



UNIVERSITY OF THE PHILIPPINES MINDANAO

Shaping minds that shape the nation



SERVICES OFFERED

REQUEST & RELEASING OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)						
STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	If graduated or if last school attended is UP Mindanao, present University Clearance (student's copy) and valid ID card If last school attended is another university	<ul style="list-style-type: none"> Checks valid ID card & University clearance Instructs client to request OTR and other documents to last school attended 	10 mins	OUR staff		University clearance
2	Asks for payment slip	Checks OTR no. of pages and issues payment slip	10 mins	OUR staff	P30.00/page	Payment Slip
3	Go to Cash Office for payment	Issues OR	10 mins	Cashier		
4	Presents Official Receipt and payment slip to OUR	Instructs client when to claim the document and record OR no./Date on payment slip	10 mins	OUR staff		Payment Slip
5		OUR prepares OTR	9 working days	OUR staff		
6		Checks Official Receipt and valid ID card. If claimant is an authorized representative, asks for authorization letter and valid ID card	10 mins	OUR staff		OR, valid ID card
ISSUANCE OF UNIVERSITY CLEARANCE FORM FOR STUDENTS TRANSFERRING TO ANOTHER UP UNIT OR COLLEGE/UNIVERSITY						
1	Presents valid I.D. Card	Checks student's record Issues university clearance form	5 minutes			University clearance
2	Fills out all the necessary information in the form and attach the required documents in the clearance form Go to concerned offices and have the clearance form signed by the authorized officer.		Estimated time: 4 hours			
3	Go to OUR and submit completed university clearance form	Checks entries and requirements	5 minutes			
REQUEST AND RELEASING OF DIPLOMA						
1	Presents University Clearance (student's copy) and valid ID card. If authorized representative, must submit authorization letter and present a valid ID card.	<ul style="list-style-type: none"> Checks valid ID card and University clearance Checks entries in the diploma, pastes the notarial seal, places dry seal and photocopy the diploma. 	2 minutes 5 minutes	OUR staff		University clearance and valid ID card
2	Signs in the logbook	Releases diploma	2 minutes	OUR staff		valid ID card, diploma

REQUEST & RELEASING OF CERTIFICATION						
STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	Presents valid I.D. card	Asks client if s/he graduated or transferred to another university.	3 minutes	OUR staff		
2	If graduated or will transfer to another university: Presents University Clearance (student's copy) -or- If current student: Presents Form 5 (student's copy) of current Sem/Term	Checks Clearance Checks Form 5	2 minutes	OUR staff		University clearance, Form 5
3	Requests for payment slip	Issues payment slip	2 minutes	OUR staff	P20.00/copy	Payment slip
4	Proceeds to Cash Office for payment	Receives payment and issues official receipt (OR)	10 minutes	Cashier		
5	Presents official receipts and payment slip to OUR	Instructs the client when to claim the document and record Official Receipt no./Date on payment slip	5 minutes	OUR staff		Payment slip
6		OUR prepares request of certification	4 working days	OUR staff		
7	Claims and presents OR and valid ID card to OUR. If to be claimed by an authorized representative, must submit authorization letter and present a valid ID card	Checks the OR and valid ID card. If claimant is an authorized representative, ask for authorization letter and valid ID card	8 minutes	OUR staff		OR, valid ID card
REQUEST FOR HONORABLE DISMISSAL (HD)						
1	Presents valid I.D. card	Asks client if s/he graduated	5 minutes	OUR staff		University clearance
2	If graduated OR if last school attended is UP Min: Presents University Clearance (student's copy) If last school attended is another university	Checks University clearance Instructs client to request Honorable Dismissal and other documents from the last school attended.	10 minutes	OUR staff		
3	Requests for payment slip	Issues payment slip	5 minutes	OUR staff	P20.00/copy	Payment Slip
4	Proceeds to Cash Office for payment	Issues Official Receipt (OR)	10 minutes	Cashier		
5	Presents Official Receipt and payment slip to OUR	Instructs the client when to claim the document and record OR #/Date on payment slip	10 minutes	OUR staff		Payment Slip
6		OUR prepares requested document	4 working days	OUR staff		
7	Claims and presents Official Receipts and valid ID card to OUR. If authorized representative, must submit authorization letter and present a valid ID card	Checks Official Receipts and valid ID card. If claimant is an authorized representative, ask for authorization letter and valid ID card	10 minutes	OUR staff		OR, valid ID card

For inquiries: Please contact (082) 293-0201 or 293-0016 loc. 109, or e-mail at our_upmindanao@yahoo.com.



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REGISTRATION PROCESS						
STEPS	Client	Service Provider	Duration of Activity	Person-in-charge	Fee	Forms
1	Presents identification card	Checks availability of computers.	2 minutes	ITO Staff		
2	Signs in the CSRS					
3	Checks accountabilities. Proceeds to the concerned offices Proceeds to Cash Office. If no accountability, proceed to Step 4.	<ul style="list-style-type: none"> Prepares charge slip (for monetary accountability). For non-monetary accountability: Informs the student of unreturned equipment/materials/books. If material has already been returned, the in-charge clears the student through the CSRS. Issues Official