Office/ Division</b>	Office of Extension and Community Service – UP Mindanao			
<b>Classification</b>	COMPLEX			
<b>Type of Transaction</b>	<b>G2B - GOVERNMENT TO BUSINESS</b> <b>G2G – Government to Government</b>			
<b>Who may avail</b>	-Private Institutions -Non-Government Agencies, Foundations, Cooperatives, etc. -Government Agencies and Government Owned and Controlled Corporations			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request indicating the following: <ul style="list-style-type: none"> <li>Purpose of data request</li> <li>Clear details of data request (<i>i.e., dates/years and data fields included</i>)</li> <li>Endorsed by the Head of Organization</li> <li>Addressed to the Director of Unit</li> </ul>			Requesting Agency/Organization	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request for data	1.1. Receiving and acknowledgement of communication.	None	1 hour	University Extension Specialist (UES) or University Extension Associate (UEA)
	1.2. Forward request to unit head/ authorized office.		1 hour	UES/UEA
	1.3. For approval of the CARIM/OECS unit Head and assignment of person in-charge.		1 day	<b>OECS Director</b>
<b>If approved, proceed to next step.</b>				



	1.4. Writing and sending of the reply to the requesting party.		1 day	UES/UEA
	1.5. Conduct assessment of the request.		4 hours	UES/UEA
	1.6. Retrieve, organize, and format data from office database		2 days	UES/UEA
<b>If data is not available in the office database, proceed to step 1.7.</b>				
	1.7. Coordination with appropriate university units on tracing information needed.  <i>*If data is not available in office database</i>		5 days	UES/UEA
	<b>TOTAL number of days to process</b>		<b>9 days and 6 hours</b>	

### Request for The Conduct of Continuing Education, Training and/or Capability-Building

For government and non-government agencies including private institutions/businesses who seek expert or technical expertise/advice to improve their operations and products/services.

<b>Office/ Division</b>	Office of Extension and Community Service – UP Mindanao			
<b>Classification</b>	COMPLEX			
<b>Type of Transaction</b>	<b>G2B - GOVERNMENT TO BUSINESS</b> <b>G2G – Government to Government</b>			
<b>Who may avail</b>	Private Institutions; Non-Government Agencies, Foundations, Cooperatives, etc.;; Government Agencies and Government Owned and Controlled Corporations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request indicating the following: -Title or topic of proposed training -Parties involved ( <i>if there are others aside from the proponent</i> ) -Purpose of the training -Target participants and number expected participants -Tentative schedule or dates of the activity -Endorsed by the Head of Organization -Addressed to the Director of Unit		Requesting Agency/Organization		
2. Memorandum Order signed by Unit/ Division Head/ Authorized Representative of the concerned office/ agency		To be crafted by requesting agency/organization and UP Mindanao		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit letter request for training, seminar, workshop, or capacity-building	1.1. Receiving and acknowledgement of communication.	None	1 day	University Extension Specialist (UES) or University Extension Associate (UEA)
	1.2. Forward request to unit head/ authorized office.		1 day	UES/UEA
	1.3. Conduct assessment of the request to determine merit, activity fund source, expertise needed and indicative timetable for activity.		1 day	UES/UEA
	1.4. Referral and coordination with appropriate university unit.		2 days	
	1.5. For approval of the CARIM/OECS unit Head.		2 days	OECS Director
	1.6 Writing and sending of the reply to the requesting party.		1 day	UES/UEA
<b>If approved, proceed to next step.</b>				
2. Assign Coordinator/in-charge to coordinate activity with UP Mindanao and coordinate available schedule	2.1. Referral of the CARIM/OECS Unit Head to the person in-charge of the activity.		3 days	OECS Director
	2.2. Setting of preliminary meeting with Project Proponent.		1 day	UES/UEA
	2.3. Preliminary meeting with Project Proponent (dates and outline).		1 day	
3. Correspond with CARIM-OECS regarding the MOA	3.1. Drafting of MOA		2 days	UES/UEA
	3.2. Forward to legal office for comments/ review.		5 days	Legal Office
	3.3. Sending of the MOA draft to the Project Partner/s for comments.		5 days (paused lock)	UES/UEA
	3.4. Revise MOA based on comments.		3 days	UES/UEA
	3.5. Forward MOA to Legal Office for approval.		5 days	UES/UEA
	3.6. Finalization and Signing of MOA with project proponent.		3 days	UES/UEA
	3.7. Notarization of MOA		2 days	Legal Office





4. Correspond with CARIM-OECS regarding activity preparation and implementation	4.1. Crafting of Activity Design with Line Item Budget (LIB)		2 days	UES/UEA
	4.2. For Endorsement of CARIM Director		1 day	OECS Director
	4.3. For approval of Budget/Budget Clearance		1 day	Budget Office
	4.4. For approval of the Chancellor		2 days	Chancellor's Office
	4.5. Implementation of Project		1 day	
	<b>TOTAL number of days to process</b>		<b>45 days</b>	

## Office of The University Registrar (OUR)

### Authentication of Academic Credentials

The Office of the University of Registrar authenticates academic credentials of alumni and students as needed for any circumstance.

<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card*		OUR		
*Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.				
Payment Slip		OUR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the requirements of the request	1. Checks student record 2. Assesses payment 3. Issues payment slip		5 mins	Mary Christie A. Estocado/Student Records Evaluator
1. Proceed to Cash Office to process payment	1. Cash Officer issues Official Receipt	P100.00 per copy	3 mins	Collecting Officer



1. Present Official Receipt and Payment Slip	1. Evaluates payment details 2. Informs the client about the processing and delivery date		1 min	Student Records Evaluator
4. Client Waiting Time	1. Prepares the Authentication of the academic credentials 2. Registrar authenticates the academic credentials 3. Informs client of the availability of the request		2 days, 23 hrs, 50mins (paused-clock)	Student Records Evaluator  University Registrar  Student Records Evaluator
5. Client claims request 6. Present OR	1. Releases requested Authentications		1 min	Student Records Evaluator
<b>Total</b>		<b>P100.00 per copy</b>	<b>7 days</b>	

### Cross Registration

The Office of the University Registrar assists students who intends to enroll within the semester/mid-year in another academic unit outside of UPMindanao.

<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of grades		Office of the College Secretary		
Endorsed Cross Registration Form		Office of the University Registrar		
Medical Certificate		Attending Physician		
*A student should be in good academic standing to be eligible for cross registration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Presents Endorsed Cross registration form	1.Receives and checks endorsed cross registration form 2. Assesses payment 3. Instructs the student to pay	None	5 mins	Cynthia D. Buquia / Registrar V
2. Proceeds to Cash Office for process of payment	1. Receives and issues official receipt	P80 reside ncy fee	5 min	Collecting Officer
3.Returns to OUR and presents official receipt	1. Receives and evaluates payment details 2. Informs client that he/she will be notified through SMS on the availability of the approved cross registration	None	5 min	Registrar V
4.Client waiting time	1. Approval/disapproval of the cross registration application 2. Informs the client of the availability of the request	None	2 days	University Registrar (within UP constituent university); Chancellor (outside the UP System)
5.Client claims the approved cross registration	1. Records and releases the approved cross registration	None	5 mins	Registrar V
<b>Total</b>		<b>None</b>	<b>2 days, 20 mins</b>	

### Evaluation of Application for Transfer

The Office of the University Registrar accommodates application for transfer when the client meets the following minimum requirements: 1) earned at least 33 academic units for non-UP and 30 units for UP constituent, and 2) a weighted average of 86% or 2.00.

<b>Office or Division:</b>	Office of the University Registrar (OUR)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN	
<b>Who may avail:</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Copy of grades		Last school attended
Copy of Certificate of Good Moral Character		Last school attended
Letter of Intent		
Course Outlines (as needed)		Last school attended



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present credentials	<ol style="list-style-type: none"> <li>1. Evaluates whether credentials met the minimum requirement</li> <li>2. Issues Application Form</li> </ol>	None	5 mins	Cynthia D. Buquia / Registrar V
1. Fill-in the required information in the Application Form	<ol style="list-style-type: none"> <li>2. Prepares endorsement to the concerned department applied for</li> </ol>		5 mins	University Registrar
3. Client Waiting Time	<ol style="list-style-type: none"> <li>1. Evaluates application for transfer               <ol style="list-style-type: none"> <li>1.1 Skill Test for BS Architecture</li> <li>1.2 Writing samples for BA English</li> <li>1.3 On the spot essay writing for BA Communication and Media Arts</li> </ol> </li> <li>2. Submits recommendation of Approval or Disapproval of the application</li> <li>3. Affirms the action of the Department</li> </ol>		19 days, 12 hrs, 52 mins (paused-clock)	Admission Committee of the degree program concerned  University Registrar
	<ol style="list-style-type: none"> <li>1. Prepares notification letter on the result of the application</li> </ol>		1 min	Registrar V
5. Client Claims result of the application	<ol style="list-style-type: none"> <li>1. Releases signed notification letter</li> </ol>		1 min	Registrar V
<b>Total</b>		<b>None</b>	<b>20 days</b>	



## Issuance of Certifications

The Office of the University Registrar issues Certifications to clients as needed for any circumstance, such as Certifications on Enrolment, Statement of Account, English as Medium of Instruction, Graduation, etc.

<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Alumni and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card*				
* Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.				
Payment Slip		OUR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the requirements of the request	1. Checks student record 2. Assesses payment 3. Issues payment slip		5 mins	Mary Christie A. Estocado / Student Records Evaluator
1. Proceed to Cash Office to process payment	1. Cash Officer issues Official Receipt	P50.00 per copy	3 mins	Collecting Officer
3. Present Official Receipt and Payment Slip	1. Evaluates payment details 2. Informs the client about the processing and delivery date		1 min	Student Records Evaluator
4. Client Waiting Time	1. Prepares the Certification requested 2. Prints Certification 3. Registrar certifies correctness of the Certification details 4. Informs client of the		6 days, 23 hrs, 50 mins (paused-clock)	Student Records Evaluator  University Registrar



	availability of the request			Student Records Evaluator
5. Client Claims request 6. Present OR	1. Releases requested Certification		1 min	Student Records Evaluator
<b>Total</b>		<b>PhP50.00/copy</b>	<b>7 days</b>	

### Issuance of English Translation of Diploma

The Office of the University Registrar issues certified English Translation of Diploma to UP Mindanao alumni. This type of certification is usually used as documentation to their application for employment or further studies abroad.

<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card*		OUR		
*Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.				
Payment Slip		OUR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the requirements of the request	1. Checks student record 2. Assesses payment 3. Issues payment slip		5 mins	Student Records Evaluator
2. Proceed to Cash Office to process payment	1. Cash Officer issues Official Receipt	P50.00 per copy	3 mins	Collecting Officer



3. Present Official Receipt and Payment Slip	<ol style="list-style-type: none"> <li>Evaluates payment details</li> <li>Informs the client about the processing and delivery date</li> </ol>		1 min	Student Records Evaluator
4. Client Waiting Time	<ol style="list-style-type: none"> <li>Prepares and prints the English translation of Diploma</li> <li>Registrar certifies correctness of the translated diploma</li> <li>Informs client of the availability of the request</li> </ol>		2 days, 23 hrs, 52mins (paused-clock)	Registrar V  University Registrar  Student Records Evaluator
<b>TOTAL</b>		<b>PhP50.00 per page</b>	3 days	

### Issuance of Official Transcript of Records (revised)

The Office of the University Registrar issues the Official Transcript of Records to UP Mindanao alumni and students, who have accomplished the University Clearance, for purposes of employment, further studies, and transfer of school.

<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Alumni and Cleared Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished University Clearance (for the 1 <sup>st</sup> OTR request only).				
Payment Slip		OUR		
Official Receipt of Payment		Cashier's Office		
Valid Identification Card*				
*Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the requirements of the request	1. Checks student record for the number of OTR		5 mins	Mary Christie A. Estocado / Student Records Evaluator



	pages needed for printing 2. Assess payment 3. Issue Payment Slip			
2. Proceed to Cash Office to process payment	1. Cash Officer issues Official Receipt	P50.00 per page	3 min	Collecting Officer
3. Present Official Receipt and Payment Slip	1. Evaluates payment details 2. Informs the client about the processing and delivery date		1 min	Student Records Evaluator
4. Client Waiting Time	1. Evaluates entries from the individual student records vis-à-vis CSRS data 2. Prints draft OTR for checking. 3. Validates details 4. Prints final copy of the OTR 5. Registrar certifies correctness of the OTR details 6. Informs client of the availability of the request		9 days, 23 hrs, 59 mins (paused-clock)	Student Records Evaluator  Cynthia D. Buquia / Registrar V  University Registrar  Student Records Evaluator
5. Client Claims request 6. Present OR	1. Releases requested OTR		1 min	Student Records Evaluator
<b>Total</b>		<b>PhP50.00 per page</b>	<b>10 days</b>	

### Replacement of Lost Diploma

The Office of the University of Registrar issues replacement of lost Diploma upon presentation of an Affidavit.

<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Alumni





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Notary Public		
Valid Identification Card*		Client's personal ID		
*Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Affidavit of Loss and ID	1. Requests valid ID of client 2. Assess payment Issue Payment Slip		2 mins	Cynthia D. Buquia / Registrar V
2. Proceed to Cash Office to process payment	1. Cash Officer issues Official Receipt	P300.00	3 mins	Collecting Officer
3. Present Official Receipt and Payment Slip	1. Evaluates payment details 2. Informs the client about the processing and delivery date		1 min	Registrar V
4. Client Waiting Time	1. Prepares replacement of lost diploma 2. Informs client of the availability of the request		6 days, 23 hrs, 53 mins (paused-clock)	Registrar V
<b>Total</b>		<b>PhP300</b>	<b>7 days</b>	

### Replacement of Lost Student ID Card

The Office of the University of Registrar processes replacement of lost Student ID cards to officially enrolled students.

<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Enrolled Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Notary Public		
Certificate of Registration / Form 5		Office of the College Secretary		
ID Photo (2 pcs 1"x1")				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Affidavit of Loss	2. Issues Student Information Slip (SIS) 3. Collects payment	P50.00	5 mins	Cynthia D. Buquia / Registrar V
2. Client Waiting Time	1. Prepares Temporary ID 2. Registrar validates the Temporary ID 3. Laminates temporary ID 4. Releases Temporary ID		1 day	Iraire Louella O. Rara / Administrative Aide
	1. Delivers SIS and ID fee to the Contracted ID Maker agency 2. Claims new ID as soon as available 3. Informs student of the availability of the new ID card		6 days, 23 hrs, 53 mins (paused-clock)	Registrar V
3. Client Claims request 4. Present OR	1. Releases requested new ID card		1 min	Administrative Aide
<b>Total</b>		<b>PhP50.00</b>	<b>7 days</b>	

### Verification of Student Records

The Office of the University of Registrar assists hiring agencies through issuance of certification on the academic records of UP Mindanao alumni/former students. Requests for verification is accompanied with Consent from the alumni/former students for the release of their academic and personal details.



<b>Office or Division:</b>	Office of the University Registrar (OUR)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter				
Consent Form			Alumni being verified	
Payment Slip			OUR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires about the requirements of the request	1. Checks student record 2. Assesses payment 3. Issue payment slip		5 mins	Mary Christie A. Estocado / Student Records Evaluator
1. Proceeds to Cash Office to process payment	1. Cash Officer issues Official Receipt	P100.00 per copy	1 min	Collecting Officer
1. Presents Official Receipt and Payment Slip	1. Evaluates payment details 2. Informs the client about the processing and delivery date		1 min	Student Records Evaluator
1. Client Waiting Time	1. Prepares the Verification on Student Records 2. Registrar verifies student records 3. Informs client of the availability of the request		2 days, 23 hrs, 53 mins (paused-clock)	Student Records Evaluator University Registrar Student Records Evaluator
5. Client Claims request	1. Releases requested Verification		1 min	Student Records Evaluator
<b>Total</b>		<b>P100.00 per copy</b>	<b>3 days</b>	



## University Library

### Administrative Services, Plant Management, and Economic Development Division (ASPMEDD)

#### Signing of Library Clearance

<b>Office or Division:</b>	Administrative Services, Plant Management, and Economic Development Division (ASPMEDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Constituents of the University (Students, members of the Faculty, REPS, Administrative Staff)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form		Office of the Registrar		
Accomplished Clearance Slip		Submit to the Administrative Services of University Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Clearance Form duly signed by unit/ college library	Verify information indicated in the Clearance Form	None	2 minutes per client  (Time varies, Internet dependent)	ASPMEDD Personnel In-Charge
	Check and verify form the UPM in iLib Database for any library accountability	None  NOTE: Fee applies only to those with overdue items	2 minutes per Client  (Time varies, Internet dependent)	ASPMEDD Personnel In-Charge
2. Fill out Clearance Slip	Check for accuracy of information indicated	None	3 minutes per  (Time varies, Internet dependent)	ASPMEDD Personnel In-Charge
	Countersign initials and approval of the University Librarian (box for the University Library)	None	1 Minute	ASPMEDD Personnel In-Charge, University Librarian



3. Received duly signed Clearance Form	Release duly signed Library Clearance and Log-in to Clearance Book	None	1 Minute	ASPMEDD Personnel In-Charge
	<b>Total</b>	<b>None</b>	<b>9 minutes</b>	
END OF TRANSACTION				

## Collection Management & User Services Division (CMUSD)

Registration of Students, Faculty, Admin Staff, Borrowing of books, Online Library Services

<b>Office or Division:</b>	Collection Management & User Services Division (CMUSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Graduate Students, Faculty, Admin Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Form 5, Students ID		Office of the Registrar		
2. Valid ID for Faculty, Admin Staff		Office of HRDO, any valid Government UMID ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. New Application for registration to UPMin iLib system  a. Present Form-5 and any valid I.D with picture;  b. Fill-out form patron's registration for UPMin iLib	Check the validity of Form 5 and UPMin Student ID  a. Check all information of the form and encode it in the iLib Database	None	10 minutes per client  (Time varies, Internet dependent)	CMUSD Personnel In-Charge
2. Borrowing of book/s from general circulation stack  1. Searches, locates, and retrieves item on shelves; 2. Brings book at the circulation desk to be properly charged-out 3. Presents to circulation staff U.P. Mindanao I.D; 4. Staff searches patron name or I.D number		For overdue items only:  P 2.00 / day for general circulation books  P 50.00 / day (for reserve books)	10 minutes per Client  (Time varies, Internet dependent)	CMUSD Personnel In-Charge



<p>in the UPMin iLib system;</p> <p>5. Library patron presents book to be loaned-out and I.D number (Paperless, online, no more Borrower's Card)</p> <p>6. Circulation staff scans the item on iLib Circulation module for the item to be checked out;</p> <p>7. Items checked-out on UPMin iLib Circulation module, staff stamps date due on book card</p>				
<p>3. On-line Library Service</p> <p>1. Typing search key at Online Public Access-Catalog (OPAC) through UPMin iLib system using author's name, title of the item (book or non-book), or subject.</p> <p>2. Searching online journal subscriptions</p>		None	<p>1 minute per search / book</p> <p>15 minutes per journal search</p> <p>(Time varies, Internet dependent)</p>	<p>www.alarm.upmin.edu .ph</p> <p>Online Public Access Catalog (OPAC)</p> <p>www.alarm.upmin.edu .ph</p>
	<b>Total</b>		<b>11-15 minutes</b>	
END OF TRANSACTION				

### Multimedia Center (revised)

Use of Library Education Multimedia Information Technology Office (LEMITO) for theatre, paper, and class presentation, conference, trainings, seminar, and paper proposal/research

<b>Office or Division:</b>	Multimedia Center (MMC)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2B, G2G
<b>Who may avail:</b>	UP students and group of students for class activity, with endorsement from faculty adviser or thesis adviser and Chairperson or Dean; UP accredited student college-based organizations; UP units; Network Libraries of DACUN
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. Form 5, Students ID		Office of the Registrar		
2. Valid ID for Faculty, Admin Staff		Office of HRDO, any valid Government UMID ID		
3. Letter of Intent, Referral, Program for partner organizations like DACUN, Academic agencies		Institutional Office, College President, University President's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation of Multi-Media Mini Theater  1.Fill out the Reservation form online	Check the validity of the reservation, if all the required information is being filled out and if the clientele has a UP email account, otherwise it will be denied	None	10 minutes (Internet dependent, time varies)	MMC Personnel In-Charge
2.For walk-in reservation: Proceed to the MMC personnel in-charge	Ask the clientele of the activity details	None	10 minutes	MMC Personnel In-Charge
2. For Non-UP, Request letter address to University Librarian	Approval of request (from the office of the University Librarian)	Non-UP users Php 50.00/ Hour  (Library Fees, UP Library Council Meeting 6 November 2000)	5 minutes	University Librarian
3. Pay to the Cashier	Process payment and issue Official Receipt (OR)		2 minutes	Cashier
4. Receive confirmation of Space Reservation Slip	Issue confirmation of space Reservation Slip		2 minutes	MMC Personnel In-Charge
5. All users will log-in the Multi-Media Logbook/Attendance Form	Check if all required information in the Logbook/Attendance Form are being filled out		30 seconds per clientele	MMC Personnel In-Charge
	<b>Total</b>	<b>Php50/hr for Non-UP</b>	<b>29 minutes 30 seconds minimum</b>	
END OF TRANSACTION				



## Metadata and Resources Development Division (MRDD)

Cataloging, Classification, Bibliography, Metadata, Collection Development, for External Transactions Gifts and Exchange to DACUN & MASTSLiNet

<b>Office or Division:</b>	<b>Metadata and Resources Development Division (MRDD)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	UP Mindanao students, Faculty, Officials, REPS, Admin staff, Projects-based personnel; DACUN and MASTSLiNet member institutions, Alumni, Library Inspectors and Evaluators, Visitors on tour and benchmarking			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request from faculty, Dept. Chair		Faculty's Office		
2. Endorsement from the Dean		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of book requests  Fill out the Book Requisition form and have it endorsed by the Department Chair and approval of the College Dean	1.1 Check the requested titles in the iLib database. *If the Library has a copy of it already, inform the requestor. *If requested title/s is not in the Library collection yet, search for the estimated price of each title. 1.2 Prepare the Purchase Request and attach the approved Book Requisition Form.	None	5 minutes per title  (Time varies, Internet dependent)	MRDD personnel in-charge
	1.3 Forward this to the Administrative Division of the University Library.		1 hour (time varies as to the number of titles requested)  10 minutes	MRDD personnel in-charge
	<b>Total</b>	<b>None</b>	<b>1 hour 15 minutes minimum</b>	





## Information Management & Systems Division (revised)

Use of PCs to access Library e-Resources

<b>Office or Division:</b>	Information Management & Systems Division (IMSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Graduate Students, Faculty, Admin Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Form 5, Students ID		Office of the Registrar		
2. Valid ID for Faculty, Admin Staff		Office of HRDO, any valid Government ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Computer Laboratory  a. Present Form-5 and any valid I.D with picture;  b. Log-in at the Desktop	Check the validity of Form 5 and or UPMIn Student ID	None	2 minutes per client  (Time varies, Internet dependent)	IMSD Personnel In-Charge
2. Proceed to use available PCs			1 minutes per Client	IMSD Personnel In-Charge
	<b>Total</b>	<b>None</b>	<b>3 minutes</b>	
END OF TRANSACTION				

## User Education, Research, Extension & Development Division (UEREDD)(revised)

Information Services & Dissemination, User Education, Research, Publications

<b>Office or Division:</b>	User Education, Research, Extension, & Development Division (UEREDD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>		UP Mindanao students, Faculty, Officials, REPS, Admin staff, Projects-based personnel, DACUN and MASTSLiNet member institutions, Alumni, Library Inspectors and Evaluators, Visitors on tour and benchmarking, and the general public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WERE TO SECURE</b>		
1. For visitors from other Universities, Endorsement letter from either President, Dean, University Librarian				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
All Library users will log-in the Logbook and the Attendance Statistics Forms a. For bonafide student/faculty/staff: Present university valid ID; form 5 for freshmen without a student ID yet; log-in the Logbook and the Attendance Statistics Forms	Check if all required information in the Logbook are being filled out Check the IDs and Form 5 and let him/her proceed to any library transaction			
b. For alumni, former faculty members and students honorably discharged from the University: Present alumni ID; and or any valid ID and Letter of Introduction from office/institution of origin; log-in the Logbook and the Attendance Statistics Forms	Check the alumni ID and or any valid ID and Letter of Introduction, then let him/her proceed to any library transaction			
c. For graduate students and researchers: Present valid office ID or valid student ID and Letter of Introduction from office/institution of origin; log-in the Logbook and the Attendance Statistics Forms	Check the alumni ID and or any valid ID and Letter of Introduction, then let him/her proceed to any library transaction			



d. For visitors on tour and benchmarking: Head of the group must present a valid ID or valid student ID and approved Letter of Tour and Benchmarking activity; log-in the Logbook and the Attendance Statistics Forms; Library tour and benchmarking proper;	Check the valid ID or valid student ID and approved Letter of Tour and Benchmarking activity			
END OF TRANSACTION				

## Office of the Vice Chancellor for Administration (OVCA)

Request for funds (travel, meals, activity, supplies, transportation, etc.)

Service Information: The Office of the Vice Chancellor for Administration recommends / endorses request for funds (travel not charged to API & PSI funds, meals, activity, supplies, transportation, seminars / orientations, etc.).

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	UP Min units / office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request endorsed through channels		End-user		
Activity Design (if applicable)		End-user		
Travel Order / Itinerary of Travel (if applicable)		End-user		
Invitations / Notice of Meetings (if applicable)		Organizer/End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the document with complete attachment and endorsed through channels.	1.1. Checks the document for completeness of required attachment and endorsement through channels.	None	5 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>



	1.3. Screens/reviews the document prior to action of the VCA.	None	30 minutes	<i>Administrative Officer</i>
	1.4. Action by the VCA.	None	2 day	<i>VC for Administration</i>
	1.5. Records the status of the request.	None	10 minutes	<i>Admin Aide</i>
	1.6. Forwards the document to the Budget Office or Office of the Chancellor.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>2 days 1 hour</b>	

### Request for repairs and maintenance of university facilities / vehicle

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities, equipment and vehicles in terms of usage, repair and maintenance.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
<b>Who may avail:</b>	UP Min constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		End-user		
Request for quotations (RFQ) from 3 suppliers		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with complete attachment.	1.1. Checks the document for completeness of required attachments	None	10 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
	1.3. Screens/reviews the document as to purpose, fund source and attachment.	None	1 hour	<i>Administrative Officer</i>
	1.4. Action by the VCA:  1.4.a. needs more information / further study	None	2 days	<i>VC for Administration</i>



	1.4.b. Endosed by the VCA			
	1.5. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	1.6. Forwards the document to the Budget Office.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>2 days 1 hour 35 minutes</b>	

### Request of informal settlers to cut trees and/or to repair dwellings

The Office of the Vice Chancellor for Administration monitors all administrative operations within the Campus, including requests of informal settlers.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
<b>Who may avail:</b>	UP Min informal settlers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request with action from the CPDO Chief		Client		
Photos of the tree(s) for cutting (if applicable)		Client		
Photos of the damage part for repair (if applicable)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with complete attachment.	1.1. Checks the document for completeness of necessary attachments and for action by the Chancellor.	None	10 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
	1.3. Screens and refers the document to the Security Personnel.	None	30 minutes	<i>Administrative Officer</i>



	1.4. The Special Area Police Supervisor and Security Coordinator evaluates the request, verifies the information and endorses the request to the VCA.	None	2 days	<i>Security Coordinator; Special Area Police Supervisor</i>
	1.5. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	1.6. Records the status of the request.	None	10 minutes	<i>Admin Aide</i>
	1.7. Forwards the document to the Office of the Chancellor.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>4 days 1 hour 35 minutes</b>	

#### Request payment for services (janitorial and security)

Service Information: The Office of the Vice Chancellor for Administration monitors the payment to various suppliers (services, supplies, excluding utilities) of the University.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS – Government to Business			
<b>Who may avail:</b>	UP Min constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Accounts		Supplier		
DTRs of employees		Supplier		
Contract for Services / Supplemental Contract (whichever is applicable)		Supplier		
Disbursement Vouchers		OVCA		
Obligation Request and Status		OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Monitors release of check payment	1.1. Checks the document for complete and appropriate attachments.	None	20 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	10 minutes	<i>Admin Aide</i>
	1.3. Verifies the entries in the DTRs, statement of accounts, etc.	None	3 days	<i>Janitorial Coordinator / Security Coordinator</i>



	1.4. Prepares the DV and OBRs for action of the VCA.	None	30 minutes	<i>Admin Aide</i>
	1.5. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	1.6. Scans the signed document.	None	30 minutes	<i>Admin Aide</i>
	1.7. Encodes payment details and attaches the scanned file through the UIS.	None	1 hour	<i>Admin Aide</i>
	1.8. Forwards the document to the Accounting Office.	None	10 minutes	<i>Admin Aide</i>
1. Monitors release of check payment	2.1. Checks, reviews and processes the billing for services rendered	None	7 days	
	2.2. Approves payment	None	30 minutes	
	2.3. Issues and releases check payment	None	1 day	
<b>Total</b>			<b>10 days 3 hours 40 minutes</b>	

Request payment of utilities (PLDT, DCWD, Meralco, Manila Water, Guest House rental, water purifier rental)

The Office of the Vice Chancellor for Administration facilitates and monitors the payment of utilities in the Campus and at the UP Min Guest House in the Diliman Campus.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS – Government to Business	
<b>Who may avail:</b>	UP Min constituents	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Statement of Accounts	Supplier
	Disbursement Voucher	OVCA
	Obligation Request	OVCA
	Promissory Note, if necessary (Manila Water, Meralco)	OVCA
	Certification of Official Use (PLDT lines)	OVCA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits statement of accounts and other documents for payment of utilities.	1.1. Receives the statement of accounts.	None	5 minutes	<i>Admin Aide</i>
	1.2. Checks the document for details: Account ID / Name, period covered, current charges, surcharges, etc.	None	10 minutes	<i>Admin Aide</i>
	1.3. Prepares DV, OBR, and other attachments.	None	30 minutes	<i>Admin Aide</i>
	1.4. Action of the VCA.	None	1 day	<i>VC for Administration</i>
	1.5. Scans the signed documents.	None	10 minutes	<i>Admin Aide</i>
	1.6. Encodes and attaches the scanned file through the UIS.	None	30 minutes	<i>Admin Aide</i>
	1.7. Forwards the document to the accounting Office.	None	10 minutes	<i>Admin Aide</i>
2. Monitors release of check payment	2.1. Checks, reviews and processes the billing for services rendered	None	7 days	Accounting Staff / Chief Accountant
	2.2. Approves payment	None	30 minutes	VC for Administration
	2.3. Issues and releases check payment	None	1 day	Chief, Cashier's Office
<b>Total</b>			<b>8 days 2 hours 35 minutes</b>	

### Request payment of utilities for various DLPC accounts (11 accounts)

The Office of the Vice Chancellor for Administration facilitates and monitors the payment of utilities in the Campus.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS – Government to Business			
<b>Who may avail:</b>	UP Min constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Accounts		Supplier		
VAT Details (if required)		Supplier		
Disbursement Voucher		OVCA		
Obligation Request and Status		OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





	1.1. Receives the statement of accounts and VAT details for various accounts.	None	10 minutes	Admin Aide
	1.2. Checks the document for details: Account ID / Name, period covered, current charges, VAT details, etc.	None	15 minutes	Admin Aide
	1.3. Verifies from supplier the charges reflected in the statement of accounts.	None	2 day	Admin Aide
	1.4. Summarizes and consolidates the accounts for: VAT computations, tax certificates of various accounts.	None	4 hours	Admin Aide
	1.5. Prepares DV, OBR, and other attachments.	None	1 hour	Admin Aide
	1.6. Action by the VCA.	None	30 minutes	VC for Administration
	1.7. Scans the signed documents.	None	30 minutes	Admin Aide
	1.7. Encodes payment details and attaches the scanned file through the UIS.	None	1 hour	Admin Aide
	1.8. Forwards the document to the Accounting Office.	None	10 minutes	Admin Aide
	1.9. Checks, reviews, and processes the billings	None	3 days	
	1.10. Approves payment	None	30 minutes	
	1.11. Issues and releases check payment	None	1 day	
<b>Total</b>			<b>6 days 8 hours 5 minutes</b>	

### Request to hire personnel (NGS)

The Office of the Vice Chancellor for Administration recommends/endorsees requests for hiring of personnel (Non-Government Service).

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen
<b>Who may avail:</b>	UP Min units / offices
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter request endorsed through channels	End-user



Personnel Requisition Slip		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document with complete attachment and endorsed through channels.	1.1. Checks the document for completeness	None	5 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
	1.3. Screens/reviews the document prior to action of the VCA.	None	30 minutes	<i>Administrative Officer</i>
	1.4. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	1.5. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	1.6. Forwards the document to the Office of the Chancellor.	None	10 minutes	<i>Admin Aide</i>
<b>Total</b>			<b>2 days</b>	

### Reservation of room at UP Min Guest House by non-UP employees

Service Information: The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities including the UP Mindanao Guest House in UP Diliman.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN - Government to Citizen			
<b>Who may avail:</b>	Non-UP employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request recommended by a UP employee		End-user		
UP Min Guest House Room Reservation form		OVCA / Downloadable from <a href="http://www.upmin.edu.ph">www.upmin.edu.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request endorsed by a UP employee; and properly filled out reservation form for use of room at UP Min Guest House.	1.1. Check the document for completeness of information: name of guests, duration of stay, estimated time of arrival / departure at UP Min Guest House.	None	5 minutes	<i>Admin Aide</i>
	1.2. Check the monitoring calendar for availability of room.	None	5 minutes	<i>Admin Aide</i>
	1.3. Receives and records the request.	None	5 minutes	<i>Admin Aide</i>



2. Waits for approval of the VCA.	2.1. Reviews and verifies the information re endorsement by a UP employee.	None	30 minutes	<i>Administrative Officer</i>
	2.2. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	2.3. Records the action of the VCA.			
	2.4. Computation of charges.	P600/night / person	5 minutes	<i>Admin Aide</i>
	2.5. Informs the client of the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
3. Returns to OVCA.	3.1. Issuance of charge slip.		5 minutes	<i>Admin Aide</i>
4. Payment of fees at the Cash Office.	4.1. Receives and issues official receipt	Total amount as shown in the charge slip.	(Pause – clock) 1 day	<i>Chief, Cashier's Office</i>
5. Presents official receipt at OVCA.	5.1. Receives / photocopies the official receipt indicating the OR# on the reservation form.	None	10 minutes	<i>Admin Aide</i>
6. Claims Pass Slip.	6.1. Issuance of Pass Slip.	None	5 minutes	<i>Admin Aide</i>
	6.2. Informs the UP Min Guest House caretaker.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>2 days 1 hour 35 minutes</b>	

### Reservation of room at UP Min Guest House by UP constituent

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities including the UP Min Guest House at UP Diliman.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN - Government to Citizen			
<b>Who may avail:</b>	UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UP Min Guest House Room Reservation form		OVCA / Downloadable from <a href="http://www.upmin.edu.ph">www.upmin.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits properly filled out reservation form for use of room at UP Min Guest House.	1.1. Check the document for completeness of information: name of guests, duration of stay, estimated time of arrival /departure at guesthouse.	None	5 minutes	<i>Admin Aide</i>
	1.2. Check the monitoring calendar for availability of room.	None	5 minutes	<i>Admin Aide</i>
	1.3. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the approval of the request.	2.1. Action by the VCA.	None	1 day	<i>Admin Aide</i>
	2.2. Records the action of the VCA.			
	2.3. Computation of charges. >UP Min employees on official travel >UP Min employees on personal travel >UP employees from other CUs on official travel >UP alumni	P100/night  P300/night  P300/night  P300/night	5 minutes	<i>Admin Aide</i>
	2.4. Informs the client of the status of the request.	None	10 minutes	<i>Admin Aide</i>
3. Returns to OVCA.	3.1. Issuance of charge slip.	None	5 minutes	<i>Admin Aide</i>
4. Payment of fees at the Cash Office.	4.1. Receives and issues official receipt	Total amount as shown in the charge slip	(pause – clock) 1 day	
5. Presents official receipt at OVCA.	5.1. Receives/ photocopies the official receipt and indicates the OR# on the reservation form.	None	10 minutes	<i>Admin Aide</i>
6. Claims the Pass Slip.	6.1. Issuance of Pass Slip.	None	5 minutes	<i>Admin Aide</i>
	6.2. Informs the UP Min Guest House caretaker.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>2 days 1 hour 5 minutes</b>	

### Reservation of university vehicle for official use

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities, equipment and vehicles in terms of usage, repair and maintenance.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
<b>Who may avail:</b>	UP Min constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Driver's Trip Ticket endorsed by Unit Head		OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits properly filled out driver's trip ticket endorsed by the unit head.	1.1. Checks the document for completeness of information: date / time of use, purpose, fund source, endorsement of unit head.	None	5 minutes	<i>Admin Aide</i>
	1.2. Check the monitoring calendar for availability of university vehicles.	None	5 minutes	<i>Admin Aide</i>
	1.3. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the approval of the VCA.	2.1. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	2.2. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	2.3. Informs the client of the status of the request.	None	10 minutes	<i>Admin Aide</i>
3. Claims the document.	3.1. Releases the document.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>1 day 45 minutes</b>	

### Use of university facilities / equipment by Committees / Units / Projects

Service Information: The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities and equipment.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration		
<b>Classification:</b>	Simple Transactions		
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN - Government to Citizen		
<b>Who may avail:</b>	UP Min Units / Committee / Projects		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



Room Reservation Form endorsed by Unit Head / Committee Chair / Project Leader.		OVCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits room reservation form endorsed by unit head / committee chair / project leader.	1.1. Check the document for completeness of information: date of use, name of activity, etc.	None	5 minutes	<i>Admin Aide</i>
	1.2. Checks for the endorsement by Unit Head / Committee Chair / Project Leader.	None	5 minutes	<i>Admin Aide</i>
	1.3. Checks the monitoring calendar for availability of university facilities / equipment.	None	5 minutes	<i>Admin Aide</i>
	1.4. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the approval of request.	2.1. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	2.2. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	2.3. Informs the client of the status of the request.	None	10 minutes	<i>Admin Aide</i>
3. Claims the request.	3.1. Releases the document.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>1 day 50 minutes</b>	

### Use of university facilities / equipment by recognized student organizations

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities and equipment (those not under the Colleges).

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN - Government to Citizen



<b>Who may avail:</b>		OSA-recognised student organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SOAS Form endorsed by SOAS Coordinator		OSA		
Room Reservation Form endorsed by Faculty Adviser		OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the SOAS form/request and room reservation form on use of university facilities and equipment, endorsed by Faculty Adviser and SOAS coordinator.	1.1. Screens the information given in the document: date of use, name of activity, etc.	None	5 minutes	<i>Admin Aide</i>
	1.2. Checks for the endorsement by the SOAS Coordinator, PPO Chief and electrician (for use of energy).	Electricity charge: P100 / hour	10 minutes	<i>Admin Aide</i>
	1.3. Checks the completeness of the document.	None	5 minutes	<i>Admin Aide</i>
	1.4. Checks the monitoring calendar for availability of university facilities / equipment.	None	5 minutes	<i>Admin Aide</i>
	1.5. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the approval of request.	2.1. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	2.2. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	2.3. Informs the client of the status of the request.	None	10 minutes	<i>Admin Aide</i>
3. Claims the request.	3.1. Releases the document.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>2 days</b>	

### Use of university facilities / equipment by student organizations

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities and equipment.



<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN - Government to Client			
<b>Who may avail:</b>	Other student organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request endorsed by Faculty Adviser and/or OSA Director		End-user		
Activity Design (if applicable)		End-user		
Room Reservation Form endorsed by Faculty Adviser / OSA Director		OVCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request to use university facilities and equipment and room reservation form endorsed by Faculty Adviser and/or OSA Director.	1.1. Checks the document for completeness of information: date of use, name of activity, etc.	None	5 minutes	<i>Admin Aide</i>
	1.2. Checks for the endorsement by OSA Director, PPO Chief and electrician (for use of energy).	Electricity charge: P100 / hour	5 minutes	<i>Admin Aide</i>
	1.3. Checks the completeness of the document.	None	5 minutes	<i>Admin Aide</i>
	1.4. Checks the monitoring calendar for availability of university facilities / equipment.	None	5 minutes	<i>Admin Aide</i>
	1.5. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the approval of request.	2.1. Action by the VCA.	None	1 day	<i>VC for Administration</i>
	2.2. Records the action of the VCA.	None	10 minutes	<i>Admin Aide</i>
	2.3. Informs the client of the status of the request.	None	10 minutes	<i>Admin Aide</i>
3. Claims the request.	3.1. Releases the document.	None	10 minutes	<i>Admin Aide</i>
	<b>Total</b>		<b>1 day 55 minutes</b>	





## Verification of CCTV footage

The Office of the Vice Chancellor for Administration, with the assistance of the Security Personnel, oversees the monitoring of CCTV viewing/footage. The security of the Campus and its personnel are of utmost importance.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen			
<b>Who may avail:</b>	UP constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request with complete information		End-user		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request with complete information, including reason for the request.	1.1. Checks the document for completeness of information: purpose, date / time of incident to be viewed, etc.	None	10 minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 minutes	<i>Admin Aide</i>
2. Waits for the action by the VCA.	2.1. Screens and refers the document to the Security Personnel for verification.	None	20 minutes	<i>Administrative Officer</i>
	2.2. The Special Area Police Supervisor and Security Coordinator evaluates the request, verifies the information and endorses the request to the VCA.	None	2 days	<i>Security Coordinator; Special Area Police Supervisor</i>
	2.3. Action by the VCA.		1 day	<i>VC for Administration</i>
	2.4. Records the action of the VCA.		10 minutes	<i>Admin Aide</i>
	2.5. Informs the client of the status of the request.		10 minutes	<i>Admin Aide</i>
3. Returns to the OVCA.	3.1. Releases the information		20 minutes	<i>Admin Aide</i>



	requested by the client.			
	<b>Total</b>		<b>4 days 15 minutes</b>	

### Public Assistance and Complaints Desk (new)

Service Information: The Office of the Vice Chancellor for Administration assists clients with walk-in transactions.

<b>Office or Division:</b>		Office of the Vice Chancellor for Administration		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Identification		Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Informs the PACD Officer of the purpose of the visit.	1.1. Provides Transaction Slip and Client/Citizen Satisfactory Survey (CCSS)	None	1 minute	<i>Public Assistant/ Complaint Desk Officer</i>
2. Provides necessary information and submits the completed Transaction Slip to the PACD Officer.	2. Screens the information given.	None	30 seconds	<i>Public Assistant/ Complaint Desk Officer</i>
	2.1. Informs the concerned office about the visit.	None	2 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
	2.2. Informs the client how to reach the concerned office.	None	3 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
3. Accomplishes the CCSS and submits it to the PACD Officer after the transaction.	3. Drops the accomplished CCSS into the drop box.	None	2 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
	<b>Total</b>		<b>8 Minutes and 30 seconds</b>	

### Receiving Walk-in Complaints

Service Information: The Office of the Vice Chancellor for Administration processes complaints within the University concerns.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Form		Public Assistance/Complaint Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of the complaint.	1. Provides the Complaint Form.	None	2 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
2. Accomplishes the Complaint Form and submits it to the PACD Officer.	2.1 Screens and checks the complaint form.	None	3 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
	2.2 Logs the complaint in the PACD/ Complaint Logbook.	None	20 seconds	<i>Public Assistant/ Complaint Desk Officer</i>
	2.3 Submits the completed Complaint Form to the Office of the Vice Chancellor for Administration (OVCA)	None	2 minutes	<i>Public Assistant/ Complaint Desk Officer</i>
	<b>Total</b>		<b>7 Minutes and 20 seconds</b>	

## Campus Planning and Development Office (CPDO)

### Preparation of Documents for Processing of Payment to Suppliers

<b>Office or Division:</b>	Campus Planning and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS – Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	Suppliers, Gov't Agencies, NGOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing of Statement (Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Campus Planning and Development Office	1.1 Check completeness of documents	None	5 minutes	Planning Assistant



2. Wait for payment	2.1 Prepare complete set of Procurement Documents for attachment	None	2 hours	Planning Assistant
	2.2 Prepare DVs, OBRs and Inspection and Acceptance Report	None	2 hours	Planning Assistant/CPDO Chief
	2.3 Scan documents and UIS encoding	None	30 minutes	Planning Assistant
	2.4 Forward Complete documents (DVs, OBRs, etc.) to Accounting Office	None	3 days paused clock	Planning Assistant
	2.5 Notify client that documents are submitted for processing and wait for information from UP Cash Office about payment.	None	5 minutes	Planning Assistant
3. Receive notification from CPDO	3.1 None	None	None	Client
<b>TOTAL</b>			<b>3 days, 4 hours, 45 minutes</b>	

### Preparation of Documents for Processing of Payment to Contractors/Service Providers

<b>Office or Division:</b> <b>Classification:</b> <b>Type of Transaction:</b> <b>Who may avail:</b>	Campus Planning and Development Office			
	Complex			
	G2B - GOVERNMENT TO BUSINESS – Government to Business, G2G- Government to Government			
	Contractors/Service Providers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing of Statement (Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with supporting papers	1.1 Receive documents	None	5 minutes	Planning Assistant
	1.2 Submit to CPDO Chief	None	10 minutes	Planning Assistant
2. Wait for payment	2.1 Forward to concerned technical staff for evaluation	None	5 minutes	CPDO Chief
	2.2 Review completeness of submitted documents	None	2 hours	CPDO Technical staff
	2.3 Conduct site inspection	None	2 day	CPDO Technical staff



	2.4 Prepare report & recommendation	None	2 days	CPDO Technical staff
	2.5 Submit report, recommendation, with attachments including client's letter & supporting documents	None	5 minutes	CPDO Technical staff
	2.6 Prepare letter for Chancellor recommending approval for payment	None	30 minutes	CPDO Chief
	2.7 Forward letter to end-user for endorsement	None	3 days paused clock	Planning Assistant
	2.8 Log receipt of end-user	None	5 minutes	Planning Assistant
	2.9 Receive document signed by end-user	None	5 minutes	Planning Assistant
	2.10 Forward endorsed document to Office of Vice Chancellor for Administration for recommendation to Chancellor	None	3 days paused clock	Planning Assistant
	2.11 Log receipt of Office of the Vice Chancellor for Administration	None	3 days paused clock	Planning Assistant
	2.12 Receive signed document	None	5 minutes	Planning Assistant
	2.13 Forward documents to Office of the Chancellor	None	3 days paused clock	Planning Assistant
	2.14 Log receipt of Office of the Chancellor	None	5 minutes	Planning Assistant
	2.15 Notify client upon receipt of information from Cash Office about payment	None	10 minutes	Planning Assistant/ Technical staff/CPDO Chief
<b>3.</b> Receive notification from CPDO	3.1 None	None	None	Client
	<b>TOTAL</b>		<b>16 days 3 hours 20 minutes</b>	

### Review of Architectural/Engineering Plans of Infrastructure Projects

<b>Office or Division:</b>	Campus Planning and Development Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS – Government to Business, G2G-Government to Government
<b>Who may avail:</b>	Contractors/Service Providers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing of Statement (Original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit plans	1.1 Receive documents	None	5 minutes	Planning Assistant
	1.2 Submit to CPDO Chief	None	10 minutes	Planning Assistant
2. Wait for feedback	2.1 Forward to concerned technical staff for evaluation	None	5 minutes	CPDO Chief
	2.2 Review architectural/ engineering plans	None	3 weeks	CPDO Technical staff
	2.3 Give technical feedback to designer	None	1 day paused clock	CPDO Technical staff
3. Revise plans	3.1 Submit revised plans	None	5 minutes	CPDO Technical staff
	3.2 Review revised architectural/ engineering plans	None	3 weeks	CPDO Technical staff
	3.3 Give technical feedback	None	1 day paused clock	CPDO Technical staff
4. Finalize plans	4.1 Endorse plans to end-user for signature	None	3 days paused clock	Planning Assistant
	4.2 Log receipt of end-user	None	5 minutes	Planning Assistant
	4.3 Forward to Unit Head/Dean for signature	None	3 days paused clock	Planning Assistant
	4.4 Log receipt of Unit Head/Dean	None	5 minutes	Planning Assistant
	4.5 Forward endorsed plans to Office of Vice Chancellor for Administration for recommendation to Chancellor	None	3 days paused clock	Planning Assistant
	4.6 Log receipt of Office of the Vice Chancellor for Administration	None	5 minutes	Planning Assistant
	4.7 Forward plans to Office of the Chancellor	None	3 days paused clock	Planning Assistant
	4.8 Log receipt of Office of the Chancellor	None	5 minutes	Planning Assistant
	4.9 Notify client upon receipt of information on plans' approval	None	10 minutes	Technical staff



5. Receive notification from CPDO	5.1 None	None	None	Client
	<b>TOTAL</b>		<b>56 days 50 minutes</b>	

## Cash Office

### Issuance of official receipt for various fees

The office issues Official Receipts to students, faculty, staff and external clients for all payment/s made to UP Mindanao.

<b>Office or Division:</b>	CASH OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Charge Slip		Issuing Office within UP Mindanao		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents charge slip/payment slip/billing issued by the concerned unit	1.1 Checks and verifies details of request/payment slip  1.2 Prepares O.R, acknowledges payment; gives change if any		5 minutes	Collecting Officer Cash Office
2. Receives official receipt	2. Issues Official Receipt and encodes payment.			Collecting Officer Cash Office
<b>Total processing time</b>			<b>5 minutes</b>	

### Releasing of Check Payments

<b>Office or Division:</b>	CASH OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Principal Government valid ID, for both authorized person/Authorizing Owner, authorization letter		UP Mindanao, Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC		
Representative Authorization letter Government valid ID, for both authorized person/Authorizing Owner		UP Mindanao, Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Presents valid ID or letter of authorization and other documents required	1. Verifies availability of claimed transactions.  1.2 Obtains the signature of the payee on the DV	none	5 minutes	Administrative Aide Cash Office
2.1 Issues Official Receipt to UP Mindanao (when applicable)  2.2 Receives the check payment	2.1a Releases the check and the corresponding tax certificate (for local suppliers); or  2.1b Releases check and tax certificate to the duly authorized representative of the supplier to claim and deposit to their bank account; Secures copy of the deposit slip from the representative (for out-of-town suppliers)			Administrative Aide Cash Office
<b>Total Processing Time</b>			<b>5 minutes</b>	

## Physical Plant Office (PPO)

Preparation of Documents for The Payment of Office Supplies, Materials & Equipment for Repair & Maintenance of Buildings and Grounds

The Physical Plant Office is in-charge of the preparation of documents for the payment of the purchased office supplies, materials & equipment for repair and maintenance of buildings & grounds within the campus.

<b>Office or Division:</b>	Physical Plant Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Supplier's Billing Statement				
Approved Purchase Order (PO)		SPMO		
Delivery Receipt from the supplier				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1. Receive the required documents and check for	None	30 minutes	<i>Admin Aide I</i> Physical Plant Office





	completeness			
	2. Inspect the materials/supplies/equipment delivered by the supplier	None	3 hours	<i>Engr. I, Electrician II, Admin Aide I</i> Physical Plant Office
	3. Prepare & Issue Inspection & Acceptance report, DV and ICS/PAR if necessary and forward the request with required documents to the Accounting for payment	None	2 hours	<i>Admin Aide I, Engr. I, PPO Chief</i> Physical Plant Office
	4. Inform the supplier that their billing request is forwarded to the Accounting Office for payment	None	30 minutes	<i>Admin Aide I</i> Physical Plant Office
		<b>TOTAL</b>	<b>6 hours</b>	

### Preparation of Documents for The Payment of Progress Billings for Repair and Maintenance Projects

The Physical Plant Office is in-charge in the implementation of Repair & Maintenance Projects of the University. All requests for payment of progress billings from the contractors are submitted to this office.

<b>Office or Division:</b>	Physical Plant Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN	
<b>Who may avail:</b>	Suppliers/Contractors	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter request from the contractor showing the amount to be billed		
Copy of General Contract Agreement		SPMO
Copy of Notice of Award		SPMO
Copy of Notice to Proceed		SPMO



Statement of Work Accomplished (SWA) from the contractor showing the detailed accomplishment as to date				
Pictures of Accomplishments from the contractors				
OBR stipulating the Contract amount of the project		Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Receive the required documents and check for completeness	None	30 minutes	<i>Admin Aide I</i> Physical Plant Office
	2. Project engineers and other technical personnel conduct ocular inspection & evaluation of the project	None	2 days	<i>Engr I, Electrician, PPO Chief &amp; End User</i> Physical Plant Office
	3. Evaluate the Statement of Work Accomplished (SWA) submitted by the contractor & prepare Project Inspection Report, Certificate of Final Completion (if final billing) & DV	None	5 days	<i>Admin Aide I, Engr. I &amp; PPO Chief</i> Physical Plant Office
	4. Forward the billing request with all the required documents to the Office of Vice Chancellor for Administration (OVCA) for recommending Approval of the billing request	None	1 hour	<i>Admin Aide I</i> Physical Plant Office
	5. Inform the contractors that their billing request is forwarded to the Office of the Vice Chancellor for Administration (OVCA) for recommending Approval of the billing request	None	30 minutes	<i>Admin Aide I</i> Physical Plant Office
		<b>TOTAL</b>	<b>6.25 days</b>	



## Supply and Property Management Office (SPMO)

### Bids and Awards Committee (BAC) through BAC Secretariat

#### Preparation of Documents for Payment to Supplier (Goods)

This process commences once the delivery has been completed, inspected and accepted. The Inventory Custodian Slip (ICS)/ Property Acknowledgement Receipt (PAR) has also been numbered/recorded.

<b>Office or Division:</b>	SPMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	GTC- Government to Client			
<b>Who may avail:</b>	Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. RIS FORM (complete signatories) - 3 copies		SPMO file		
2. Purchase Request – 2 copies		SPMO file		
3. PhilGEPS Posting if above P50,000.00 – 2 copies		SPMO		
4. RFQ (3)- 2 copies		SPMO file		
5. Abstract of Price Quotations (complete signatories)- 2 copies		SPMO file		
6. Purchase Order (complete signatories) – 2 copies		SPMO file		
7. Obligation Request (complete signatories) – 2 copies		SPMO file		
8. Disbursement Voucher with DV number– 2 copies		SPMO file		
9. Inspection and Acceptance Report (complete signatories) – 3 copies		SPMO file		
10. Inventory Custodian Slip (complete signatories) – 4 copies [ if applicable]		SPMO file		
11. Delivery Receipt – 2 copies		SPMO file		
12. Sales Invoice – 2 copies		SPMO file		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Delivery Receipt/ Sales Invoice	1. Prepares complete set of documents given in the checklist of requirements 1.1 Scans the complete set of documents 1.2 Uploads the scanned file in the UIS	None	4 hours	Administrative Staff



	1.3 Obtains the DV # from the UIS 1.4 Indicate the DV # on the DV hardcopy			
2. Accounting Office receives the complete set of documents	2. Logs the outgoing document in the Outgoing Record book		15 minutes	Office Assistant
	<b>TOTAL</b>	<b>None</b>	<b>4 hours and 15 minutes</b>	

### Purchase of Bid Documents for Public Bidding

Public bidding is the default method of procurement for government procurement involving amounts above the specified threshold of P1M. It is open to all interested bidders and covered by RA 9184 or the Government Procurement Reform Act with prescribed timelines.

<b>Office or Division:</b>	Bids and Awards Committee thru the BAC Secretariat			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Qualified bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (LOI) – 1 copy Duly signed by the bidder's representative; may be submitted in person or email to bac.upmindanao@up.edu.ph;		Bidder		
2. Order of payment – 1 copy		BAC Secretariat c/o SPMO		
3. Official Receipt - payment for Bid Documents (Original copy) *Only payments in cash or MC/CC will be Accepted		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Intent (LOI)	Receives the Letter of Intent (LOI)	None	30 min	Procurement Assistant
2. Get Order of Payment	Issues order of payment	None	30 min	Procurement Assistant



3. Pay for bidding documents	Receives payment for bidding documents	Cost of Bidding Documents: 1. P500.00 for ABC P500k and below; 2. P1,000 for ABC > P500k up to P1M; 3. P5,000 for ABC > P1M up to P5M; 4. P10,000 for ABC > P5M up to P10M; 5. P25,000 for ABC > P10M up to P50M; 6. P50,000 for ABC > P50M up to P500M; 7. P75,000 > P500M  (Per GPPB Resolution No 04-2012)	30 min	Cashier
4. Present original copy of Official Receipt to the BAC secretariat and receive the bid documents	4. Releases bid documents  4.1 Photocopies the original OR, returns the original to the bidder and retains the copy 4.2 Asks the bidder to sign the List of Bidders who purchased bid documents		1 hour	Procurement Assistant
	<b>Total</b>		<b>2.5 hours</b>	

### Request for Refund of Bid Security and Performance Bond

Bidders are required to post bid security during public bidding. One form of bid security is cash or check payment which will be refunded to the bidder upon completion of the bidding process.

<b>Office or Division:</b>	BAC Secretariat
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN



<b>Who may avail:</b>	Qualified bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. BAC Form 01 - signed by the bidder's representative		BAC secretariat, downloadable		
2. Official Receipt of payment for bid security (Original copy-1)		Bidder's copy issued by the Cashier's Office upon payment of bid security		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly accomplished BAC Form 01 with the original copy of OR	1.1 Receives the duly accomplished BAC Form 01 with the original copy of the Official Receipt	None	1 hour	Procurement Assistant
	1.2 Checks records of BAC secretariat		3 days	Head, BAC Secretariat
	1.3 Forwards BAC Form 01 to BAC Chair for approval		1 day	Procurement Assistant
	1.4 Approval/ Disapproval of BAC Form 01		2 days	BAC Chair
	1.5 Informs the bidder's representative either thru email, by phone or in person of the result		2 hours	Procurement Assistant Or Head, BAC Secretariat
	<b>TOTAL</b>		<b>6 days and 3 hours</b>	

#### Public Assistance and Complaints Desk

Service Information: The Office of the Vice Chancellor for Administration assists clients with walk-in transactions.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Identification		Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Informs the PACD Officer of the purpose of the visit.	1.1. Provides Transaction Slip and Client/Citizen Satisfactory Survey (CCSS)	None	1 minute	Public Assistant/ Complaint Desk Officer
2. Provides necessary information and submits the completed Transaction Slip to the PACD Officer.	2. Screens the information given.	None	30 seconds	Public Assistant/ Complaint Desk Officer
	2.1. Informs the concerned office about the visit.	None	2 minutes	Public Assistant/ Complaint Desk Officer
	2.2. Informs the client how to reach the concerned office.	None	3 minutes	Public Assistant/ Complaint Desk Officer
3. Accomplishes the CCSS and submits it to the PACD Officer after the transaction.	3. Drops the accomplished CCSS into the drop box.	None	2 minutes	Public Assistant/ Complaint Desk Officer
	<b>Total</b>		<b>8 Minutes and 30 seconds</b>	

### Receiving Walk-in Complaints

Service Information: The Office of the Vice Chancellor for Administration processes complaints within the University concerns.

<b>Office or Division:</b>	Office of the Vice Chancellor for Administration			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint Form		Public Assistance/Complaint Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of the complaint.	1. Provides the Complaint Form.	None	2 minutes	Public Assistant/ Complaint Desk Officer
2. Accomplishes the Complaint Form and submits it to the PACD	2.1 Screens and checks the complaint form.	None	3 minutes	Public Assistant/ Complaint Desk Officer



Officer.	2.2 Logs the complaint in the PACD/ Complaint Logbook.	None	20 seconds	Public Assistant/ Complaint Desk Officer
	2.3 Submits the completed Complaint Form to the Office of the Vice Chancellor for Administration (OVCA)	None	2 minutes	Public Assistant/ Complaint Desk Officer
	<b>Total</b>		<b>7 Minutes and 20 seconds</b>	

## College of Humanities and Social Sciences (CHSS)

### Office of the College Secretary (OCS)

Acceptance of complete requirements for evaluation to Graduate Programs, Diploma in Urban and Regional Planning/ Master in Urban And Regional Planning

The Office of College Secretary processes applications for Diploma in Urban and Regional Planning/ Master in Urban and Regional Planning of the interested applicants with relevant degrees.

<b>Office or Division:</b>	CHSS OCS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Interested applicants with relevant degrees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		OCS		
Recommendation forms		Employers / Professors		
Official Transcript of Records 1 photocopy		From former Universities/ colleges		
Good Moral Character		From former Universities/ colleges		
Curriculum vitae				
2.5 CWAG				
2 x 2 ID picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents	1.1 Checks completeness of application details	-	10 minutes	SRE
	1.2 Releasing of payment form to the applicant for		5 minutes	SRE





	payment of application fee			
2. Payment of application fee	2.1 issues and releases OR	200 Php	5 minutes	Collecting Officer
3. Present the official receipt to the OCS	3.1 indicates OR number in the application form 3.2 Informs client to wait for the schedule of Exam/ interview (through phone call/text/email from the Department)		5 minutes	SRE
	<b>TOTAL:</b>	<b>PhP200</b>	<b>25 minutes</b>	

## Office of The Dean (OD)

### Receipt of Request for International Travel for Faculty and REPS Personnel

This is for Faculty and REPS Personnel who seek approval of requests to travel abroad to attend training, attendance to conferences, participate in a workshop and other official travel.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	CHSS Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Duly accomplished Travel Order/itinerary of travel (white form)</li> <li>Letter Request containing the purpose of request, period of travel, amount requested</li> <li>Letter Invitation from the organizers addressed to requester, and any applicable supporting documents, i.e. abstract of paper, notice of acceptance, and among others</li> <li>OIC Memoranda for Faculty- Administrator</li> <li>Arrangement of Classes/ Make-up Class Schedule</li> <li>Duly accomplished application for Authority to travel abroad form (yellow form)</li> <li>Duly Accomplished Risk assessment form</li> </ol>		<ol style="list-style-type: none"> <li>Dean's Office for Travel Order/itinerary of travel Form</li> <li>Requester</li> <li>Requester</li> <li>Secure OIC Memo from Dean's Office for Administrator under CHSS</li> <li>CHSS Office of the College Secretary for the Make-up class Form</li> <li>Application for Authority to Travel Abroad Form (yellow form) from Dean's Office</li> <li>CHSS Dean's Office for the Risk Assessment Form</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit Letter request with the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	10 minutes	Delegated OD Staff
	2.3 Attached monitoring of funds for budget clearance if charged to API	None	20 minutes	Delegated OD Staff
	2.4 Forward the request to <b>Office of Research</b> (for paper presentations, conferences, trainings, workshop) <b>or to HRDO</b> (for study leave, and other official travel)	None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY and 50 minutes</b>	

### Receipt of Student Request for Local Travel with Fund Request

Receipt of travel with fund request from students who will present a paper/research, attend training, participate in a workshop, competitions, and other official travel within the country (Local travel).

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN- Government to Client	
<b>Who may avail:</b>	CHSS Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished Travel Order/Itinerary of Travel	1. Dean's Office for Travel Order/Itinerary of travel Form	
2. Letter Request containing the purpose of request, period of travel, amount requested	2. Requester	
3. Letter Invitation from the organizers addressed to requester	3. Requester	
4. Paper/ research Abstract (Paper presentation)	4. Requester	
5. Letter/Notice of acceptance (from the organizers for paper presentation)	5. Requester	
	6. CHSS Dean's Office for Parent Consent/ Waiver Form	
	7. Office of Student's Affair (OSA)	
	8. CHSS Office of the College Secretary for the excuse for absence form (green color)	



6. Parent Consent/ Waiver 7. Insurance 8. Duly accomplished Excuse for Absence with conforme of class advisers 9. Duly accomplished Risk Assessment Form 10. PHIC card 11. Vaccination card/certificate		9. CHSS Dean's Office for the Risk Assessment Form 10. Requester 11. Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request with the requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	10 minutes	Delegated OD Staff
	2.3 Attached monitoring of funds for budget clearance if Charged to API	None	20 minutes	Delegated OD Staff
	2.4 Forward the request to OVCAA	None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY and 50 minutes</b>	



## Preparation of basic paper for the new faculty members

For the preparation of basic paper of the new faculty members under the departments of CHSS

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN- Government to Client			
<b>Who may avail:</b>	Any Qualified Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter of application (3 copies)</li> <li>2. Curriculum Vitae (3 copies)</li> <li>3. Certificates or attachments for trainings based on submitted CV (3 copies)</li> <li>4. Transcript of Records (3 certified photocopy)</li> <li>5. Diploma (3 certified photocopy)</li> <li>6. Teaching Demonstration</li> <li>7. Duly Rated Qualification Factors and Equivalent Point (3 copies)</li> <li>8. Faculty Loading (3 copies)</li> <li>9. Endorsement from the unit head</li> <li>10. Duly signed Endorsement from DAPC</li> </ol>		<ol style="list-style-type: none"> <li>1 to 5. Applicant</li> <li>6. Unit/Department</li> <li>7. Unit/Department</li> <li>8. Unit/Department</li> <li>9. Unit/Department</li> <li>10. Department Academic Personnel Committee</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Receives, evaluate, and check the completeness of the submitted documents	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
	1.2 Prepares Basic Paper	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
2. Waits for the Endorsement from the CAPC	2.1 Forward the Basic Paper to the CAPC for the endorsement	None	½ day	Office Assistant or any delegated Office Assistant/ OD Staff
	2.2 CAPC Chair calls for Meeting for deliberation of the hired faculty	None	2 days	CAPC Chair or any CAPC delegated authority
	2.3 Endorses the hiring of appointment 2.4 Forward the basic paper with complete set of requirements	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 ½ DAYS and 30 minutes</b>	

## Payment for Supplier (Labor services)

This is for processing of payment for suppliers of services rendered/ provided.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Qualified Service Provider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved and budget cleared letter request for activity undertaken (1 original copy and 2 certified photocopy) 2. Approved Purchase Request (3 copies) 3. Disbursement Voucher (DV) (3 copies) 4. Obligation Request and Status (OBR) (4 copies) 5. Letter Order (2 original copies) 6. Certificate of Service (2 original copies) 7. Accomplishment Report (2 original copies)		1 to 5. Unit/Department  6 to 7. Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the approval of the Dean	2.1 Check and evaluate the completeness of submitted documents for approval	None	1 day	Delegated OD Office Assistant
	2.2 Signs DV and OBR 2.3 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>2 DAYS and 10 minutes</b>	

### Payment for Supplier (Goods)

This is for processing of payment for suppliers of goods.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	CHSS Personnel and Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<ol style="list-style-type: none"> <li>1. Approved and budget cleared letter request for activity undertaken (1 original copy and 2 certified photocopy)</li> <li>2. Approved Purchase Request detailed/itemized) (4 copies)</li> <li>3. Disbursement Voucher (DV) (2 copies)</li> <li>4. Obligation Request and Status (OBR) (4 copies)</li> <li>5. Purchase Order (with stamp “received” by COA Office) (6 copies)</li> <li>6. Billing Statement/Sales Invoice/Charge Slip from supplier (1 original and 1 certified photocopy)</li> <li>7. Delivery receipt from supplier (1 original and 1 certified photocopy)</li> <li>8. Abstract of Canvass (3 copies)</li> <li>9. Duly accomplished Request for Quotation (RFQ) (Above Php10,000.00/lot - open canvass from 3 supplier) (Above PhP100,000.00 – sealed bids) (2 copies)</li> <li>10. Certificate of Sole Distributorship (for exclusive distributor) (2 copies)</li> <li>11. Mayor’s Permit/Business Permit /PhilGeps Certification (2 copies)\</li> <li>12. If needs PhilGeps posting (above 50K), attach NOA and Notarized Omnibus Sworn Statement (2 copies)</li> <li>13. Property Acknowledgement Receipt (PAR) for equipment otherwise Inventory Custodian Slip (ICS) (2 copies)</li> <li>14. Inspection and Acceptance Report (IAR) for goods (2 copies)</li> <li>15. Promissory Note (for Kaliwaan mode of payment) (2 copies)</li> <li>16. Approved Project Proposal / Line Item Budget (API/PSI) (2 copies)</li> <li>17. Monitoring of funds signed by the head of unit (2 copies)</li> <li>18. Additional requirements as per SPMO (2 copies)</li> </ol>		<p>1 to 5. Unit/Department          6 to 7. Supplier          8 to 9. Unit/Department          10 to 12. Supplier          13 to 18. Unit/Department</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff



2. Waits for the approval of the Dean	2.1 Check and evaluate the completeness of the submitted documents for approval 2.2 signs DV and OBR 2.3 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 day	Delegated OD Office Assistant
		None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>2 DAYS and 10 minutes</b>	

#### Payment for Varsity and Dance Ensemble Training Allowance

This is for the processing of training allowances of varsity and dance ensemble under the university after the end of the semester.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN- Government to Client			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Approved and budget cleared letter request</li> <li>2. Disbursement Voucher (2 copies)</li> <li>3. Obligation Request and Status (3 copies)</li> <li>4. Payroll - if more than 1 Payee (3 original copies)</li> <li>5. List of students per varsity Team indicating their number of training days (2 original copy)</li> <li>6. Attendance of students during training duly signed by the coach and varsity coordinator (1 original and 1 certified photocopy)</li> </ol>		Unit/Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff



2. Waits for the approval of the Dean	2.1 Check and evaluate the completeness of the submitted documents for approval	None	1 day	Delegated OD Office Assistant
	2.2 signs DV and OBR 2.3 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>2 days and 10 minutes</b>	

## College of Science and Mathematics (CSM)

### Office of the Dean (OD)

#### Processing for Request for College Funds in support for Student Activities

The Office of the Dean processes requests for College funds in support for activities

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN (Government to Citizen/Client)			
<b>Who may avail:</b>	CSM Student Organizations, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter of Request addressed to the Dean for Funds requested for conduct of Student Organization or Student-related activities containing the activity title, date and/or time, venue, amount requested, and reasons as endorsed by the Adviser/Department Chair (2 copies - Original)</li> <li>Budgetary requirements (2 copies - Original)</li> </ol>		To be prepared and provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepares and submits Letter Request along with all the required attachments mentioned above	Receives and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamps Received with Date & Time;	NONE	3 minutes	Jane F. Simbre Administrative Aide





	and Records in the incoming record			
2. OIC Memo	Prepares OIC Memo	NONE	3 minutes	Jane F. Simbre Administrative Aide
	Checking of docs., preparation of the fund monitoring, And affixes signature	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For action/ signature of the Dean	NONE	6 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamp date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Requests for Visits to CSM

The Office of the Dean processes requests for visits to the College of Science and Mathematics (CSM)

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Guests like Alumni, Personnel from other agencies, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request addressed to the Dean for Visits to CSM, or visits CSM		To be prepared and provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepares and submits Letter Request thru email and/or in hard copy to the CSM Office of the Dean	1. Receives the call (may refer to concerned), and/or welcomes walk-in guests, and receives letter request and affixes signature.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	2. Stamps Received and affixes signature with Date & Time; and Records in the incoming record	NONE	2 minutes	Jane F. Simbre Administrative Aide
	3. Checking of docs., preparation of the fund monitoring, And affixes signature	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV



	4. Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	5. For action (confirm/deny) signature of the Dean	NONE	6 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	6. Stamps date on the Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	7. Records and releases letter to requester	NONE	4 minutes	Rechie S. Gayol Building Maintenance Aide
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing of Clearance of CSM Graduating students for the Dean's Signature

The Office of the Dean processes Clearance Forms of Graduating Students.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	CSM Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Forms for Graduating Students		Secure Clearance Form for Graduating Student from the Office of the CSM College Secretary.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clearance Form for Graduating Students	Receives and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Receive and affixes signature with Date & Time; and Records on the incoming record	NONE	3 minutes	Jane F. Simbre Administrative Aide
	Checking of docs and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs and affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM



	Stamp date on the Clearance Form duly signed by the Dean	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Record and Return to Client the duly signed Clearance	NONE	6 minutes	Rechie S. Gayol Building Maintenance Aide
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing of Dean's Clearance for CSM Students requesting for Diploma

The Office of the Dean processes Clearance of CSM Graduating Students requesting for Diploma

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN (Government to Citizen/Client)			
<b>Who may avail:</b>	CSM Graduate Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Diploma for Graduating Students		Diploma for Graduating Students prepared by the Office of the University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Diploma for Graduating Students prepared by the Office of the University Registrar.	1. Receives and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	2. Stamp Receive with Date & Time; and Recording	NONE	3 minutes	Jane F. Simbre Administrative Aide
	3. Checking of docs and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	4. Final checking of docs and affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	5. For signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	6. Stamp date on the Clearance Form duly signed by the Dean	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	7. Record and Return to Client the duly signed Clearance	NONE	6 minutes	Rechie S. Gayol Building Maintenance Aide
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing of Approval of Room Use (CSM) for Activities of Student Organization

The Office of the Dean processes requests for conduct of activity and room use of Student Organization.



<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN (Government to Citizen/Client)			
<b>Who may avail:</b>	CSM Students Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request addressed to the Dean for the requesting organization duly signed by their adviser containing the activity title, date/s and room number 2. Approved OSA form		1. To be prepared by the requester 2. Request Form from OSA to conduct activity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Completes required documents: 1. Letter of Request addressed to the Dean from the requesting organization duly signed by their adviser containing the activity title, date/s and room number	1. Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	2. Stamp Received and affixes signature with Date & Time; and Records on the incoming record	NONE	2 minutes	Jane F. Simbre Administrative Aide
2. Gatepass for equipment to be borrowed - as necessary (2 copies-Original)	3. Fill out secured Gatepass form and affixes signature	NONE	2 minutes	Requester
	4. Checking of Availability	NONE	2 minutes	Rechie S. Gayol Building Maintenance Aide
	5. Checking of docs and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	6. Final checking of docs and affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	7. For action and signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	8. Stamp date on the Approved Letter duly signed by the Dean	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	9. Record and Return approved letter to end user	NONE	3 minutes	Rechie S. Gayol Administrative Aide
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	



## Processing of Certificate of Good Moral for Students/Alumni

The Office of the Dean processes Certificate of Good Moral for Students/Alumni.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	CSM Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Good Moral for Students/Alumni		Certificate of Good Moral for Students/Alumni from the Office of the CSM College Secretary.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Certificate of Good Moral for Students/Alumni	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and Recording	NONE	3 minutes	Jane F. Simbre Administrative Aide
	Checking of docs. And affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamp date on the Certificate of Good Moral for Students/Alumni duly signed by the Dean	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Record and Return to Client the duly signed Clearance	NONE	6 minutes	Rechie S. Gayol Building Maintenance Aide
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

## Processing of Returning of Borrowed Equipment and Materials of Student Organization

The Office of the Dean processes the return of borrowed equipment and materials used for students' activity.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN (Government to Citizen/Client)



<b>Who may avail:</b>	CSM Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Gate Pass for borrowed equipment and/or materials for return		Filled out Gate Pass approved by the Dean upon request		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approved Gate Pass for borrowed equipment and/or materials for return	Receives returned equipment and/or materials; checks condition of the returned items; verifies logbook entry	NONE	17 minutes	Rechie S. Gayol Building Maintenance Aide
Record return of borrowed items - Fills out the logbook and affixes signature for return of equipment and materials		NONE	3 minutes	Requester/borrower
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

## Department of Biological Sciences and Environmental Studies (DBSES)

### Service to Other Clients

The DBSES Dispensing Laboratory may also provide services to other clients including students from other universities or CUs

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	UP Mindanao Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Department Chair		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. External client submits letter of request (email/hardcopy) addressed to the Department Chair	The Department Chair receives the letter request and makes an action.  For special laboratory rooms, the department chair consults with the concerned faculty lab-in-charge for availability of the facility/ies	None	5 min	<i>Department Chair</i>
2. If the reply is positive, the external client follows the prescribed procedure/s for specific requests.	Lab Aide a. facilitates the request b. monitors the condition of items/ facilities borrowed or used c. issues a "Clearance" or "Deficiency" slip to the client d. makes a report to the Dean in the case of "Deficiency" e. follows up the client on the deficiency	None	3 days	<i>Department Chair Lab Aide</i>
3. Client returns borrowed items/seek clearance for the use of facilities	Lab Aide a. issues a "Clearance" or "Deficiency" slip to the client b. makes a report to the Dean in the case of "Deficiency" c. follows up the client on the deficiency	none	One semester	<i>Department Chair Lab Aide</i>
	<b>TOTAL</b>	<b>None</b>		

## Department of Food Science and Chemistry (DFSC)

Assistance to non-UP Mindanao constituents

Assistance to on-the-job trainees and non-UP Mindanao researchers who have MOA/MOU with the university to allow them to work in DFSC laboratories.



<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client/Government to Government			
<b>Who may avail:</b>	Students and RAs from other schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter				
MOA/MOU				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter to the dean, attention to department chair	Dean will review the letter and forward it to the DFSC chair  DFSC Chair will evaluate the request	None	3 days	Dean, Dept. chair
If request is approved, provide MOA/MOU draft to the DFSC Chair	Give the draft to the Legal Office for evaluation  Finalize MOA/MOU draft together with the client; get the document signed and notarized	None	14 days	Dept. chair
Upon approval, photocopy of the documents will be given to the concerned department staff for facilitation	Department staff (URA/Lab-assistant) receive the letter then orient the non-UP students or researchers on lab rules and proper use of equipment if needed.	None	2 hours	URA, Lab Assistant, or RA
	<b>Total</b>	<b>None</b>	<b>2 Weeks, 3 Days, 2 Hours</b>	

## School of Management (SOM)

### Office of the College Secretary (OCS)

#### Processing of Application for Graduate Programs (Masteral)

The School of Management Office of the College Secretary processes applications for its Master in Management program. Applications are accepted until May 30 of every year. Qualifying examination and interview are held in June. Applicants are notified on the result of the application two weeks after





the examination and interview schedule.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	Potential Masteral students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application Form</li> <li>Transcript of Records (one photocopy)</li> <li>Recommendation forms</li> <li>Application Fee</li> <li>Graduate Admission Test (GAT) fee</li> <li>Graduate of any bachelor's degree</li> </ul>		<ul style="list-style-type: none"> <li>OCS</li> <li>Previous universities attended</li> <li>Former two professors/employers</li> <li>Cash Office</li> <li>UP Strategic Research and Management (UPSTREAM) Foundation Inc.</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents	1.1. Receives the required documents and check for completeness	None	10 minutes	SRE
	1.2. Releases payment form to the applicant for payment of application fee	None	5 minutes	SRE
	1.3. Informs and endorses the applicant to UPSTREAM Foundation Inc. for payment of GAT Fee	None	5 minutes	SRE
2. Fills up payment form and proceeds to the Cash Office for payment of Application Fee	2.1. Receives payment and issue Official Receipt (OR)	PhP 200 (for Filipino citizens)  USS25 (for Foreign nationals)	3 minutes	Cash Office
3. Proceeds to USPSTREAM for payment of GAT Fee	3. Receives payment and issues official receipt	PhP 250	10 minutes	UPSTREAM staff
4. Presents Official Receipt to the OCS	4.1. Validates and copies OR numbers in the application form	None	5 minutes	SRE
	4.2. Informs the applicant that he/she will be contacted on the schedule of the exam and other information related to his/her application	None	5 minutes	SRE
<b>TOTAL:</b>		<b>PhP 450</b>	<b>43 minutes</b>	



## Processing of Application for PHD Program

The School of Management Office of the College Secretary processes applications for its PhD by Research program. Applications for the first semester are accepted until July 15 and applications for the second semester are accepted until December 15 of every year. Applicants are notified on the result of the application two weeks after the interview schedule

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Potential PhD students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>● Original and photocopy of the Official Transcript of Records, in English language, with no remarks and with an explanation of the grading system used,</li> <li>● Photocopy of BS and MS diplomas;</li> <li>● Reprints or copies of the applicant's publications (at least one from reputable journals) wherein the applicant is the sole or senior author;</li> <li>● Capsule research proposal not exceeding five pages which shall include the title, rationale, objectives, methodology, and references;</li> <li>● For international students, certification that the medium of instruction is English (if applicable), or results of Test of English as a Foreign Language (TOEFL) or results of the international English Language Testing System (IELTS), or its equivalent;</li> <li>● Sealed letters of references</li> <li>● Certification that the applicant has at least 3 years of satisfactory research experience</li> <li>● Application fee</li> </ul>	<ul style="list-style-type: none"> <li>● from all tertiary and graduate institutions attended</li> <li>● from the office of the University Registrar of Previous University attended</li> <li>● from two former professors, superiors or colleagues and one from former Master's Degree Adviser</li> <li>● From immediate head of the agency</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and validation	1.1 Receives the required documents and check for completeness	None	10 minutes	SRE
	1.2. Releases payment form to the applicant for payment of application fee	None	5 minutes	SRE
2. Fills up payment form and proceeds to the Cash Office	2.Receives payment and issue Official Receipt (OR)	PhP 500 (for Filipino citizens)  USD 40 (for international applicants excluding bank charges)	3 minutes	Collecting Officer
3. Shows Official Receipt to the OCS	3.1. Validates and copies OR number in the application form	None	5 minutes	SRE
	3.2. Informs the applicant that he/she will be contacted on the result of his/her application	None	5 minutes	SRE
<b>TOTAL:</b>		<b>PhP 500 (for Filipino citizens)</b>  <b>USD 40 (for international applicants excluding bank charges)</b>	<b>28 minutes</b>	



# **University of the Philippines Mindanao**

## **Internal Services**



## Office of the Chancellor (OC)

### Approval of Appointment and Issuance of Notice of Appointment

This service is being conducted for appointments requiring approval of the Chancellor

<b>Office or Division:</b>	<b>Office of the Chancellor</b>			
<b>Classification:</b>	Multi Stage			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All UP Min Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Basic Paper (1 Original)		Home Unit		
Curriculum Vitae of appointee (1 Original)		Home Unit		
Endorsements		APFC/HRMPSB Chief/Director/Dean/VCAA/VCA (whichever applicable)		
Budget Clearance (if applicable) (1 Original)		Budget Office Chief		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with supporting documents to Receiving Officer	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer.	None	30 mins	Records Filer
	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Makes research notes for Chancellor's reference 2.3. Puts sign tabs on pages for signature 2.4. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	3.1. Chancellor's acts on request	None	2 days	Chancellor



	3.2. Gives request to reviewing officer			
	4.1. Takes note of Chancellor's action. 4.3. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V
	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases documents to HRDO for issuance of Notice of Appointment	None	30 min	Records Filer
	HRDO prepares Notice		Pause clock	
HRDO Submits Notice of Appointment	1. Receives documents and make initial assessments based on completeness 2. Log-in request in Incoming Logbook. 3. Log request in Document Tracking System 4. Endorse request to Reviewing Officer.	None	30 mins	Records Filer
	1. Reviews the document 2. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	1. Chancellor's acts on request 2. Gives request to reviewing officer	None	2 days	Chancellor
	9.1. Take note of the Chancellor's action. 9.2. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V
HRDO received Notice of Appointment and releases to employee concerned	10.1. Scans the letters request and memo for file. 10.2. Logs the action of the letter request 10.3. Releases documents to HRDO	None	30 min	Records Filer
	<b>Total</b>		<b>9 days</b>	



## Approval of Payroll, DV and Checks

This service is for the approval of disbursement vouchers for the payment of various goods and services

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All UP Min Employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Vouchers with Supporting Documents		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accounting submits DV for approval	<ol style="list-style-type: none"> <li>1. Receives documents and make initial assessments based on completeness</li> <li>2. Log-in request in Incoming Logbook.</li> <li>3. Log-in request in DTS</li> <li>4. Endorse request to Reviewing Officer.</li> </ol>	None	30 mins	Records Filer
	<ol style="list-style-type: none"> <li>1. Reviews request in compliance with applicable university policies to merit approval.</li> <li>2. Endorse the request to the Chancellor for Action</li> </ol>	None	3.5 hours	Administrative Officer V
	<ol style="list-style-type: none"> <li>3.1. Chancellor's acts on request</li> <li>3.2. Gives request to reviewing officer</li> </ol>	None	2 days	Chancellor
	<ol style="list-style-type: none"> <li>4.1. takes note of Chancellor's action.</li> <li>4.2. Endorses to Receiving officer for release.</li> </ol>	None	3.5 hours	Administrative Officer V
Requesting Party shall be notified by Cash Office on the release of check payment	<ol style="list-style-type: none"> <li>5.1. Scans the letters request for file</li> <li>5.2. Logs-out the acted letter request for release</li> <li>5.3. Releases the approved DV to Cash Office</li> </ol>	None	30 min	Records Filer
	<b>Total</b>		<b>3 days</b>	

## Approval of Request for Funding

This is granted to employees/students/recognized organizations for conduct of various activities requiring funding assistance, subject to availability of funds.

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen



<b>Who may avail:</b>	All UP Min Employees and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter Requests for Funds (1 Original)		Requesting party	
Activity Design /cost estimates (1 Original)		Requesting party	
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)  OSA (if student/student org)	
Budget Clearance (1 Original)		Budget Office Chief	

### Approval of Request for Funding

<b>Office or Division:</b>	Office of the Chancellor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All UP Min Employees and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Vouchers with Supporting Documents		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accounting submits DV for approval	<ol style="list-style-type: none"> <li>1. Receives documents and make initial assessments based on completeness</li> <li>2. Log-in request in Incoming Logbook.</li> <li>3. Log-in request in DTS</li> <li>4. Endorse request to Reviewing Officer.</li> </ol>	None	30 mins	Records Filer
	<ol style="list-style-type: none"> <li>1. Reviews request in compliance with applicable university policies to merit approval.</li> <li>2. Endorse the request to the Chancellor for Action</li> </ol>	None	3.5 hours	Administrative Officer V
	<ol style="list-style-type: none"> <li>3.1. Chancellor's acts on request</li> <li>3.2. Gives request to reviewing officer</li> </ol>	None	2 days	Chancellor
	<ol style="list-style-type: none"> <li>4.1. takes note of Chancellor's action.</li> <li>4.2. Endorses to Receiving officer for release.</li> </ol>	None	3.5 hours	Administrative Officer V





Requesting Party shall be notified by Cash Office on the release of check payment	5.1. Scans the letters request for file 5.2. Logs-out the acted letter request for release 5.3. Releases the approved DV to Cash Office	None	30 min	Records Filer
	<b>Total</b>		<b>3 days</b>	

### Approval of Request for Funding

This is granted to employees/students/recognized organizations for conduct of various activities requiring funding assistance, subject to availability of funds.

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All UP Min Employees and students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Requests for Funds (1 Original)	Requesting party
Activity Design / cost estimates (1 Original)	Requesting party
Endorsements (1 Original)	Chief/Director/Dean/VCAA/VCA OSA (if student/student org)
Budget Clearance (1 Original)	Budget Office Chief

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Requests with supporting documents	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log-in request in DTS 1.4. Endorse request to Reviewing Officer.	None	30 mins	Records Filer
	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	2 days	Chancellor



	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V
Requesting Party returns to receive acted letter request	5.1. Scans the letters request for file 5.2. Logs-out the acted letter request for release 5.3. Releases the acted letter requests	None	30 min	Records Filer
	<b>Total</b>		<b>3 days</b>	

Approval of request for funding of Detailed Architectural and Engineering Design (DAED) of proposed Infrastructure Project

This service is to facilitate the need of requesting party for design of Infrastructure Project

<b>Office or Division:</b>		<b>Office of the Chancellor</b>			
<b>Classification:</b>		Complex			
<b>Type of Transaction:</b>		G2C-Government to Citizen			
<b>Who may avail:</b>		All UP Min Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Letter Request (1 Original)			CPDO		
Draft Endorsements Letter to UP System (1 Original)			CPDO		
Conceptual Design (1 Original)			CPDO		
Endorsements (1 Original)			End-User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
CPDO Submits Request	1. Receives documents 2. Log-in request in Incoming Logbook and in DTS 3. Endorse request to Reviewing Officer.	None	30 mins	Records Filer	
	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Finalize Draft endorsement letter to UPS President	None	1.5 days	Administrative Officer V	



	2.3. Puts sign tabs on pages for signature 2.4. Endorse the request to the Chancellor for Action			
	3.1. Chancellor's acts on request and signs Letter 3.2. Gives request to reviewing officer	None	3 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	1.5 hours	Administrative Officer V
CPDO received copy of signed endorsement letter	5.1. Scans the letters request for file and Log-out the acted letter request for release 5.3. Submits Letter endorsement to UPS 5.4. Provides copy to CPDO	None	30 mins	Records Filer
	<b>Total</b>		<b>7 days</b>	

Endorsement to UPS for sabbatical, tenure, waiver of tenure rule, etc.

This service is for request endorsement of appointments of employees requiring BOR approval.

<b>Office or Division:</b>	<b>Office of the Chancellor</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All UP Min Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Requests (1 Original)		Requesting party		
Draft Endorsements Letter to UP System		Home Unit/OVCAA		
Basic Paper for Appointment (1 Original)		Home Unit/HRDO		
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request with supporting documents to Receiving Officer	1. Receives documents and make initial assessments based on completeness	None	30 mins	Records Filer



	<ul style="list-style-type: none"> <li>2. Log-in request in Incoming Logbook.</li> <li>3. Log-in request in DTS</li> <li>4. Endorse request to Reviewing Officer.</li> </ul>			
	<ul style="list-style-type: none"> <li>2.1. Reviews request in compliance with applicable university policies to merit approval.</li> <li>2.2. Makes research notes for Chancellor's reference.</li> <li>2.3. Puts sign tabs on pages for signature</li> <li>2.4. Endorse the request to the Chancellor for Action</li> </ul>	None	3.5 hours	Administrative Officer V
	<ul style="list-style-type: none"> <li>3.1. Chancellor's acts on request</li> <li>3.2. Gives request to reviewing officer</li> </ul>	None	2 days	Chancellor
	<ul style="list-style-type: none"> <li>4.1. takes note of Chancellor's action.</li> <li>4.2. Endorses to Receiving officer for release.</li> </ul>	None	3.5 hours	Administrative Officer V
Requesting Party returns to receive acted letter request	<ul style="list-style-type: none"> <li>5.1. Scans the letters request for file</li> <li>5.2. Logs-out the acted letter request for release</li> <li>5.3. Releases the acted letter requests</li> </ul>	None	30 min	Records Filer
	<b>Total</b>		<b>3 days</b>	

### Request Conduct of University Activity

The request conduct of university activity is being submitted and granted to individual employee/student if the activity involves the participation of employees/students outside the unit where the requesting employee/student belongs.

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requests (1 Original)		Requesting party		
Activity Design (1 Original)		Requesting party		
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)		
Budget Clearance (if applicable)		Budget Office Chief		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with supporting documents to Receiving Officer	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log request in Document Tracking System 1.4. Stamps Receive document 1.5. Endorse request to Reviewing Officer.	None	30 mins	Records Filer
	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Makes research notes for Chancellor's reference 2.3. Puts sign tabs on pages for signature 2.4. Prepares Memo for University Activity (if applicable) 2.5. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	3.1. Chancellor's acts on request 3.2. Signs Memo for University Activity (if applicable) 3.3. Gives request to reviewing officer	None	2 days	Chancellor
	4.1. takes note of Chancellor's action.	None	3.5 hours	Administrative Officer V



	4.2. Scans Memo and sends to concerned units 4.3. Endorses to Receiving officer for release.			
2. Requesting Party returns to receive acted letter request	5.1. Scans the letters request and memo for file. 5.2. Logs the action of the letter request 5.3. Releases documents to requesting party	None	30 mins	Records Filer
	<b>Total</b>		<b>3 days</b>	

### Request Endorsement for Scholarship/Fellowship/Award/Grant

The request is being submitted by and granted to all faculty, students and non-teaching personnel as a requirement for their application for scholarship/fellowship/award/grant.

<b>Office or Division:</b>	<b>Office of the Chancellor</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Requests (1 Original) <i>Reminder: for endorsement to UPS/UPMFI, must be submitted two months before</i>		Requesting party		
Draft Endorsements Letter to Funding Agency (1 Original)		Requesting party		
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request with supporting documents to Receiving Officer	1. Receives documents and make initial assessments based on completeness 2. Log-in request in Incoming Logbook. 3. Log-in request in DTS 4. Endorse request to	None	30 mins	Records Filer



	Reviewing Officer.			
	2.1. Reviews request in compliance with applicable university policies to merit approval. 2.2. Makes research notes for Chancellor's reference. 2.3. Puts sign tabs on pages for signature 2.4. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	2 days	Chancellor
	4.1. takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V
Requesting Party returns to receive acted letter request	5.1. Scans the letters request for file 5.2. Logs-out the acted letter request for release 5.3. Releases the acted letter requests	None	30 mins	Records Filer
	<b>Total</b>		<b>3 days</b>	

### Request Permission for Local Travel

The request is being submitted and granted to all faculty, students and non-teaching personnel involving financial assistance to enable them to travel on official time.

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Citizen
<b>Who may avail:</b>	All (requesting financial assistance from the University)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Letter Requests (Should be submitted 5 days before travel) (1 Original)		Requesting party		
Invitation Letter (if applicable) (1 Original)		Requesting party		
Travel Order (one for each person going on travel with requesting party) (1 Original)		Home Unit		
Application for Leave (if for personal business)		Home Unit		
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)		
Budget Clearance (if applicable)		Budget Office Chief		
Parents' consent/waiver (if student) (1 Original)		Get Form at College Secretary's Office		
Insurance (if travelling is student) (1 Original)		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with supporting documents to Receiving Officer	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log-in request in DTS 1.4. Endorse request to Reviewing Officer.	None	30 mins	Records Filer
	1.1. Reviews request in compliance with applicable university policies to merit approval. 1.2. Makes research notes for Chancellor's reference. 1.3. Puts sign tabs on pages for signature 1.4. Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V
	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	2 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V





2. Requesting Party returns to receive acted letter request	5.1. Scans the letters request for file 5.2. Logs-out the acted letter request for release 5.3. Releases the acted letter requests	None	30 mins	Records Filer
	<b>Total</b>		<b>3 days</b>	

### Request Travel Endorsement for International Travel

The request is being submitted and granted to all faculty, students and non-teaching personnel to enable them to travel on official time.

<b>Office or Division:</b>	Office of the Chancellor
<b>Classification: Type of Transaction:</b>	Simple G2C-Government to Citizen
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Requests (should be submitted one month before travel) (1 Original)		Requesting party		
Invitation Letter (if applicable) (1 Original)		Requesting party		
1 <sup>st</sup> Endorsement (1 Original)		HRDO		
Application for Foreign Travel(1 Original)		Home Unit		
Application for Leave (if purpose if personal business)		Home Unit		
Travel Order (one original for each person going on travel with requesting party)		Home Unit		
Endorsements (1 Original)		Chief/Director/Dean/VCAA/VCA (whichever applicable)		
Budget Clearance (if applicable) (1 Original)		Budget Office Chief		
Parents' consent/waiver (if travelling is student) (1 Original)		Get Form at College Secretary's Office		
Insurance (if travelling is student) (1 Original)		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with supporting documents to Receiving Officer	1.1. Receives documents and make initial assessments based on completeness 1.2. Log-in request in Incoming Logbook. 1.3. Log-in request in DTS 1.4. Endorse request to Reviewing Officer	None	30 mins	Records Filer
	2.1 Reviews request in compliance with applicable university policies to merit approval. 2.2. . Makes research notes for Chancellor's reference. 2.3.. Puts sign tabs on pages for signature 2.4. . Endorse the request to the Chancellor for Action	None	3.5 hours	Administrative Officer V



	3.1. Chancellor's acts on request 3.2. Gives request to reviewing officer	None	2 days	Chancellor
	4.1. Takes note of Chancellor's action. 4.2. Endorses to Receiving officer for release.	None	3.5 hours	Administrative Officer V
6. Requesting Party returns to receive acted letter request	5.1. Scans the letters request for file 5.2. Logs-out the acted letter request for release 5.3 Releases the acted letter	None	30 mins	Records Filer
	<b>TOTAL</b>		<b>3 days</b>	

## Office of Gender and Anti-Sexual Harassment

Anti-Sexual Harassment complaint for formal complain

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Student, faculty, Admin personnel Security personnel, Utility personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complainant's narrative with Notarized Affidavit		Public Attorney's Office or any law office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to 2 original copies to OGASH the notarized affidavit with his/her witnesses affidavit	1.1 Receive the documents	None	10 minutes	OGASH Staff
	1.2 Assist the complainants for counselling if needed	None	2 hours	OGASH Coordinator
	1.3 Refer the complainant to the OSA for counselling	None	1hour	OGASH Staff
	1.4 Submit letter to the chancellor informing of the new filed case	None	1 day	OGASH Coordinator
	1.5 Issue notice to the respondent	None	Up to 5 days upon the receipt of complaints	OGASH Coordinator
	1.6 Receive the response report of the respondent	None	5 days	OGASH Staff OGASH Coordinator
2. May be invited for some questions and clarification	2.1. Forward all pertinent documents to the Anti-Sexual Harassment Council for the evaluation and determination whether or not a prima facie case for Sexual Harassment exist	None	4 hours (take time for the reproduction of copies)	OGASH Staff



	2.2. Submit report and recommendation to the Chancellor's office (UP ASH Code Sec. 16e	None	30 days	Anti-sexual Harassment council
	2.3 As the case maybe, the Chancellor issue a formal charge against the respondent/s (UP ASH Code Sec. 17)	None	15 days	Office of the Chancellor
3. May request for Protection Order	3.1 Receive the Request	None	10 minutes	OGASH staff
	3.2 Submit the request to the Office of the Chancellor together with the cover letter from OGASH	None	1 day	OGASH staff
	3.3 Issuance of Protection Order	None	3 days	Chancellor office
4. May follow up for the update of the case	4.1 Constitution of Anti-Sexual hearing Committee	None	3 days	Chancellor office
	4.2 Serve written summon to the respondents (UP ASH Code Sec. 21 c)	None	5 days	Anti-Sexual Harassment Committee
	4.3 answer of the respondents	None	7 days	Anti-Sexual Harassment Committee
5. Appearance of involved persons are required	5.1 Preliminary Meeting	None	10 days	Anti-Sexual Harassment Committee

	5.2 Position Papers	None	10 days	
	5.3 Report and recommendation	None	15	
	5.4 Decision by the Chancellor	None	30 days	Office of the Chancellor
6. Informed and provide copy of the decision	5.5 Provide decision copies for both parties and concern offices	None	1 day	OGASH staff



	(End of Transaction)	Total	139 days, 3 hours and 45 minutes	
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Anti-Sexual Harassment complaint for non-formal

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All UP Community Member			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complainant's narrative with Notarized Affidavit		Public Attorney's Office or any law office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to 2 original copies to OGASH the notarized affidavit with his/her witnesses affidavit	1.1 Receive the documents	None	10 minutes	OGASH Staff
	1.2 Assist the complainants for counselling if needed	None	2 hours	OGASH Coordinator
	1.3 Refer the complainant to the OSA for counselling	None	1hour	OGASH Staff
	1.4 Submit letter to the chancellor to inform of the new case filed in the office	None	1 day	OGASH Coordinator
	1.5 Informed the respondent of the case filed against him/her	None	1 day	OGASH Coordinator
	1.6 Informed the head of units of the respondents of the case filed in the office	None	1 day	OGASH Coordinator
2. Invite complainant/client	2.1. Discussed with clients if she/he needs mediation  If no: (End of transaction) If yes: proceed to mediation or	None	2 days	OGASH Coordinator



	Alternative dispute resolution			
3. Get the copy of result of decision	3.1. Provide copy of decision  (End of transaction)	None	5 days	OGASH Coordinator
	<b>Total</b>		<b>10 Days, 2 Hours, 10 Minutes</b>	

### Borrowing of equipment and books

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	UP Mindanao Students, Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter indicating the item to be borrowed			From the requester	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 2 copies of the request letter to the office	Receive the request letter and check for the availability of the item or books and marked the request letter with approved or disapproved	None	15 minutes	OGASH staff
2. Get the borrowed item	Prepare the item/s	None	15 minutes	OGASH Staff
3. Returned the borrowed item on the specified date	Check the item/s if complete and marked the request letter with okay/cleared	None	15 minutes	OGASH Staff
	<b>Total</b>		<b>45 minutes</b>	

### Fund request to attend training/seminar/for a and conferences outside Davao City with gender and anti-sexual harassment related activity

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	2C			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			From requester/client	



Travel Order and Itinerary of travel		GASH		
Invitation letter		From Organizer of the event		
Monitoring of fund		GASH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 2 original copies of the requirements to OGASH	1.1 Received and review documents	one	30 minutes	<i>OGASH admin Staff</i>
	1.2 Forward to Office of the dean for recommending approval	one	2 days	<i>Budget Office Staff Budget chief officer</i>
Waiting period	1.3 Forward the documents to the Budget office for budget clearance	one	2 days	<i>Budget Office Staff Budget chief officer</i>
	1.4 Forward to OVCAA for recommending approval	one	2 days	<i>Vice chancellor for academic affairs</i>
	1.5 Forward to OC for approval of travel	one	1 day	<i>Chancellor</i>

**Invitation to be a resource speaker for gender and anti-sexual harassment related activity (revised)**

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	LGU, Private Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter indicating the specific topic to be discussed		From client		
Program of activity		From client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 copies ( 1 original, 1	1.1 Received the documents	None	15 minutes	<i>OGASH admin Staff</i>



photocopy) of pertinent documents to OGASH	1.2 Review and check the availability of the person to be a speaker		2 Days (Give time for confirmation of the identified speaker)	OGASH Staff OGASH Coordinator
2. Get the client's copy	1.3 Returned the 1 copy of the documents with remarks  If not approved, attach note specifying reason/s  (End of transaction)	None	30 minutes	OGASH admin Staff
	<b>Total</b>		<b>2 Days, 45 minutes</b>	

Request for official travel to attend training/seminar/forum and conferences outside Davao City with gender and anti-sexual harassment related activity.

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Admin staff, REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		From requester/client		
Travel Order and Itinerary of travel		OGASH		
Invitation letter		From Organizer of the event		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 2 original copies to OGASH the requirements	1.1 Receive and review documents	None	30 minutes	OGASH admin Staff
	1.2 Check for availability of funds	None	1 hour	OGASH admin Staff
Waiting period	1.3 Forward the documents to the Budget office for budget clearance	None	3 days	Budget Office Staff Budget chief officer
	1.4 Forward to OC for approval of travel  (End of transaction)	None	3 days	Chancellor
	<b>Total</b>		<b>6 days and 40 min</b>	



Request funding for gender and anti-sexual harassment related activity

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment
<b>Classification: Type of Transaction:</b>	Complex
<b>Who may avail:</b>	G2C - Government-To-Client
	Students, and student organization, Faculty

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		From requester/client		
Project Proposal		OGASH for template		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 copies of documents (1 original, 1 photocopy) to OGASH	1.1 Received the pertinent documents	None	15 minutes	OGASH admin Staff
	a. Review and check the availability of funds	None	2 hours	OGASH Staff OGASH Coordinator
	b. Forward documents to the Budget office for budget clearance	None	1-3 days	Budget Staff
	c. Forward to OC for approval	None	1-3 days	Office of the Chancellor
2. Get the client copy	2.1 Returned the 1 copy of the documents If not approve: attached note specify the reason/s of disapproval of the request  (End of transaction)	None	30 minutes	OGASH admin Staff
	<b>Total</b>		<b>7 days</b>	

Request to conduct gender and anti-Sexual harassment related activity - student and student organizations (new)

<b>Office or Division:</b>	Office of Gender and Anti-Sexual Harassment			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS, G2G			
<b>Who may avail:</b>	Students, student organization, Faculty, LGU, Schools,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		





Request letter (1 original, 1 photocopy)		From requester/client		
Project Proposal (1 original, 1 photocopy)		OGASH for template		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OGASH	1.1 Received the pertinent documents	None	30 minutes	OGASH admin Staff OGASH Coordinator
	a. Forward to OC for approval	None	1-3 days	Office of the Chancellor
2. Get the client copy	2.1 Returned the 1 copy of the documents  If not approved: attached note specify the reason/s of disapproval of the request  (End of transaction)	None	30 minutes	OGASH admin Staff
	<b>Total</b>		<b>1-3 Days, 1 Hour</b>	

## Gender and Development Office

### Request for a resource speaker for gender and development activity

<b>Office or Division:</b>	UP Min Gender and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G and G2B - GOVERNMENT TO BUSINESS			
<b>Who may avail:</b>	UP Min stakeholders, UP Mindanao units/office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request a Letter indicating the specific topic to be discussed		From client		
Approved Activity Design		From client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



2. Submit 2 copies ( 1 original, 1 photocopy) of pertinent documents to OGASH	1.1 Received the documents	None	10 minutes (Provide instructions for the next step)	UP Min GAD Staff
	1.2 Review and check the availability of the person to be a resource speaker		3 working Days (Give time for the confirmation of the identified speaker)	<ul style="list-style-type: none"> <li>UP Min GAD Staff</li> <li>UP Min GAD Coordinator</li> </ul>
2. Get the client's copy	1.3 Returned the 1 copy of the documents with remarks. If not approved, the attached note specifies the reason/s for disapproval/denied (End of the transaction)	None	15 minutes	UP Min GAD Staff
	<b>Total</b>		<b>3 Days, 45 minutes</b>	

Request to conduct gender and development **orientation** for students and student organizations

<b>Office or Division:</b>	UP Min Gender and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN, G2B - GOVERNMENT TO BUSINESS, G2G			
<b>Who may avail:</b>	Students, student organization, Faculty, LGU, Schools,			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request with <b>attached Approved Activity Design</b>			From requester/client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit documents to OGASH	1.2 Received the pertinent documents	None	10 minutes (Review the request letter; date, time and program)	<ul style="list-style-type: none"> <li>UP Min GAD staff</li> </ul>



4.	2. Forward the request letter to the UP-Min GAD Coordinator 1.3	None	1 working day (give time for the coordinator to confirm)	<ul style="list-style-type: none"> <li>UP Min GAD Coordinator</li> </ul>
	3. Forward the request letter to the Resource Speaker (PCW Gender resource pool of expert)	None	2-3 working days (give time for the confirmation of identified resource speaker)	<ul style="list-style-type: none"> <li>UP Min GAD Staff</li> </ul>
5. Get the client's copy	2.1 Returned the 1 copy of the documents If not approved: attached note specifying the reason/s of disapproval of the request  (End of the transaction)	None	30 minutes	<ul style="list-style-type: none"> <li>UP Min GAD Staff</li> </ul>
	<b>Total</b>		<b>4 Days, 40 Hour</b>	

Request assistance and verification of Harmonized Gender and Development Guidelines Checklist's (HG DG) scores for attribution.

<b>Office or Division:</b>	UP Min Gender and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	API proponents, Faculty, and UP Min units/offices and UP Min stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete digital copy of Project Proposal		From requester/client		
Digital copy HG DG checklist with initial scores		UP Min GAD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sent the documents to UP Min GAD email (editable)	1.1 Received and acknowledged the email	None	5 minutes	<ul style="list-style-type: none"> <li>UP Min GAD Technical Staff</li> </ul>
	1.2 Review the documents	None	1 day (give time to the technical staff to read the proposal and verify the initial scores indicated in the HG DG Checklist)	<ul style="list-style-type: none"> <li>UP Min GAD Technical Staff</li> </ul>



	1.3 Forward to UP Min GAD Coordinator for endorsement	None	1-2 working days (give time for the coordinator to confirm and endorse)	<ul style="list-style-type: none"> <li>UP Min GAD Coordinator</li> </ul>
2. Get the client's copy	2.1 Returned the verified and endorsed digital copy to the requester  If not approve: attached note specify the reason/s of disapproval of the request  (End of transaction)	None	30 minutes	<ul style="list-style-type: none"> <li>UP Min GAD Technical staff</li> </ul>
		<b>Total</b>	<b>3-4 days and 35 min</b>	

## Public Relations Officer

Production of Monthly Reports (About 9 Pages) For the President's Advisory Council  
Updating of Existing Website Content

This service aims to produce a report on highlights in UP Mindanao for the monthly President's Advisory Council meeting.

<b>Office or Division:</b>	Office of the Chancellor-Public Relations Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Administrators of concerned agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Office of Chancellor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PAC secretariat sets PAC meeting date	Notify units to send inputs for PAC report	None	5 days	PRO
2. Concerned offices submit inputs for the required report.	Edit, layout, and review		4 days	PRO



	Submit soft-copy to Information Committee for review and/or approval		1 minute	PRO
	Print hard-copies for Information Committee review, if necessary, and transmit		2 hours	PRO
3. Info Comm review				Info Comm
	Revise, if necessary, and re-submit soft-copy to Information Committee for review and/or approval		1 day	PRO
	Print hard-copies for Information Committee review, if necessary, and transmit		2 hours	PRO
	Submit soft-copy to Chancellor for review and/or approval		1 minute	PRO
	Print hard-copy if necessary, and transmit to Chancellor for review and/or approval		1 hour	PRO
4. Chancellor's review				Chancellor
5.	Revise, if necessary, and re-submit for review and/or approval		1 day	PRO
6.	Transmit soft-copy to PAC secretariat by email.		1 minute	PRO
7.	Print hard-copies, if necessary, and transmit to PAC secretariat		1 day	PRO



8.	Issue and receive Client Satisfaction Survey		1 hour	PRO
	<b>TOTAL</b>		<b>12 days and 6 hours</b>	

### Updating of Existing Website Content

This service provides updating of information in an existing page in the UP Mindanao website.

<b>Office or Division:</b>	Office of the Chancellor-Public Relations Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	Internal Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent unit furnish relevant update for existing content on website	Acquire update through interview or written / electronic media	None	1 hour	PRO
	Produce website update from proponent materials		3 hours	PRO
	If necessary, request assistance from Information Technology Office		3 hours	PRO
	Upload update onto existing page and send link to proponent unit for review		1 hour	CPRO
2. Client review				client
	Receive feedback from proponent unit and revise, if necessary		1 hour	PRO
	Issue and receive Client Satisfaction Survey		1 hour	PRO
	<b>TOTAL</b>		<b>10 hours</b>	

## Records Management Improvement Committee (RMIC)

### Request for Inactive Records

The Records Management & Improvement Committee manages the inactive records generated from different units of the university through time. These records were turned over by the concerned units to the Records Center for records keeping until the NAP mandated disposal period. RMIC allows borrowing of such records provided the requester complies with proper documentation.



<b>Office or Division:</b>	Office of the Chancellor- RMIC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	Authorized UP Mindanao Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• RM Form 3: File Movement Sheet</li> <li>• RM Form 4: File Movement Ladder</li> </ul>		Records Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures RM Form 3: File Movement Sheet.	1.1 Gives RM Form 3 to the requester	None	1 minute	Records Officer
2. Fills-up RM Form 3 and submits to the Records Officer	2.1 Receives the duly filled-out RM form	None	1 minute	Records Officer
	2.2 Checks the availability of the records needed	None	5 minutes/ record	Records Officer
<b>If record is available:</b>				
	2.3 Inputs details of the record to be borrowed on the File Movement Ladder attached in the file folder (RM Form 4).	None	3 minutes	Records Officer
	2.4 Releases the requested record.	None	1 minute	Records Officer
3. Receives the needed/ borrowed record.		None	1 minute	
<b>If record is NOT available:</b>				
2. Client receives the returned RM form 3.	2.1 Returns the duly filled-out RM form 3 and informs the borrower of the unavailability of the requested record.	None	1 minute	Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	

### Clearance of the Borrowed Records

This is for the clearance of personnel who borrowed inactive records from the Records Center.



<b>Office or Division:</b>	Office of the Chancellor- RMIC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	Authorized UP Mindanao Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• RM Form 3: File Movement Sheet</li> <li>• RM Form 4: File Movement Ladder</li> </ul>		Records Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Returns borrowed records.	1.1 Receives the borrowed records.	None	1 minute	Records Officer
	1.2 Checks and evaluates the completeness of the borrowed records.	None	10 minutes	Records Officer
	1.2 Updates the details in the RM Forms 3: File Movement Sheet.	None	5 minutes	Records Officer
2. Asks the Records Officer of the Records Center to sign their unit's logbook as proof of the returned record.	2.1 Inputs the date the record is returned in the Form 4: File Movement Ladder.	None	5 minutes	Records Officer
<b>TOTAL:</b>		None	<b>21 minutes</b>	

## Office of The Vice Chancellor for Academic Affairs (OVCAA)

### Endorsement of Conduct of Academic Activities

Endorsement is granted to academic units who plan to hold various activities (training seminars, orientation seminars, etc.) for students, faculty, and general public.

<b>Office or Division:</b>	Office of the Vice Chancellor for Academic Affairs (OVCAA)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G Government to Government; G2C Government to Client		
<b>Who may avail:</b>	Academic Personnel /Academic Unit		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter request signed by the Department Chair and Deans (3 copies)		Requesting person	
Activity design (w/ LIB & identified fund source)		Requesting person/Unit	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter of request and activity design duly endorsed by the Department Chair and the Dean	1. OVCAA stamps and records the documents received; tab each sheet that needs the VCAA's signature	none	3 minutes	Requesting person or academic unit OVCAA staff
	2. Checks/reviews/verifies details of the request;	none	20 minutes	OVCAA Staff
	3. Checks possible source of fund (if requesting for funds)	none	20 minutes	OVCAA Staff
	4. Refers to the VCAA for course of action	none	10 minutes	OVCAA Staff
	5. VCAA acts on the request	none	3 days	VCAA
Follows-up status of request through the College/Unit in-charge to check DTS	1. Records and forwards documents to the Budget Office	none	5 minutes	OVCAA Staff in-charge of routing documents
	<b>Total</b>		<b>3 days and 55 minutes</b>	

### Endorsement of Request for Research/Creative Work Load Credit (revised)

Endorsement is granted to faculty members who are undertaking research and creative work.

<b>Office or Division:</b>	Office of the Vice Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Faculty members with research and creative work projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Chancellor through channels duly recommended by the College RDE Committee and Director of CARIM				
Accomplished progress report forms complete with supporting documents as listed in the forms required by CARIM		Forms- Office of Research		
Copy of research and creative work proposal		Faculty member concerned		
Summary of RLC requests vis-à-vis deliverables and prior year's RLC and compliance of deliverable		College RDE/Office of the Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter with complete set of supporting documents	1. Checks completeness of supporting documents and stamps and records the documents received; tab each sheet that needs the VCAA's signature	none	5 minutes	OVCAA staff



	2. Verifies the summary of RLCs with the supporting documents attached and checks if endorsed by the Dean and the Director of the Office of Research	none	1 day	OVCAA Staff
	3. Stamps all the sheets that need VCAA action and forwards documents with complete attachments to VCAA	none	30 minutes	OVCAA Staff
	4. VCAA reviews and acts on the request	none	2 days	VCAA
	5. Checks the documents for unsigned pages	none	5 minutes	OVCAA Staff
	6. Records the VCAs action and forwards the documents to the Office of the Chancellor	none	5 minutes	OVCAA Staff in-charge of routing documents
	<b>Total</b>		<b>3 days and 45 minutes</b>	

### Endorsement of Request for Travel with Identified Fund Source (new)

Endorsement is granted to faculty members who are undertaking research and creative work.

<b>Office or Division:</b>	Office of the Vice Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Faculty members and Non-Teaching personnel under OVCAA units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the Vice Chancellor for Academic Affairs duly endorsed by the Dean		Requesting person		
Travel and Itinerary of Travel		Requesting person		
Supporting documents: Invitation Memo designating an Officer-in-Charge (for faculty administrators); Arrangement for classes that will be missed (for faculty) with conforme of students if asynchronous activities assigned, if applicable		Requesting person		
Application form for Travel Abroad (if applicable)		HRDO / Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits letter with complete set of supporting documents	1. Checks completeness of supporting documents; When complete --stamps and records the documents received; Stamps all the sheets that need VCAA action, tab each sheet that needs the VCAA's signature	none	10 minutes	OVCAA Office Assistant



	2. Check details of the travel request and the completeness of supporting documents; forwards documents with complete attachments to VCAA	none	15 minutes	OVCAA Staff
	2.1 If incomplete supporting documents or needs clarification, returns the document to the requesting person/unit	none	Clock paused	
Re-submit documents with completed supporting papers	3. stamps and records the documents received	none	5 minutes	OVCAA Office Assistant
	4. Reviews the letter request and; forwards documents with complete attachments to VCAA	none	10 minutes	OVCAA Staff
	3. VCAA reviews and acts on the request - (Approval/Disapproval)	none	1 day	VCAA
	4. Checks the documents for unsigned pages	none	10 minutes	OVCAA Staff
	5. Records the VCAAs action and informs concerned Unit/Requesting Person; Release/Forward the document to the concerned Unit/Requesting Person	none	1 hour	OVCAA Staff in-charge of routing documents
	<b>Total</b>		<b>1 day and 2 hours</b>	

### Endorsement of Request for Travel with Request for Funds (revised)

Endorsement is granted to faculty members who are undertaking research and creative work.

<b>Office or Division:</b>	Office of the Vice Chancellor for Academic Affairs (OVCAA)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G Government to Government
<b>Who may avail:</b>	Faculty members and Non-Teaching personnel under OVCAA units
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Letter request addressed to the Chancellor for Academic Affairs duly endorsed by the Dean	Requesting person
Travel and Itinerary of Travel	Requesting person



Supporting documents: Invitation Memo designating an Officer-in-Charge (for faculty administrators); Arrangement for classes that will be missed (for faculty) with conforme of students if asynchronous activities assigned, if applicable		Requesting person		
Application form for Travel Abroad (if applicable)		HRDO / Requesting person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter with complete set of supporting documents	1. Checks completeness of supporting documents; When complete --stamps and records the documents received; Stamps all the sheets that need VCAA action, tab each sheet that needs the VCAA's signature	none	10 minutes	OVCAA Office Assistant
	2. Check details of the travel request and the completeness of supporting documents; forwards documents with complete attachments to VCAA	none	15 minutes	OVCAA Staff
	2.1 If incomplete supporting documents or needs clarification, returns the document to the requesting person/unit	none	Clock paused	
Re-submit documents with completed supporting papers	3. stamps and records the documents received	none	5 minutes	OVCAA Office Assistant
	4. Reviews the letter request and; forwards documents with complete attachments to VCAA	none	10 minutes	OVCAA Staff
	3. VCAA reviews and acts on the request - (Approval/Disapproval)	none	1 day	VCAA
	4. Checks the documents for unsigned pages	none	10 minutes	OVCAA Staff
	5. Records the VCAAs action forward the document to the Budget Office	none	20 minutes	OVCAA Staff in-charge of routing documents
	<b>Total</b>		<b>1 day and 2 hours</b>	



## Endorsement of Travel Requests – Class Field Trip

Endorsement granted to academic personnel who travel to conduct out-of-campus activities that are part of the course outline

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Complex – 7 days			
<b>Type of Transaction:</b>	G2C - --Government to Citizen			
<b>Who may avail:</b>	Faculty, REPS, Students, and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for travel related to R&D with the following details:		Requesting party		
<ul style="list-style-type: none"> <li>● Purpose of the travel, inclusive dates, amount and source of fund</li> <li>● If faculty will miss classes: details on class arrangements</li> <li>● If travelling with students: written confirmation that adviser is part of travelling party</li> <li>● Travel orders and Itinerary of Travel (For travel beyond the 50-km radius from UP Mindanao.</li> <li>● Invitation from sponsoring organization (if applicable)</li> <li>● Approved Line Item Budget (LIB) for In-House Research Grants</li> <li>● Monitoring Balance sheet (in-house research grant and research dissemination fund allocated to the colleges)</li> <li>● Certification of Insurance</li> <li>● Duly signed parents/guardian(s) consent or waiver</li> <li>● Conformance of class instructors (if student will miss classes)</li> </ul>		Departments/ Dean's Office		
		Requesting party		
		Requesting party		
		University Student Council		
		Departments/ Dean's Office		
Officer-In-Charge memorandum if the requesting party is faculty administrators		Requesting party		
Invitation of sponsoring agency		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request with complete attachment	1.1 Receive letter request to travel with complete attachment	None	20 mins	Administrative Assistant II
	1.2 Check the completeness of the attachment to include sources of funds for travel	None	1	Administrative Assistant II
	1.3 Action of the CARIM Director to the request	None	2 days	CARIM Director
	1.4 Log, verify completeness of approved documents and scan documents	None	4 hrs	Administrative Assistant II
	2. Forward the letter request to the OVCAA	None	30 mins	Administrative Assistant II
	2.1 Receive the documents	None	5 mins	OVCAA staff
	2.2 Endorse the documents	None	2 days	VCAA



	2.3 Log and scan the documents	None	30 mins	OVCAA staff
	2.4 Forward the documents to the Office of the Chancellor	None	20mins	OC staff
	3.Receive the documents with complete attachments	None	5mins	OC staff
	3.1 Endorse the documents	None	2 days	Chancellor
	3.2 Log and scan the documents	None	30 mins	OC staff
	3.3 Forward the documents back the proponents	None	20 mins	OC staff
	<b>TOTAL</b>		<b>7 days, 6hrs, 40mins</b>	

### Endorsement of Student Requests (new)

Endorsement is granted to faculty members who are undertaking research and creative work.

<b>Office or Division:</b>	Office of the Vice Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the Chancellor for Academic Affairs duly endorsed by the Adviser, Department Chair, Dean and University Registrar		Requesting person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter with complete set of supporting documents and endorsements	1. Stamps and records the documents received; Stamps all the sheets that need VCAA action, tab each sheet that needs the VCAA's signature	none	10 minutes	OVCAA Office Assistant
	2. Check details of the request, completeness of supporting documents and required endorsements; forwards documents with complete attachments to VCAA	none	30 minutes	OVCAA Staff
	2.1 If incomplete supporting documents or needs clarification, returns the document to the requesting person/unit	none	Clock paused	
Re-submit documents with completed supporting papers	3. stamps and records the documents received	none	5 minutes	OVCAA Office Assistant



	4. Reviews the letter request and; forwards documents with complete attachments to VCAA	none	10 minutes	OVCAA Staff
	3. VCAA reviews and acts on the request -(Approval/Disapproval)	none	1 day	VCAA
	4. Checks the documents for unsigned pages	none	10 minutes	OVCAA Staff
	5. Records the VCAs action forward the document to the Office of the Chancellor	none	20 minutes	OVCAA Office Assistant
	<b>Total</b>		<b>1 day and 85 minutes</b>	

### Issuance of Certificate of Appearance (new)

This certificate is issued to UP System/CU officials, staff and guests from other government agencies who attended OVCAA-initiated/organized/co-organized activities

<b>Office or Division:</b>	<b>Office of the Vice Chancellor for Academic Affairs (OVCAA)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G Government to Citizen</b>			
<b>Who may avail:</b>	<b>Guests and UP System/CU officials and staff</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request in any form (electronic or printed letter, via phone call)	1. Check attendance sheet for a specific activity	none	10 minutes	OVCAA Staff
	2. Prepare the certificate of appearance	none	5 minutes	OVCAA Staff
	3. Forward to the VCAA for signature	none	1 minute	OVCAA Staff
	4. VCAA action (signs the certificate)	none	1 day	VCAA
	5. Send the certificate of appearance to requesting guest /official	none	5 minutes	OVCAA Staff
	<b>Total</b>		<b>1 day and 20 minutes</b>	





## Center for the Advancement of Research in Mindanao (CARIM)

### Endorsement of Financial Report/s And Other Deliverables for Internally-Funded Researches

This service is for faculty and REPS who availed of the In-House Research Grant. After project completion, they are required to submit financial report/s and other deliverables of the project.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C–Government to Citizen			
<b>Who may avail:</b>	Faculty, Researchers, and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter addressed to the Chancellor through channels for the submission of financial report and other deliverables		Requesting party		
Financial Report with official receipts and other forms required		Requesting party		
Draft article with instruction to authors of journals where the proponent intend to submit the article		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter addressed to the Chancellor through channels for the submission of financial and other deliverables	1.1 Receive document with complete attachment	None	4 hrs	Administrative Assistant II
	1.2 Evaluate the completeness of the Financial Report, draft article, and other documents	None	7 days	Administrative Assistant II
	1.3 Evaluate the draft article and reports	None	3 days	University Researcher III/University Researcher I
	If approved, proceed to 1.4			
	1.4 Endorsement of the Financial Report, draft article and reports	None	2 days	CARIM Director





	2. Forward documents to Office of the Vice Chancellor for Academic Affairs	None	4 hrs	Administrative Assistant II
	2.1 Receive the documents	None	5 mins	OVCAA staff
	2.2 Endorse the documents	None	2 days	Vice Chancellor for Academic Affairs
	2.3 Log and scan the documents	None	30 mins	OVCAA staff
	2.4 Forward the documents to the Office of the Chancellor	None	20mins	OC staff
	3. Receive the documents with complete attachments	None	5mins	OC staff
	3.1 Endorse the documents	None	2 days	Chancellor
	3.2 Log and scan the documents	None	30 mins	OC staff
	3.3 Forward the documents back the proponent	None	20 mins	OC staff
	<b>TOTAL</b>		<b>14 days</b>	

#### Endorsement of International Publication Award

This service is to facilitate endorsement of applications of faculty, REPS and students who wish to avail of the International Publication Award of the University of the Philippines Office of the Vice President for Academic Affairs. The purpose of the award is to encourage faculty, REPS and students to contribute to the body of knowledge in their respective fields/discipline by publishing in internationally respected journals/publishing houses that are peer-reviewed and adhere to high standards of scholarship.

<b>Office or Division:</b>	CARIM
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Faculty, REPS, and students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter request for the endorsement of International Publication Award	Requesting party



<p>Accomplished IPA Forms with attachments: Citation and Abstract Template, Popular Article Template, Copy of Journal Article, Copy of the Editorial Board Page of the Journal, and Evidence of the author's identification          IPA form 4.1 Application Form          IPA form 4.2 Layman's Summary          IPA form 4.3 NOA for Institutional Award form          IPA form 4.4 Book and book chapter information sheet          For more information, requesting party may visit the UP OVPAA website at <a href="https://ovpaa.up.edu.ph">ovpaa.up.edu.ph</a> or at <a href="mailto:ipa.ovpaa@up.edu.ph">ipa.ovpaa@up.edu.ph</a>.</p>		<p>Office of the Vice President for Academic Affairs  <a href="https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/">https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/</a></p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the endorsement of International Publication Award	1.1 Receive letter request	None	20 mins	Administrative Assistant II
	1.2 Evaluate the completeness of the application	None	2 hrs	Administrative Assistant II
	1.3 Verify if the journal is reputable in their field and is not predatory or does not exhibit predatory characteristics	None	4 days	University Researcher I/ University Researcher III/Development Management Officer II
	1.4 Encode details of the application in the Research database	None	5 hrs	Development Management Officer II
	1.4 Endorsement of the IPA application	None	2 days	CARIM Director
	1.5 Log and scan the documents	None	30 mins	Administrative Assistant II
	2. Forward the application to the Office of the Vice Chancellor for Academic Affairs	None	20 mins	Administrative Assistant II
	2.1 Receive the documents with complete attachments	None	5 mins	OVCAA staff
	2.2 Endorsement of the application for IPA	None	2 days	Vice Chancellor for Academic Affairs
	2.3 Log and scan the documents	None	30 mins	OVCAA staff



	2.4 Forward the application to the Office Chancellor	None	20 mins	OVCAA staff
	3. Receive the documents with complete attachments	None	5 mins	OC staff
	3.1 Approve the application for IPA	None	2 days	Chancellor
	3.2 Log and scan the documents	None	30 mins	OC staff
	3.3 Forward the approved application for IPA to the applicant	None	20 mins	OC staff
	<b>TOTAL</b>		<b>10 days, 10hrs</b>	

### Endorsement of Research Proposals for Enhanced Creative Work and Research Grant

This service is to provide necessary support for faculty and researchers who wish to apply for research grants from external funding to increase research productivity.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly endorsed letter request addressed to the Chancellor for the endorsement of research proposal for possible external funding		Requesting party		
Complete forms required by the agency where the requesting party intends to submit the research proposals		Agency where the requesting party intends to submit the research proposals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Letter request addressed to the Chancellor for the endorsement of research proposal for possible external funding with complete attachment required	1. Receive documents with complete attachments	None	30 mins	Administrative Assistant II
	1.2 Check the completeness of the documents	None	4 hrs	Administrative Assistant II
	1.3 Evaluate the completeness and correctness of the documents submitted		4 days	University Researcher III



	1.4. Endorsement of the CARIM Director	None	3 days	CARIM Director
	1.5 Log and scan documents	None	3 hrs	Administrative Assistant II
	1.6. Forward documents to the OVCAA	None None	30 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>7days</b>	

### Endorsement of Research Proposals for Enhanced Creative Work and Research Grant - Chancellor Approval

This service is for the final endorsement of the revised proposal for approval of the Chancellor.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Revised proposal based on the consolidated comments from the reviewer		Requesting party		
Duly endorsed letter request addressed to the Chancellor for the endorsement of research proposal for possible ECWRG		Requesting party		
Refer to BOR-approved guidelines on the International Publication Award (1316th BOR Meeting on 31 March 2016). OVCAA ECWRG Forms 5.1, 5.2 (Application forms)		OVCAA		
Submit at least three suggested reviewers for the proposal (with their contact details, if available)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit revised proposals based on the comment of the reviewer	1.1 Receive revised proposal based on comments of external reviewer		30 mins	Administrative Assistant II
	1.2. Review, and Endorsement of the CARIM Director	None	10 days	CARIM Director
	1.3 Log and scan documents	None	4 hrs	Administrative Assistant II
	1.4 Forward documents to the OVCAA	None	30 mins	Administrative Assistant II
Received endorsed proposal ready for submission to OVCAA ECWRG	2.1 Submit electronic copy of the proposal to OVCAA	None	30 mins	Administrative Assistant II
	2.2 Submit hardcopy of the proposal to OVCAA via courier	None	4 hrs	Administrative Assistant II
	<b>TOTAL</b>		<b>11 days, 1 hr, 30 mins</b>	



### Endorsement of Research Proposals for External Funding

This service is to provide necessary support for faculty and researchers who wish to apply for research grants from external funding to increase research productivity.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly endorsed letter request addressed to the Chancellor for the endorsement of research proposal for possible external funding		Requesting party		
Complete forms required by the agency where the requesting party intends to submit the research proposals		Agency where the requesting party intends to submit the research proposals		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Letter request addressed to the Chancellor for the endorsement of research proposal for possible external funding with complete attachment required	1. Receive documents with complete attachments	None	30 mins	Administrative Assistant II
	1.2 Check the completeness of the documents	None	4 hrs	Administrative Assistant II
	1.3 Evaluate the completeness and correctness of the documents submitted		4 days	University Researcher III
	1.4. Endorsement of the CARIM Director	None	3 days	CARIM Director
	1.5 Log and scan documents	None	3 hrs	Administrative Assistant II
	1.6. Forward documents to the OVCAA	None None	30 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>7days</b>	

### Endorsement/Approval of Research Proposals for In-House Research Grant

This service is for UP Mindanao faculty and researchers who wish to avail of the CARIM In-House Research Grant. Priority will be given to Junior faculty members &/or researchers and lateral entry faculty &/or researchers to enhance their R&D capacities, explore, and maximize collaborations they have had while doing their graduate studies, explore, and maximize collaborations they have had while doing their graduate studies.

<b>Office or Division:</b>	CARIM
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>		Faculty, Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly endorsed letter request addressed to the Chancellor requesting for the approval of research proposal for In-House Research grant.		Requesting party		
In-House Research forms <ul style="list-style-type: none"> <li>Annex 2-Research Proposal Format</li> <li>Annex 3-Gantt Chart Form</li> <li>Annex 4-Line Item Budget</li> <li>Annex 5- Gantt Chart Form Monthly Budget Requirements/Project Activities</li> </ul>		CARIM		
Curriculum Vitae		Requesting party		
Evaluation sheets from the department and College RDE		CARIM		
Revised proposal based on the consolidated comments from the University RDE committee		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit duly endorsed letter of request addressed to the Chancellor requesting for the approval of research proposal for In-House Research grant.	1.1 Receive the documents	None	30 mins	Administrative Assistant II
	1.2 Check completeness of the attachments of each proposal	None	1 day	Administrative Assistant II
	1.3 Initial Review of Proposals and submits to Director/URC	None	3 days	UR III/UR I
	1.4 Coordinate members of the University RDE for their availability for a meeting	None	1 day	University Researcher III and Administrative Assistant II
	1.4 Evaluation of the research proposals by the University RDE Committee	None	7 days Note: Depending on the availability of the University RDE committee member	University Researcher III and University RDE Committee
	1.5 Consolidate comments and points for the proposals	None	4hrs	University Researcher III
2.Receive consolidated comments from the University RDE committee	2.Release the submitted proposals with consolidated comments from the University RDE committee	None	1 hr	University Researcher III



	Note: The proponents are given 1-2 weeks to revise the proposal or submit response based on the comments		14 days	Proponent
3. Submit revised proposal based on the consolidated comments from the University RDE committee	3. Receive the revised proposal with complete attachments	None	30 mins	Administrative Assistant II
	3.1 Evaluate the revised proposal based on the comments from the University RDE committee	None	10 days	University Researcher III
	3.2 Preparation of the referendum sheet for signature of the University RDE	None	3 days	University Researcher III
	3.3 Release the referendum for to the colleges	None	2 hrs	Administrative Assistant II
	3.4 Wait for the duly signed referendum sheet from the University RDE Committee	None	6 days	University Researcher III
	3.5 Receive referendum sheet with attachments	None	30 mins	Administrative Assistant II
	3.6 Evaluate the completeness of the documents	None	30 min	University Researcher III
	3.7 Preparation of the endorsement letter addressed to the Chancellor for the research proposal for In-House Research Grant	None	4 hrs	University Researcher III/ Development Management Officer II
	3.8 Forward all documents to Office of the Vice Chancellor for Academic Affairs	None	1 hr	Administrative Assistant II
	1. Receive the documents	None	5 mins	OVCAA staff
	4.1 Endorse the application for research grant	None	2 days	VCAA
	4.2 Log and scan documents	None	30 mins	OVCAA staff



	4.3 Forward the documents to the Office of the Chancellor	None	30 mins	OVCAA staff
	2. Receive the documents	None	5 mins	OC staff
	5.1 Approve the applications	None	2days	Chancellor
	2.2 Log and scan documents	None	30mins	OC staff
	5.3 Forward the documents to the Office of Research for the processing of grant cheque	None	30 mins	OC staff
	<b>TOTAL</b>		<b>47 days, 16hrs, 10mins</b>	

### Endorsement of Travel Request Related To R&D

Endorsement of travel request of faculty, REPS, students, and staff related R&D.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Complex – 7 days			
<b>Type of Transaction:</b>	G2C - –Government to Citizen			
<b>Who may avail:</b>	Faculty, REPS, Students, and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Officer-In-Charge memorandum if the requesting party is faculty administrators		Requesting party		
Invitation of sponsoring agency		Requesting party		
Letter request for travel related to R&D with the following details: <ul style="list-style-type: none"> <li>• Includes purpose of the travel, inclusive dates, amount and source of fund</li> <li>• If faculty will miss classes: details on class arrangements</li> <li>• If travelling with students: written confirmation that adviser is part of travelling party</li> <li>• Travel orders and Itinerary of Travel (For travel beyond the 50-km radius from UP Mindanao.</li> <li>• Invitation from sponsoring organization (if applicable)</li> <li>• Approved Line Item Budget (LIB) for In-House Research Grants</li> <li>• Monitoring Balance sheet (in-house research grant and research dissemination fund allocated to the colleges)</li> <li>• Certification of Insurance</li> <li>• Duly signed parents/guardian(s) consent or waiver</li> <li>• Conformance of class instructors (if student will miss classes)</li> </ul>		Requesting party		
		Departments/ Deans Office		
		Requesting party		
		Requesting party		
		University Student Council		
		Departments/ Deans Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





Submit letter request with complete attachment	1.1 Receive letter request to travel with complete attachment	None	20 mins	Administrative Assistant II
	1.2 Check the completeness of the attachment to include sources of funds for travel	None	1	Administrative Assistant II
	1.3 Action of the CARIM Director to the request	None	2 days	CARIM Director
	1.4 Log, verify completeness of approved documents and scan documents	None	4 hrs	Administrative Assistant II
	2. Forward the letter request to the OVCAA	None	30 mins	Administrative Assistant II
	2.1 Receive the documents	None	5 mins	OVCAA staff
	2.2 Endorse the documents	None	2 days	VCAA
	2.3 Log and scan the documents	None	30 mins	OVCAA staff
	2.4 Forward the documents to the Office of the Chancellor	None	20mins	OC staff
	3. Receive the documents with complete attachments	None	5mins	OC staff
	3.1 Endorse the documents	None	2 days	Chancellor
	3.2 Log and scan the documents	None	30 mins	OC staff
	3.3 Forward the documents back the proponents	None	20 mins	OC staff
	<b>TOTAL</b>		<b>7 days, 6hrs, 40mins</b>	

### Request for CARIM Assistance to University Events/Activity

This service is for faculty, researchers, staff or other offices who wish to request for assistance for university events/activity.

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Researchers, and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the CARIM Director for the details of the event/activity (date, title of the event and venue). The requesting party shall also indicate the specific tasking of the said event/activity and source of funding		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit letter request addressed to the CARIM Director for the details of the event/activity (date, title of the event, venue). The requesting party shall also indicate the specific tasking of the said event/activity. Receive the document	1.1 Receive the letter request with full details	None	30 mins	Administrative Assistant II
	1.2 Action of the CARIM Director	None	2 days	CARIM Director
	1.3 Evaluation of the request among the team	None	4 days	CARIM
	1.4 Prepare official response to the requesting party	None	4hrs	CARIM Staff
	1.5 Review, Log and scan the document	None	3 hrs mins	Administrative Assistant II
2. Receive the official response	2. Release the official response to the requesting party	None	30 mins	Administrative Assistant II
	<b>Total</b>		<b>6 days, 8hrs</b>	

### Request for CARIM Materials and Equipment

This service may be availed of faculty, staff, researcher or other offices who wish to request for available materials and equipment available CARIM

<b>Office or Division:</b>	CARIM			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Faculty, Researchers, Staff, Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request indicating the items needed, the title and date of the activity. Requesting party should include details when the items are expected to be returned.		Requesting party		
Borrowers slip		CARIM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request indicating the items needed, the title and date of the activity. Requesting party should include details when the items are expected to be returned.	1.1 Receive letter request from the party.	None	20 mins	Administrative Assistant II
	1.2 Check availability of the items	None	6 hrs	Administrative Assistant II
		None	2 days	CARIM Director



	1.3 Approval of the request			
2.Fill up borrowers slip	2.Provide requesting party borrowers slip	None	1 hr	Administrative Assistant II
3.Receive requested items	3.Release requested items	None	40 mins	Administrative Assistant II
	<b>TOTAL</b>		<b>3 Days</b>	

## Interactive Learning Center (ILC)

### Coordination, Monitoring, And Evaluation of The GE Program

Enrollment of students or faculty members to the GE Portal where they can access the modules for the GE Program.

<b>Office or Division:</b>	INTERACTIVE LEARNING CENTER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	FACULTY or STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For students requesting to access GE Portal, or add a GE subject to their current account: Form 5 UPmail address or any active email		Student/OUR ITO (for UPMail)		
For Faculty Members Letter/email of Request to access GE Portal UP mail Address		ITO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to ILC/LRC Office and present a copy of form 5	1.1 Gather necessary information from students (full name, student number, email address, GE enrolled to)	0	5 min/student	<i>ILC Staff</i>
	1.2 Enroll Students to the GE Portal	0	5 min/student	ILC Staff
	1.3 Send the GE Portal link, username and their password to their email address	0	5 min/student	ILC Staff
2. Access the GE Portal	Respond to the client if there is a problem	-	-	-
	<b>Total Processing Time</b>		<b>15 minutes</b>	



## Development and Implementation of Programs for Enhancement of Teaching and Learning Among Faculty Members and Students of The University

Implement the Academic Wellness Program which aims to improve the performance of students in critical subjects.

<b>Office or Division:</b>	INTERACTIVE LEARNING CENTER			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	FACULTY or STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request indicating the subject for academic wellness program, name of participant/s, and time available/preferred				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at the ILC regarding the subject that wants to be opened for Academic Wellness	1.1 List down the name of students requesting for academic wellness and the subject.	0	10 minutes	ILC Staff
	1.2 Gather their contact information	0	5 minute	ILC Staff
	1.3 Coordinate with the student/faculty mentor regarding their available time	0	1 Day	ILC staff and Student/Faculty Mentyor
	1.4 Coordinate with the client regarding the time	0	2 hrs	ILC staff
	1.5 Prepare the room and equipment needed	0	10 minutes	ILC Staff
2. Go to ILC building to avail the academic wellness	1.6 Give logbook to clients	0	3hrs	ILC Staff
	<b>Total Processing Time:</b>		<b>1 day, 3hrs and 25 minutes</b>	

## Providing Assistance to Faculty and Students with Regards to Teaching and Learning Environment

Borrowing of rooms and equipment for classes, studying, Focus Group Discussions and such in-order to provide the faculty and students to have a comfortable and conducive learning environment.

<b>Office or Division:</b>	INTERACTIVE LEARNING CENTER
<b>Classification:</b>	SIMPLE



<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	FACULTY or STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Room Use indicating purpose, time, number of participants, and rooms or equipment needed		Client		
ILC Room Use Form		ILC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire to ILC/LRC regarding the Assistance needed	1.1 Receive the letter of request	0	5 minutes	ILC Staff
	1.2 Check the room or equipment needed for availability	0	5 minutes	ILC Staff
2. Fill up the ILC Room/Equipment form	2.1 Give the ILC room/equipment form to client	0	5 minutes	ILC Staff
	2.2 For signature of ILC Director	0	1 hr	ILC Staff and ILC Director
3. Go back to ILC office for result of request	3.1 Inform the client on the approval or disapproval of request	0	5 Minutes	ILC Staff
	<b>Total Processing Time</b>		<b>1hr and 15 minutes</b>	

### Request for Signing of Clearance for Faculty and Personnel

This serves as a guideline for the request of signing of clearance for faculty and personnel.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty and Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
5 copies of University Clearance Form	Client's Department/Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the filled-up University Clearance Form	1.1 Record on ILC/LRC logbook	NONE	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.2. Check the faculty/staff records <ul style="list-style-type: none"> <li>if cleared, forward the documents to the Director for signature</li> <li>if not cleared, inform the student/alumni. Return the clearance for completion</li> </ul>	NONE	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.3 Approves and sign clearance	NONE	10 minutes	J.H.O. Santillan - Director
	1.4. Record on ILC/LRC clearance logbook for releasing	NONE	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.5. Release University Clearance	NONE	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
<b>Total Processing Time</b>			<b>30 minutes</b>	

### Request for signing of Clearance For Students And Alumni

This serves as a guideline for the request of signing of clearance for students and alumni.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Students and Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
3 copies of University Clearance Form	Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the filled-up University Clearance Form	1.1. Record on ILC/LRC logbook	NON E	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.2. Check the students/alumni records <a href="https://clearance.upmin.edu.ph/index.php?">https://clearance.upmin.edu.ph/index.php?</a> <ul style="list-style-type: none"> <li>if cleared, forward the document/s to the Director for signature</li> <li>If not cleared, inform the student/alumni. Return the clearance for completion</li> </ul>	NON E	10 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.3. Approves and sign clearance	NON E	10 minutes	J.H.O. Santillan - Director
	1.4. Record on ILC/LRC clearance logbook for releasing	NON E	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.5. Release University Clearance	NON E	5 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
<b>Total Processing Time</b>			<b>35 minutes</b>	

### Request For Use Of Facilities (Room Use)

This serves as a guideline for the request for use of the facilities.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	All UP Mindanao Faculty, Staff and Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request Letter that contains the following <ul style="list-style-type: none"> <li>Purpose of activity</li> <li>Date and time of activity</li> </ul>	Requesting Party



<ul style="list-style-type: none"> <li>• Number of persons estimated to attend the activity</li> <li>• Endorsement from: <ul style="list-style-type: none"> <li>○ Adviser for Student Organization</li> <li>○ Head unit for Office Activity</li> <li>○ Head of Office for Faculty Member</li> </ul> </li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email ILC/LRC @ <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> for the request with attached letter addressed to the Director.	1.1. Check for availability <ul style="list-style-type: none"> <li>• if available, forward the request to the Director for approval</li> <li>• if not available, inform the requestor.</li> </ul>	NONE	10 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	1.2. Approves request	NONE	15 minutes	J.H.O. Santillan - Director
	1.3. Reply email confirmation	NONE	10 minutes	Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff
	<b>Total Processing Time</b>		<b>35 minutes</b>	

### Request for GE Enrollment

This serves as a guideline for the request for GE enrollment.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	All UP Mindanao Students





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> <li>UP email</li> <li>Letter of Request</li> <li>Copy of Form 5 with status enrolled (attached to request letter)</li> </ul>	Information Technology Office located at the Admin Bldg. Requesting Party Requesting Party/ Office of the University Registrar located at the Admin Bldg.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request thru email <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a>	1.1. Record request on ILC/LRC logbook	NONE	5 minutes	Ms. Bandiola or Mr. Moluñas-Project Staff
	1.2. Acknowledges receipt of the request	NONE	10 minutes	
	1.3. Process the request	NONE	20 minutes	
	1.4. Email the requesting party for the update of the request	NONE	10 minutes	
	<b>Total Processing Time</b>		<b>45 minutes</b>	

### Request for GE change password

This serves as a guideline for the request for GE to change password.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	All UP Mindanao Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>UP email</li> <li>Letter of Request (Stating reason for password change)</li> <li>Copy of Form 5 with status enrolled (attached to request letter)</li> </ul>	Information Technology Office located at the Admin Bldg. Requesting Party Requesting Party/ Office of the University Registrar located at the Admin Bldg.



CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola or Mr. Moluñas-Project Staff
	1.2. Acknowledg es receipt of the request	NON E	10 minutes	
	1.3. Process the request	NON E	20 minutes	
	1.4. Email the requesting party for the update of the request	NON E	10 minutes	
	<b>Total Processing Time</b>		<b>45 minutes</b>	

### Request For LMS Account/Activation Creation

This serves as a guideline for the request for an LMS account.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>UP email</li> <li>Employee ID/Student No.</li> <li>Copy of Form 5 with status enrolled (attached to request letter)</li> </ul>	Information Technology Office located at the Admin Bldg. Requesting Party Requesting Party/ Office of the University Registrar located at the Admin Bldg.			
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-



	ILC/LRC logbook			Project Staff/Director
	1.2. Acknowledges receipt of the request	NON E	10 minutes	
	1.3. Process the request by checking existence of account <ul style="list-style-type: none"> <li>• Ask if student forgot how to access Canva s</li> <li>• Assess if account was not yet create d</li> </ul>	NON E	35 minutes	
	1.4. Email the requesting party for the update of the request <ul style="list-style-type: none"> <li>• If student forgot how to access Canva s, send a step-by-step processes to access .</li> <li>• Create account</li> </ul>	NON E	10 minutes	
	<b>Total Processing Time</b>		<b>60 minutes</b>	



### Request for Arcgis, and OPENATHENS Account Activation

This serves as a guideline for the request for ARCGis and OpenAthens account activation.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>• UP email</li> <li>• Letter of Request</li> <li>• Copy of Form 5 with status enrolled (attached to request letter)</li> </ul>	Information Technology Office located at the Admin Bldg. Requesting Party Requesting Party/ Office of the University Registrar located at the Admin Bldg.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSI NG TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request	NON E	10 minutes	
	1.3. Process the request by sending a step-by-step guide on account activation	NON E	30 minutes	
	1.4. Email the requesting party for the update of the request	NON E	15 minutes	
	<b>Total Processing Time</b>		<b>60 minutes</b>	

### Request For OPENATHENS And LMS One-On-One Orientation

This serves as a guideline for the request for one-on-one-orientation on OpenAthens and LMS.



<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>• UP email</li> <li>• Letter of Request</li> <li>• Copy of Form 5 with status enrolled (attached to request letter)</li> </ul>	Information Technology Office located at the Admin Bldg. Requesting Party Requesting Party/ Office of the University Registrar located at the Admin Bldg.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request thru email (ilc.upmindanao@up.edu.ph)	1.1. Record request on ILC/LRC logbook	NONE	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request	NONE	10 minutes	
	1.3. Process the request	NONE	35 minutes	
	1.4. Email the requesting party for the schedule of the orientation	NONE	10 minutes	
	<b>Total Processing Time</b>		<b>60 minutes</b>	

### Request for Borrowing of Equipment (Projector, Amplifier)

This serves as a guideline for the request for borrowing available equipment

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			





<p>Request Letter that contains the following</p> <ul style="list-style-type: none"> <li>• Purpose of activity</li> <li>• Date and time of use</li> <li>• Endorsement from: <ul style="list-style-type: none"> <li>○ Adviser for Student Organization</li> <li>○ Head unit for Office Activity</li> <li>○ Head of Office for Faculty Member</li> </ul> </li> </ul>	<p>Requesting Party</p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEE S TO BE PAID</b></p>	<p><b>PROCESSI NG TIME</b></p>	<p><b>PERSON RESPONSIB LE</b></p>
<p>1. Send request thru email (<a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a>)</p> <p><b>NOTE:</b> Equipment is only allowed inside the ILC/LRC building premises.</p>	<p>1.1. Check for availability</p> <ul style="list-style-type: none"> <li>• if available , forward the request to the Director for approval</li> <li>• if not available , inform the requestor.</li> </ul>	<p>NON E</p>	<p>10 minutes</p>	<p>Ms. Sulimanan, Ms. Bandiola, or Mr. Moluñas-Admin Staff/Project Staff</p>
	<p>1.2.</p> <ul style="list-style-type: none"> <li>• If approved, process the request by explaining the do's and don't in handling the equipment.</li> <li>• If disapproved - inform the requester the reason for</li> </ul>	<p>NON E</p>	<p>10 minutes</p>	



	disapproval			
	1.3. Record the request	NON E	5 minutes	
	<b>Total Processing Time</b>		<b>25 minutes</b>	

### Request For Enrolment to LMS Course/s

This serves as a guideline for the request for adding and removing subjects on LMS.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty Members and Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>• UP email</li> <li>• Letter of Request</li> <li>• if the requestor is a Teaching Personnel: Appointment/NOTA/ and CSRS screenshot as proof attached to the letter of request</li> <li>• if the requestor is a Student: Screenshot/copy of Form 5 with enrolled status attached to the letter of request</li> </ul>	Information Technology Office located at the Admin Building Requesting Party Requesting Party  Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request	NON E	10 minutes	
	1.3. Process the request	NON E	35 minutes	
	1.4. Email the requesting party for the	NON E	10 minutes	



	confirmation			
	<b>Total Processing Time</b>		<b>60 minutes</b>	

### Request For Adding And Removal Of Students/Teaching Personnel To LMS Course

This serves as a guideline for the request for adding and removing students on Canvas LMS.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>UP email</li> <li>Letter of Request</li> <li>if the requestor is the Dept Chair/FIC: List of Students/Faculty/TA with designated role</li> <li>if the requestor is the TA/TF: confirmation/endorsement from the FIC/Dept. Chair and list of Students/Faculty/TA with designated role</li> </ul>	Information Technology Office located at the Admin Building Requesting Party Requesting Party  Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request	NON E	10 minutes	
	1.3. Process the request	NON E	35 minutes	
	1.4. Email the requesting party for the confirmation	NON E	10 minutes	





	<b>Total Processing Time</b>		<b>60 minutes</b>	
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### Request for Video Lecture Shoot

This serves as a guideline for the request of video lecture shoot.

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>UP Mail</li> <li>Letter of Request (stating purpose and intended schedule)</li> </ul>	Information Technology Office located at the Admin Building Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSI NG TIME</b>	<b>PERSON RESPONSIB LE</b>
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request (Schedule of shoot)	NON E	10 minutes	
	1.3. Process the request	NON E	35 minutes	
	1.4. Email the requesting party for the possible schedule	NON E	10 minutes	
	<b>Total Processing Time</b>		<b>60 minutes</b>	

### Study Hub

This serves as a guideline for the request to use the study hub.



<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>UP Mail</li> <li>Letter of Request (stating purpose and intended schedule)</li> </ul>	Information Technology Office located at the Admin Building Requesting Party			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledges receipt of the request	NON E	10 minutes	
	1.3. Process the request	NON E	35 minutes	
	1.4. Email the requesting party for the possible schedule	NON E	10 minutes	
	Total Processing Time		60 minutes	

### Peer Tutorial

This serves as a guideline for the request for a peer tutorial session (group or individual).

<b>Office or Division:</b>	Interactive Learning Center/Learning Resource Center (ILC/LRC) – Office of the Vice-Chancellor for Academic Affairs (OVCAA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	All UP Mindanao Students			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>UP Mail</li> <li>Letter of Request (stating no. of students, subject and specific topic)</li> </ul>	Information Technology Office located at the Admin Building Requesting Party			



to be tutored, and intended schedule)				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Send request thru email ( <a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> )	1.1. Record request on ILC/LRC logbook	NON E	5 minutes	Ms. Bandiola, Mr. Moluña, or Prof. Santillan-Project Staff/Director
	1.2. Acknowledg es receipt of the request	NON E	10 minutes	
	1.3. Process the request	NON E	35 minutes	
	1.4. Email the requesting party for the possible schedule	NON E	10 minutes	
	<b>Total Processing Time</b>		<b>60 minutes</b>	

## Accounting Office

### Generation of Subsidiary Ledgers for Externally-Funded Research Projects

The Subsidiary Ledger is generated for the monitoring and preparation of Externally-funded Research Project's Financial Reports

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Employees, Project Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (Accounting form 1)		Admin Asst./Receiving Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form (Accounting form 1)	1.1. Receives Request Form 1	None	30 mins	Admin Asst. (Receiving Section)
	1.2. Generate and print requested accounting data	None	2 days	Admin Asst. II (Bookkeeper)/Boo kkeeping Section



2. Receives print-out of Subsidiary Ledger and signs on the Request Form 1 (printed name over signature) to acknowledge receipt				
	<b>TOTAL</b>		<b>2 days 30 mins</b>	

### Issuance of Payslip (Job Orders)

Requested by non-UP contractual for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Job Order / non-UP contractual Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days (pause clock)	Receiving Section (Office Assistant)
	2. Prepare and print payslip			Office Assistant
	3. Chief Accountant certifies (if specifically requested)			Chief Accountant
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases payslip			Office Assistant
	<b>TOTAL</b>		<b>3 days</b>	

### Preparation of Documents for Payment of First Salary (Multistage Process)

First salary is requested by newly hired employees in payment of service. It is prepared and processed separately from regular payroll.



<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Newly hired employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	3 certified true copies of duly approved Appointment	HRDO		
2.	1 notarized original copy and 2 certified true copies of duly accomplished signed and notarized Statement of Assets, Liabilities and Net worth (SALN – Revised as of Jan 2015 per CSC Resolution No. 1500088)	Requesting party		
3.	1 original and 2 certified true copies of duly accomplished and approved Oath of Office (CS Form No. 32)	Requesting party		
4.	1 original and 2 certified true copies of duly accomplished and approved Assumption to Duty (CS Form No. 4)	Requesting party		
5.	1 original copy (if possible) and 2 certified true copies of duly accomplished and stamped received by the BIR BIR Form 1902/2305/1905	Requesting party		
6.	1 original and 2 certified true copies of duly accomplished and approved Certificate of Service (UP Form 65-A) or Daily Time Record (CS Form No. 48) whichever may apply	Requesting party		
7.	Payroll Account	DBP through Cash Office		
8.	Basic employee information: Employee numbers PhilHealth Number HDMF MID Number GSIS BP Number (If available – for government employee)	HRDO and Requesting Party		
9.	Additional Requirements for transferees (from one government office to another) 9.1 Clearance from money, property and legal accountabilities from the previous office 9.2 Certified true copy of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat 9.3 BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) 9.4 Certificate of Available Leave Credits 9.5 Service Record			
***note: Documentary requirements are subject to change per COA rules				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Submission of complete documents	1. Accounting office receives complete documentary requirement from HRDO	NONE	30 min	Receiving Section (Office Assistant)
Personally, encode payroll account number on the payroll system	2. Assists client	NONE	15 min	Payroll-in-charge
	3. Preparation of documents for payment 3.1 Computes salary	NONE	2 days	Payroll-in-charge
	4. Chief Accountant reviews and approves computation	NONE	1 day	Chief Accountant
	5. Prepare DV and ORS in triplicate copies	NONE	30 min	Payroll-in-charge
	6. Encode in UIS and generate DV number	NONE	30 min (pause clock)	Payroll-in-charge
	7. Forward to OVCAD for signature of box A for both DV and ORS	NONE	4 hr (pause clock)	Payroll-in-charge
	8. Receives signed (box A) DV and ORS with complete attachments for DV number and forwards to Processing Section	NONE	30 min	Receiving section (Office Assistant)
Monitor through UIS	9. Processing Section initial process and initiates approval (UIS)	NONE	3 days (pause clock)	Processing Section
	10. Forward to Budget for Obligation	NONE	30 min (pause clock)	Receiving/Outgoing Section (Office Assistant)
	11. Receives obligated transaction and forwards to Payroll-in-Charge	NONE	30 min	Receiving/Outgoing Section (Office Assistant)
Monitor through UIS	12. Payroll-in-Charge scans and attach documents to UIS and forwards to Processing Section	NONE	1 day	Payroll-in-charge
	<b>TOTAL</b>		<b>7 days 7hrs 15 mins</b>	

### Preparation of Documents for Payment Of Last Salary And On-Hold Receivables (Multistage Process)

Benefits and last two weeks salary are on-hold pending completion of the employees' requirements such as clearances. The release of on-hold receivables are requested by retired, resigned, separated employees. It is prepared and processed separately from regular payroll.



Last salary is computed and prepared separately when the date of separation, resignation or retirement is within the middle of the month.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Retired, resigned, separated employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.	1 original and 2 certified true copies of duly accomplished University Clearance (UP Form 480)	HRDO		
2.	1 notarized original copy and 2 certified true copies of duly accomplished signed and notarized Statement of Assets, Liabilities and Net worth (SALN – Revised as of Jan 2015 per CSC Resolution No. 1500088)	Requesting party		
3.	1 original and 2 certified true copies of duly accomplished and signed Service Record	HRDO		
4.	3 copies of duly signed GSIS Clearance	GSIS through HRDO		
5.	1 original copy and 2 certified true copies of duly signed HRDO Certification for separating, retiring and resigning employees	HRDO		
6.	3 copies of last payslip	Payroll-in-charge		
7.	1 original and 2 certified true copies of duly accomplished and signed Certificate of Service (UP Form 65-A) or Daily Time Record (CS Form No. 48) whichever may apply (for last salary)	Requesting party		
8.	For Last salary 8.1 Clearance from money, property and legal accountabilities (see requirement no. 1) 8.2 Approved DTR or COS, whichever may apply	Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of complete documents	1. Accounting office receives complete documentary requirements from HRDO	NONE	30 min	Receiving Section (Office Assistant)
	2. Preparation of documents for payment 3. Collates on-hold receivables as of date of request and computes last salary (if applicable)	NONE	2 days (pause clock)	Payroll-in-charge
	4. Chief Accountant reviews and approves computation	NONE	1 day (pause clock)	Chief Accountant



	5. Prepare DV, photocopy Obligation requests related to each receivable in triplicate copies and prepare Obligation Request (if applicable)	NONE	1 hr	Payroll-in-charge
	6. Encode in UIS and generate DV number	NONE	30 min (pause clock)	Payroll-in-charge
	7. Forward to OVCAD for signature of box A for both DV and ORS (if applicable)	NONE	4 hr (pause clock)	Payroll-in-charge
	8. Receives signed (box A) DV and ORS with complete attachments for DV number and forwards to Processing Section	NONE	30 min	Receiving section (Office Assistant)
Monitor through UIS	9. Processing Section initial process and initiates approval (UIS)	NONE	3 days (pause clock)	Processing Section
	10. Forward to Budget for Obligation	NONE	30 min (pause clock)	Receiving/Outgoing Section (Office Assistant)
	11. Receives obligated transaction and forwards to Payroll-in-Charge	NONE	30 min	Receiving/Outgoing Section (Office Assistant)
Monitor through UIS	12. Payroll-in-Charge scans and attach documents to UIS and forwards to Processing Section	NONE	1 day	Payroll-in-charge
	<b>TOTAL</b>		<b>7 days 7hrs 30 min</b>	

### Processing of Liquidation Reports

This includes liquidation of cash advances for travel, activity, supplies, services, petty cash fund and Project Monitoring Fund for externally-funded projects.

<b>Office or Division:</b>	Accounting	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
See attached Annex 3		





For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents	Receives documents. Records in the monitoring sheet. Forwards document to Pre-audit Section.	None	1 day	Admin Asst. (Receiving Section)
	Receives the documents. Pre-audit as to correctness and completeness of the documents. Forwards document to Chief Accountant	None	7 days	Admin Aide (Pre-Audit Section)
	Reviews the correctness documents. Certifies supporting documents complete and amount claimed proper. Forwards to document to Receiving Section.	None	3 days (paused clock)	Chief Accountant
Checks status of the documents.	Assigns Liquidation number. Forwards documents to Bookkeeping Section for recording.	None	1 day	Admin Asst. (Receiving Section)
	<b>TOTAL</b>		<b>12 days</b>	

### Processing of Payment for Contractors, and Suppliers through LDDAP-Ada- Multi-Stage Process

This includes payment of contractors, and suppliers (Equipment Outlay) made through LDDAP-ADA.

<b>Office or Division:</b>	Accounting
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<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Suppliers (thru end-user)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
See attached Annex 1				
For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents	Receives documents and assigns DV number. Records in the monitoring sheets. Forwards documents to pre-Audit Section.	None	1 day	Admin Asst. (Receiving Section)
	Pre-audit the documents. Updates Index Card (if construction). Forwards documents to Chief Accountant.	None	13 days	Admin Aide (Pre-Audit Section)
	Reviews the correctness documents Certifies supporting documents complete and amount claimed proper and availability of funds.	None	4 days	Chief Accountant
	Prepares LDAPP-ADA. Forwards documents to Office of the Vice Chancellor for Admin or Office of the Chancellor.		1 day (paused clock)	Chief Accountant



Checks bank account if payment is credited.	Receives validated LDDAP-ADA from UP System.		1 day	Chief Accountant
Claims BIR 2307 & 2307 and issues Official Receipt.	Prepares BIR Form 2306 & 2307 (if applicable). Forwards to Cash Office.			
	<b>TOTAL</b>		<b>20 days</b>	

### Processing of Payment for Suppliers (Fund 184 Research Projects)-Multi-Stage Process

This includes payments to all suppliers requiring Purchase Order of Externally-funded Projects.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business			
<b>Who may avail:</b>	Suppliers (thru end-user)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
See attached Annex 1				
For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents	1.1. Receives documents and assigns DV number. Records in the monitoring sheets. Forwards documents to pre-Audit Section.	None	1 day	Admin Asst.(Receiving Section)
	1.2. Receives the documents. Checks its correctness and completeness. Pre-audit the documents. Prepares BIR	None	12 days	Admin Aide(Pre-Audit Section)



	Form 2306 & 2307 (if applicable)			
	1.3. Initiates approval and distributes transaction in the UIS. Forwards documents to Chief Accountant.	None	2 day (paused clock)	Office Assistant
	1.4. Reviews the correctness documents. Certifies supporting documents complete and amount claimed proper and availability of funds. Checks complete attachments and approves payment in UIS. Forwards to document to Receiving Section.	None	4 days (paused clock)	Chief Accountant
2. Monitors status of documents thru UIS	2.1. Stamps "pre-audited", and Forwards documents to Office of the Vice Chancellor for Admin or Office of the Chancellor	None	1 day	Admin Asst. (Receiving Section)
	<b>TOTAL</b>		<b>20 days</b>	

### Processing of Payment for Suppliers (Gf-101 & Rf-164) – Multi-Stage Process

This includes payments to all suppliers requiring Purchase Order.

<b>Office or Division:</b>	Accounting	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen ; G2B – Government to Business	
<b>Who may avail:</b>	Suppliers (thru end-user)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
See attached Annex 1		
For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012		



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents	1.1. Receives documents and assigns DV number. Records in the monitoring sheets. Forwards documents to pre-Audit Section.	None	1 day	Admin Asst. (Receiving Section)
	1.2. Receives the document. Checks its correctness and completeness. Pre-audit the documents. Prepares BIR Form 2306 & 2307 (if applicable)	None	13 days	Admin Aide (Pre-Audit Section)
	1.3. Initiates approval and distributes transaction in the UIS. Forwards document to Chief Accountant.	None	2 day (paused clock)	Office Assistant
	1.4. Reviews the correctness documents. Checks complete attachment and approves payment in UIS. Certifies supporting documents complete and amount claimed proper and availability of funds. Forwards to document to Receiving Section.	None	3 days (paused clock)	Chief Accountant
Monitors status of documents thru UIS	Stamps "pre-audited", and Forwards documents to Office of the Vice Chancellor for Admin or Office of the Chancellor	None	1 day	Admin Asst. (Receiving Section)
	<b>TOTAL</b>		<b>20 days</b>	



## Processing of Payment for Various Transactions (Fund 184 Research Projects) – Multi Stage Process

This serves as a guideline for requests of payment for transactions not requiring Purchase Order. This includes payments for salaries, reimbursements, cash advances, honoraria, utilities, replenishment of project monitoring funds, and other transactions

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Employees, Utility Company (thru end-user); Government Agency (PHIC, GSIS, HDMF, Provident Fund)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
See attached Annex 2				
For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents	1.1. Receives documents and assigns DV number. Obligates transaction manually. Records in the monitoring sheets. Forwards documents to pre-Audit Section.	None	1 day	Admin Asst. (Receiving Section)
	1.2. Receives the document. Checks the correctness and completeness of the documents. Pre-audit the documents. Prepares BIR Form 2306 & 2307 (if applicable). Obligates transaction in UIS.	None	12 days	Admin Aide (Pre-Audit Section)
	1.3. Initiates approval and distributes transaction in the UIS. Forwards to Chief Accountant.	None	1 day	Office Assistant
	1.4. Reviews the correctness of the documents. Certifies supporting documents complete and amount claimed proper and availability of funds. Checks complete attachments and approves payment in UIS. Forwards to document to Receiving Section.	None	3 days	Chief Accountant
2. Monitors status of documents thru UIS	2.1. Stamps "pre-audited", and Forwards documents to Office of the Vice	None	1 day	Admin Asst. (Receiving Section)



	Chancellor for Admin or Office of the Chancellor			
	<b>TOTAL</b>		<b>20 days</b>	

### Processing of Payment for Various Transactions (Gf-101 & Rf-164)-Multi-Stage Process

This serves as a guideline for requests of payment for transactions not requiring Purchase Order. This includes payments for salaries, honoraria, representation and transportation allowances, remittances, other personnel benefits, reimbursements, cash advances, utilities, subscriptions, janitorial services, security services, and other general services, petty cash replenishment, payment to student and other agencies, computer loan, and other transactions.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Employees, Utility Company (thru end-user); Government Agency (PHIC, GSIS, HDMF, Provident Fund)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
See attached Annex 2				
For additional requirements please refer to COA Circular No. 2012-001 dated 14 June 2012				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents	1.1. Receives complete and assigns DV number. Records in the monitoring sheets. Forwards documents to pre-Audit Section.	None	1 day	Admin Asst. (Receiving Section)
	1.2. Receives the document. Checks its correctness and completeness. Pre-audit the documents. Prepares BIR Form 2306 & 2307 (if applicable)	None	12 days	Admin Aide (Pre-Audit Section)
	1.3. Initiate Approval in UIS. Forwards documents to Receiving Section.	None	1 day (paused clock)	Office Assistant
	1.4. Forwards documents to Budget Office	None	0.5 day (paused clock)	Admin Asst./Receiving Section



	1.5. Receives documents from Budget Office. Forwards to Pre-Audit Section	None	0.5 day	Admin Asst. (Receiving Section)
	1.6. Distributes transaction in the UIS. Forwards to Chief Accountant.	None	1 day (paused clock)	Office Assistant
	1.7. Review documents. Certifies supporting documents complete and amount claimed proper and availability of funds. Checks complete attachments and approves payment in UIS. Forwards to document to Receiving Section.	None	3 days (paused clock)	Chief Accountant
2. Monitors status of documents thru UIS	2.1. Stamps "pre-audited", and Forwards documents to Office of the Vice Chancellor for Admin or Office of the Chancellor	None	1 day	Admin Asst. (Receiving Section)
	<b>TOTAL</b>		<b>20 days</b>	

### Reissuance of Payslip And Certified Payslip

Requested by employees for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days	Receiving Section (Office Assistant)
	2. Reprint payslip			Payroll-in-charge
	3. Chief Accountant certifies (if specifically requested)			Chief Accountant





Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases payslip / certified payslip			Payroll-in-charge
	<b>TOTAL</b>		<b>3 days</b>	

### Request for BIR 2307 Or 2306

Requested by non-UP contractual or suppliers for whatever purpose it may serve them. BIR 2307 and 2306 can only be provided if the requesting party had a tax withheld and remitted for the period requested.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Job Order / non-UP contractual Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days (pause clock)	Receiving Section (Office Assistant)
	2. Prepare and print BIR 2306 and 2307			Payroll-in-charge
	3. Chief Accountant certifies			Chief Accountant
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases BIR Form 2306 and 2307			Office Assistant
	<b>TOTAL</b>		<b>3 days</b>	

### Request for Retrieval and Copy of Bir Form 2303 And Previously Released Bir Form 2316, 2307 And 2306

Requested by regular employee non-UP contractual or suppliers for whatever purpose it may serve them. BIR 2307 and 2306 can only be provided if the requesting party had a tax withheld and remitted for the period requested.

<b>Office or Division:</b>	Accounting
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Job Order / non-UP contractual Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days (pause clock)	Receiving Section (Office Assistant)
	2. Retrieves and photocopies BIR 2303, 2316, 2306 or 2307 from files *number of days processing time is extended if period requested is before 2015			Payroll-in-charge
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	3. Releases photocopied BIR Form 2303, 2316, 2306 or 2307			Office Assistant
	<b>TOTAL</b>		<b>3 days</b>	

Request of Certification for GSIS Loan Payments, HDMF Loan Payments, Provident Contribution and Loan Payments, And Certification of Maintaining Above Minimum Net Pay - For Computer Loan

Requested by employees for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days (pause clock)	Receiving Section (Office Assistant)



	2. Prepare certification in triplicate to be certified by the chief accountant	NONE		Payroll-in-charge
	3. Chief Accountant certifies	NONE		Chief Accountant
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases certification	NONE		Payroll-in-charge
	<b>TOTAL</b>		<b>3 days</b>	

Request of Certification for GSIS, HDMF Contribution and Certificate of Last Salary Received

Requested by employees for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	Accounting office receives duly accomplished request form	NONE	7 days (pause clock)	Receiving Section (Office Assistant)
	2. Prepare certification in triplicate to be certified by the chief accountant	NONE		Payroll-in-charge
	3. Chief Accountant certifies	NONE		Chief Accountant
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases certification	NONE		Payroll-in-charge
	<b>TOTAL</b>		<b>5 days</b>	



### Request of Certification for Philhealth Contribution

This serves as a guideline for requesting employees. It is usually used for emergency purposes such as hospitalization or scheduled operation. It may also be requested for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form (Accounting Form 1)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of duly accomplished request form (accounting form 1) with contact number and email	1. Accounting office receives duly accomplished request form	NONE	3 days	Receiving Section (Office Assistant)
	2. Prepare certification in triplicate to be certified by the chief accountant	NONE		Payroll-in-charge
	3. Chief Accountant certifies	NONE		Chief Accountant
Receives duly signed certification and signs on a logbook personally and present authorization letter if otherwise	4. Releases certification	NONE		Payroll-in-charge
	<b>TOTAL</b>		<b>3 days</b>	

### Signing of Employee Clearance, And Student Loan Application

Requested by employees and students for whatever purpose it may serve them.

<b>Office or Division:</b>	Accounting	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C Government to Client	
<b>Who may avail:</b>	Employees, Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Employee Clearance (for requesting employees)		Human Resources Development Office
2. Student Loan Application Form (for requesting students)		Office of Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished clearance form for employees and Student Loan Application Form	.1. Receives accomplished clearance form for employees and Student Loan Application Form	None	1 hour	Admin Asst. (Receiving Section)
	.2. Chief Accountant certifies	None	1 hour	Chief Accountant
Receives duly signed clearance form for employees and Student Loan Application Form	.3. Releases duly signed accomplished clearance form for employees and Student Loan Application Form	None	30 mins	Admin Asst. (Receiving Section)
	<b>TOTAL</b>		<b>2 hours and 30 mins</b>	

## Human Resource Development Office (HRDO)

### Application for Leave of Absence

Application for vacation and sick leave.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• 2 copies of application for leave</li> <li>• Medical Certificate (for more than five days of sick leave for REPS and Admin staff; more than two days of sick leave for faculty members)</li> </ul>		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits filled-up application form leave	1.1 Renders action to the application and If approved, submits the application to HRDO, otherwise return to the applicant	None	5 minutes	HRDO Personnel
	1.2 Certifies the number of leave credits	None	1 day	HRDO Personnel/Chief HRDO



	1.3 Renders action to the application	None	1 day	Chancellor (for VCs and Deans)/Vice Chancellor for Administration for other employees
2. Obtains a copy of the approved leave of absence	2. Hand-in the CSF to the employee	None	2 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>2 days and 7 minutes</b>	

### Application for the Authority to Travel Abroad (Endorsement Certificate)

Requested by employees for their foreign travels, either official or personal.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>(1 original copy/1 photocopy) Authority to Travel Abroad Form (HRDO UPMIN Form A-1) with the following attachments (signed by the Dept. Chair and Dean) <ul style="list-style-type: none"> <li>Letter Request</li> <li>Itinerary of Travel/Travel Order</li> <li>Letter of Invitation (for official travel)</li> </ul> </li> </ul> <p>Additional attachments:</p> <ul style="list-style-type: none"> <li>For Administrators - OIC Memo</li> <li>For full-time faculty - Arrangement for make-up classes</li> <li>For personal travel - Approved application for leave</li> </ul> <ul style="list-style-type: none"> <li>Travel Request through UIS and approved by the Department Chair.</li> </ul>		<p>Authority to Travel Abroad Form (HRDO UPMIN Form A-1) - Human Resource Development Office</p> <p>The attachments are prepared/secured by the client.</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Follows up with the endorsement of the Unit/College of his/her travel documents to HRDO	1.1. Upon endorsement of the travel documents to HRDO, approves travel request via UIS, and generates the endorsement certificate to travel abroad	None	1 day	HRDO Personnel
	1.2 Affixes initial next to the Chancellor's name	None	5 minutes	HRDO Chief



	1.3 Endorses the Travel Request/Travel documents to the Office of the Chancellor, through the Office of the Vice-Chancellor for Academic Affairs, for approval	None	4 days (paused clock)	Vice-Chancellor for Academic Affairs/ Chancellor
	1.4 Receives and Informs the applicant of his/her approved travel documents	None	1 hour	HRDO Personnel
2. Obtains a copy of the approved travel documents and endorsement certification	2. Hand-in the approved travel documents and endorsement certification	None	2 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>5 days, 1 hr, and 7 minutes</b>	

### Processing of the E-HOPE Claims

Employees may avail of the E-HOPE benefits for their hospitalization expenses and take-home medicines

<b>Office or Division:</b>	Human Resource Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	All UP Mindanao Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Accomplished E-HOPE Application Form</li> <li>2. Letter request addressed to the Chancellor</li> <li>3. Medical certificate from attending physician/s</li> <li>4. Hospital bill or statement of accounts showing PhilHealth and other health insurance deductions (Hospital admission must be at least 24 hrs)</li> <li>5. Original Receipt for Medicines/Laboratory Tests</li> <li>6. Doctor's prescription for medicines bought outside the hospital</li> <li>7. Surgical Technique (for surgical cases)</li> <li>8. Discharge Order/Copy of Going Home Instruction, if any</li> <li>9. Summary of expenses/official receipts with columns provided for the date, receipt number, payee, amount, and if the expense is for hospitalization or for take-home medicine.</li> </ol> <p>*All requirements should be in three (3) copies (1 original, 2 photocopies)</p>	<p>Human Resource Development Office Other requirements are prepared/secured by the client.</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the requirements	1.1. Schedules a meeting for with the Health and Medical Care Assistance Committee for the evaluation and deliberation of the application	None	3 days	Arlene C. Gumapac/ HRDO Chief
	1.2. Evaluates and deliberates the request, and prepares a recommendation to the Chancellor	None	2 days	Health and Medical Care Assistance Committee
	1.3. Endorses the recommendation to the Chancellor's Office together with the application documents, through the Budget Office and the Office of the Vice Chancellor for Administration.	None	7 days (paused clock)	Arlene C. Gumapac/ Budget Office Chief/Vice-Chancellor for Administration
2. Receives the information on the final status of the application	2. Informs the requesting personnel of the final status of his or her application	None	2 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>12 days and 2 minutes</b>	

### Request for a UIS account (revised)

Requested by the employees to access the University Information System (UIS)

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>● UP E-mail</li> <li>● For Job Orders and Project-Based Personnel - a copy of the Contract of Service (COS)</li> <li>● <b>Online form</b></li> <li>● For request for an official UP E-mail of office/unit - letter request addressed to UP ITDC Director</li> </ul>		Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the online request form and attaches the requirements	1.1 Encodes the employee details via UIS and endorses the request to the UP System ITDC	None	5 minutes	HRDO Personnel





	personnel through e-mail			
	1.2 Creates the UIS account of the requesting employee/office and informs the HRDO	None	2 days (paused clock)	UP System ITDC Staff
2. Receives the details of his/her UIS Account	2. Informs the requesting personnel of his/her UIS Account	None	5 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>2 days and 10 minutes</b>	

### Request for a UP E-mail

This is the official university e-mail requested by employees to access official communications from the university.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>For Job Orders and Project-Based Personnel - a copy of the Contract of Service (COS)</li> <li><b>Online form</b></li> <li>For request for an official UP E-mail of office/unit -letter request addressed to UP ITDC Director</li> </ul>		Requesting personnel or office/unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the online request form and attaches the requirements	1.1 <b>Endorses the request to the Information Technology Office personnel through e-mail</b>	None	2 minutes	HRDO Personnel
	1.2 <b>Creates the UP E-mail of the requesting employee/office and informs the HRDO</b>	None	1 day (paused clock)	<b>ITO Personnel</b>
2. Receives his/her UP email	2. Informs the requesting personnel of his/her UP e-mail address	None	5 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>1 days and 7 minutes</b>	



### Request for Certificate of Employment and Compensation

The Certificate of Employment is requested by employees for various purposes, e.g., loan application, visa application, bond renewal, an international award, BIR registration, attendance to workshop, etc.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 For current employees: Logs in to his/her UIS account ( <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a> ) and files request for service record	1.1 Approves the UIS request, and generates the certification	None	15 minutes	Annie Dismas
	1.2. Signs the Certification	None	5 minutes	HRDO Chief
	1.3. Informs the requesting employee to claim his/her certification	None	5 minutes	HRDO Personnel
1.2 For former employees: Submits request via email or personally requests to the HRDO HRDO				
2. Claims his/her certification	2. Hand-in the service record to the employee	None	2 minutes	HRDO Personnel
	<b>Total</b>		<b>22 minutes</b>	

### Request for PhilHealth Claim Signature Form (CSF)

The employees of the University request the CSF during their hospitalization, including their dependents. The hospitals require this form for the processing of the patients' PhilHealth claims.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All UP Mindanao Employees or Their Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization letter - for the authorized representatives		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests to any HRDO personnel through a phone call, personal, or e-mail	1.1 Generates the CSF	None	5 minutes	HRDO Personnel
	1.2 Signs the CSF	None	5 minutes	HRDO Chief
	1.3 Informs the requesting employee	None	5 minutes	HRDO Personnel



	through e-mail or phone call to claim the CSF			
2. Claims the CSF	2. Hand-in the CSF to the employee	None	2 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>17 minutes</b>	

### Request for Resetting of UIS Account Password

Requested by the employees in case they have forgotten the password of their UIS account

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the online request form and attaches the requirement	1.1 Resets the password	None	5 minutes	HRDO Personnel
2. Receives the details of his/her UIS Account	1.2 Informs the requesting personnel of his/her new temporary password through e-mail or phone call	None	2 minutes	HRDO Personnel
	<b>TOTAL</b>		<b>7 minutes</b>	

### Request for Service Records

Employees request for Service Records for various purposes such as processing of retirement benefits, resignation, transfer of employment and other government transactions.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All UP Mindanao Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 For current employees: Logs in to his/her UIS account ( <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a> ) and files request for certificate of employment  1.2 For former employees: Submits request via email or personally requests to the HRDO	1.1 Approves the UIS request, and generates the certification	None	15 minutes	HRDO Personnel
	1.2. Signs the Certification	None	5 minutes	HRDO Chief
	1.3. Informs the requesting employee to claim his/her certification	None	5 minutes	HRDO Personnel



2. Claims his/her certification	2. Hand-in the Certificate of employment to the employee	None	2 minutes	HRDO Personnel
<b>TOTAL</b>			<b>22 minutes</b>	

### Request for Temporary UP ID/ARTA ID for Non-Government Workers (NGWs)

Temporary UP ID/ARTA ID are requested by Non-Government Workers (NGWs)

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Non-Government Workers (NGWs), Job-order, and Project-based Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2x2 picture (wearing either a white-collared shirt or barong with <i>Sablay</i> for UP Alumni)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the online request form and attaches the requirement	1.1 Generates the UP temporary ID	None	10 minutes	HRDO Personnel
	1.2 For the ARTA ID the employee details are submitted to the studio for the creation of the ID	None	2 days	HRDO Personnel
2. Claims the ID	2. Hand-in the to the requesting personnel his/her temporary UP ID and ARTA ID	None	5 minutes	HRDO Personnel
<b>TOTAL</b>			<b>2 days and 15 minutes</b>	

## Physical Plant Office (PPO)

Preparation of Cost Estimates, Plans & Technical Specifications for Major Repair Projects Within the Campus

The Physical Plant Office is the one in-charge in the preparation of the cost estimates, plans & technical specifications regarding major repair projects within the campus. These documents are necessary in the request for funding, preparation of Purchase Request (PR) and procurement process.

<b>Office or Division:</b>	Physical Plant Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	UP Min Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request from other units stipulating the specific major repair project				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Job/Letter request	1. Receives the letter request and forward to PPO Chief for approval	None	1hr	<i>Admin Aide I</i> Physical Plant Office
	2. Inspects the site subject for major repair	None	2 days	<i>PPO Chief, Engineer I, Electrician II, Admin Aide I</i> Physical Plant Office
	3. Prepares Cost Estimates, Plans, Tech Specs & TOR (if required)	None	15 days	<i>Engineer I, Electrician II, Admin Aide I</i> Physical Plant Office
	4. Evaluates & Approves the prepared Cost estimates, Plans & Tech Specs	None	2 days	<i>PPO Chief</i> Physical Plant Office
	5. Endorses the Cost Estimates, Plans & Tech Specs to the requesting unit	None	1hr	<i>Admin Aide I</i> Physical Plant Office
		<b>TOTAL</b>	<b>19.25 days</b>	

### Preparation of Detailed Cost Estimates for Minor Repairs

The Physical Plant Office is the one in-charge in the preparation of the detailed cost estimates regarding minor repairs within the campus. This detailed cost estimate is one of the requirements for preparation Purchase Request (PR) and request for funding.

<b>Office or Division:</b>	Physical Plant Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	UP Min Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job/Letter Request from other units stipulating the specific jobs requested				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Submission of Job/Letter request	1. Receives Job /letter request, assigns request number & schedule and forward to PPO Chief for approval	None	2hr	<i>Admin Aide I</i> Physical Plant Office
	2. Inspects the site subject for repair	None	2 days	<i>Engineer I, Electrician II, Admin Aide I</i> Physical Plant Office
	3. Prepares Cost Estimates, Tech Specs & Plans (if necessary)	None	3 days	<i>Engineer I, Electrician II, Admin Aide I</i> Physical Plant Office
	4. Evaluates & Approves the prepared Cost estimates, Tech Specs & Plans	None	1 day	<i>Chief, PPO</i> Physical Plant Office
	5. Endorses the Cost Estimates, Tech Specs & Plans to the requesting unit	None	30mins	<i>Admin Aide I</i> Physical Plant Office
		<b>TOTAL</b>	<b>6.25 days</b>	

## Supply and Property Management Office (SPMO)

### Issuance of Employee Clearance

The clearance is issued to employees as a requirement for separation from service either through terminal leave, transfer to another agency or office, leave of absence of more than one month, etc.

<b>Office or Division:</b>	Supply and Property Management Office – Property Management Section			
<b>Classification:</b>	Multi- Stage Processing			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clearance Form *Form should be properly accomplished		Employee to secure from the HRDO		
2. List of Equipment Issued/Transferred		Supply and Property Management Office, Property Custodian		
3. Property Acknowledgement Receipt (PAR) already transferred		Employee's copy of the Property Acknowledgement Receipt or SPMO Property Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Request list of equipment issued / PARs issued to employee	Generates list of equipment issued to employee	none	1 day	Property Custodian Mr. Sabas A. Ociones Jr.
2. Transfers equipment to another employee and have the Property Acknowledgment Report signed	Coordinates with concerned employee, if needed	None	Paused-clock 30 days (Maximum)	Accountable employee
3. Submits properly accomplished clearance form to SPMO with the following:  -List of Equipment Issued/Transferred -Property Acknowledgement Receipts already signed by another accountable employee	3. Receives clearance form  *Important Note: Clearance form will be received only upon proper turn-over of all equipment issued to employee  3.1 Stamps Received on all documents  3.2 Forwards to Property Section  3.2. Reviews all the documents  3.3 Signs clearance	None	1 day          1 day	Office Assistant, SPMO          Property Custodian Mr. Sabas A. Ociones Jr.  Mr. Sabas A. Ociones Jr. and SPMO Chief
4. Receives clearance from Property Accountability	Releases the clearance form		1 day	Office Assistant
	<b>TOTAL</b>		<b>34 days</b>	

### Processing of Purchase Requests Involving Amounts of P50,000.00 And Below

This process applies to those procurement requests that no longer need PhilGEPS posting and open quotations are obtained by or submitted directly to the end-user.

<b>Office or Division:</b>	SPMO	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	GTC- Government to Client	
<b>Who may avail:</b>	All UP Mindanao Offices/Projects/Committees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>



Purchase Request – hard copy submitted must be 4 copies - With prior approval in the University Information System (UIS)		University Information System (UIS) - Log in the username and password to <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a> - For creation and generation of Purchase Request visit this link : <a href="https://itdc.up.edu.ph/uis/manuals">https://itdc.up.edu.ph/uis/manuals</a>		
With an approved PPMP/ APP-CSE				
Requisition and Issuance Slip (RIS) Form - 4 copies [accounting (2), spmo(2)] with prior approval from the unit head				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request to SPMO – 4 copies	1. Receives Purchase Request with RIS 1.1 Checks if the PPMP number indicated in the Purchase Request is already approved 1.2 Records and indicate the PR control number 1.3 Check UIS PPMP/PR status 1.4 Forwards the PR for SPMO Chief Signature 1.5 Checks UIS entries and Signs the PR	None	4 hours	Office Assistant
				Office Assistant
				SPMO Chief
2. Wait for the documents to be returned by the SPMO Office Assistant 2.1 Check the approval status in the University Information System (UIS)	2. Returns the documents to the End-user for Canvassing			Office Assistant
3. Receive the PR with control number	3. Logs in the record book the released documents	None	4 hours	Office Assistant
	<b>TOTAL:</b>	None	8 hours	

Processing of Purchase Requests of Goods Not Available at the Stockroom – Above P50,000.00 But Less Than or Equal to P100,000.00

<b>Office or Division:</b>	SPMO
<b>Classification:</b>	Simple





<b>Type of Transaction:</b>		GTC- Government to Client		
<b>Who may avail:</b>		All UP Mindanao Offices/Projects/Committees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (RIS) Form - 4 copies [Accounting (2), SPMO (2)] with prior approval from the unit head		Blank electronic form from SPMO		
*With an approved PPMP/ APP-CSE/APP				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Approved RIS form with 4 copies of Approved Purchase Request (PR) * Send the e-copy of RFQ to the Data Controller I	1. Receives Purchase Request with RIS  1.1 Checks if the PPMP number indicated in the Purchase Request is already approved  1.2 Checks if the PR is already approved in the UIS  1.3 Records and indicate the PR number  1.4 Forwards the PR for SPMO Chief Signature  1.5 Checks UIS and Signs the PR  1.6 Forwards the PR to the assigned staff for PhilGEPS Posting  1.7 Post the Purchase Request to PhilGEPS website  1.8 Prints the PhilGEPS Posting  1.9 Returns the documents to the End-user for Canvassing	None	15 minutes	Office Assistant
- Monitors the status of the procurement process via phone call/ e-mail.			4 days	Office Assistant
				SPMO Chief Office Assistant
				Office Assistant
2. Receives the PR with the attached PhilGEPS Posting	2. Logs in the record book the released documents	None	1 hour	Office Assistant
	<b>TOTAL:</b>	<b>None</b>	<b>4 days and 1 hour</b>	



### Processing of RIS (Stocks Not Available At Stockroom)

This applies to those offices/projects/committees that will undergo the procurement process.

<b>Office or Division:</b>	SPMO			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	GTC- Government to Client			
<b>Who may avail:</b>	All UP Mindanao Offices/Projects/Committees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (RIS) Form - 4 copies Accounting (2), SPMO (2) - with prior approval from the unit head		Blank electronic form from SPMO		
With an approved PPMP/ APP-CSE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Approved RIS Form 4 copies: Accounting (2), SPMO (2)	1. Receives Approved RI 1.1 Record and mark RIS Number 1.2 Check Availability of Stocks 1.3 Indicate Non-availability of stocks 1.4 Forward RIS form to the releasing section	None	1 hour	Storekeeper II
2. Receives copy of the RIS form with series number	2. Logs in the record book the released form		3 hours	Office Assistant
	<b>TOTAL:</b>	<b>None</b>	<b>4 hours</b>	

### Request for Assistance for Supply, Property and Campus Management Information System (SPCMIS)

This service is given to the end-users that need assistance for the use of SPCMIS or for any problem encountered. The system automates the University's processes on the procurement of goods and services, equipment, and infrastructure projects

<b>Office or Division:</b>	SPMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	GTC- Government to Client			
<b>Who may avail:</b>	All UP Mindanao personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal Complaint via e-mail or Walk-in				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Requests for Assistance via e-mail or walk in	1. Acknowledges receipt of assistance 1.1 Assesses the request for possible solution 1.2 Endorses to the SPCMIS team for technical assistant (if needed) 1.3 Follow-up/Receives feedback from the SPCMIS technical specialist (if needed) 1.4 Relay the solution of the concern to the client	None	2 days	Data Controller I
2. Receives answer for the submitted request		None	30 minutes	
	<b>Total:</b>	<b>None</b>	<b>2 days and 30 minutes</b>	

### Request of Supplies Available at Stockroom (revised)

This request applies to those offices that submitted their PPMPs for the Annual Procurement Plan- Common Use Supplies and Equipment (APP-CSE) and has been consolidated by SPMO staff for procurement.

<b>Office or Division:</b>	SPMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	GTC- Government to Client			
<b>Who may avail:</b>	UP Mindanao Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issuance Slip (RIS) Form 2 copies- SPMO(1),end-user(1) with prior approval from the unit head		Blank electronic form from SPMO		
Based on the consolidated PPMP for Common Use Supplies				
Approved APP-CSE				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit Approved RIS Form 2 copies- SPMO (1), end-user (1)  *Submits request one day before the releasing schedule every Wednesday & Friday	1. Receives Approved RIS  1.1 Record and place the RIS Number in the form  1.2 Checks the balance of the requested items based on their PPMP	None	2 days	Office Assistant
2. Wait for the advice from the stockroom in-charge	2. Check Availability of Stocks in the Stockroom  2.1 Inform the end user / requisitioner that their items are ready for pick-up.			
3. Claim supplies and signs the "Received By" Portion	3. Releases / issues the supplies / materials to the end user by signing the "issued" portion of the RIS.  3.1 Releasing of Supplies (Every Wednesday/Friday)	None		Office Assistant
	<b>TOTAL:</b>	<b>None</b>	<b>2 days</b>	

## College of Humanities and Social Sciences (CHSS)

### Office of The Dean (OD)

Preparation of basic paper for the Renewal of Appointment of UP Contractual Non-Teaching Staff

Service Information: For the processing of the renewal of Appointment of UP Contractual non-teaching staff under the various departments of the college.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	CHSS Non-teaching Staff
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



<ol style="list-style-type: none"> <li>1. Updated Personal Data Sheet using CS Form No. 212, Revised 2017 (3 copies)</li> <li>2. Two (2) rating period of the Individual Performance Commitment and Review (IPCR) (3 copies)</li> <li>3. Three (3) peer subordinate assessment evaluation report using the Assessment Form No. 1</li> <li>4. Recommendation letter from the Unit Head (3 copies)</li> <li>5. Basic paper (Blue for Administrative Staff and Green for REPS)</li> <li>6. Recommendation from the Unit-HRMPSB for Administrative Staff, and CAPC for the REPS (3 copies)</li> </ol>		<ol style="list-style-type: none"> <li>1 and 2. UP Contractual non- teaching staff</li> <li>3. Unit/Department</li> <li>4. Unit Head</li> <li>5. College</li> <li>6. Unit-HRMPSB for Administrative Staff, and CAPC for the REPS</li> </ol>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Unit-HRMPSB/ CAPC submits the complete requirements for the renewal of the UP Contractual Non-Teaching Staff	1.1 Receives, evaluate, and check the completeness of the submitted documents	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
	1.2 Logbook and submit the Basic Paper with complete requirements to the HRDO	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	

### Preparation of basic paper for the Renewal of Appointment of Faculty Member

Service Information: For the processing of the renewal of Appointment faculty members under the various departments of the college.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Letter of Intent to renew appointment (3 copies)</li> <li>2. Curriculum Vitae (3 copies)</li> <li>3. Faculty report of accomplishments for reappointment (3 copies)</li> <li>4. SATE/SET Result from Previous AY (3 copies)</li> <li>5. Faculty Loading (3 copies)</li> <li>6. Endorsement from the Department Chair</li> <li>7. Endorsement from the DAPC</li> </ol>		<ol style="list-style-type: none"> <li>1 to 3. Faculty</li> <li>4 to 6. Department Chair</li> <li>7. Department Academic Personnel Committee</li> </ol>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The DAPC submits the complete set of requirements for the preparation of basic paper of the new faculty member	1.1 Receives, evaluate, and check the completeness of the submitted documents	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
	1.2 Prepares Basic Paper	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
2. Waits for the Endorsement from the CAPC	2.1 Forward the Basic Paper to the CAPC for the endorsement	None	½ day	Office Assistant or any delegated Office Assistant/ OD Staff
	2.2 CAPC Chair calls for Meeting for deliberation of the hired faculty	None	2 days	CAPC Chair or any CAPC delegated authority
	2.3 Endorses the hiring of appointment 2.4 Forward the basic paper with complete set of requirements	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
<b>TOTAL</b>		<b>NONE</b>	<b>2 ½ DAYS, 30 minutes</b>	

### Receipt of request to Conduct College/Project Off-Campus Activity with Fund Request and Students' Involvement

This is for the receipt of the request on the activity or project under the degree programs offered by the college that requires funds for the implementation and shall be conducted outside the campus.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Letter Request containing the purpose of request, date of activity, amount requested</li> <li>Activity Design/ program of activity which includes the following details: Date of Activity, Venue, Activity description, Expected Number of Participants, Flow of Activity, Budgetary Requirements</li> <li>Duly accomplished Travel Order/Itinerary of Travel</li> <li>List of Students who will participate/ Class list</li> <li>Parent Consent/ Waiver</li> <li>Insurance</li> <li>Duly accomplished Excuse for Absence with conforme of class advisers</li> <li>Duly accomplished Risk Assessment Form</li> <li>PHIC card</li> <li>Vaccination card/certificate</li> <li>Faculty's Arrangement of Classes/ Make-up Class Schedule for classes affected by the activity</li> <li>OIC Memoranda if the Faculty in-charge is an administrator</li> </ol>			<ol style="list-style-type: none"> <li>Faculty-in-charge</li> <li>Faculty-in-charge</li> <li>Dean's Office for Travel Order/Itinerary of travel Form</li> <li>Faculty-in-charge</li> <li>Dean's Office for Parent Consent/ Waiver Form</li> <li>Office of Student's Affair (OSA)</li> <li>CHSS Office of the College Secretary for the excuse for absence form (green color)</li> <li>Dean's Office for the Risk Assessment Form</li> <li>Requester</li> <li>Requester</li> <li>CHSS Office of the College Secretary for the Make-up Class Form</li> <li>Dean's Office for the issuance of OIC Memoranda Faculty in-charge is an administrator</li> </ol>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff



2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	20 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	1 day	Dean or any delegated Authority
	2.3 Attached monitoring of funds for budget clearance if Charged to API			
2.4 Endorses the request	None	20 minutes	Delegated OD Staff	
2.5 Forward the request to OVCAA				
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY and 50 minutes</b>	

### Receipt of Request to Conduct College/Project Activity within the Campus using University/College Funds and with Students' Involvement

This is for the approval of activity or project under the degree programs offered by the college that requires college funds for the implementation and shall be conducted within the university grounds.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter request addressed to the Chancellor thru channels containing the purpose of request, date of activity, amount requested</li> <li>Activity Design/ program of activity which includes the following details: Date of Activity, Venue, Activity description, Expected Number of Participants, Flow of Activity, Budgetary Requirements</li> <li>List of students who will participate / Class list</li> <li>Duly accomplished Risk Assessment Form</li> </ol>		<ol style="list-style-type: none"> <li>1 to 3. Faculty-in-charge</li> <li>4. Dean's Office for the Risk Assessment Form</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS) 2.2 Check and evaluate the completeness of submitted documents 2.3 Attached monitoring of funds for budget	None	30 minutes	Office Assistant any delegated Office Assistant/ OD Staff





	clearance if Charged to API	None	1 day	Dean or any delegated Authority
	2.4 Endorses the request 2.5 Forward the request to OVCAA	None	20 minutes	Delegated OD Staff
<b>TOTAL</b>		<b>NONE</b>	<b>1 DAY and 1 hour</b>	

### Receipt of Request to Conduct of Experiential Learning Activity (ELA)

Service Information: This is for the receipt of request to conduct of Experiential Learning Activity (ELA) i.e. Participation in Cultural Activities, Sports- related Training and Competitions, and Academic Field Activity for courses under the college.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter Request addressed to the Chancellor thru channels containing the purpose of request, date of activity, amount requested (if any)</li> <li>Duly accomplished Travel Order/Itinerary of Travel</li> <li>Duly accomplished Experiential Learning Activity Form</li> <li>List of participating students (List must indicate if the student is eligible or not eligible for Free Tuition and Other School Fees)</li> <li>Approved Course syllabus (Syllabus must be signed by the Faculty-in-charge)</li> <li>Parent Consent/Waiver/ for students</li> <li>Certificate of Insurance for students</li> <li>Duly accomplished Excuse for Absence with conforme of class advisers</li> <li>Duly accomplished Risk Assessment Form</li> <li>PHIC card</li> <li>Vaccination card/certificate</li> <li>Arrangement of classes for faculty with classes affected by ELA</li> <li>OIC Memoranda if the Faculty in-charge is an administrator (2 original copies each)</li> </ol>		<ol style="list-style-type: none"> <li>Faculty-in-charge</li> <li>Dean's Office for Travel Order/Itinerary of travel Form</li> <li>Dean's Office for ELA Form</li> <li>Faculty-in-charge</li> <li>Faculty-in-charge</li> <li>Dean's Office for Parent Consent/ Waiver Form</li> <li>Office of Student's Affair (OSA)</li> <li>Office of the College Secretary for the excuse for absence form (green color)</li> <li>Dean's Office for the Risk Assessment Form</li> <li>Requester</li> <li>Requester</li> <li>Office of the College Secretary for the Make-up Class Form</li> <li>Dean's Office for the issuance of OIC Memoranda Faculty in-charge is an administrator</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff





(see checklist above)				
2. Waits for Dean's endorsement	2.1 Encodes the request in the Document Routing System (DRS)	None	30 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	1 day	Dean or any delegated Authority
	2.3 Endorses the request 2.4 Forward the request to OVCAA	None	20 minutes	Delegated OD Staff
<b>TOTAL</b>		<b>None</b>	<b>1 DAY and 1 hour</b>	



### Approval of Request for Research and Creative Works Load Credit - 3.0 Units

This is for the approval of a request for less than or equal to 3 units Research and Creative Works Load Credit for Faculty under the college and shall be accomplished every start of the semester.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS (2 original copies each)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter Request addressed to the Dean through channels containing the purpose of research load, Research Topic, Period of research</li> <li>Research/Creative Works Proposal, description of work, abstract of the study</li> <li>Duly accomplished OR Form #4 (Report on Research/ Creative Work/ Textbook Writing)</li> <li>Duly Accomplished OR Form #5 (Progress Report)</li> <li>Duly Accomplished OR Form #6 (Recommended Research /Creative Work Load Credit)</li> <li>Faculty Loading</li> </ol>		<ol style="list-style-type: none"> <li>Requester</li> <li>Requester</li> <li>3 to 5. URA of College for Form #4, #5, #6</li> <li>Office of the College Secretary for the final list of faculty loading</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the endorsement of the College Research and Creative works Committee (RCW) Chair	2.1 Encodes the request in the Document Routing System (DRS) 2.2 Check and evaluate the completeness and correctness of submitted documents  2.3 Chair of the Research and Creative Works Committee 2.4 Forward the request to the Dean	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
		None	20 minutes	Delegated OD Staff/ College URA
		None	1 day	College Research and Creative Works Committee Chair
		None	10 minutes	Delegated OD Staff/ College URA
3. Waits for the approval of the Dean	3.1 Check and evaluate the completeness of submitted documents for approval  3.2 Approve the request	None	1 day	Delegated OD Office Assistant
		None		Dean or any delegated Authority



4. Receives the Approved copy of request	4.1 Scan the approved request and inform the requester 4.2 Forward a copy of the approved request to the Office of the College Secretary	None	30 minutes	Delegated OD Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days, 1 hour and 20 mins</b>	

### Receipt of Request for Research and Creative Works Load Credit - more than 3 units

This is for the receipt of a request for more than 3 units Research Load Credit for Faculty under the college and shall be accomplished every start of the semester.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS (2 original copies each)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter Request addressed to the Chancellor through channels containing the purpose of research load, Research Topic, Period of research</li> <li>Research/Creative Works Proposal, description of work, abstract of the study</li> <li>Duly accomplished OR Form #4 (Report on Research/ Creative Work/ Textbook Writing)</li> <li>Duly Accomplished OR Form #5 (Progress Report)</li> <li>Duly Accomplished OR Form #6 (Recommended Research /Creative Work Load Credit)</li> <li>Faculty Loading</li> </ol>		<ol style="list-style-type: none"> <li>Requester</li> <li>Requester</li> <li>3 to 5. URA of College for Form #4, #5, #6</li> <li>Office of the College Secretary for the final list of faculty loading</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the endorsement of the College Research and Creative works	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the	None	20 minutes	Delegated OD Staff/ College URA



Committee (RCW) Chair	completeness and correctness of submitted documents	None	1 day	College Research and Creative Works Committee Chair
	2.3 Chair of the Research and Creative Works Committee	None	10 minutes	Delegated OD Staff/ College URA
	2.4 Forwarded the request to the Dean			
3. Waits for the endorsement of the Dean	3.1 Check and evaluate the completeness of submitted documents for endorsement	None	10 minutes	Delegated OD Office Assistant
		None	1 day	Dean or any delegated Authority
	3.2 Endorses the request		10 minutes	Delegated OD Office Assistant
	3.3 Forward the request to the University RDE through the Office of Research			
<b>TOTAL</b>			<b>2 days, 1 hour and 10 minutes</b>	

### Approval of Request for Study Load Credit - 3.0 Units

This is for the approval of a request for less than or equal to 3 units Study Load Credit for Faculty under the college and shall be accomplished every start of the semester.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS (2 original copies each)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter Request addressed to the Dean thru channels containing the purpose of study load, status of course undertaking, number of units currently taking</li> <li>2. Grade from previous semester (if available)</li> <li>3. Duly certified Registration form from the enrolled university</li> <li>4. Progress Report from previous semester</li> <li>5. Faculty Loading</li> </ol>		<ol style="list-style-type: none"> <li>1 to 4. Requester</li> <li>5. Office of the College Secretary for the final list of faculty loading</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit Letter request with the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the approval of the Dean	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Delegated OD Office Assistant
	2.2 Check and evaluate the completeness of submitted documents for approval 2.3 Approves the request	None	1 day	Dean or any delegated Authority
3. Receives the Approved copy of request	3.1 Scan the approved request and inform the requester 3.2 Forward a copy of the approved request to the Office of the College Secretary	None	30 minutes	Delegated OD Staff
<b>TOTAL</b>			<b>1 DAY and 50 minutes</b>	

#### Approval of Request for Study Load Credit - more than 3 units

This is for the approval of a request for more than 3 units Study Load Credit for Faculty under the college and shall be accomplished every start of the semester.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS (2 original copies each)</b>		<b>WHERE TO SECURE</b>		
1. Letter Request addressed to the Dean thru channels containing the purpose of study load, status of course undertaking, number of units currently taking 2. Grade from previous semester (if available) 3. Duly certified Registration form from the enrolled university 4. Progress Report from previous semester 5. Faculty Loading		1 to 4. Requester 5. Office of the College Secretary for the final list of faculty loading		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff



2. Waits for the endorsement of the Dean	2.1 Encodes the request in the Document Routing System (DRS)	None	20 minutes	Delegated OD Office Assistant
	2.2 Check and evaluate the completeness of submitted documents for approval	None	1 day	Dean or any delegated Authority
	2.3 Endorses the request  2.4. Forward the request to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	10 minutes	Delegated OD Staff
<b>TOTAL</b>		<b>None</b>	<b>1 day and 40 minutes</b>	

#### Receipt of Request for Local Travel with Fund Request (Faculty and REPS Personnel)

Service Information: Endorsement of travel with fund request of faculty and REPS who will attend a training, participate in a workshop and other official travel that is within the country (Local travel).

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter Request containing the purpose of request, period of travel, amount requested</li> <li>Duly accomplished Travel Order/itinerary of travel</li> <li>Letter Invitation from the organizers addressed to requester</li> <li>OIC Memoranda for Faculty- Administrator</li> <li>Arrangement of Classes/ Make-up Class Schedule</li> <li>Duly Accomplished Risk assessment form</li> </ol>		<ol style="list-style-type: none"> <li>Requester</li> <li>Dean's Office for Travel Order/Itinerary of travel Form</li> <li>Requester</li> <li>Secure OIC Memo from Dean's Office for Administrator under CHSS</li> <li>Office of the College Secretary for the Make-up class Form</li> <li>Dean's Office for the Risk Assessment Form</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Any delegated OD Staff
2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Any delegated OD Staff
		None	10 minutes	Delegated OD Staff



	2.2 Check and evaluate the completeness of submitted documents	None	10 minutes	Delegated OD Staff
	2.3 Attached monitoring of funds for budget clearance if Charged to API	None	1 day	Dean or any delegated Authority
	2.4 Endorses the request	None	10 minutes	Delegated OD Staff
	2.5 Forward the request to OVCAA			
<b>TOTAL</b>		<b>None</b>	<b>1 day and 50 minutes</b>	

### Payment for Honorarium of Coaches and Building Administrators

This is for the processing of Varsity Coaches and Building Administrators monthly honorarium for services rendered.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Disbursement Voucher (3 copies)</li> <li>Obligation Request and Status (4 copies)</li> <li>Payroll for more than 1 Payee (3 original copies)</li> <li>Certificate of Service (COS) duly signed by Department Head and Dean (2 copies)</li> <li>Certified Photocopy of Notice of Temporary Appointment (2 copies)</li> </ol>		<ul style="list-style-type: none"> <li>Secure COS form from Office of the Dean</li> <li>Secure a copy of NOTA from Office of the Dean</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit COS as Coach/ Building Administrator for the month	Receives, checks and evaluate the submitted COS	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the processing of the Honorarium	2.1 Signs the DV and OBR	None	1 day	Dean or any delegated Authority
	2.2 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 day	Office Assistant any delegated Office Assistant/ OD Staff



	2.3 Forward the set of documents to the Accounting Office			
<b>Total</b>		<b>None</b>	<b>2 days and 10 minutes</b>	





## Reimbursement for Activity or Supplies

This is for processing of reimbursement of expenses incurred during the conduct of activity or purchase of supplies by CHSS Personnel and students.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	CHSS Personnel and Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Approved and budget cleared letter request for activity undertaken (1 original copy and 2 certified photocopy)</li> <li>2. Disbursement Voucher (DV) - 2 copies</li> <li>3. Obligation Request and Status (OBR) - 4 copies</li> <li>4. Summary of Expenses (2 copies)</li> <li>5. Payroll if more than 1 person (for services) - 3 copies</li> <li>6. Letter Order and certificate of service per person with TIN (for services) - 2 copies</li> <li>7. Approved Purchase Request detailed/itemized (4 copies)</li> <li>8. Official receipts from supplier (1 original and 1 certified photocopy)</li> <li>9. Abstract of Canvass (3 copies)</li> <li>10. Duly accomplished Request for Quotation (RFQ) (Above Php1,000.00 - open canvass from 3 suppliers) - 2 copies</li> <li>11. Inventory Custodian Slip (ICS), if applicable (2 copies)</li> <li>12. Inspection and Acceptance Report (IAR) for goods (2 copies)</li> <li>13. Pre and Post Inspection Report (if applicable) - 2 copies</li> <li>14. Waste Material Report (for replacement of defective parts of a specific equipment / devices) - 2 copies</li> <li>15. Cost Estimates from PPO (for repair and maintenance) - 2 copies</li> <li>16. If expenses being reimbursed are for the NGS/RA, please attached Notarized Contract of Service (2 copies)</li> <li>17. If receipts are in thermal paper, attach 1 additional certified photocopy for COA and 1 certified photocopy for Acctg. (2 copies)</li> <li>18. Approved Project Proposal / Line Item Budget (API/PSI) - 2 copies</li> <li>19. Monitoring of funds signed by the head of unit (2 copies)</li> </ol>	<ol style="list-style-type: none"> <li>1. Requester</li> <li>2 to 5. Unit/Department</li> <li>6. Dean's Office for the letter order and COS form</li> <li>7. Unit/Department</li> <li>8. Supplier</li> <li>9. Unit/Department</li> <li>10. Dean's Office for the RFQ form</li> <li>11 to 14. Unit/Department</li> <li>15. Physical Plant Office</li> <li>16 to 19. Unit/Department</li> </ol>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the approval of the Dean	2.1 Check and evaluate the completeness and correctness of submitted documents for approval  2.3 Signs DV and OBR  2.4 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 hour	Delegated OD Office Assistant
		None	1 day	Dean or any delegated Authority
		None	1 hour	Delegated OD Office Assistant
<b>TOTAL</b>		<b>None</b>	<b>1 day, 2 hours and 10 minutes</b>	

### Reimbursement of Travel

This is for processing of reimbursement of travel/ transportation of expenses incurred by CHSS Personnel and students during his/her official travel.

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	CHSS Personnel and Students
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Approved and budget cleared travel request (1 original copy and 2 certified photocopy)	1. Requester
2. Approved travel order/Itinerary of Travel (Indicate complete address / place of origin; include region of destination) (1 original copy and 1 certified photocopy) - 2 copies	2. Dean's Office for the travel order/Itinerary of Travel
3. Disbursement Voucher (DV) - 2 copies	3 to 6. Unit/Department
4. Obligation Request and Status (OBR) - 3 copies	7 to 8. Dean's Office for the Certificate of travel completed, and Actual Itinerary of travel forms
5. Summary of Expenses (2 copies)	9 to 14. Requester
	15 to 16. Unit/Department
<b>WHERE TO SECURE</b>	



6. Approved Purchase Request (3 copies) 7. Certificate of Travel Completed 8. Actual Itinerary of Travel (If there are changes in the Approved Travel Order) - 2 copies 9. Certificate of Appearance / Attendance ( 2 copies) 10. Plane Ticket and Official Receipt (original and photocopy) - 2 copies 11. Boarding Pass (original and photocopy if thermal paper) - 2 copies 12. Official Receipts/ RERs for transportation expenses (2 copies) 13. If expenses being reimbursed are for the NGS/RA, please attached Notarized Contract of Service (2 copies) 14. If receipts are in thermal paper, attach 1 additional certified photocopy for COA and 1 certified photocopy for Acctg. (2 copies) 15. Approved Project Proposal / Line Item Budget (API/PSI) - 2 copies 16. Monitoring of funds signed by the head of unit (2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for the approval of the Dean	2.1 Check and evaluate the completeness and correctness of submitted documents for approval  2.2 Signs DV and OBR  2.3 Scan, encode and upload all documents in the University Information System Page (UIS) <a href="https://uis.up.edu.ph">https://uis.up.edu.ph</a>	None	1 hour	Delegated OD Office Assistant
		None	1 day	Dean or any delegated Authority
		None	1 hour	Delegated OD Office Assistant
<b>TOTAL</b>		<b>None</b>	<b>1 day, 2 hours and 10 minutes</b>	



Receipt of Travel Request to Present Paper/ Research To Conferences (Faculty and Non-Teaching Staff)

This receipt of travel request is for faculty and non-teaching staff who will present research papers to conferences within the country (local/national conference).

<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	CHSS Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS (2 original copies each)</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Duly accomplished Travel Order/itinerary of travel</li> <li>2. Letter Request containing the purpose of request, period of travel, amount requested</li> <li>3. Letter Invitation from the organizers addressed to requester</li> <li>4. Letter/Notice of acceptance of abstract form the conference organizer</li> <li>5. Paper Abstract or Copy of Research to be presented</li> <li>6. OIC Memoranda for Faculty-Administrator</li> <li>7. Arrangement of Classes/ Make-up Class Schedule for classes affected by the travel period</li> <li>8. Duly Accomplished Risk assessment form</li> </ol>		<ol style="list-style-type: none"> <li>1. Dean's Office for Travel Order/Itinerary of travel Form</li> <li>2 to 5. Requester</li> <li>6. Secure OIC Memo from Dean's Office for Administrator under CHSS</li> <li>7. Office of the College Secretary for the Make-up class Form</li> <li>8. Dean's Office for the Risk Assessment Form</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request with the complete requirement	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Waits for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
		None	10 minutes	Delegated OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	20 minutes	Delegated OD Staff
		None	1 day	Dean or any delegated Authority
2.3 Attached monitoring of funds for budget clearance if charged to		None	10 minutes	Delegated OD Staff



	Research/API Funds			
	2.4 Endorses the request			
	2.5 Forward the request to the Office of Research			
<b>TOTAL</b>		<b>None</b>	<b>1 day and 1 hour</b>	

## College of Science and Mathematics (CSM)

### Office of the College Secretary (OCS)

#### Application for Leave of Absence (LOA)

The Office of the College Secretary processes applications for Leave of Absence for students with health problems or other personal reasons.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	CSM Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave of Absence form (2 copies original)		Office of the College Secretary		
Medical Certificate (1 copy original) and/or Letter of Consent from parent(s)/guardian with photocopy of ID (1 copy)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client request for LOA form (provided he/she has the requirements at hand)	1.1 OCS staff checks the student records and the requirements from the client before giving (2) copies of blank LOA form.	None	10 minutes	OCS staff
	1.2 reminds the client on the deadline of LOA filing and to secure clearances from the office identified in the LOA form.	None	5 minutes	OCS staff
	1.3 advises client to secure the signatures of the instructors to all courses he/she	None	5 minutes	OCS staff



	currently enrolled. (if not enrolled, the OCS staff will write not applicable on the form).			
	<b>TOTAL</b>		<b>20 minutes</b>	

### Processes Evaluation for Validation of Courses for Credit of Transfer Students

All departments in the College of Science and Mathematics offers validation of courses for credit of transfer students. The validation aims to evaluate the transfer student's ability to demonstrate a comprehensive understanding of the concepts of the subject being evaluated through a written and/or oral examination by the department concerned. This validation also assures that the concepts discussed in the student's previous university is the content that is required in UP Mindanao.

<b>Office or Division:</b>	CSM, Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Detailed Course Outline		Student		
Evaluation for Validation of Courses form		OCS staff		
Payment of fees (P40/course)		Collecting officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client requests for validation exam for course credits (provided he/she has a detailed course outline)	1.1 OCS checks the student records (OTR from previous university) and asks for a detailed course outline from the student	None	5 minutes	OCS staff
	1.2 OCS advises the student to return to the office after 2 days for an update about the action of the dept. chair on his/her request	None	5 minutes	OCS staff
	1.3 OCS prepares the Validation form (2 copies) indicating the student information (grades and the school where he/she took the course to be validated and forwards to the dept. chair)	None	20 minutes	OCS staff



	2.1 Dept. Chair assigns a committee/faculty evaluator for the validation exam. Dept. provides decision if a validation exam is to be given based on course content of subject from previous university  2.2 If a validation exam is to be given, OCS informs the student to consult with the faculty evaluator for the schedule of the validation exam.	None	2 days (paused-clock)	Dept. Chair
		None	5 minutes	OCS staff
Client pays P40/course to be evaluated		P40	5 minutes	Collecting officer
Client presents the O.R. to OCS  Client's waiting time	3.1 OCS records the O.R. and the date of payment  3.2 OCS informs the client to visit the office 5 days after the validation exam(s) for the results	none	10 minutes  5 days (paused-clock)	OCS staff  Faculty evaluator, Dept. Chair and College Secretary
Client claims the copy of the results of the evaluation for validation of courses for course credits	4.1 OCS records and distributes copies of the results to client and the Univ. Registrar	None	10 minutes	OCS staff
		<b>P 40.00</b>	<b>Total: 8 days</b>	

### Processes Payment for Teaching Overload Honoraria

At the end of the semester the Office of the College Secretary processes payment for teaching overload honoraria for qualified faculty members, who had a total of more than 12 combined credit units in teaching and administrative load.

<b>Office or Division:</b>	CSM, Office of the College Secretary (OCS)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Qualified Faculty	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>Disbursement Voucher (3 copies, original)</li> </ul>	OCS
	<ul style="list-style-type: none"> <li>Obligation Request and Status (OBR) (3 copies, original)</li> </ul>	OCS
		OCS



<ul style="list-style-type: none"> <li>• Payroll form (indicating the names of qualified faculty by department) (2 copies, original)</li> <li>• Summary of Faculty loading by department (1 photocopy)</li> <li>• Faculty Service Record (1 photocopy)</li> <li>• Notice of Appointment as Administrator (1 photocopy)</li> <li>• Approved Research Load Credit (1 photocopy)</li> </ul>		OCS			
		Faculty			
		Faculty			
		Faculty			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Faculty submits approved faculty service record (Form 67) with attachments (Notice of Appointment as Administrator and Approved Research Load)	1.1 OCS receives and checks the completeness of the documents	None	10 minutes	OCS staff	
2. Faculty waiting Time	2.1 OCS gathers all approved faculty service records (Form 67) with complete attachments for verification.	None	3 days	OCS staff	
	2.2 OCS makes a list of faculty eligible for teaching overload honoraria in payroll form				
	2.3 OCS prepares voucher (DV) and obligation budget request (OBR)				
	2.4 OCS submits the documents to the authorized administrators for verification and signatures	none	5 days (paused-clock)	College Secretary (1) Dept. Chairs (3) Dean (1)	
	2.5 OCS process the documents for FMIS and forwards to OUR for endorsement	None	2 days (paused-clock)	OCS staff OUR	
	2.6 Certification of Funds and Budget Clearance and	None	3 days (paused-clock)	Budget Officer	





	2.7 OVCAA recommending approval 2.8 Chancellor's approval of the documents 2.9 Processing of Cheques 3.0 Informs qualified faculty on the availability of cheques	None None None None	2 days (paused-clock) 1 day (paused-clock) 10 days (paused-clock) 10 minutes	Accountant VCAA OC Accounting Office and Cash Office OCS staff
3. Faculty claims cheques	3.1 Releases cheques	None	75 minutes (15mins/cheque *15)	Cash Office
			<b>TOTAL: 27hrs. and 58minutes</b>	

### Processing of Extension of Residence

The Office of the College Secretary processes requests for extension of residence of students who have overstayed in the university.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	CSM Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request for Extension of Residence (with contact number of the applicant and/or parents(s)/guardian(s))</li> <li>Gant Chart approved by SP/Thesis Adviser</li> <li>Plan of Study (for the remaining courses) approved by the Registration Adviser and the Dept. Chair</li> <li>Take a Psychological Exam</li> </ul>		Applicant  Applicant and SP/Thesis Adviser  Applicant, Registration Adviser and Dept. Chair OSA-CTO		
True Copy of Grades Documents from previous Extension of Residence applications (if applicable)		CSM OCS (Ms. Sharon Jean Ano)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student submits all the accomplished documents to CSM OCS except for the Psychological exam results	1.1 OCS checks the completeness of documents	None	10 minutes	CSM OCS (Ms. Sharon Jean Ano)
	1.2. OCS reminds the student to be present during the interview of the CIC; the schedule of the interview will depend on the availability of	None	5 minutes	CSM OCS (Ms. Sharon Jean Ano)



	<p>the Psychological exam results and informs the student to come back 2 days after the interview with the CIC for updates on his/her application</p> <p>1.3 OCS records and submits to the CIC all consolidated student applications for deliberation</p>	None	1 hour	CSM OCS (Ms. Sharon Jean Ano)
2. Student submits herself/himself for interview of the CIC	2.1 CIC interviews applicants and deliberates the applications	None	5 hours 1 hr./student 1hr. x 5	CSM Instructions Committee (CIC)
	2.2 CIC submits the student application back to OCS after deliberation	None	1 day after deliberation	CSM Instructions Committee (CIC)
	2.3 OCS submits to the office of the Dean all consolidated student applications with the CIC action	None	4 hours	CSM OCS (Ms. Sharon Jean Ano)
	2.4 CSM OD returns to OCS all the student applications with action for recording	None	1 day after	CSM-Office of the Dean (OD)
	2.3 CSM OCS forwards to OUR all the student applications for action	None	1 hour	CSM OCS (Ms. Sharon Jean Ano)
3. Student returns to OCS for follow up	3.1 OCS gives update on his/her application and advises the student to visits the other offices in-charge of the documents being processed	None	10 minutes	CSM OCS (Ms. Sharon Jean Ano)
		None	1 day after	*END of transaction at the OCS level
	3.2. OUR forwards to OVCAA all the student applications for action	None	1 day after	OUR staff



	3.3 OVCA forwards to OC all the student applications for action	None	1 day after	OVCAA staff
	3.4 OC returns to CSM OCS all the student applications for recording	None	2 hours	OC staff
	3.5 CSM-OCS receives and records all the student applications from the Office of the Chancellor (OC)			CSM OCS (Ms. Sharon Jean Ano)
4. Student claims his/her copy of Extension of Residence application with ACTION from the Chancellor	4.1 CSM OCS distribute copies of Extension of Residence application to the student and OUR with ACTION from the Chancellor	None	50 minutes  10 mins/ student (10mins.x5)	CSM OCS (Ms. Sharon Jean Ano)
		<b>None</b>	<b>Total: 5 days 14 hrs, 25 mins</b>	

## Office of the Dean (OD)

### Answering of Inquiries

The CSM Office of the Dean answers those clients who have inquiries related to CSM.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Client			
<b>Who may avail:</b>	CSM Clients (Students, Clients, Guests, etc.)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Walks in/ Calls/Submits letter request addressed to the Dean	1.1. Welcomes walk-in client/s and/or Receives the call and/or Receives the letter request and Refers to CSM-OD Administrative Staff, and affixes signature	None	4 minutes	Efren P. Tutor (Administrative Aide I)
	1.2 Stamps received and affixes signature with date & time, and records the Letter request submitted	None	2 minutes	Jane F. Simbre (Administrative Aide)



	by the Client/s in the incoming record			
	1.3. Initially evaluates the letter request, and affixes initial	None	15 minutes	Ana Sheila A. Sulimanan (Administrative Aide IV)
	1.4 Final evaluation of the letter request, and affixes initial	None	15 minutes	Marianne Lu-Casan (Administrative Aide VI)
	1.5 Renders decision/action upon the request	None	439 minutes	Dominica DM. Dacera, Ph.D., (Dean, CSM)
	1.6 Stamps date on the letter request	None	1 minute	Efren P. Tutor (Administrative Aide I)
	1.6. Records the letter request with Dean's action, and: 1.6a. forward it to appropriate department/unit (if referred by the Dean for their action or feedback) or 1.6b. return to the requester	None	3 minutes	Rechie S. Gayol (Building Maintenance Aide)
	<b>TOTAL</b>		<b>1 day</b>	

### Preparation of Budget Proposal

The CSM Office of the Dean prepares and/or consolidates budget proposals.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Responds to Call for Budget Proposal	1.1. Prepares the Department's/ Unit's Budget proposal	None	2 days and 4 hours	1. Dominica DM. Dacera, Ph.D. (Dean, CSM) 2. Marianne Lu-Casan (Administrative Aide VI) 3. Ruth U. Gamboa, Ph.D.



				(Chair, DBSES) 4. Juma Novie A. Alviola, Ph.D. (Chair, DFSC) 5. Prof. Vladimer B. Kobayashi (Chair, DMPCS) 6. Ritchie Mae T. Gamot, Ph.D. (College Secretary)
	1.1. Prepares the Department's/ Unit's Budget proposal	None	2 days and 4 hours	1. Dominica DM. Dacera, Ph.D. (Dean, CSM) 2. Marianne Lu-Casan (Administrative Aide VI) 3. Ruth U. Gamboa, Ph.D. (Chair, DBSES) 4. Juma Novie A. Alviola, Ph.D. (Chair, DFSC) 5. Prof. Vladimer B. Kobayashi (Chair, DMPCS) 6. Ritchie Mae T. Gamot, Ph.D. (College Secretary)
	1.2 Receives Budget proposals submitted by the various Departments /Units and affixes signature	None	1 hour	Efren P. Tutor (Administrative Aide I)
	1.3 Stamps received and affixes signature with date & time, and records the Budget proposals submitted by the Departments/Units in the incoming record	None	1 hour	Jane F. Simbre (Administrative Aide)
	1.4. Consolidates All the budget proposals of units.	None	1 day	Marianne Lu-Casan (Administrative Aide VI)
	1.5 Verifies and Signs the Consolidated CSM Budget Proposal	None	30 minutes	Dominica DM. Dacera, Ph.D. (Dean, CSM)
	1.5. Records the college budget proposal on the transmittal	None	30 minutes	Jane F. Simbre (Administrative Aide)
	1.6. Transmits/ Submits the college budget proposal to the Office of the Chancellor	None	1 hour	Efren P. Tutor (Administrative Aide I)
	<b>TOTAL</b>		<b>4 days</b>	



## Processing for Approval of Request for Funds for Local expenses for International Travel of Faculty Members

The Office of the Dean processes requests for official travel and funds for local travel of faculty members

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	CSM Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Letter of Request addressed to the Chancellor for Funds requested for Local Travel containing the travel date/s, venue, travel order and itinerary, and recommended OIC (for Administrators) endorsed by the Department Chair (3 copies - Original)</li> <li>2. Invitation letter and Program (3 copies - Original)</li> <li>3. Class arrangements with faculty conforme and/or with students' conforme if outside the regular schedule (3 copies - Original)</li> <li>4. Course outline for e-learning activities, etc. (3 copies - Original)</li> <li>5. Abstract of the paper/proposal, or copy of the poster (for paper/poster presentation)</li> <li>6. Recommendation for OIC (for Administrators)</li> </ol>		1 to 6 To be prepared and provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Complete all the documents required (listed above)	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and Recording	NONE	2 minutes	Jane F. Simbre Administrative Aide
1. OIC Memo	Prepares OIC Memo	NONE	7 minutes	Jane F. Simbre Administrative Aide
	Checking of docs. and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For endorsement/signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM



	Stamp date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Approval of Request for Funds for Local Travel of Faculty Members

The Office of the Dean processes requests for official travel and funds for local travel of faculty members

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Request addressed to the Chancellor for Funds requested for Local Travel containing the travel date/s, venue, travel order and itinerary, and recommended OIC (for Administrators) endorsed by the Department Chair (3 copies - Original)</li> <li>Invitation letter and Program (3 copies - Original)</li> <li>Class arrangements with faculty conforme and/or with students' conforme if outside the regular schedule (3 copies - Original)</li> <li>Course outline for e-learning activities, etc. (3 copies - Original)</li> <li>Abstract of the paper/proposal, or copy of the poster (for paper/poster presentation)</li> <li>Recommendation for OIC (for Administrators)</li> </ul>		To be prepared and provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete required documents:	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and Record in the incoming record	NONE	3 minutes	Jane F. Simbre Administrative Aide
2. OIC Memo	Prepares OIC Memo	NONE	3 minutes	Jane F. Simbre Administrative Aide
	Checking of docs and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV



	Final checking of docs and affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For action /signature of the Dean/ endorsement	NONE	6 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Local Travel of Faculty Members

The Office of the Dean processes requests for local travel of Faculty Members using college monitored funds (eg. MOOE, API, etc.)

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request for Local Travel addressed to the Dean containing the travel date/s, venue, estimated budgetary requirements, and fund source duly signed by the Department Chair (2 copies-Original)</li> <li>travel order and itinerary (2 copies-Original)</li> <li>fund monitoring (2 copies-Original)</li> <li>Invitation letter and Program (2 copies - Original)</li> <li>Class arrangements with faculty conforme and/or with students' conforme if outside the regular schedule (2 copies - Original)</li> <li>Course outline for e-learning activities, etc. (2 copies - Original)</li> <li>Recommended OIC (for Administrators)</li> </ul>		To be prepared/provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete required documents:	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and Recording	NONE	2 minutes	Jane F. Simbre Administrative Aide
2. OIC Memo	Prepares OIC Memo	NONE	2 minutes	Jane F. Simbre Administrative Aide





	Checking of docs and initial	NONE	3 minutes	Ana Sheila A. Sulimanan
	Final checking of docs and initial	NONE	3 minutes	Marianne L. Casan
	For endorsement/signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D.
	Stamp date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor
	Record and return Approved letter to Client	NONE	5 minutes	Rechie S. Gayol
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

#### Processing for Local Travel of Project Leader and/or Project Staff (Field Work)

The Office of the Dean processes requests for local travel of Project Leader and/or Project Staff (Field Work)

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Project Leader/Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Letter - Local Travel Request addressed to the Dean containing the date/s, location, estimated cost, and fund source duly signed by the Project Leader (2 copies-Original)</li> <li>travel order and itinerary (2 copies-Original)</li> <li>fund monitoring itinerary (2 copies-Original)</li> <li>Class arrangements with faculty conforme (with students' conforme if outside the regular schedule)</li> <li>Course outline (for e-learning activities, etc.)</li> </ol>		To be prepared by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits complete required documents:	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and	NONE	3 minutes	Jane F. Simbre Administrative Aide



	Records in the incoming record			
	Checking of docs and initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs and initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For endorsement/signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Record and return the Approved Letter to requester	NONE	6 minutes	Rechie S. Gayol Building Maintenance Aide
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Payment for Salary of Lecturer

The Office of the Dean processes requests of payment for salary of Lecturer

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G (Government to Government)		
<b>Who may avail:</b>	CSM Lecturer		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (DV) containing the Name of Lecturer; Address, TIN, Fund Source, Period Covered, and Amount (signed by the Department Chair) – 3 copies</li> <li>2. Obligation Budget Request (OBR) containing the Name of Lecturer, Address, Period Covered, Fund Source, and Amount (signed by the Dean) – 4 copies</li> <li>3. Daily Time Record (DTR) signed by the Lecturer, endorsed by the Department Chair and the Dean – 2 copies</li> <li>4. Accomplishment Report containing the period covered (signed by the Lecturer; endorsed by the Department Chair and the Dean) – 2 copies</li> <li>5. Notice of the Appointment – 2 copies</li> <li>6. Certification of actual hours rendered signed by the Dean – 2 copies</li> <li>7. Certification of Teaching Load signed by the College Secretary – 2 copies</li> <li>8. Salary Computation and Monitoring – signed by Processor and the Dean – 2 copies</li> </ol>		<ol style="list-style-type: none"> <li>1-2; 5-8. Prepared by the Processor/Originator</li> <li>3. &amp; 9. Prepared by the Lecturer</li> </ol>	



9. Certificate of Service (COS) signed by the Lecturer, endorsed by the Department Chair and the Dean – 2 copies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completes all Lecturer requirements for salary processing	Receives and affixes signature	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
Label all the docs for Dean's signature	Stamp Received and affixes signature with Date & Time; and Records in the incoming record	NONE	2 minute	Jane F. Simbre (Admin. Aide)
	Checking of docs. And affixes initial	NONE	2 minutes	Ana Sheila A. Sulimanan (Admin. Aide IV)
	Final checking of docs. And affixes initial	NONE	2 minutes	Marianne L. Casan (Admin. Aide VI)
	For signature of the Dean	NONE	2 minutes	Dominica DM. Dacera, Ph.D. (Dean)
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
	Processes the transaction online thru FMIS	NONE	10 minutes	Ana Sheila A. Sulimanan (Admin. Aide IV)
End of Transaction (Dean's Level)				
<b>TOTAL</b>			<b>20 mintes</b>	

### Processing for Payment for Supplier – Equipment/s and or Materials

The Office of the Dean processes requests for payment for supplier – for purchased equipment/pieces of equipment and/or materials

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen/Client)
<b>Who may avail:</b>	Suppliers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>Disbursement Voucher (DV) containing the Name of Supplier, Address, TIN, Fund Source, Description, and Amount (signed by the Immediate Supervisor) – 3 copies</li> <li>Obligation Budget Request/Budget Utilization Request (OBR/BUR) containing the Name of Supplier; Address; Description; Fund Source and Amount (signed by the Dean) – 4 copies</li> </ol>	1-10. Prepared by the Processor



<ol style="list-style-type: none"> <li>3. Inspection and Acceptance Report signed by Inspector and Immediate Supervisor – 4 copies</li> <li>4. Delivery Receipt – 2 copies (1 Original and 1 Photocopy)</li> <li>5. Charge Invoice – 2 copies (1 Original and 1 Photocopy)</li> <li>6. Approved Purchase Order (PO) – 3 copies</li> <li>7. Approved Abstract with RFQ from at least 3 supplier - signed by the Requester; Dean (below 50k); and with BAC Chair signature (above 50k)</li> <li>8. Line Item Budget for Research Projects F184</li> <li>9. Property Acknowledgement Receipt (PAR) for equipment amounting to 15k and above; Inventory Custodian Slip (ICS) for materials amounting to 14,999 and below.</li> <li>10. Fund Monitoring signed by the Processor and Approved by the Immediate Supervisor – 2 copies</li> </ol>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Completes set of documents	Receives and affixes signature	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
Label all the docs for Dean's signature	Stamps Received and affixes signature with Date & Time; and Records in the incoming record	NONE	3 minutes	Jane F. Simbre (Admin. Aide)
	Checking of docs. And affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan (Admin. Aide IV)
	Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan (Admin. Aide VI)
	For signature of the Dean	NONE	4 minutes	Dominica DM. Dacera, Ph.D. (Dean, CSM)
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
	Records and Returns the set of documents to end user/originator (For FMIS)	NONE	5 minutes	Rechie S. Gayol (Building Maintenance Aide)
End of Transaction (Dean's Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Payment of Honorarium for Project Leader, Project Staff, and Consultant

The Office of the Dean processes requests for payment of Honorarium for Project Leader, Project Staff, and Consultant.



<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Project Leader, Project Staff, and Consultant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Disbursement Voucher (DV) containing the Name of Payee; Address; TIN, Fund Source; Period Covered; and Amount (For Project Staff signed by the Project Leader; For Project Leader signed by the Department Chair) – 2 copies</li> <li>2. Budget Utilization Request (BUR) containing the Name of Payee; Address; Period Covered; and Amount (For Project Staff signed by the Project Leader; For Project Leader signed by the Dean) – 3 copies</li> <li>3. Certificate of Service (COS) containing the period covered (For Project Staff - signed by the Project Staff and Approved by the Project Leader; For Project Leader – signed by the PL and endorsed by the Department Chair and the Dean) – 2 copies</li> <li>4. Accomplishment Report containing the period covered (For Project Staff - signed by the Project Staff and Approved by the Project Leader; For Project Leader – signed by the PL and endorsed by the Department Chair and the Dean) – 2 copies</li> <li>5. Approved Line Item Budget (LIB) – 2 copies</li> <li>6. Fund Monitoring signed by the Processor and Approved by the Project Leader – 2 copies</li> </ol>		<ol style="list-style-type: none"> <li>1. Prepared by the Processor</li> <li>2. Prepared by the Processor</li> <li>3. Prepared by the Payee</li> <li>4. Prepared by the Payee</li> <li>5. Prepared by the Processor</li> <li>6. Prepared by the Processor</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Completes requirements per checklist and submits to the Office of the Dean	Receives and affixes signature	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
Label all the docs for Dean's signature	Stamps Received with Date & Time; and Records in the incoming	NONE	1 minute	Jane F. Simbre (Admin. Aide I)
	Checking of docs. And affixes initial	NONE	4 minute	Ana Sheila A. Suliman (Admin. Aide IV)
	Final checking of docs. And affixes initial	NONE	4 minute	Marianne L. Casan (Admin. Assistant VI)



	For signature of the Dean	NONE	4 minute	Dominica DM. Dacera, Ph.D. (Dean)
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
	Records and returns to end user/originator (For FMIS)	NONE	5 minutes	Rechie S. Gayol (Utility Worker)
End of Transaction (Dean's Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Release of Grants or Awards

The Office of the Dean processes requests for release of Grants or Awards (International Publications Awards, Research Dissemination Grant, etc.)

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Faculty Members, REPs, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Disbursement Voucher (DV) containing the Name of Payee, Address, TIN, Fund Source, and Amount – 3 copies</li> <li>Obligation Budget Request (OBR) containing the Name of Payee, Address, Fund Source, and Amount – 4 copies</li> <li>Funding Check Memo – 3 copies</li> <li>Payroll Form – 3 copies</li> </ol>		<ol style="list-style-type: none"> <li>Prepared by the Processor</li> <li>Prepared by the Processor</li> <li>Provided by the Payee/OVCAA</li> <li>Prepared by the Processor</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Completes requirements per checklist and submits to the Office of the Dean	Receives and affixes signature	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
Label all the docs for Dean's signature	Stamps Received with Date & Time; and Records in the incoming	NONE	1 minute	Jane F. Simbre (Admin. Aide I)
	Checking of docs. And affixes initial	NONE	4 minute	Ana Sheila A. Sulimanan (Admin. Aide IV)
	Final checking of docs and affixes initial	NONE	4 minute	Marianne L. Casan (Admin. Assistant VI)
	For signature of the Dean	NONE	4 minute	Dominica DM. Dacera, Ph.D. (Dean)
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)



	Records and returns to end user/originator (For FMIS)	NONE	5 minutes	Rechie S. Gayol (Utility Worker)
End of Transaction (Dean's Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for Payment of Services for Payment Services for Non-Government Service – NGS

The Office of the Dean processes requests for payment of services for Non-Government Services - NGS

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Non-Government Service (NGS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Disbursement Voucher (DV) containing the Name of Payee; Address; TIN, Fund Source; Period Covered; and Amount (signed by the Immediate Supervisor – 2 copies</li> <li>Obligation Budget Request (OBR) containing the Name of Payee; Address; Period Covered; and Amount (signed by the Dean) – 3 copies</li> <li>Daily Time Record signed by the Payee and the Immediate Supervisor – 2 copies</li> <li>Accomplishment Report containing the period covered (signed by the Payee and Approved by the Immediate Supervisor) – 2 copies</li> <li>Fund Monitoring signed by the Processor and Approved by the Immediate Supervisor – 2 copies</li> </ul>		<ol style="list-style-type: none"> <li>Prepared by the Processor</li> <li>Prepared by the Processor</li> <li>Prepared by the Payee</li> <li>Prepared by the Payee</li> <li>Prepared by the Processor</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Complete all the requirements and submit at the Office of the Dean	Receives and affixes signature	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
Label all the docs for Dean's signature	Stamps Received and affixes signature with Date & Time; and Records in the incoming record	NONE	2 minute	Jane F. Simbre (Admin. Aide)
	Checking of docs. And affixes initial	NONE	4 minute	Ana Sheila A. Sulimanan (Admin. Aide IV)
	Final checking of docs. And affixes initial	NONE	4 minute	Marianne L. Casan (Admin. Aide VI)





	For signature of the Dean	NONE	3 minute	Dominica DM. Dacera, Ph.D. (Dean, CSM)
	Stamps date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor – (Admin. Aide I)
	Returns the set of documents to the end user/originator (For FMIS)	NONE	5 minutes	Rechie S. Gayol (Building Maintenance Aide)
End of Transaction (Dean's Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing for request for conduct of project activity using project funds

The Office of the Dean processes requests for conduct of project-related activity using project funds.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Research Projects Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request to conduct project-related activity using project funds addressed to the Dean indicating the date/s, venue, activity, total estimated budgetary requirements, fund source, and equipment to be borrowed signed by the Project Leader/Project Staff, and endorsed by the Department Chair (2 copies-Original)</li> <li>2. Activity Design (2 copies-Original)</li> <li>3. Activity Program (2 copies-Original)</li> <li>4. Gate Pass for equipment to be borrowed - as necessary (2 copies-Original)</li> </ul>		1 to 3 To be prepared by the requester  4 Gate Pass form from the Office of the Dean		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Completes all the necessary documents: a. Letter Request to conduct project-related activity using project funds addressed to the Dean indicating the date/s, venue, activity title, total estimated budgetary requirements, fund source, and equipment to be borrowed signed by the Project Leader, and endorsed by the Department Chair (2 copies-Original) b. Activity Design – containing Activity Title, date/s, venue, objectives, budgetary requirement, and fund source (2 copies-Original)	Receive, and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1





c. Activity Program (2 copies-Original) d. Gate Pass for equipment to be borrowed				
	Stamp Receive and affixes signature with Date & Time; and Records the document on the incoming record	NONE	2 minutes	Jane F. Simbre Administrative Aide
2. Gate Pass for equipment to be borrowed - as necessary (2 copies-Original)	Fill out Gate Pass form	NONE	4 minutes	Requester
	Checking of docs and affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs and affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamp date on the Approved Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Record and Return approved letter to client	NONE	3 minutes	Rechie S. Gayol Administrative Aide
End of Transaction (Dean's Office Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing of Borrowing of Equipment and Materials of Student Organization

The Office of the Dean processes requests for borrowing of equipment and materials for students' activity.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen/Client)
<b>Who may avail:</b>	CSM Student Organization
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Letter Request from the student organization addressed to the Dean containing the activity title, date/s and time, venue, activity, total estimated budgetary requirements, fund source if any, and equipment to be borrowed endorsed by the Adviser and/or the Department Chair (2 copies-Original)</li> </ul>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>Letter to be prepared by the requester</li> <li>Gate Pass form from the CSM Office of the Dean</li> </ol>



2. Gate Pass for equipment and/or materials to be borrowed (2 copies-Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completes all the necessary documents: a. Letter Request from the student organization addressed to the Dean containing the activity title, date/s and time, venue, activity, total estimated budgetary requirements, fund source if any, and equipment to be borrowed endorsed by the Adviser and/or the Department Chair (2 copies-Original) b. c. Gate Pass for equipment and/or materials to be borrowed (2 copies-Original)	Receive, and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Receive and affixes signature with Date & Time; and Records the document on the incoming record, and release of the gate pass form	NONE	2 minutes	Jane F. Simbre Administrative Aide
4. Gate Pass for equipment to be borrowed - as necessary (2 copies-Original)	Fill out secured Gate Pass form and affixes signature	NONE	4 minutes	Requester
	Checking of Availability of equipment/ materials	NONE	2 minutes	Rechie S. Gayol Administrative Aide
	Checking of docs and affixes signature	NONE	2 minutes	Ana Sheila A. Sulimanan Administrative Aide IV
	Final checking of docs and affixes signature	NONE	2 minutes	Marianne L. Casan Administrative Aide VI
	For action and signature of the Dean	NONE	3 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM



	Stamp date on the Approved Letter and releasing of the equipment and materials borrowed	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Record and Return approved letter to client the Approved Letter and Gate Pass (1 copy)	NONE	3 minutes	Rechie S. Gayol Administrative Aide
End of Transaction (Dean's Office Level)				
<b>TOTAL</b>			<b>20 minutes</b>	

### Processing of CSM Requests for Funding for Research Proposals or Application for Grants/Awards

The Office of the Dean processes CSM requests for Funding for Research Proposals or Application for Grants/Awards

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Faculty Members, and REPs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request addressed to the Chancellor/Funding Agencies 2. Research Proposal		To be prepared and provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepares and submits Letter Request and all requirements to the CSM Office of the Dean	Receives the submitted letter request for funding & research proposal, and affixes signature.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamps Received and affixes signature with Date & Time; and Records in the incoming record	NONE	1 minutes	Jane F. Simbre Administrative Aide
	Records and releases letter to the CSM RDE Committee for review	NONE	5 minutes	Rechie S. Gayol Building Maintenance Aide
	Receives, evaluates, and renders endorsement for the Letter request for funding for research proposal or application for grant/award	NONE	2 days	CSM RDE Committee
	Checking of docs., And affixes initial	NONE	3 minutes	Ana Sheila A. Sulimanan Administrative Aide IV



	Final checking of docs. And affixes initial	NONE	3 minutes	Marianne L. Casan Administrative Aide VI
	For endorsement/ signature of the Dean	NONE	5 minutes	Dominica DM. Dacera, Ph.D. Dean, CSM
	Stamps date on the Letter duly signed by the Dean.	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Records and releases letter to requester	NONE	1 minutes	Jane F. Simbre Administrative Aide
	Transmits the request to the Office of Research and/or OVCAA	NONE	10 minutes	Efren P. Tutor Administrative Aide 1
<b>End of Transaction (Dean's Office Level)</b>				
<b>TOTAL</b>			<b>2 day and 30 minutes</b>	

#### Transmittal of Document/s to various concerned offices

The Office of the Dean transmits from CSM to the various offices in the Administration Building the letters and financial documents under Fund Cluster 101, 164, and 184.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	CSM Faculty Members, Staff, REPs, and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished letters and financial documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits duly accomplished letters and financial documents	Receive and affixes signature	NONE	1 minute	Efren P. Tutor Administrative Aide 1
	Stamp Received and affixes signature with Date & Time; and Recording on the incoming record and transmittal forms	NONE	24 minutes	Jane F. Simbre Administrative Aide
	Transmit documents to various offices concerned in the Administration Building and other U.P. Min. Offices	NONE	65 minutes minutes	Efren Tutor Administrative Aide
<b>End of Transaction (Dean's Office Level)</b>				



<b>TOTAL</b>			<b>1 hour &amp; 30 minutes</b>	
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## Department of Biological Sciences and Environmental Studies (DBSES)

### Accounting the Borrowed Laboratory Materials, Instruments and Equipment

The DBSES Dispensing Laboratory facilitates and records the return of borrowed laboratory materials, glassware, instruments and devices.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Client			
<b>Who may avail:</b>	Students, Faculty, Research Assistants of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrower's Slip and UP Mindanao ID		Dispensing Laboratory Rm. 117		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Borrower a. returns all the borrowed items clean and/or in their original condition b. receives back his/her ID	1. Lab aide a. checks and assesses the condition of the returned materials. b. marks "checked" the Borrower Slip c. releases back the ID of the Borrower	None	10 min	Laboratory Aide
2. Borrower a. receives a copy of deficiencies or unreturned materials b. signs the 'incomplete'-marked slip. c. replaces the damaged or lost items	If the borrower has deficiency/ies, the Lab Aide: a. marks the slip 'deficiency' and asks the borrower to affix his/her signature on the slip b. informs the borrower to replace or repair item/s before the end of semester.	None  Replacement of damaged or lost items	5 min  within the semester	Laboratory Aide
<b>TOTAL</b>			<b>15 minutes</b>	

### Answering of Inquiries

The CSM Office of the Dean answers those clients who have inquiries related to CSM.

<b>Office or Division:</b>	College of Science and Mathematics (CSM) - Office of the Dean (OD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen/Client		
<b>Who may avail:</b>	CSM Clients (Students, Clients, Guests, etc.)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walks in/ Calls/Submits letter request addressed to the Dean	1.1. Welcomes walk-in client/s and/or Receives the call and/or Receives the letter request and Refers to CSM-OD Administrative Staff, and affixes signature	None	4 minutes	Efren P. Tutor (Administrative Aide I)
	1.2 Stamps received and affixes signature with date & time, and records the Letter request submitted by the Client/s in the incoming record	None	2 minutes	Jane F. Simbre (Administrative Aide)
	1.3. Initially evaluates the letter request, and affixes initial	None	15 minutes	Ana Sheila A. Sulimanan (Administrative Aide IV)
	1.4 Final evaluation of the letter request, and affixes initial	None	15 minutes	Marianne Lu-Casan (Administrative Aide VI)
	1.5 Renders decision/action upon the request	None	439 minutes	Dominica DM. Dacera, Ph.D.,(Dean, CSM)
	1.6 Stamps date on the letter request	None	1 minute	Efren P. Tutor (Administrative Aide I)
	1.6. Records the letter request with Dean's action, and: 1.6a. forward it to appropriate department/unit (if referred by the Dean for their action or feedback) or 1.6b. return to the requester	None	3 minutes	Rechie S. Gayol (Building Maintenance Aide)
	<b>TOTAL</b>		<b>1 day</b>	

### Checking of Returned Laboratory Materials, Instruments and Equipment

The DBSES Dispensing Laboratory will facilitate and record the return of borrowed laboratory materials, glassware, instruments and devices.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Client
<b>Who may avail:</b>	Students, Faculty, Research Assistants of UP Mindanao
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Borrower's Slip and UP Mindanao ID	Dispensing Laboratory Rm. 117



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower returns all the laboratory materials borrowed in the dispensing laboratory.	1. Upon return, the lab aide will check and assess all the returned materials.	None	10 min	Laboratory Aide
2.1. Borrower receives his/her ID after returning and checking of borrowed laboratory materials.	2.1. The lab aide will mark the borrower's slip 'ok' and release the ID after checking.	None	5 min	Laboratory Aide
2.2 The borrower receives a copy of deficiencies or unreturned materials and sign the borrower's slip.	6.2 If the borrower has deficiency/ies, the lab aide will mark the slip as 'incomplete' and let the borrower sign.	None	5 min	Laboratory Aide
2.3. The borrower will replace the damaged or lost items or laboratory materials.	6.3. If the item is damaged or broken, lab aide will inform the student to replace or repair it before the end of semester.	Replace ment of damaged or lost items	5 min	Laboratory Aide
<b>Total</b>		<b>Cost of lost or replaced items</b>	<b>25 minutes</b>	

### Checking of Student Deficiencies and Signing of Student Clearance (Department Level)

The DBSES Dispensing Laboratory will check the student deficiency/ies in the laboratory at the end of the semester and sign student clearance prior to enrollment.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	UP Mindanao Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal Request		Dispensing Laboratory Rm. 117		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will check the CSRS for the list of deficiencies.	1. The lab aide will check the list of deficiency/ies of the student in the CSRS.	None	3 min	Laboratory Aide
2. Student will comply the deficiencies.	2. Lab aide will check and clear the deficiencies in the CSRS upon compliance.	None	5 min	Laboratory Aide
<b>Total</b>		<b>None</b>	<b>8 minutes</b>	





## Dispense of Laboratory Materials for Field and Lab Experiments

The DBSES Dispensing Laboratory will facilitate requests of laboratory materials (glassware, prepared slides, microscopes, binoculars, projectors and chemicals (among other needs) for the conduct of biology related field and laboratory experiments upon request of students, faculty and research assistants.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Faculty, Research Assistants of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrower's Slip and UP Mindanao ID		Dispensing Laboratory Rm. 117		
Gate pass for equipment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Borrower must request for Borrower's Slip and/or Logbook for reservation.	1. Lab aide will give the Borrower's Slip for reservation.	None	5 min	Laboratory Aide
2. Borrower will list down materials, reagents, instruments to be borrowed and present the form.	2.1 Lab aide will check the availability of materials, reagents, instruments to be borrowed.  2.2 Lab aide will approve request if available	None	10 min	Laboratory Aide
3. Upon claiming, borrower will present ID. Together with the lab aide, they will cross-check all the requested materials if complete.	3. Lab aide will prepare the requested materials.	None	3 days	Laboratory Aide
4. Borrower receives requested materials.	4. Lab aide will release the requested materials and gate pass for the instrument or equipment to the borrower	None	10 min	Laboratory Aide
<b>Total</b>		<b>None</b>	<b>3 days 25 minutes</b>	

## Procurement of Laboratory Manuals, Lab Gowns and Consumables

The DBSES Dispensing Laboratory will facilitate procurement of laboratory manuals, laboratory gowns, laboratory consumable materials (glassware and chemicals) and office supplies.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	UP Mindanao Faculty, Students, Research Assistants





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Dispensing Laboratory Rm. 117		
Purchase Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submit the request for laboratory and office supplies, chemicals and reagents, or laboratory devices/equipment.	1.1. Lab aide will prepare the purchase request. 1.2. Lab aide will canvas using Request for Quotation. 1.3. Lab Aide will prepare Abstract of Quotation. 1.4. Forward request to signatories (Department Chair and Dean)	None	3 days	Laboratory Aide
<b>Total</b>		<b>None</b>	<b>3 Days</b>	

### Sterilization and Decontamination

The DBSES Dispensing Laboratory will facilitate sterilization of laboratory glassware, other autoclavable materials and culture media to be used for experiments as requested by thesis students. The lab will also process decontamination of used glassware and other materials.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students, Faculty, Research Assistants of UP Mindanao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request		Dispensing Laboratory Rm. 117		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Thesis student will verbally request the lab aide to sterilize the media or glassware.	1. Lab aide will receive the request and prepare for sterilization.	None	5 min	Laboratory Aide
2.1. Thesis student will ask permission to decontaminate the used glassware.	2.1. The lab aide will receive the used glassware and decontaminate.	None	10 min	Laboratory Aide
2.2 Thesis student will receive the decontaminated glassware.	2.2 Lab aide will release the decontaminated glassware.	None	1h	Laboratory Aide
3.1. The thesis student will clean and wash the borrowed glassware.				
3.2 The thesis student will return the clean glassware.	3.2. Lab aide will check and receive	None	5 min	Laboratory Aide



	the clean glassware.			
<b>Total</b>		<b>None</b>	<b>1 hour 20 mins</b>	

## Department of Food Science and Chemistry (DFSC)

Approval and assistance for overtime lab work

Assist undergraduate students in the conduct of experiments that have to be done beyond office hours

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Faculty, research assistants, students of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Waiver/parent consent (at start of the semester)		Room 132 (Biotech Lab)		
Permit-to-assist form (if any non-DFSC assistance is needed for overtime)		DFSC Dispensing Room		
Overtime Permit form or overnight request letter		DFSC Dispensing Room (for form)		
Permit to use equipment (at the start of the semester; specify what equipment)		DFSC Dispensing Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepare an overtime permit or request letter with the conforme of the person(e.g. thesis adviser or staff) who will accompany the client during the overtime or overnight conduct of experiments. Submit to the DFSC chair at least 1 day before the planned overtime work	The department chair will either approve or disapprove the request. The department chair will also check that the client has a waiver and permit-to-assist (if needed).	None	15 min	Department chair/Department staff
Provide triplicate copies of the approved letter to be given as department's copy and to the guard-on-duty	Department staff and the guard-on-duty will receive the photocopied letter	None	10 mins	Department staff/Security guard
Input items in logbook	Check completeness of details written on the logbook	None	5 mins	Department staff
<b>Total</b>		<b>None</b>	<b>30 minutes</b>	

Approval for Lending of equipment, facilities and high-end computers

From time to time students may request to use facilities (e.g. computer lab, classroom) high-end computers, and other equipment (e.g. LCD projectors) for thesis defense, activities, and to run computer simulations. The department permits the temporary use of equipment and facilities as long as it does not disrupt the normal operational use of the said equipment and facilities. The permit is entirely upon the discretion of the



department chair. The borrower has the responsibility to cover the cost of replacement or repair in case of damage

<b>Office or Division:</b>		Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Students and faculty		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request addressed to department chair				
Signed application form.		the department will provide the form		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(1) Prepare letter request for using, borrowing of equipment, facilities and high-end computers and submit to department admin (DMPCS)		None	3 minutes	Admin Aide
(2) Accomplish the application form.	1. Record the date of submission  1.1 Check for the completeness of information, Letter request includes date of request, approval of adviser, nos. of days and hours to use the equipment and application form.			
(3) Submit to department chair	2. Forward to the department chair	None	1 minute	Department Chair
	3. Department chair will sign the letter request	None	1 day	Department chair
	If approved, forward to Admin.Aide  3.1 Gate pass form with signature of requester, adviser and Dept. Chair  3.2. Releases the approve request to the students 3.3 Have the log book sign the claimant	None	10 minutes	Admin Aide



<b>Total</b>		<b>None</b>	<b>1 day, 14 minutes</b>	
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### Approval for University Clearance

University clearance at the department level is accomplished to ensure that the students have submitted all requirements and they have no pending obligation.

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University clearance form		University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit to department admin	(1) Record the date of university clearance form	None	1 minute	Admin aide
	(2) Reviewing log book of the students borrowed some thesis/manuscript and if they submit already CD's in the office	None	5 minutes 30 seconds	Admin aide
	(3) Department chair will sign the University Clearance	None	1 hour, 50 minutes and 50 seconds	Department Chair
	(4) if approved, forward to admin aide for recording	None	3 minutes	Admin aide
<b>Total</b>		<b>None</b>	<b>3 hours</b>	

### Check-in borrowed laboratory wares

Check-in laboratory wares borrowed for the performance of experiments for instruction and research

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Faculty, research assistants, and students of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Lab wares to be returned		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Check logbook for the borrowed glassware	Help the client check the logbook for the borrowed glassware (e.g. quantity, kind of glassware, etc.)	None	10 mins	Lab Assistant
Return of borrowed glassware	Receive the returned glassware and check for	None	1 hour	Lab Assistant



	<p>completeness, cleanliness, and absence of defects.</p> <p>If with defects (e.g., broken glassware), list as deficiency in the student's record</p> <p>If in order, return labware to proper storage place</p>			
Once cleared, sign out in the borrower's logbook	Check that the client must sign out on the logbook	None	5 mins	Lab Assistant
<b>Total</b>		<b>None</b>	<b>1 hour 15 minutes</b>	

### Clearance Services at Department Level

Sign university clearance at department level

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Students and alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University clearance		OUR		
CSRS interface				
Client's thesis/SP poster and CD or DVD with all thesis files (raw data, manuscript in Word and PDF)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present clearance	<p>The Lab Assistant will check student deficiencies online.</p> <p>The URA will check thesis/SP poster and CD or DVD of all thesis files</p>	None	2 h	Lab Assistant/ URA
Comply with deficiencies (if any)	Once all requirements are complied with, the persons responsible will affix their initials under the signature line of the DFSC chair	None	5 min	Lab. Assistant/ URA



Proceed to Department chair for signature	Dept. chair will check if the lab aide and URA have affixed their initials. If so, she/he will sign the document	None	5 min	Department chair
<b>Total</b>		<b>None</b>	<b>2 hours 10 minutes</b>	

### Dispense lab wares, chemicals, and reagents

Prepare or provide laboratory wares, chemicals, and reagents for instruction or research purposes

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Faculty, research assistants, and students of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of things to borrow in the logbook or borrower's slip		DFSC dispensing room		
Reservation form		DFSC dispensing room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire from the lab assistant on the availability of lab ware, chemicals, or reagents	Check the availability of needed labware, chemicals, or reagents	none	10 min	Lab. Assistant
Submit reservation form one day before use	Receive duly accomplished and signed reservation forms before providing lab ware, chemicals or reagents	None	5 min	Lab. Assistant
	Prepare the requested lab ware, chemicals or reagents	None	1 day	Lab. Assistant
Input list in logbook	Dispense needed labware, chemicals, and reagents	none	5 min	Lab. Assistant
<b>Total</b>		<b>None</b>	<b>1 day 20 minutes</b>	

### Evaluation of RLC

Evaluate Research Load Credit (RLC) applications of DMPCS faculty members

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	DMPCS faculty members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



RLC application (cover letter, OR Forms 4, OR form 5 or accomplishment report, other required attachments)		From client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents to DMPCS-RDE Committee	DMPCS-RDE Committee endorses application to CSM-RDE Comm. and Dean	none	7 days	Faculty/Dept. chair
<b>Total</b>		<b>None</b>	<b>7 days</b>	

### Evaluation of RLC applications at department level

Evaluate Research Load Credit (RLC) applications of DFSC faculty members

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	DFSC faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RLC application (cover letter, OR Form 4, OR Form 5 or accomplishment report, other required attachments)		From client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents to DFSC-RDE Committee	DFSC-RDE Committee evaluates the faculty applications for completeness; inform client of missing docs, if any; input pertinent info into a worksheet	None	5d	DFSC-RDE Committee
	DFSC-RDE Committee endorses applications to the DFSC Chair	None	1 d	DFSC-RDE Committee
	DFSC Chair signs applications and forwards these to the CSM-RDE Committee	None	1 d	DFSC chair
<b>Total</b>		<b>None</b>	<b>7 days</b>	

### Evaluation of student transferee/shiftee application (i.e., transferring or shifting to the BSFT program)

Evaluate the pertinent documents of students applying to transfer or shift to the BSFT program

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Grades		OUR/OCS or former university		
Application form		OUR		
Description of courses taken		Former department, college, or university		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit forms to Dept. Chair (course through the OUR and OCS)	Dept. chair asks the DFSC Instruction Committee to evaluate submitted documents	None	10 min	Dept. chair
	DFSC Instruction Committee evaluates the application documents; may need to ask the applicant to meet with them	None	3 d	DFSC Instruction Committee
	DFSC Instruction Committee meets and prepares a recommendation for the DFSC Chair	None	1 d	DFSC Instruction Committee
	DFSC Chair endorses the recommendation from the Instruction Committee to the OUR, who in turn informs the applicant of the application result	None	1 d	DFSC Chair
<b>Total</b>		<b>None</b>	<b>5 days, 10 minutes</b>	

### Lending of equipment

Approval to use DFSC equipment

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Students, faculty, RAs of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation form		DFSC Dispensing Room		
Logbook		Room 132 (Biotech Lab)/ DFSC Dispensing Lab		
Gate pass (if needed)		DFSC Dispensing Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





Inquire availability of equipment needed for the experiment	Check availability and briefly explain the use of the equipment (if needed)	None	15 mins	URA/Lab Assistant
Submit reservation form 1-3 days before use	Receive duly accomplished and signed reservation form before allowing usage of equipment	None	5 mins	URA/Lab Assistant
Sign in the equipment logbook	As soon as the user has signed on the logbook, he/she will be oriented on the use and proper care of the equipment.  URA or lab aide will allow the client to use the requested equipment	None	15 mins	URA/Lab Assistant
If the equipment will be used outside the CSM building premises, the client needs to process a gate pass	Sign gate pass and release the needed equipment	None	1 h	URA, Faculty to whom equipment is MR'd
<b>Total</b>		<b>None</b>	<b>1 hr 35 mins</b>	

#### Online department clearance (Laboratory deficiencies)

Check student accountability during registration period

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of accountabilities		CSRS student portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present list of accountabilities that have to be cleared to be able to enroll	Check accountabilities online and clear the student once these have been taken care of	None	10min	Lab.Assistant/ RA
<b>Total</b>		<b>None</b>	<b>10 minutes</b>	

Prepare customized formulations of chemicals and reagents as needed in the lab experiments

Prepare solutions or reagents for instruction

<b>Office or Division:</b>	Department of Food Science and Chemistry – College of Science and Mathematics
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Faculty and students of UP Mindanao			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Lab manual (to show exercise that needs the reagents)		DFSC dispensing room		
Reservation form		DFSC dispensing room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request lab assistant for needed solutions or reagents	Check availability	None	10 min	Lab.assistant/RA
If available, submit reservation form	Receive duly accomplished and signed reservation forms	None	5 min	Lab. assistant/RA
	Prepare needed solutions or reagents	None	1 day	Lab. assistant/RA
Get needed solutions or reagents	Provide needed solutions or reagents	None	5 min	Lab. assistant/RA
<b>Total</b>		<b>None</b>	<b>1 day 20 minutes</b>	

## Department of Mathematics, Physics, and Computer Science (DMPCS)

### Approval of Student Thesis Proposal/ Manuscript

As part of the graduation requirements a student has to submit first a thesis proposal and then the full manuscript. The department has to ensure that the proposal and thesis demonstrate that the students can satisfactorily do research independently.

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proposal /manuscript approved by adviser, co-adviser and panelists.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(1) Submit to department admin	(1) Record the date of submission and provide a submission stab	none	5 hrs and 34 minutes and 2 seconds	Admin Aide
	(2) Forward to the department chair	none	1 minute	Department Chair



	(3) Department chair reviews the thesis proposal/ full manuscript	None	5 days, 1 hour and 20 minutes	Department Chair
	(4) Department chair will sign the proposal/thesis if approved, otherwise, it will be returned to the student (with comments)	none	3 minutes	Department chair
	(5a) If approved, forward to admin aide for recording and releasing	none	3 minutes	Admin aide
	(5a) If not yet approved, forward to admin aide for recording and releasing			
(2) claim the thesis/proposal	(6) Resubmit if not approved. Go back to step 1.			
<b>Total</b>		<b>None</b>	<b>5 days, 2 hours</b>	

### Approval of Travel Request

Faculty sometimes have to leave the university premises to go on official travel. As such they need to apply for a travel request if the trip is within office hours.

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel request				
Travel order		Department		
Itinerary including budget		Department		
If classes will be affected, furnish student conforme, syllabus, and faculty conforme.				
Supporting docs (e.g. letter of invitation)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepare travel documents and submit to department admin (DMPCS)	1. Record the date of submission	None	30 minutes and 30 seconds	Admin aide
	2.1 Check for the completeness of information(travel request must include fund request, address to whom, total expense, class plan)	None	30 minutes and 30 seconds	Admin aide
Submit to department chair	3. Forward to the department chair	None	1 minute	Department Chair



	4. Department chair will sign the travel request	None	3 hours	Department chair
	5. if approved, forward to admin aide for recording and forwarded to Office of the Dean	None	3 minutes	Admin aide
	6. if not approved, missing documents will be requested from the applicant.			
<b>Total</b>		<b>None</b>	<b>4 hours 5 minutes</b>	

### Assistance in Fieldwork of The Faculty and Students

The DBSES Dispensing Laboratory will assist the faculty and students in the preparation of travel requests and during the fieldwork operation.

<b>Office or Division:</b>	College of Science and Mathematics, Department of Biological Sciences and Environmental Studies			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	UP Mindanao Faculty, Students and Research Assistants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal request		Dispensing Laboratory Rm. 117		
Letter Request, Travel order, Waiver and Insurance				
Borrower's Slip, Gate Pass for Equipment (if needed)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty will request the lab aide to prepare for the documents (travel order) and materials needed for the field trip.	1. Lab aide will process the request for action.	None	5 min	Laboratory Aide
2.1. Faculty will prepare letter request for travel and request students to submit waivers and insurance. 2.2. Faculty will also prepare other required attachments for the travel request. 2.3. Students will submit waivers and insurance.	2.1. The lab aide will prepare travel order/s and assist in the collection of waivers and insurance. 2.2. Upon completion of the required documents, the faculty will forward the travel request to the signatories (Department Chair and Dean).	None	5 min	Laboratory Aide



3. During the field activity, faculty and students will bring the needed materials on site.	5. The lab aide will assist during the field activities.	None	2 days	Laboratory Aide
<b>Total</b>		<b>None</b>	<b>2 days 10 minutes</b>	

### Job Application

Job application refers to an applicant applying for a position in the department namely teaching, research, staff or admin positions.

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C –Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of application				
Supporting docs				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit application	Record the date of application	None	5 minutes	
	Evaluate the application		20 days	
Teaching demo	Evaluate the teaching demo		1 day	DMPCS Faculty
	Forward recommendation to the dean.		1 day	
<b>Total</b>		<b>None</b>	<b>22 days, 5 minutes</b>	

### Validation exam/evaluation of application for transfer of course, program

As part of the graduation requirements a student has to submit first a thesis proposal and then the full manuscript. The department has to ensure that the proposal and thesis demonstrate that the student can satisfactorily do research independently.

<b>Office or Division:</b>	Department of Mathematics, Physics, and Computer Science – College of Science and Mathematics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transcript				
Application letter				
Validation form		University Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Evaluate the merit of application if evaluated positively the student will be summoned for an			Department chair and program head. Maybe delegated to the instruction committee.



	interview and/or validation exam.			
Report for the validation exam and/or interview	Conduct the interview and/or validation exam	None	4 hours	Instruction committee of the department
	Provide feedback		2 days	Department chair
	Send recommendation to OUR	none	4 hours	Department chair
<b>Total</b>		<b>None</b>	<b>2 days, 8 hours</b>	

## School of Management (SOM)

### Office of the College Secretary (OCS)

#### Application for Shifting

The Office of the College Secretary processes requests for Shifting of students who intend to shift to another degree program in the university.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who intend to shift to another degree program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter of Intent</li> <li>• Shifting form</li> <li>• True Copy of Grades (TCG)</li> </ul>		<ul style="list-style-type: none"> <li>• OCS</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents	1.1 Checks completeness of application documents 1.2 Informs client to wait for the schedule of interview	None	10 minutes	SRE
2. Client submits himself/herself for interview	2.1 Interviews the applicant	None	1 day	Department admissions committee
3. Client waiting time	3.1. Deliberation of action on the application 3.2. Action on the shifting application 3.3. Informs client on the result of the shifting application	None	5 days (paused-clock)	Department admissions committee  Dean  SRE



4. Client claims	4.1 Releases copy of the result of the shifting application	None	5 minutes	SRE
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 15 minutes</b>	

### Processes Payment for Teaching Overload Honoraria

At the end of the semester the Office of the College Secretary processes payment for teaching overload honoraria for qualified faculty members, who had a total of more than 12 combined credit units in teaching and administrative load.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Qualified Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Disbursement Voucher (2 original copies)</li> <li>Obligation Request and Status (OBRS) (3 original copies)</li> <li>Payroll form (indicating the names of qualified faculty)</li> <li>Faculty Service Record (One photocopy)</li> <li>Approved Research Load Credit</li> <li>Faculty loading</li> <li>Notice of Appointment as Administrator</li> </ul>		<ul style="list-style-type: none"> <li>OCS</li> <li>OCS</li> <li>OCS</li> <li>OCS</li> <li>OCS</li> <li>Department/OCS</li> <li>Faculty/Office of the Dean</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty waiting time	1.1 Gathers all documents for verification and attachment	None	1 days	<ul style="list-style-type: none"> <li>SRE</li> </ul>
	1.2 Prepares list of faculty eligible for teaching overload honoraria in payroll form			<ul style="list-style-type: none"> <li>SRE</li> </ul>
	1.3 Prepares DV and OBRS		2 days (paused-clock)	<ul style="list-style-type: none"> <li>SRE</li> </ul>
	1.4 Signs the documents after verification		2 days (paused-clock)	<ul style="list-style-type: none"> <li>Department Chair/Program Coordinator, College Secretary and Dean</li> </ul>
	1.5 FMIS processing and forward to OUR			<ul style="list-style-type: none"> <li>Admin Aide</li> </ul>



	for endorsement			
	1.6 Endorses the request		1 day (paused-clock)	<ul style="list-style-type: none"> <li>University Registrar</li> </ul>
	1.7 Recommending Approval of the request		2 days (paused-clock)	<ul style="list-style-type: none"> <li>VC for Academic Affairs</li> </ul>
	1.8 Certifies availability of Funds		2 days (paused-clock)	<ul style="list-style-type: none"> <li>Accountant</li> </ul>
	1.9 Budget clearance		2 days (paused-clock)	<ul style="list-style-type: none"> <li>Budget Officer</li> </ul>
	1.10 Approval of the request		2 days (paused-clock)	<ul style="list-style-type: none"> <li>Chancellor</li> </ul>
	1.11 Processing of cheques		10 days (paused-clock)	<ul style="list-style-type: none"> <li>Accounting, Cash Office</li> </ul>
	1.12 Informs the faculty of the availability of cheque through call or email		10 minutes	<ul style="list-style-type: none"> <li>Cash Office</li> </ul>
2. Faculty claims cheque	2.1 Releases cheque		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>26 days and 15 minutes</b>	

### Processing of Extension of Residency

The Office of the College Secretary processes requests for Maximum Residency Rule (MRR) extension of the students who have reached the allowable residency in the university.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who have reached the allowable residency in their respective programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Intent</li> <li>Approved Plan of Study (for continuing students)</li> <li>Approved Thesis/Manuscript Work Gantt Chart (for graduating)</li> <li>True Copy of Grades (TCG)</li> </ul>		<ul style="list-style-type: none"> <li>Office of the College Secretary (OCS)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits all required documents	1.1 Checks completeness of	None	10 minutes	SRE





	application documents			
2. Clients waiting time	1.1 Deliberation of action on the application 1.2 Endorsement of the application 1.3 Final action on the application 1.4 Informs student on the result of the application	None	6 days (paused-clock)	College/department concerned  Dean, University Registrar, Vice Chancellor for Academic Affairs  Chancellor  OUR Admin Aide/SRE
3. Client claims	Releases copy of the result of the application		5 minutes	SRE
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 15 minutes</b>	

### Processing of Leave of Absence

The Leave for Absence is requested by a student who decided not to enroll in the next semester(s) or students who decided to avail within the prescribed time in a semester.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One copy of the Leave of Absence Form</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>Office of the College Secretary (OCS)</li> <li>Cash Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up Leave of Absence form	1.1 Check student record 1.2 Issue Leave of Absence form 1.3 Inform student of the deadline of payment, seek signatures of parents/guardian and other signatories in the LOA form	None	5 minutes	SRE
2. Payment of fees	Issues receipt	PhP 150	5 minutes	Collecting officer
3. Return signed LOA form	Receives signed LOA form	None	5 minutes	SRE



4. Clients waiting time	4.1 Approves/Disapproves request  4.2 Informs the client and faculty on the results of the request through email or SMS	None	1 day (paused-clock) 5 minutes	College Secretary  SRE
<b>TOTAL:</b>		<b>None</b>	<b>1 day and 20 minutes</b>	

### Request for Certification (College Based)

The Offices of the College Secretary issue certifications such as True Copy of grades, good moral character, and other documents as needed by the student/client.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request slip/Payment slip</li> <li>Official Receipt</li> </ul> <p>*Should the client cannot personally make/claim the requested document, an authorization letter with attached photocopy of valid ID of the requesting client and the authorized representative must be presented.</p>		<ul style="list-style-type: none"> <li>Office of the College Secretary (OCS)</li> <li>Cash Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up request/payment slip	Issue request/payment slip	None	5 minutes	SRE
2. Proceed to payment of fees	Cashier to issue Official Receipt	PhP 40 per copy	3 minutes	Collecting officer
3. Submit request form and show Official Receipt	3.1. Receives request form and evaluate payment details 3.2. Inform client when to claim request	None	5 minutes	SRE
4. Client waiting time	4.1. Check student record 4.2. Prepares and print request. 4.3. Certifies correctness of the certification details	None	5 minutes  2 days (paused-clock) 5 minutes	SRE  College Secretary  SRE



	4.4 Inform client of the availability of the request			
5. Client claims request	Release requested certification	None	5 minutes	SRE
<b>TOTAL:</b>		<b>PhP 40 per copy</b>	<b>2 days and 28 minutes</b>	

### Request for Completion/Removal

The student requests for completion of a grade of INC or removal of a grade of 4.0 within the prescribed period. The grade of INC. is given if a student, whose class standing throughout the semester is Passing, fails to take the final examination or fails to complete other requirements for the course, due to illness or other valid reasons. A grade of 4.00, on the other hand, means conditional failure. It may be made up for by successful repetition of the course, or by passing a re-examination.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One copy of Removal/Completion Form</li> <li>Payment slip</li> </ul>		<ul style="list-style-type: none"> <li>OCS</li> <li>OCS</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure completion/removal form	1.1 Check student record 1.2 Assess payment 1.3 Releases completion/removal form 1.4 Instruct the client to coordinate with faculty concerned for the schedule of exam/ submission of deficiency	None	5 minutes	SRE
2. Fills up forms and secure signature of Instructor	Instructor signifies consent for completion/removal	None	1 day (paused clock)	Faculty-in-charge
3. Payment of completion/removal fee	Issues Official Receipt	PhP 20 per subject	5 minutes	Collecting officer
4. Submits filled up completion/removal form and shows Official Receipt to the OCS	Validates and copies OR number in the completion/removal form	None	5 minutes	SRE
5. Client waiting time	5.1. Approval of the completion/removal	None	1 day (paused-clock)	College Secretary
	5.2. Forwards the approved form to the concerned faculty	None	1 day (paused-clock)	SRE



	<p>5.3. Faculty administers exam or checks compliance to the deficiency</p> <p>5.4. Submits completion/removal grade</p> <p>5.5. Certifies correctness of the completion/removal grade given by the faculty in charge</p> <p>5.6. Uploads to the Computerized Student Registration System (CSRS) upon receipt of the grade</p> <p>5.7. Informs the student through SMS or email that he/she can already view his/her grade(s) through CSRS</p>		4 days (paused-clock)	<p>Faculty-in-charge</p> <p>Department Chair/Program Coordinator</p> <p>SRE</p>
6. Client views completion/removal grade through CSRS				
<b>TOTAL:</b>		<b>PhP 20 per subject</b>	<b>7 days and 15 minutes</b>	

### Request for Dropping of Subject/s

A student may, with the consent of his instructor and the Dean, request to drop a subject by filling out the prescribed Dropping Form (UP Form 26) before  $\frac{3}{4}$  of the hours prescribed for the semester/trimester/quarter term have elapsed.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One copy of dropping form (UP Form 26-A)</li> <li>Payment</li> </ul>		<ul style="list-style-type: none"> <li>OCS</li> <li>Cash Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures dropping form (UP Form 26-A)	<p>1.1 Assess payment</p> <p>1.2 Informs student on the deadline of dropping subjects</p>	None	5 minutes	SRE



	1.3 Releases dropping form			
2. Fills up dropping form and seeks signatures	2.1. Receives and signifies dropping of the subject	None	1 day	Registration Adviser and Faculty-in-charge
3. Payment of Dropping fee	3.1. Issues and releases official receipt	PhP 10 per unit	3 minutes	Collecting Officer
4. Submits Dropping form and presents the OR	4.1 Validates details on dropping and records OR details 4.2 Confirms correctness of dropping		15 minutes	SRE  College Secretary
5. Client claims dropping result	5.1 Releases student's copy of the approved dropping application 5.2 Distributes copies of approved dropping application to concerned offices	None	5 minutes	SRE
<b>TOTAL:</b>		<b>PhP 10 per unit</b>	<b>1 day, 28 minutes</b>	

### Request for Excuse for Absence

The excuse for absence is requested by a student who incurs absence/s from his/her classes. This is important for students so that they will be allowed to take make-up quizzes/exams or submit class requirements.

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One copy of excuse slip</li> <li>Medical Certificate/letter from parent or guardian with attached photocopied valid ID/ university approved letter of official representation to activities indicating the dates of absences</li> <li>For Graduate students, letter from employer for official travels</li> </ul>		<ul style="list-style-type: none"> <li>Office of the College Secretary</li> <li>Attending physician/university nurse/parent or guardian</li> <li>employer</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure excuse slip from the OCS	1. Provide client with the excuse slip	None	5 minutes	Student Records Evaluator (SRE)



2. Fills up excuse slip and submit attachment	2.1. Receives filled up excuse slip and attachment	None	5 minutes	SRE
	2.2. Approves/ disapproves the request	None	1 day	College Secretary or OIC
3. Client secures signatures of instructor's	3, Certifies excuse for absences	None	2 days (paused-clock)	Faculty-in-charge
4. Client returns excuse slip to the Office of the College Secretary	4.1 Receives the excuse slip		1 minutes	SRE
	4.2 Furnishes the faculty and client of the approved excuse for absence through email		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>3 days and 17 minutes</b>	

#### Request for International Travel of Faculty and REPS Personnel funded by other agency/No expense from the University

The Academic personnel who travel outside the Country for whatever purpose (personal or official business) shall secure approval from the Chancellor. The request must be submitted at least twenty-two (22) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- (Government to Transacting Public)
<b>Who may avail:</b>	SOM Faculty and REPS
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Letter request address to the Chancellor, thru Channels indicating travel period, place of destination, purpose, source of funds, class arrangements, Officer-in-Charge if Faculty Administrators. (2 copies-Original)	To be prepared by the personnel
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor for Academic Affairs and approved by the Chancellor indicating the complete address of the requester, places to be visited. -(2 copies-Original)	
3. Authority to travel abroad -HRDO Form A-1 (use yellow bond paper) indicating position, employment status, travel period, place of destination, purpose, source of funds, class arrangements, type of leave. -(2 copies-Original) * HRDO requires that this request will be entered in the HRIS.	
4. Permission to hold class outside the schedule, if applicable. (2 copies-Original)	Office of the College Secretary



5. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)		Office of the Dean		
6. Invitation letter, if applicable (2 copies- Photocopy)		Inviting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents.	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Endorses the request	None		Dean/OIC
End of Transaction (Dean's Office Level)	2.3 Records and forwards documents to the HRDO (Human Resource and Development Office)			Administrative Staff
	2.4 Receives, records, evaluates documents	None	Paused-clock	HRDO Staff
	2.5 Endorsement of request.	None		HRDO Chief
	2.9 Forwards documents to OVCAA	None		HRDO Staff
	2.10 Receives, records, evaluates documents	None		OVCAA
	2.11 Endorsement of request.	None		Vice Chancellor/ OIC
	2.14 Forwards documents to OC	None		OVCAA Staff
	2.15 Receives, records, evaluates documents	None		OC Staff
	2.16 Approves request	None		Chancellor/OIC
	2.17 Forwards documents to HRDO for preparation of Endorsement to the DFA and TIEZA	None		HRDO Staff
	2.18 Initials the endorsement	None		HRDO Chief
2.19 Receives, records documents	None	OC Staff		
2.20 Signs the endorsement	None	Chancellor		
2.21 Forwards documents to the requesting unit	None	OC Staff		





	2.22 Receives and records approved request	None	10 minutes	Administrative Staff
3. Receives copy of the endorsement and approved travel request	3. Provides original copy to the personnel and retain a photocopy	None	15 minutes	
<b>Total</b>		<b>None</b>	<b>2 days, 35 minutes</b>	

### Request for International Travel of Faculty and REPS Personnel to present paper in Conferences with Fund Request

The Academic personnel who request funds (from OR/OVCAA/OC) to present papers in Conferences shall secure approval from the Chancellor. The request must be submitted at least twenty-two (22) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- (Government to Transacting Public)			
<b>Who may avail:</b>	SOM Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request address to the Chancellor, thru Channels indicating travel period, place of destination, purpose, estimated amount of travel expenses, source of funds, class arrangements, Officer-in-Charge if Faculty Administrators. (2 copies-Original)			To be prepared by the personnel	
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. -(2 copies-Original)				
3. Authority to travel abroad -HRDO Form A-1 (using yellow bond paper) indicating position, employment status, travel period, place of destination, purpose, source of funds, class arrangements, type of leave. * HRDO requires that this request will be entered in the HRIS-				
3. Abstract of paper for presentation- (2 copies- Photocopy)				
4. Permission to hold class outside the schedule, if applicable. (2 copies-Original)			Office of the College Secretary	
5. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)			Office of the Dean	
6. Acceptance letter (2 copies- Photocopy) with details of registration fees and its coverage			Inviting agency	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents.	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff





End of Transaction (Dean's Office Level)	2.2 Endorses the request	None		Dean/OIC
	2.3 Records and forwards documents to the HRDO (Human Resource and Development Office)			Administrative Staff
	2.4 Receives, records, evaluates documents	None	Paused-clock	HRDO Staff
	2.5 Endorsement of request.	None		HRDO Chief
	2.6 Forwards documents to OR	None		HRDO Staff
	2.7 Receives, records, evaluates documents	None		OR Staff
	2.8 Endorsement of request.	None		Director, Office of Research/OIC
	2.9 Forwards documents to OVCAA and attach monitoring of funds.	None		OR Staff
	2.10 Receives, records, evaluates documents	None		OVCAA
	2.11 Endorsement of request.	None	Vice Chancellor/ OIC	OVCAA Staff
	2.12 Forwards documents to Budget Office (BO) for budget clearance.	None		BO Staff
	2.13 Receives, records, evaluate documents	None		Budget Officer/OIC
	2.13 Budget cleared the request	None		BO Staff
	2.14 Forwards documents to OC	None		OC Staff
	2.15 Receives, records, evaluates documents	None		Chancellor/OIC
	2.16 Approves request	None		HRDO Staff
	2.17 Forwards documents to HRDO for preparation of Endorsement to the DFA and TIEZA	None		HRDO Chief
	2.18 Initials the endorsement	None		OC Staff
	2.19 Receives, records documents	None		Chancellor
	2.20 Signs the endorsement	None		



	2.21 Forwards documents to the requesting unit	None		OC Staff
	2.22 Receives and records approved request	None	10 minutes	Administrative Staff
3. Receives original copy of the endorsement and approved travel request	3. Provides copy to the personnel and retain a photocopy	None	15 minutes	
<b>Total</b>		<b>None</b>	<b>2 days 35 minutes</b>	

### Request for Local Travel funded by another Agency/No expense from the University

The personnel shall secure approval from the Dean to participate in an activity outside Davao City. The request must be submitted at least two (2) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	SOM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request address to the Dean indicating travel period, place of destination, purpose, source of funds, class arrangements for faculty members, Officer-in-Charge if Faculty Administrators. (1 copy-Original)		To be prepared by the Project Proponent/Assistant		
2. Travel order to be approved by the Dean indicating the complete address of the requester, places to be visited. (1 copy-Original)				
3. Invitation letter (1 copy-Original)		Inviting agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete sets of documents to the Office of the Dean.	1. Receives and records	NONE	10 minutes	Administrative Staff
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents.	NONE	2 days	Administrative Staff
	2.2 Approval of request	NONE		Dean/OIC
	2.3 Inform the personnel	NONE		Administrative Staff
<b>Total</b>		<b>None</b>	<b>2 days 10 minutes</b>	



## Request for Local Travel of Administrative Personnel to participate in training/seminar with Fund Request

The Administrative personnel who request funds (from OVCA/OC) to participate in training/seminars outside Davao City shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C- Government to Transacting Public				
<b>Who may avail:</b>	SOM Administrative Staff				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Letter request address to the Chancellor thru Channels, indicating travel period, place of destination, purpose, estimated amount of travel expenses. (2 copies-Original)		To be prepared by the personnel			
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor for Administration and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. (2 copies-Original)					
3. Invitation letter (2 copies-Photocopy)		Inviting agency			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff	
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents.	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff	
	2.2 Endorses the request	None		Dean/OIC  Administrative Staff	
End of Transaction (Dean's Office Level)	2.3 Records and forwards documents to the Office of the Vice Chancellor for Administration (OVCA)	None	Paused-clock		
	2.4 Receives, records, evaluates documents				OVCA Staff
	2.5 Endorsement of request.				Vice Chancellor/ OIC
	2.6 Forwards documents to Budget Office (BO)				OVCA Staff
	2.6 Receives, records, evaluate documents				BO Staff
	2.7 Budget clearance	None		Budget Officer/OIC	



	2.8 Forwards documents to OC	None		BO Staff
	2.9 Receives, records, evaluates documents	None		OC Staff
	2.10 Approves request	None		Chancellor/OIC
	2.11 Forwards documents to the requesting unit	None		OC Staff
	2.12 Receives and records approved request	None	10 minutes	Administrative Staff
3. Receives copy of the endorsement and approved travel request	3 Inform the personnel and provide original copies	None	15 minutes	
<b>Total</b>		<b>None</b>	<b>2 days 35 minutes</b>	

### Request for Local Travel of Faculty and REPS Personnel to participate in training/seminar with Fund Request

The Academic personnel who request funds (from OVCAA/OC) to participate in training/seminar outside Davao City shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)
<b>Who may avail:</b>	SOM Faculty and REPS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request address to the Chancellor thru Channels, indicating travel period, place of destination, purpose, estimated amount of travel expenses, class arrangements, Officer-in-Charge if Faculty Administrators. (2 copies-Original)	To be prepared by the personnel
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor for Academic Affairs and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. -(2 copies-Original)	
3. Permission to hold class outside the schedule, if applicable. (2 copies-Original)	Office of the College Secretary



4. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)		Office of the Dean		
5. Invitation letter (2 copies- Photocopy)		Inviting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Client waiting time  End of Transaction (Dean's Office Level)	2.1 Evaluates completeness and accuracy of documents.	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Endorses the request	None		Dean/OIC
	2.3 Records and forwards documents to the Office of the Vice Chancellor for Academic Affairs (OVCAA)		Administrative Staff	
	2.4 Receives, records, evaluates documents		Paused-clock	OVCAA Staff
	2.5 Endorsement of request.		Vice Chancellor/ OIC	
	2.6 Forwards documents to Budget Office (BO)		OVCAA Staff	
	2.6 Receives, records, evaluate documents		BO Staff	
	2.7 Budget clearance		Budget Officer/OIC	
	2.8 Forwards documents to OC		BO Staff	
	2.9 Receives, records, evaluates documents		OC Staff	
	2.10 Approves request		Chancellor/OIC	
	2.11 Forwards documents to the requesting unit		OC Staff	
2.12 Receives and records approved request	None	10 minutes	Administrative Staff	
3. Receives copy of the endorsement and	3 Inform the personnel, provide original copies	None	15 minutes	



approved travel request	and retain a photocopy			
<b>Total</b>		<b>None</b>	<b>2 days 35 minutes</b>	

### Request for Local Travel of Faculty and REPS Personnel to present paper in Conferences with Fund Request

The Academic personnel who request funds (from OR/OVCAA/OC) to present paper in Conferences shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the travel date.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Client			
<b>Who may avail:</b>	SOM Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request address to the Chancellor, thru Channels indicating travel period, place of destination, purpose, estimated amount of travel expenses, source of funds, class arrangements, Officer-in-Charge if Faculty Administrators. (2 copies-Original)		To be prepared by the personnel		
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. -(2 copies-Original)				
3. Abstract of paper for presentation -(2 copies- Photocopy)				
4. Permission to hold class outside the schedule, if applicable. (2 copies-Original)		Office of the College Secretary		
5. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)		Office of the Dean		
6. Acceptance letter (2 copies- Photocopy) with details of registration fees and its coverage		Inviting agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents. 2.2 Endorses the request	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff
		None		Dean/OIC



End of Transaction (Dean's Office Level)	2.3 Records and forwards documents to the Office of Research (OR)			Administrative Staff
	2.4 Receives, records, evaluates documents	None	Paused-clock	OR Staff
	2.5 Endorsement of request.	None		Director, Office of Research/OIC
	2.6 Forwards documents to OVCAA and attach monitoring of funds.	None		OR Staff
	2.7 Receives, records, evaluates documents	None		OVCAA
	2.8 Endorsement of request.	None		Vice Chancellor/OIC
	2.9 Forwards documents to Budget Office (BO) for budget clearance.	None		OVCAA Staff
	2.6 Receives, records, evaluate documents	None		BO Staff
	2.7 Budget cleared the request	None		Budget Officer/OIC
	2.8 Forwards documents to OC	None		BO Staff
	2.9 Receives, records, evaluates documents	None		OC Staff
	2.10 Approves request	None		Chancellor/OIC
	2.11 Forwards documents to the requesting unit	None	OC Staff	
	2.12 Receives and records approved request	None	15 minutes	Administrative Staff
3. Receives copy of the endorsement and approved travel request	3. Provides original copy to the personnel and retain a copy for file	None	10 minutes	
<b>Total</b>		<b>None</b>	<b>2 days 35 minutes</b>	

### Request for local travel of students to participate training/seminar with funding request

The student who requests funds to participate in trainings/seminars within the Country shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the travel date.





<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	SOM students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request address to the Chancellor, indicating travel period, place of destination, purpose, estimated amount of travel expenses. (2 copies-Original)		To be prepared by the Faculty-in-charge		
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. -(2 copies-Original)		To be prepared by the Faculty-in-Charge		
3. Student waiver with signature of the guardian/parents (2 copies-Original and Photocopy)		Office of the College Secretary		
4. Certification of the students with Insurance Policy (Undergraduate students)- (2 copies- Photocopy)		Office of the College Secretary		
5. Insurance Policy (Graduate Students)- (2 copies- Photocopy)		Companies offering insurance policies (e.g. ML Lhuillier, Cebuana Lhuillier, Malayan etc.)		
6. Invitation letter		Inviting agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete sets of documents to the Office of the Dean.	1. Receives and records	None	10 minutes	Administrative Staff
2. Client waiting time	2. Evaluates completeness and accuracy of documents.	None	2 days	Administrative Staff
	3. Endorsement of request	None		Dean/OIC
End of Transaction (Dean's Office Level)	4. Forwards documents to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None		Administrative Staff
	OVCAA receives, records, evaluates documents	None	Paused-clock	OVCAA Staff
	Endorsement of request.	None		Vice Chancellor/ OIC
	OVCAA forwards documents to Budget Office (BO) for budget clearance.	None		OVCAA Staff





	BO receives, records, evaluate documents	None		BO Staff
	Budget Officer budget cleared the request	None		Budget Officer/OIC
	BO forwards documents to OC	None		BO Staff
	OC receives, records, evaluates documents	None		OC Staff
	Chancellor approves request	None		Chancellor/OIC
	OC forwards documents to the requesting unit	None		OC Staff
	Receives and records approved request		15 minutes	Administrative Staff
3. Receives original copy and signs the logbook.	3. Informs the student, provides copy and retains photocopy			
<b>Total</b>		<b>None</b>	<b>2 days 25 minutes</b>	

## Office of the Dean (OD)

### Conduct of Research Project activity outside Davao City using project funds

The Project Leader who is a faculty member secures approval from the Dean to conduct activity/travel outside Davao City. The request must be submitted at least ten (10) working days if they request for cash advance and/or procurement.

<b>Office or Division:</b>	School of Management (SOM) - Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	SOM Research Projects Proponent/Assistant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of Project Proponent address to the Dean indicating travel period, place of destination, purpose, estimated amount of travel expenses, source of funds, class arrangements, Officer-in-Charge if Faculty Administrators. (1 copy-Original)		To be prepared by the Project Proponent/Assistant		
2. Travel order to be approved by the Dean indicating the complete address of the requester, places to be visited and estimated travel expenses. (1 copy-Original)				
3. Activity Design (1 copy-Original)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete sets of documents to	1. Receives and records	NONE	10 minutes	Administrative Staff



the Office of the Dean.				
2. Client waiting time	2.1 Evaluates completeness and accuracy of documents.	NONE	2 days	Administrative Staff
	2.2 Approval of request	NONE		Dean
3. Receives original copy and signs the logbook.	3. Informs the proponent, provides copy and retains photocopy	NONE		
<b>Total</b>		<b>NONE</b>	<b>2 days 10 minutes</b>	

### Contract of Service for Project Staff

The Contract is given to the Project Staff who are funded by API Projects, Research Projects and others. This document must be accomplished at least five (5) working days before commencement of service.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	Project Leader			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter request to the Chancellor endorsed by the Dean indicating the project title, project proponent, project duration, contracted price. – (1 original copy)		Prepared by the Project Leader		
2. Approved Personnel Requisition Slip (PRS) indicating proposed rank, earliest starting date, qualifications, educational background etc. - (1 original copy)		Office of the Dean		
3. Job Description - (1 original copy)		Prepared by the Project Leader		
4. Application letter and Resume- (1 original copy)		Provided by the Project Staff		
5. Transcript of Records of Project Staff/True Copy of Grades- (1 photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents to the Office of the Dean at least five (5) days before commencement of service- four (4) original copy	1.1 Receives, records and checks the documents	None	20 minutes	Administrative Staff
	1.2 Signs the contract	None	1 day	Dean
	1.3 Forwards documents to the HRDO	None	20 minutes	Administrative Staff
	1.4 Receives, records, evaluates documents	None	Paused-clock	HRDO Staff



	1.5 Signs the Contract as Witness	None		HRDO Chief
	1.6 Forwards documents to the Acctg. Office	None		HRDO Staff
	1.7 Receives, records, evaluates documents	None		Acctg Office Staff
	1.7 Signs the documents as Witness	None		Chief Accountant
	1.8 Forwards documents to the Requesting Unit	None		Acctg Office Staff
	1.9 Receives, records and checks the documents	None		SOM Staff
2. Receives the document and sign in the logbook	2.1 Logs in the monitoring book and releases the Contract for notarial	None	15 minutes	SOM Staff
3. Provide notarized copy to the Office of the Dean (2 original copies)	3.1 Receives, records and provides copy to the HRDO		20 minutes	SOM Staff
	3.2 Signs the logbook		5 minutes	HRDO Staff
<b>Total</b>		<b>None</b>	<b>1 day 1 hour 20 minutes</b>	

### Facilitate other requests

This service is offered to faculty members who seek assistance in printing, scanning and photocopying of official documents.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	Faculty members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Documents to be processed (electronic/hard copy)		Provided by the requester		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the Office of the Dean	1. Receives and facilitates request	None	30 minutes	Administrative Staff
2. Receives the documents	2. Provide copies/ service	None		
<b>Total</b>		<b>None</b>	<b>30 minutes</b>	

### Issuance of Certificate of Employment for Project Staff

Certificate of Employment is issued to former Project Staff for employment or BIR purposes. This request must be submitted at least two days before the day it is needed.



<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	Former Project Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with endorsement of Project Leader/Proponent- (1 original copy)		Client will provide the letter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the Dean indicating its purpose.	1.1 Receives and records the document	None	10 minutes	Administrative Staff
	1.2 Prepares Certification	None	2 days	Administrative Staff
	1.3 Signs the Certification	None		Dean
	1.4 Informs the Client	None		Administrative Staff
2. Receives the document and signs in the logbook	2.1 Logs in the monitoring book and releases the document	None	15 minutes	Administrative Staff
<b>Total</b>		<b>None</b>	<b>2 days 35 minutes</b>	

### Issuance of Officer-in-Charge Memorandum

The memo is issued to Faculty Administrators who will be out of the Office due to official travel/business. Travel requests must be submitted at least seven (7) working days before the travel date or two days before its official business.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	Faculty Administrators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel documents (letter, travel order etc.)- (1 original copy)		To be prepared by the Faculty-in-charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete sets of documents to the Office of the Dean.	1. Receives documents and prepares the memo	None	2 days	Administrative Staff
	2. Signs the Memo	None		Dean/OIC
	3. Attach the memo to the travel request	None		Administrative Staff
<b>Total</b>		<b>None</b>	<b>2 Days</b>	



## Payment to Supplier

The Office of the Dean processes requests for payment to supplier(s) for the services rendered/provided. Payment is made after thirty (30) days from receipt of documents.

<b>Office or Division:</b>	School of Management (SOM) - Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C--Government to Citizen			
<b>Who may avail:</b>	<b>Suppliers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Billing/ Charge Invoice 2. Delivery Receipt, if applicable		Provided by the supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents	1.1 Receives the documents	NONE	10 minutes	Administrative Staff
2. Client waiting time	1.2 Prepares pertinent supporting documents	NONE	2-3 days	Dean/OIC
	1.3 Signs pertinent documents	NONE		
	1.4 Forwards documents to concerned offices (e.g. SPMO if it requires PAR/ICS, Accounting for processing of payment)	NONE		Administrative Staff
	1.5 Receives and process payment	NONE	Paused-clock	Office Staff of SPMO/Acctg Office/OVCAd/ OC/Cash Office
	1.5 Checks updates in UIS	NONE	5 minutes	Administrative Staff
	1.6 Informs the supplier on cheque availability.	NONE	5 minutes	Administrative Staff
<b>Total</b>		<b>NONE</b>	<b>2-3 days, 20 minutes</b>	

## Processing of Application for Readmission

The Office of the College Secretary processes requests for Readmission of students who have delinquent status

<b>Office or Division:</b>	School of Management (SOM), Office of the College Secretary (OCS)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students who have delinquent status in their respective programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Intent</li> <li>Approved Plan of Study (for continuing students)</li> <li>Approved Thesis/Manuscript Work Gantt Chart (for graduating)</li> <li>True Copy of Grades (TCG)</li> <li>Applicant must have taken psychological exam upon submission of request for readmission</li> </ul>		<ul style="list-style-type: none"> <li>OCS</li> </ul>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents	1.1 Checks completeness of application documents 1.2 Informs client to wait for the schedule of interview	None	10 minutes	SRE
2. Client submits himself/herself for interview	Interviews the applicant	None	1 day	College readmission committee
3. Client waiting time	1.1 Deliberation of action on the application 1.2 Action on the readmission 1.3 Informs client on the result of the readmission	None	5 days (paused-clock)	College readmission committee  Dean  SRE
4. Client claims	4.1 Releases copy of the result of the readmission		5 minutes	SRE
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 15 minutes</b>	

### Reimbursement of travel expenses

The Office of the Dean processes reimbursement of travel expenses incurred by the SOM personnel. Payment is made after thirty (30) days or earlier from receipt of complete documents.

<b>Office or Division:</b>	School of Management (SOM) - Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen/Client)			
<b>Who may avail:</b>	SOM Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Plane/bus ticket, original official receipts		Provided by the supplier(s)		
2. Boarding passes		Airline Company		
3. Certificate of Appearance		Inviting agency		
4. Certificate of Travel Completed indicating if travel follows the approved itinerary. Otherwise, indicate justification for the deviation.		Office of the Dean		
5. Summary of Expenses signed by the requesting party indicating the name of the payee, amount, official receipt number and nature of expenses (e.g. travel expenses)				
6. Actual Itinerary of travel if it deviates the approved travel request.		Prepared by the requesting party.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents	1.1 Receives the documents	NONE	10 minutes	Administrative Staff



2. Client waiting time	1.2 Prepares other pertinent supporting documents	NONE	3-4 days	
	1.3 Signs pertinent documents	NONE		Dean/OIC
	1.4 Forwards documents to concerned offices (e.g. Budget Office for budget clearance, Accounting for processing of payment)	NONE		Administrative Staff
	1.5 Receives and process payment	NONE	Paused-clock	Office Staff of Budget Office/Acctg Office/OVCA/OC/Cash Office
	1.5 Checks updates in UIS	NONE	5 minutes	Administrative Staff
	1.6 Informs the on cheque availability.	NONE	10 minutes	Cash Office Staff
<b>Total</b>		<b>NONE</b>	<b>3-4 days, 25 minutes</b>	

#### Request of Administrative Personnel to participate in training/seminar with Fund Request

The Academic personnel who request funds (from OVCA/OC) to participate in training/seminar within Davao City shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the activity.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	SOM Faculty and REPS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request address to the Chancellor thru Channels, indicating date, venue, purpose, estimated amount of expenses, class arrangements if applicable, Officer-in-Charge if Faculty Administrators. (2 copies-Original)		To be prepared by the personnel		
2. Invitation letter (2 copies-Photocopy)		Inviting agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
2. Client waiting time	2.1 Evaluates documents. 2.2 Endorses the request 2.3 Records and forwards documents to the Office of the	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff
		None		Dean/OIC





End of Transaction (Dean's Office Level)	Vice Chancellor for Administration (OVCA)			Administrative Staff
	2.4 Receives, records, evaluates documents	None	Paused-clock	OVCA Staff
	2.5 Endorsement of request.	None		Vice Chancellor/OIC
	2.6 Forwards documents to Budget Office (BO)	None		OVCA Staff
	2.6 Receives, records, evaluate documents	None		BO Staff
	2.7 Budget clearance	None		Budget Officer/OIC
	2.8 Forwards documents to OC	None		BO Staff
	2.9 Receives, records, evaluates documents	None		OC Staff
	2.10 Approves request	None		Chancellor/OIC
	2.11 Forwards documents to the requesting unit	None		OC Staff
	2.12 Receives and records approved request	None		15 minutes
	2.13 Inform the personnel	None		
<b>Total</b>		<b>None</b>	<b>2 days, 25 minutes</b>	

### Request of Faculty and REPS Personnel to participate in training/seminar with Fund Request

The Academic personnel who request funds (from OVCAA/OC) to participate in trainings/seminars within Davao City shall secure approval from the Chancellor. The request must be submitted at least seven (7) working days prior to the activity.

<b>Office or Division:</b>	School of Management (SOM)- Office of the Dean (OD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)
<b>Who may avail:</b>	SOM Faculty and REPS
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Letter request address to the Chancellor thru Channels, indicating date, venue, purpose, estimated amount of expenses, class arrangements if applicable, Officer-in-Charge if Faculty Administrators. (2 copies-Original)	To be prepared by the personnel
2. Invitation letter (2 copies-Photocopy)	Inviting agency





3. Permission to hold class outside the schedule, if applicable. (2 copies-Original)		Office of the College Secretary			
4. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)		Office of the Dean			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits complete sets of documents to the Office of the Dean.	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff	
2. Client waiting time  End of Transaction (Dean's Office Level)	2.1 Evaluates completeness and accuracy of documents.	None	2 days	Office Assistant any delegated Office Assistant/ OD Staff	
	2.2 Endorses the request	None		Dean/OIC	
	2.3 Records and forwards documents to the Office of the Vice Chancellor for Academic Affairs (OVCAA)			Administrative Staff	
		2.4 Receives, records, evaluates documents	None	Paused-clock	OVCAA Staff
		2.5 Endorsement of request.	None		Vice Chancellor/ OIC
		2.6 Forwards documents to Budget Office (BO)	None		OVCAA Staff
		2.6 Receives, records, evaluate documents	None		BO Staff
		2.7 Budget clearance	None		Budget Officer/OIC
		2.8 Forwards documents to OC	None		BO Staff
		2.9 Receives, records, evaluates documents	None		OC Staff
		2.10 Approves request	None		Chancellor/OIC
		2.11 Forwards documents to the requesting unit	None		OC Staff
		2.12 Receives and records approved request	None		15 minutes
	2.13 Inform the personnel	None			
<b>Total</b>		<b>None</b>	<b>2 days, 25 minutes</b>		



Request to conduct Experiential Learning Activities (ELA) of students (e.g. field trip/exposure)

The Faculty-in-Charge secures approval from the Chancellor to conduct ELA. This request must be submitted at least seven (7) working days prior to the activity. This will ensure that activity is official.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	Faculty members (Faculty-in-Charge) and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request of Faculty members address to the Chancellor, indicating travel period, place of destination, purpose, estimated amount of travel expenses, source of funds, class arrangements, Officer-in-Charge if Faculty Administrators. (2 copies-Original)		To be prepared by the Faculty-in-charge		
2. Travel order to be approved by the Chancellor and Itinerary of Travel to be endorsed by the Dean, Vice Chancellor and approved by the Chancellor indicating the complete address of the requester, places to be visited and estimated travel expenses. -(2 copies-Original)		To be prepared by the Faculty-in-Charge		
3. Accomplish the Experiential learning Activities (ELA) Form (2 copies-Original)		Office of the College Secretary		
4. Permission to hold class outside the schedule, if applicable. (2 copies-Original)		Office of the College Secretary		
5. Student waiver with signature of the guardian/parents (2 copies-Original and Photocopy)		Office of the College Secretary		
6. Certification of the students with Insurance Policy (Undergraduate students)- (2 copies- Photocopy)		Office of the College Secretary		
7. Insurance Policy (Graduate Students)- (2 copies- Photocopy)		Companies offering insurance policies (e.g. ML Lhuillier, Cebuana Lhuillier, Malayan etc.)		
7. Course Outline and Class list (2 copies- Photocopy)		To be prepared by the Faculty-in-Charge		
8. Officer-in-Charge Memo if Faculty Administrator (2 copies- Photocopy)		Office of the Dean		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete sets of documents to the Office of the Dean.	1. Receives and records	None	10 minutes	Administrative Staff
2. Client waiting time	2. Evaluates completeness and accuracy of documents.	None	2 days	Administrative Staff
	2.1 Endorsement of request	None		Dean/OIC
End of Transaction (Dean's Office Level)	2.3 Forwards documents to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	None		Administrative Staff



	OVCAA receives, records, evaluates documents	None	Paused-clock	OVCAA Staff
	Endorsement of request.	None		Vice Chancellor/ OIC
	OVCAA forwards documents to Budget Office (BO) for budget clearance.	None		OVCAA Staff
	BO receives, records, evaluate documents	None		BO Staff
	Budget Officer budget cleared the request	None		Budget Officer/OIC
	BO forwards documents to OC	None		BO Staff
	OC receives, records, evaluates documents	None		OC Staff
	Chancellor approves request	None		Chancellor/OIC
	OC forwards documents to the requesting unit	None		OC Staff
	Receives and records approved request		15 minutes	Administrative Staff
	Inform faculty-in-charge			
<b>Total</b>		<b>None</b>	<b>2 days 25 minutes</b>	

### Use of equipment/property

This service is offered to UP personnel and students who wish to borrow the equipment/property of the School. The use of the property is for University activities and recognized student activities. The request must be submitted a day before its use except for emergency cases.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	UP Personnel and SOM students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request form for use of equipment/property containing name of requesting unit/person, list of item(s), quantity, purpose, date/time/venue- (1 original copy) * Request of students should be endorsed by the Adviser. 2. Gate pass for equipment brought outside the campus to be filled-out by the Property Custodian. (1 original copy for the guard and 1 photocopy for file copy)			Office of the Dean	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the form and submit to the Office of the Dean.	1.1 Receives, records, checks the document and	None	10 minutes	Administrative Staff



	availability of the item (s)			
	1.2 Approves request	None	1 day	Dean
2. Receives the property and sign in the logbook	2.1 Log in the monitoring book, releases the item(s) and issue Gate pass if applicable	None	15 minutes	Administrative Staff/ Property Custodian
3. Returns the borrowed property, signs the monitoring logbook and indicate date	3.1 Receives the item(s) and logs in the monitoring book	None	15 minutes	Administrative Staff/ Property Custodian
<b>Total</b>		<b>None</b>	<b>1 day, 35 minutes</b>	

### Use of room/facilities

This service is offered to UP personnel and SOM recognized organizations who wish to use the facilities. The use of the property is for University activities and recognized student activities. The request must be submitted a day before its use except for emergency cases.

<b>Office or Division:</b>	School of Management- Office of the Dean (OD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Transacting Public)			
<b>Who may avail:</b>	UP Personnel and SOM students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form for use of facilities containing name of requesting unit/person, purpose, date/time/venue- (1 original copy) * Requests for students should be endorsed by the Adviser.		Office of the Dean		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the form and submit it to the Office of the Dean.	1.1 Receives, records, checks the document and availability of the facility.	None	10 minutes	Administrative Staff
	1.2 Approves request	None	1 day	Dean
	2.1 Informs the requesting party	None	15 minutes	Administrative Staff/ Building Administrator
<b>Total</b>		<b>None</b>	<b>1 day, 25 minutes</b>	



## **Annexes**



## ANNEX 1. Checklist for Payment to Suppliers

### A. Payment to Suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A.1 Electric Bill / Water</b>	
1.1 Disbursement Voucher (DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
1.3 Billing Statement / Statement of Account - 2 copies	End user
1.4 Promissory Note (for UP Min Guesthouse) - 2 copies	End user
<b>A.2 Telephone / Cell Phone Subscription</b>	
2.1 DV – 2 copies	End user
2.2 ORS/BURS - 3 copies duly approved	End user
2.3 Billing Statement / Statement of Account - 2 copies	End user
2.4 Certificate from the Unit Head (for official calls) - 2 copies	End user
2.5 Official Receipt (for personal calls) (original and photocopy) - 2 copies	End user
<b>A.3 Newspaper Subscription</b>	
3.1 DV – 2 copies	End user
3.2 ORS/BURS – 3 copies duly approved	End user
3.3 Approved Purchase Request (PR) - 4 copies	End user
3.4 Purchase Order (with stamped “received” by COA) - 2 copies	End user
3.5 Billing Statement / Charge Slip - 2 copies	End user
3.6 Contract of Service (if applicable) - 2 copies	End user
3.7 Inspection and Acceptance Report - 2 copies	End user
3.8 Mayor’s Permit/Business Permit - 2 copies	End user
<b>A.4 Goods (Supplies/Materials/Equipment)</b>	
4.1 DV - 2 copies	End user
4.2 ORS/BURS - 3 copies	End user
4.3 BIR TIN	End user
4.4 Approved PR (detailed/itemized /specific) – 4 copies	End user
4.5 Purchase Order (with stamp “received” by COA office) – 2 copies	End user



4.6 Cash/Sales Invoice/Charge Invoice/Statement of Account/Official Receipt (original and photocopy) - 2 copies	End user
4.7 Delivery Receipt (original and photocopy)	End user
4.8 Abstract of Canvass	End user
4.9 Request For Quotation (RFQ) (Above Php1,000.00/item) (Above Php100,000.00 - sealed bids from 3 suppliers) - 2 sets	End user
4.10 Certificate of Sole Distibutorship (for exclusive distributor) - 2 copies	End user
4.11 Approved Project Proposal / Line Item Budget (API/PSI) - 2 copies	End user
4.12 Promissory Note (for Kaliwaan mode of payment) - 2 copies	End user
4.13 Mayor's Permit/Business Permit/PhilGeps Certification - 2 copies	End user
4.14 Monitoring of funds signed by the head of unit - 2 copies	End user
4.15 Inspection and Acceptance Report - 2 copies	End user
4.16 If PhilGeps posting needed (above Php50,000.00), attached Notice Of Award (NOA) - 2 copies	End user
4.17 Additional requirements as per SPMO checklist - 2 copies	End user
<b>A.5 Repairs/Maintenance</b>	
5.1 DV - 2 copies	End user
5.2 ORS/BURS - 4 copies	End user
5.3 BIR TIN	End user
5.4 Approved PR (detailed/itemized) - 4 copies	End user
5.5 Billing Statement/Sales Invoice/Charge - 2 copies	End user
5.6 Purchase Order (with stamp "received" by COA) - 3 copies	End user
5.7 Abstract of Canvass - 2 copies	End user
5.8 RFQ (Above Php1,000.00/item - open canvass from 3 suppliers) (Above Php100,000.00 - sealed bids from 3 suppliers) - 2 sets	End user
5.9 Pre and Post Inspection Report - 2 copies	End user
5.10 Waste Material Report (for replacement of defective parts of a specific equipment/device) - 2 copies	End user
5.11 Job Order request - 2 copies	End user
5.12 Copy of history of repair of vehicles/motors - 2 copies	End user
5.13 Cost Estimates from PPO - 2 copies	End user
5.14 Mayor's Permit/Business Permit/PhilGeps Certification - 2 copies	End user
5.15 API/PSI - 2 copies	End user
5.16 Monitoring of funds signed by the head of unit - 2 copies	End user
5.17 Inspection and Acceptance Report - 2 copies	End user
5.18 If PhilGeps posting needed (above Php50,000.00), attached Notice Of Award (NOA) - 2 copies	End user
5.19 Additional requirements as per SPMO checklist - 2 copies	End user
<b>A.6 Fuel/Gasoline</b>	
6.1 Disbursement Voucher (DV) – 2 copies	End user
6.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
6.3 Approved Purchased Request(PR), (detailed /itemized /specific) – 4 copies	End user
6.4 Purchase Order (with stamp "received" by COA office) – 3 copies	End user
6.5 Billing Statement /Sales Invoice/Charge Slip – 2 copies	End user
6.6 Approved Trip Ticket per Travel (original copy) – 2 copies	End user
6.7 Business Permit/Mayor's Permit – 2 copies	End user
6.8 Monthly Report for official travel – 2 copies	End user
6.9 Monthly Report for fuel consumption – 2 copies	End user
6.10 Monitoring of funds signed by the head of unit – 2 copies	End user
6.11 Additional requirements as per SPMO checklist	End user
<b>A.7 Services (Janitorial/Security Guard) / Building Rental</b>	
7.1 DV – 2 copies	End user
7.2 ORS/BURS - 3 copies	End user
7.3 Billing Statement / Statement of Account – 2 copies	End user
7.4 DTR's (per employee) – 2 copies	End user
7.5 Payroll (signed and approved) – 2 copies	End user
7.6 Copy of Monthly Remittances (SSS/HMDP/PHIC) – 2 copies	End user
7.7 Certification from the supplier/agency (that duty was accomplished) – 2 copies	End user
7.8 Contract and other necessary documents – 2 copies	End user
<b>A.8 Goods / Construction</b>	
8.1 Disbursement Voucher(DV) – 2 copies	End user
8.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
8.3 Approved Purchased Request(PR), (detailed /itemized /specific) – 4 copies	End user
8.4 Purchase Order (with stamp "received" by COA office) – 3 copies	End user
8.5 Billing Statement /Statement of Account (original copy) – 2 copies	End user





8.6 Letter Request from contractor – 2 copies (Progress/Final Report, Approved by the Chancellor)	End user
8.7 Certification from the PPO/CPDO - 2 copies (Approved by the Chancellor) (for completion / percentage of accomplishment of the project)	End user
8.8 Project Contract – 2 copies	End user
8.9 Bank Account details (not needed for Check Release) – 2 copies	End user
8.10 Notice of Award / Notice to Proceed – 2 copies	End user
8.11 Inspection and Acceptance Report – 2 copies	End user
8.12 Mayor's Permit/Business Permit/PhilGeps – 2 copies	End user
8.13 If needs PhilGeps posting (above P50K) attached Notice of Award - 2 copies	End user
8.14 Additional requirements as per SPMO checklist - 2 copies	End user
<b>A.9 Catering Services for Meals/Snacks (Trainings/seminars/meetings)</b>	End user
9.1 DV - 2 copies	End user
9.2 ORS/BURS - 3 copies	End user
9.3 Approved PR (detailed/itemized) - 4 copies	End user
9.4 Purchase Order (with stamp "received" by COA Office) - 3 copies	End user
9.5 RFQ (Above Php10,000.00/lot - open canvass from 3 suppliers) - 2 sets (Above Php100,000.00 - sealed bids)	End user
9.6 Contract from the caterer (if needed) - 2 copies	End user
9.7 Approved Letter Request / Activity Design - 2 copies	End user
9.8 Invitation/Memo/Notice of meetings - 2 copies	End user
9.9 Attendance Sheet (original copy for COA/certified copy for Acctg.) - 2 copies	End user
9.10 Approved Project Proposal/Line Item Budget (API/PSI) - 2 copies	End user
9.11 Monitoring of funds signed by the head of unit - 2 copies	End user
9.12 Inspection and Acceptance Report - 2 copies	End user
9.13 Additional requirements as per SPMO checklist - 2 copies	End user
<b>A.10 Hotel Accommodations and Plane Ticket</b>	
10.1 DV - 2 copies	End user
10.2 ORS/BURS - 3 copies	End user
10.3 Approved PR (detailed/itemized) - 4 copies	End user
10.4 Purchase Order (with stamp "received" by COA Office) - 3 copies	End user
10.5 Billing Statement / Statement of Account - 2 copies	End user
10.6 Abstract of Canvass - 2 copies	End user
10.7 RFQ (Above Php1,000.00/item - open canvass from 3 suppliers) - 2 sets	End user
10.8 Approved Letter Request - 2 copies	End user
10.9 Approved Travel Order/Itinerary of Travel - 2 copies	End user
10.10 Approved Project Proposal/Line Item Budget (API/PSI) - 2 copies	
10.11 Monitoring of funds signed by the head of unit - 2 copies	
10.12 Additional requirements as per SPMO checklist - 2 copies	
<b>If travel is already completed, attach the following:</b>	
10.13 Certificate of Travel Completed - 2 copies	
10.14 Certificate of Appearance/Attendance - 2 copies	
<b>If meetings/trainings/seminars are conducted in a private venue like hotels, please attach justification for the venue duly approved by the Chancellor - 2 copies</b>	
<b>A.11 Vehicle/Van Rental</b>	
11.1 DV - 2 copies	End user
11.2 ORS/BURS - 3 copies	End user
11.3 Approved PR (detailed/itemized) - 4 copies	End user
11.4 Purchase Order (with stamp "received" by COA Office) - 3 copies	End user
11.5 Billing Statement / Statement of Account - 2 copies	End user
11.6 Trip Ticket per vehicle - 2 copies	End user
11.7 Abstract of Canvass - 2 copies	
11.8 RFQ from 3 suppliers, regardless of amount - 2 sets	
11.9 Approved Activity Design/Project Proposal/Line Item Budget - 2 copies	
11.10 Approved Travel Order/Itinerary of Travel, if outside Davao City - 2 copies	
11.11 Additional requirements as per SPMO checklist - 2 copies	
<b>If travel is completed, please attach the following:</b>	
11.12 Certificate of Travel Completed - 2 copies	
11.13 Certificate of Appearance/Attendance - 2 copies	
11.14 List of passengers (for travels outside Davao City) - 2 copies	
11.15 For NGS, include Contract (stating specifically that they are allowed to travel)	

\*\* Please attach OIC memo if applicable (2 copies) \*\*





## Annex 2. Payment for Various Transactions

### A. Payment for Cash Advance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A.1 Travel (local)</b>	
1.1 DV(Disbursement Voucher) w/ Promissory Note (all original copy) – 3 copies duly approved	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 4 copies duly approved	End user
1.3 Approved PR(Purchase Request) – 4 copies duly approved (If purchasing plane ticket, please refer to SPMO checklist)	End user
1.4 Abstract of Canvass – 2 copies	End user
1.5 Approved Travel Request – 3 copies	End user
1.6 Approved Travel Order / Itinerary of Travel (indicate complete address / place of origin; region of destination) – 3 copies duly approved	End user
1.7 Approved Project Proposal / Line Item Budget (API -/PSI) – 3 copies	End user
1.8 Copy of Fidelity Bond (if the payee is not the one who will travel) – 3 copies	End user
1.9 For Actual accommodation, attach a certification from the head of Agency or authorized representative as absolutely necessary – 3 copies	End user
1.11 Monitoring of funds signed by the head of unit – 2 copies	End user
1.12 Certification for Liquidated Cash Advance (Cert. from the Chief Accountant that the previous cash advance has been liquidated and accounted for in books) – 3 copies	End user
1.13 Yellow Tag (Internal to the Accounting Office) – 1 copy	Admin Assist II (Bookkeeper)
1.14 For NGS(Non-government service), include Contract (states specifically that the NGS staff is allowed to travel) – 2 copies	End user
<b>A.2 Petty Cash</b>	
2.1 DV(Disbursement Voucher) w/ Promissory Note (all original copy) – 3 copies duly approved	End user
2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 4 copies duly approved	End user
2.3 Authority to Cash Advance – 3 copies duly approved	End user
2.4 Approved PR(Purchase Request) ,(detailed / itemized) – 4 copies duly approved	End user
2.5 Approved estimate of petty expense for one month – 3 copies	End user
2.6 Copy of Fidelity Bond – 3 copies	End user
2.7 Monitoring of funds signed by the head of unit – 2 copies	End user
2.8 Certification for Liquidated Cash Advance (Cert. from the Chief Accountant that the previous cash advance has been liquidated and accounted for in books) – 3 copies	End user
2.9 Yellow Tag (Internal to the Accounting Office) – 1 copy	Admin Assist II (Bookkeeper)
<b>A.3 Activity /Supplies /Services</b>	
3.1 DV(Disbursement Voucher) w/ Promissory Note (all original copy) – 3 copies duly approved	End user
3.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 4 copies duly approved	End user
3.3 Yellow Tag (Internal to the Accounting Office) – 1 copy	End user
3.4 Authority to Cash Advance – 3 copies duly approved	End user
3.5 Approved PR(Purchase Request) ,(detailed / itemized) – 4 copies duly approved	End user
3.6 Abstract of Canvass – 3 copies	End user
3.7 RFQ (Above Php1,000.00/lot - open canvass from 3 suppliers) - 3 sets	End user
3.8 Approved Project Proposal / Line Item Budget (API/PSI) – 3 copies	End user
3.10 Approved Activity Design – 3 copies	End user
3.11 Copy of the appointment designated as Disbursing Officer - 3 copies	
3.12 Copy of Fidelity Bond – 3 copies	End user
3.13 Promissory Note (for Kaliwaan mode of payment) – 2 copies	End user
3.14 Certification for Liquidated Cash Advance (Cert. from the Chief Accountant that the previous cash advance has been liquidated and accounted for in books) – 3 copies	End user

### B. Payment of Reimbursements and Replenishment



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>B.1 Travel</b>	
1.1 Disbursement Voucher(DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
1.3 Approved PR(Purchase Request), (detailed/itemized) – 4 copies duly approved	End user
1.4 Summary of Expenses – 3 copies	End user
1.5 Certificate of Travel Completed – 2 copies	End user
1.6 Actual Itinerary of Travel (if there are changes in TO) – 2 copies	End user
1.7 Certificate of Appearance/Attendance – 2 copies	End user
1.8 Plane Ticket and OR (original and photocopy) – 2 copies	End user
1.7 Boarding Pass (original and photocopy, if thermal paper) – 2 copies	End user
1.8 RER's(Reimbursement of Expenses Receipt)(for transportation expenses w/out OR) – 2 copies	End user
1.9 Abstract of Canvass – 2 copies	End user
1.10 RFQ (request for quotation) from 3 suppliers, for tickets P1,000 and above - 2 sets	End user
1.11 Approved Travel Request – 2 copies	End user
1.12 Approved Travel Order / Itinerary of Travel (Indicate complete address /place of origin; region of destination) – 2 copies	End user
1.13 Approved Project Proposal / Line Item Budget (API/PSI) – 2 copies	End user
1.14 Monitoring of funds signed by the head of unit – 2 copies	End user
1.15 For NGS(Non-government service), include Contract (states specifically that the NGS staff is allowed to travel) – 2 copies	End user
In lieu of tickets and certificates of appearance, please refer to secondary documents prescribed under COA circular No. 2020-015 dated January 31, 2020	
<b>B.2 Supplies /Materials /Services</b>	
2.1 Disbursement Voucher(DV) – 2 copies	End user
2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
2.3 Approved PR(Purchase Request), (detailed/itemized/specific) – 4 copies duly approved	End user
2.4 Official Receipt from supplier – 2 copies	End user
2.5 Abstract of Canvass – 2 copies	End user
2.6 RFQ(request for quotation) from 3 suppliers, for purchases P1,000 and above - 2 sets	End user
2.7 Attach certificate of emergency purchase (if no canvass attached) – 2 copies	End user
2.8 Property Acknowledgement Receipt (PAR) for equipment – 2 copies	End user
2.9 ICS(Inventory Custodian Slip) – 2 copies	End user
2.10 Letter Order (short term hired employee for services) – 2 copies	End user
2.11 Payroll, if more than one person (for services) – 2 copies	End user
2.12 Certificate of Service per person per month (w/ TIN #) – 2 copies	End user
2.13 Pre and Post Inspection Report – 2 copies	End user
2.14 Waste Material Report(for replacement of defective parts of a specific equipment /devices) – 2 copies	End user
2.15 Cost Estimates from PPO (for repair and maintenance) – 2 copies	End user
2.18 Approved Project Proposal /Line Item Budget (API/PSI) – 2 copies	End user
2.19 Monitoring of funds signed by the head of unit – 2 copies	End user
2.20 Inspection and Acceptance Report(IAR) – 2 copies	End user
2.21 If expenses being reimbursed are for NGS/RA - please attach Contract of Service - 2 copies	
<b>B.3 Meals</b>	
3.1 Disbursement Voucher (DV) – 2 copies	End user
3.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
3.3 Approved PR(Purchase Request), (detailed/itemized/specific) – 4 copies duly approved	End user
3.4 Inspection and Acceptance Report(IAR) – 2 copies	End user
3.5 Summary of Expenses – 3 copies	End user
3.6 Official Receipt from supplier (original and photocopy) – 2 copies	End user
3.7 Abstract of Canvass – 2 copies	End user
3.8 RFQ(request for quotation) from 3 suppliers, for purchases P1,000 and above - 2 sets	End user
3.9 Approved Letter Request (for activity) – 2 copies	End user
3.10 Invitation /Memo /Notice of Meeting – 2 copies	End user
3.11 Attendance Sheet (original copy for COA/certified photocopy for Accounting) – 2 copies	End user
3.12 Approved Project Proposal /Line Item Budget (API/PSI) – 2 copies	End user
3.13 Monitoring of funds signed by the head of unit – 2 copies	End user
<b>B.4. Communication Load (applicable for Work From Home arrangement due to COVID-19)</b>	
4.1 DV - 2 copies	End user
4.2 ORS/BURS - 3 copies	End user
4.3 Approved PR - 4 copies	End user



4.4 Receipts/RER/proof of payment - 2 copies	End user
4.5 Inspection and Acceptance Report - 2 copies	End user
4.6 Certification signed by the unit head (or OIC) that the communication was for official purposes only) - 2 copies	End user
4.7 Certification signed by each one where the communication was used (e.g. Zoom meetings, communication with students, participation in webinars, etc.) - 2 copies	End user
4.8 Approved request of communication load by the Chancellor - 2 copies	End user
4.9 Memorandum No. LND 2020-106 - 2 copies	End user
<b>B.4 Replenishment of Petty Cash Fund</b>	
<b>(Note: Replenishment will be made as it reaches 75% of disbursements)</b>	
4.1 Disbursement Voucher(DV) – 3 copies	End user
4.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 4 copies duly approved	End user
4.3 Summary of Expenses – 3 copies	End user
4.4 Summary of Petty Cash Voucher – 3 copies	End user
4.5 Petty Cash Voucher (for every transaction) – 2 copies	End user
4.6 Summary of transportation (if necessary) – 2 copies	End user
4.7 OR's of various expenses (original receipts for COA/Photocopy for Acctg.) – 2 copies	End user
4.8 Sales Invoice –stamp "paid" by the supplier or attach RER(Reimbursement of Expense Receipt)	End user
4.9 RER's(Reimbursement of Expense Receipt), (for transactions w/out OR) – 2 copies	End user
4.10 Attendance sheet (for meals/snacks incurred in a meeting and if photocopy, it must be certified) – 2 copies	End user
4.12 Memo/Invitation/Notices (for meetings) – 2 copies	End user
4.12 Abstract of Canvass	End user
4.13 RFQ(request for quotation) from 3 suppliers, for purchases of P1,000.00 and above - 2 sets	End user
4.14 PAR(Property Acknowledgement Receipt) or ICS(Inventory Custodian Slip) for equipment purchased – 2 copies	End user
4.15 Copy of Cash Advance granted (set of Petty cash documents) – 2 sets	End user
4.16 Inspection and Acceptance Report(IAR) – 2 copies	End user

\* If receipts are in thermal paper, attach 1 additional certified photocopy for COA and 1 certified photocopy for Accounting. \*

\*\* Please attach OIC memo if applicable (2 copies) \*\*

### C. Payment to Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>C.1 Scholarship /STFAP</b>	
1.1 Disbursement Voucher(DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
1.3 List of Scholars with computation of allowances from OSA(Office of Students Affairs) – 2 copies	End user
1.4 Payroll (if group of students) – 4 copies	End user
1.5 Copy of Contract/MOA(Memorandum of Agreement) – 2 copies	End user
1.6 Official Receipt from Cash Office – 2 copies	End user
<b>C.2 Student Refund</b>	
2.1 Disbursement Voucher(DV) – 2 copies	End user
2.2 Official Receipt – 2 copies	End user
2.3 Student's Form 5 – 2 copies	End user
2.4 Certification (from OUR) – 2 copies	End user
2.5 Approved Letter from the student – 2 copies	End user

### D. Payment to Other Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>D.1 Fidelity Bond (New application /Renewal)</b>	
1.1 Disbursement Voucher(DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 4 copies duly approved	End user
1.3 Approved PR(Purchase Request), (detailed/itemized/specific) – 4 copies duly approved	End user
1.4 Approved Bureau of Treasury forms – 2 copies	End user
1.5 Copy of previous year's Bureau of Treasury forms (for renewal) – 2 copies	End user
<b>D.2 Registration Fee for Seminars /Trainings /Conference</b>	
2.1 Disbursement Voucher(DV) – 2 copies	End user



2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
2.3 Billing Statement (if applicable) – 2 copies	End user
2.4 Approved Letter Request – 2 copies	End user
2.5 Invitation/Notice of Meetings – 2 copies	End user
2.6 Certificate of Attendance/Appearance (if applicable) – 2 copies	End user
2.7 Approved Project Proposal /Line Item Budget (API/PSI) – 2 copies	End user
2.8 Monitoring of funds signed by the head of unit – 2 copies	End user
2.9 For NGS (Non-Government Service), include Contract of Service (specifically states that the NGS staff is allowed to attend seminars/trainings) – 2 copies	End user

## E. Payment to Utilities, Subscriptions and Janitorial Services

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>E.1 Electric Bill /Water</b>	
1.1 Disbursement Voucher(DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
1.3 Billing Statement /Statement of Account – 2 copies	End user
1.4 Promissory Note (for UP Min Guesthouse) – 2 copies	End user
<b>E.2 Telephone /Cell Phone Subscription</b>	
2.1 Disbursement Voucher(DV) – 2 copies	End user
2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
2.3 Billing Statement /Statement of Account – 2 copies	End user
2.4 Certificate from Unit Head (for official calls) – 2 copies	End user
2.5 Official Receipt (for personal calls), (original and photocopy) – copies	End user
2.6 Summary of Billing for more than one account - 2 copies	End user
<b>E.3 Newspaper Subscription</b>	
3.1 Disbursement Voucher(DV) – 2 copies	End user
3.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
3.3 Approved Purchased Request(PR) – 4 copies	End user
3.4 Billing Statement /Statement of Account – 2 copies	End user
3.5 Contract of Service (if applicable) – 2 copies	End user
3.6 Inspection and Acceptance Report – 2 copies	End user
<b>E.4 Services (Janitorial/Security Guard) /Building Rental</b>	
4.1 Disbursement Voucher(DV) – 2 copies	End user
4.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
4.3 Billing Statement /Statement of Account – 2 copies	End user
4.4 DTR's (per employee) – 2 copies	End user
4.5 Payroll (signed and approved) – 2 copies	End user
4.6 Copy of Monthly Remittances (SSS/HDMF/PHIC) – 2 copies	End user
4.7 Certification from the supplier/agency (that the duty was accomplished) – 2 copies	End user
4.8 Contract and other necessary documents – 2 copies	End user

\*\* Please attach OIC memo if applicable (2 copies) \*\*

## F. Payment of Salary /Personnel Services /Honorarium /RaTa

<b>F.1 First Month Salary (Permanent /Casual /Faculty /REPS /Staff) -all documents in triplicate(3) copies</b>	
1.1 Disbursement Voucher(DV)	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status	End user
1.3 Computation from Accounting Office	End user
1.4 Certified True Copy of duly approved Appointment	End user
1.5 Assignment Order; if applicable	End user
1.6 Certified True Copy of Oath of Office (Panunumpa)	End user
1.7 Certificate of Assumption /Report for Duty	End user
1.8 Statement of Assets, Liabilities and Net Worth	End user
1.9 Duly signed DTR's /COS	End user
1.10 BIR Withholding certificates (Forms 1902 and 2305)	End user
1.11 Payroll information on new employee (for agencies w/ computerized payroll systems)	End user
1.11A Employee number	



1.11B PhilHealth number 1.11C HDMF MID number 1.11D GSIS BP number (if applicable)	
1.12 Authority from the claimant and identification documents (if claimed by person other than the payee)	End user
1.13 DBP ATM Account Number	End user
1.14 Employee /GSIS /PHIC /Provident /UP Madayao /Union Membership	End user
1.15 Additional requirements for transferees (from one government office to another)	End user
1.15A Clearance from money and property accountability	End user
1.15B Certificate of last salary received from former office	End user
1.15C BIR FORM 2316 (Certificate of Compensation Payment /tax withheld)	End user
1.15D Certificate of Available leave credits	End user
1.15E Service Records (Only for the First and Last Billing)	End user
1.16 Due Date: w/in 10 days after effectivity of appointment – submit to payroll in-charge	End user
<b>F.2 Last Month Salary</b>	End user
2.1 Disbursement Voucher(DV) – 2 copies	End user
2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
2.3 Certification from HRDO – 3 copies	End user
2.4 Statement of Assets, Liabilities and Net Worth (SALN) – 3 copies	End user
2.5 Clearance from money, property legal accountabilities - 3 copies	End user
2.6 GSIS Clearance /Notice – 3 sets	End user
2.7 Service Record – 3 copies	End user
2.8 Approved DTR/ COS computation – 3 copies	End user
<b>F.3 NGS /Research Assistants (RA)</b>	
3.1 Disbursement Voucher(DV) – 2 copies	End user
3.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
3.3 Approved Certificate of Service /DTR – 2 copies	End user
3.4 BIR TIN	End user
3.5 BIR Certificate of Registration (new employee) – 2 copies	End user
3.6 Accomplishment Report (duly certified by head of unit) – 2 copies	End user
3.7 Contract of Services – 2 copies	End user
3.8 BIR Sworn Declaration – 2 copies	End user
3.9 Monitoring of funds signed by the head of unit – 2 copies	End user
3.10 Photocopy of OR – PhilHealth contribution (if paid personally) – 2 copies	End user
3.11 UPMMP Billing (for those who have loans) – 2 copies	End user
<b>F.4 Salary of Students Assistants</b>	
4.1 Disbursement Voucher(DV) – 2 copies	End user
4.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
4.3 Payroll List – 2 copies	End user
4.4 Appointment – 2 copies	End user
4.5 Work Schedule – 2 copies	End user
4.6 DTR (duly signed by the head of every unit) – 2 copies	End user
<b>F.5 Salary of Lecturers</b>	
5.1 Disbursement Voucher(DV) – 2 copies	End user
5.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
5.3 Payroll List (if more tan 1) with BIR TIN – 2 copies	End user
5.4 Appointment – 2 copies	End user
5.5 Certificate of Service - 2 copies	End user
5.6 Computation - 2 copies	End user
5.7 Certification of number of hours rendered - 2 copies	End user
5.8 Accomplishment Report - 2 copies	End user
<b>PAYMENT OF HONORARIUM and/or RATA</b>	
<b>F.6 Honorata not included in the Payroll</b>	
6.1 Disbursement Voucher(DV) – 2 copies	End user
6.2 ORS(Obligation Request and Status – 4 copies duly approved	End user
6.3 Certificate of Service (COS) – 3 copies	End user
6.4 Appointment /Memo – 3 copies	End user
6.5 Computation – 4 copies	End user
<b>F.7 Honorarium (Ad Hoc /Standing Committees)</b>	
7.1 Disbursement Voucher (DV) – 2 copies	End user
7.2 ORS(Obligation Request and Status – 3 copies duly approved	End user
7.3 Payroll List with BIR TIN – 2 copies	End user





7.4 Appointment/Memo – 2 copies	End user
7.5 Attendance Sheets (if photocopy, it must be certified)– 2 copies	End user
7.6 Approved letter request (if applicable) – 2 copies	End user
7.7 Memo on committee grade level and honorarium rates – 2 copies	End user
<b>F.8 Honoraria: Research Projects</b>	
8.1 Disbursement Voucher(DV) – 2 copies	End user
8.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
8.3 Certificate of Service (COS) – 3 copies	End user
8.4 Performance evaluation plan formulated by Project Management used as basis for rating the performance of members – 2 copies	End user
8.5 Appointment /Office Order – 2 copies	End user
8.6 Terms of Reference – 2 copies	End user
8.7 Approved Accomplishment Report / Certificate of Completion – 2 copies	End user
8.8 Special Project Plan – 2 copies	End user
8.9 Authority to collect honoraria – 2 copies	End user
8.10 Certificate of Acceptance by the agency head of the deliverables per project component – 2 copies	End user
<b>F.9 Representation and Transportation Allowance (RATA), (Individual Claims)</b>	
9.1 Copy of Office Order /Appointment (1 <sup>st</sup> Payment) – 2 copies	End user
9.2 Certificate of Assumption (1 <sup>st</sup> Payment) – 2 copies	End user
9.3 Certification that the official/employee did not use government vehicle and is not assigned any government vehicle – 2 copies	End user
9.4 Approved DTR or Certificate of Service – 2 copies	End user
<b>F.10 Honorarium - Resource Persons</b>	
10.1 DV - 2 copies	End user
10.2 ORS/BURS - 3 copies	End user
10.3 Approved Payroll Listt with BIR TIN (if more than 1) - 2 copies	End user
10.4 Appointment/Invitation - 2 copies	End user
10.5 Activity design - 2 copies	End user
10.6 Basis for the honorarium/computation - 2 copies	End user
10.7 Certificate of service - 2 copies	End user

\*\* Please attach OIC memo if applicable (2 copies) \*\*

## G. Payment of Benefits /Privileges

<b>G.1 Payment for Maternity Leave</b>	
1.1 Disbursement Voucher(DV) – 2 copies	End user
1.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
1.3 Application for Leave Approved by the Chancellor (accompanied by a medical certificate showing the employee is on the family way and nearing delivery) – 3 copies	End user
1.4 Medical Certificate showing actual child delivery or natural abortion – 2 copies	End user
1.5 Medical Certificate that the employee is physically fit to work (if in case the employee will return to work before the expiration of her maternity leave) - 2 copies	End user
1.6 Clearance certificate from money and property accountability (for more than one month leave of absence) – 2 copies	End user
<b>G.2 Monetization of Leave Credits</b>	
2.1 Disbursement Voucher(DV) – 2 copies	End user
2.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
2.3 Approved Request – 2 copies	End user
2.4 Application for Leave – 2 copies	End user
2.5 Computation – 2 copies	End user
<b>G.3 Terminal Leave</b>	
3.1 Disbursement Voucher (DV) – 2 copies	End user
3.2 ORS(Obligation Request and Status /BURS(Budget Utilization Request and Status – 3 copies duly approved	End user
3.3 Approved Application for Leave – 2 copies	End user
3.4 Clearance from money and property accountability – 2 copies	End user
3.5 Statement of Assets, Liabilities and Net Worth – 2 copies	End user
3.6 Copy of Last Appointment (subject to COA's Pre Audit) – 2 copies	End user
3.7 Computation - 3 copies	End user
3.8 Certificate from HRDO – 2 copies	End user
3.9 Service Record – 2 copies	End user
3.10 Affidavit of applicant that there is NO pending criminal investigation or prosecution against him/her (RA No. 3019), (COA Circular No. 2012-001, 14 June 2012)	End user



<b>G.4 Enhanced UP Hospitalization Program (UP eHOPE)</b>	
4.1 Disbursement Voucher (DV) – 2 copies	End user
4.2 ORS (Obligation Request and Status) – 3 copies duly approved	End user
4.3 Letter Request endorsed by the e-HOPE Committee and approved by the Chancellor – 2 copies	End user
4.4 Medical certificate from attending physician/s – 2 copies	End user
4.5 Summary of Statements of Accounts (w/ PhilHealth insurance deduction) – 2 copies	End user
4.6 Original official receipts of hospital bill – 2 copies	End user
4.7 Original official receipts for medicines/laboratory tests – 2 copies	End user
4.8 Surgical technique (for surgical cases) – 2 copies	End user
4.9 Discharge order / copy of going home instruction, if any – 2 copies	End user
<b>G.5 Computer Loan (attachments are 4 of sets)</b>	
5.1 Disbursement Voucher(DV)	End user
5.2 Letter Request approved by the Chancellor	End user
5.3 Complete set of Computer Loan Application: 5.3A Checklist for Computer Loan form, 5.3B Application for Computer Loan form, 5.3C Certified latest pay slip (from Accounting Office), 5.3D Computer Loan Term and Condition (Notarized), 5.3E Guarantor's Statement (guidelines and procedures), 5.3F Certificate of employment (from HRDO), 5.3G Certificate of net pay (from Accounting Office)	End user
5.4 Canvass with picture (from 3 suppliers)	End user
<b>G.6 Clothing/Uniform Allowance (Individual Claims)</b>	
6.1 Disbursement Voucher(DV) – 2 copies	End user
6.2 ORS(Obligation Request and Status – 3 copies duly approved	End user
6.3 Certified true copy of approved appointment of new employees – 2 copies	End user
6.4 Certificate of Assumption of new employees – 2 copies	End user
6.5 Certificate of non-payment from previous office (for transferee) – 2 copies	End user
<b>G.7 Loyalty Cash Award/Incentive (Individual Claims)</b>	
7.1 Disbursement Voucher(DV) – 2 copies	End user
7.2 ORS(Obligation Request and Status – 3 copies duly approved	End user
7.3 Service Record certified by HRDO – 2 copies	End user
7.4 Certificate of non-payment from previous office (for transferee) – 2 copies	End user
7.5 Certification from the HRDO that the claimant has not incurred more than 50 days authorized vacation leave w/out pay w/in the 10 year period or aggregate of more than 25 days authorized leave w/out pay w/in 5-year period, as the case may be – 2 copies	End user
<b>G.8 Longevity Pay</b>	
8.1 Disbursement Voucher(DV) – 2 copies	End user
8.2 ORS(Obligation Request and Status – 3 copies duly approved	End user
8.3 Service Record – 2 copies	End user
8.4 Certification from the HRDO that the claimant has not incurred more than 15 days of vacation leave w/out pay – 2 copies	End user
<b>G.9 Salary Differentials due to Promotion and/or Step Increment</b>	
9.1 Disbursement Voucher(DV) – 2 copies	End user
9.2 ORS(Obligation Request and Status – 3 copies duly approved	End user
9.3 Certified true copy of approved appointment (for promotion) – 2 copies	End user
9.4 Notice of Salary Adjustment (for step increment/salary increase) – 2 copies	End user
9.5 Certificate of Assumption – 2 copies	End user
9.6 Approved DTR (photocopy) – 2copies	End user
9.7 Certification from the HRDO that the employee has not incurred leave w/out pay – 2 copies	End user

\* If receipts are in thermal paper, attach 1 additional certified photocopy for COA and 1 certified photocopy for Accounting. \*

\*\* Please attach OIC memo if applicable (2 copies) \*\*

## Annex 3. Checklist for Liquidation of Cash Advances

### A. Processing for Liquidation of Cash Advances

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A.1 Travel</b>	
1.1 Copy of approved Cash Advance documents (complete set, from Cash Office) – 2 sets	End user
1.2 Liquidation Report Form – 2 copies duly approved	End user
1.3 Certificate of Travel Completed – 2 copies duly approved	End user
1.4 Certificate of Appearance or Attendance – 2 copies	End user



1.5 Actual Itinerary (for actual expenses) – 2 copies	End user
1.6 Tickets (Bus/Boat/Airplane) /Copy of E-Ticket – 2 copies	End user
1.7 Boarding Pass /Terminal fee tickets – 2 copies	End user
1.8 RER's(Reimbursement of Expenses Receipt), (for transportation expenses w/out OR) – 2 copies	End user
1.9 Summary of transportation expenses (for Php75.00 or less) – 2 copies	End user
1.10 Hotels Bills/guest folio (actual accommodation) – 2 copies	End user
1.11 Official Receipt for the amount to be returned (if applicable,) (Upon submission of Liquidation Report) – 2 copies	End user
<b>A.2 Activity /Supplies /Services</b>	
2.1 Copy of approved Cash Advance documents (complete set, from Cash Office) – 2 sets	End user
2.2 Liquidation Report Form – 2 copies duly approved	End user
2.3 ICS(Inventory Custodian Slip) /PAR(Property Acknowledgement Receipt) for purchased supplies – 2 copies	End user
2.4 Official Receipts from suppliers – 2 copies	End user
2.5 Attendance (for meals – meetings /seminar /trainings, original for COA, certified photocopy for Accounting) – 2 copies	End user
2.6 RER's (Reimbursement of Expenses Receipt), (for transportation above Php75.00) – 2 copies	End user
2.7 Abstract of Canvass – 2 copies	End user
2.8 RFQ (request for quotation), from 3 suppliers for purchases of P1,000/item and above, except for purchases made while on official travel - 2 sets	End user
2.9 Summary of transportation Expenses (for Php75.00 or less) – 2 copies	End user
2.10 Letter Order (indicate period of service) – 2 copies	End user
2.11 Certificate of Service (for short term service) – 2 copies	End user
2.12 Payroll (List of person and service) – 2 copies	End user
2.13 Report of Waste Material (for replacement of defective parts) – 2 copies	End user
2.14 Official Receipt for the amount to be returned (if applicable), (Upon submission of Liquidation Report) – 2 copies	End user
2.15 Inspection and Acceptance Report(IAR) – 2 copies	End user
<b>A.3 Petty Cash</b>	
3.1 Copy of approved Cash Advance documents (complete set, from Cash Office) – 2 sets	End user
3.2 Report of Disbursement – 2 copies	End user
3.3 Summary of Petty Cash Voucher – 2 copies	End user
3.4 Petty Cash Voucher (duly accomplished and signed) – 2 copies	End user
3.5 Official Receipts of all expenses	End user
3.6 Approved trip ticket, for gasoline expenses – 2 copies	End user
3.7 Photocopy of DV(Disbursement Voucher) Cash Advance – 2 copies	End user
3.8 Official Receipt for the amount to be returned (if applicable), (Upon submission of Liquidation Report) – 2 copies	End user
3.9 Inspection and Acceptance Report(IAR) – 2 copies	End user

\* If receipts are in thermal paper, attach 1 additional certified photocopy for COA and 1 certified photocopy for Accounting. \*

\*\* Please attach OIC memo if applicable (2 copies) \*\*

\*\*\*For your reference, kindly check COA Circular No. 2012-001 dated 14 June 2012

\*\*\*All photocopied documents MUST be certified.

### List of Offices

Office	Address	Contact Information
<b>Accounting Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9121
<b>Budget Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP: 9010
<b>Campus Planning and Development Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0310
<b>CARIM/Office of Research</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-1839
<b>Cash Office</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9130
<b>College of Humanities and Social Sciences Office of the College Secretary</b>	1/F CHSS Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9303
<b>College of Humanities and Social Sciences- Office of the Dean</b>	2/F CHSS Building, UP Mindanao Mintal Davao City	(082) 293-0302
<b>College of Science and Mathematics - Department of Biological Sciences and Environmental Sciences</b>	CSM Building, UP Mindanao Mintal, Davao City	293-0302





<b>College of Science and Mathematics – Office of the Dean</b>	CSM Building, UP Mindanao Mintal, Davao City	293-0302
<b>College of Science and Mathematics - Department of Food Science and Chemistry</b>	CSM Building, UP Mindanao Mintal, Davao City	(082) 293-0016 VOIP:9431
<b>College of Science and Mathematics - Department of Math, Physics and Computer Science</b>	CSM Building, UP Mindanao Mintal, Davao City Mindanao	(082) 293-0016 VOIP:9420
<b>College of Science and Mathematics Office of the College Secretary</b>	CSM Building, UP Mindanao Mintal, Davao City	(082) 293-0016 VOIP:9403
<b>Human Resource Development Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:
<b>Information Office/Public Relations Officer</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0310
<b>Information Technology Office</b>	ILC/LRC Building, UP Mindanao Mintal Davao City	(082) 296-3563
<b>Interactive Learning Center/Learning Resource Center</b>	ILC/LRC Building, UP Mindanao Mintal Davao City	(082) 296-3563
<b>Land Management Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0310
<b>Legal Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9040
<b>Office of Extension and Community Services</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:
<b>Office of Gender and Sexual Harassment</b>	1/F CHSS Building, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9030
<b>Office of Student Affairs</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-1353
<b>Office of the Chancellor</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0310
<b>Office of the Vice Chancellor for Academic Affairs</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0402
<b>Office of the Vice Chancellor for Administration</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082)293-0258
<b>Office of University Registrar</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0201
<b>Physical Plant Office</b>	Human Kinetics Center, UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:
<b>School of Management – Office of the Dean</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082) 297-2750 (082) 295-2488
<b>School of Management Office of the College Secretary</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082) 297-2750 (082) 295-2488
<b>Supply, Property and Management Office</b>	1/F Administration Building, UP Mindanao Mintal Davao City	(082)-293-1835
<b>Technology Transfer and Business Development Office</b>	Kalimudan Center, Kalimudan Lane UP Mindanao Mintal Davao City	(082) 293-0016 VOIP:9602
<b>Ugnayan ng Pahinungod</b>	2/F Administration Building, UP Mindanao Mintal Davao City	(082) 293-0310

## FEEDBACK AND COMPLAINTS MECHANISM

### How to send feedback:

Accomplish the feedback Form available and drop the filled-out form in the suggestion box located at the Public Assistance and complaint Desk near the guard station; or

Send your feedback through e-mail to [oc.upmindanao@up.edu.ph](mailto:oc.upmindanao@up.edu.ph) or call us at hotline (082) 293-0310.

### How feedbacks are processed:

Every Monday, the Anti-Red Tape Committee (ARTC) of UP Mindanao opens the drop box and compiles and records all feedback submitted.



Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) working days of the receipt of the feedback.

The answer of the office is then relayed to the client.

For inquiries and follow-ups, clients may contact (082) 293-0310.

### **How to file a complaint:**

Fill-out the Client Complaint Form and drop it at the designated drop box located at the Public Assistance and complaint Desk near the guard station; or

Send your complaints through e-mail to [oc.upmindanao@up.edu.ph](mailto:oc.upmindanao@up.edu.ph) or call us at hotline (082) 293-0310.

The following important information should be provided:

- Name of Person Concerned
- Incident
- Evidence

For inquiries and follow-ups, clients may contact (082) 293-0310.

### **How complaints are processed**

The ARTC opens the complaints drop box every week and evaluates each complaint.

Upon evaluation, the ARTC shall start the investigation and forward the complaint to the relevant office for their explanation.

The ARTC will create a report after the investigation and shall submit it to the Chancellor for appropriate action.

The ARTC will give feedback to the client.

For inquiries and follow-ups, clients may contact (082) 293-0310.

### **Contact information:**

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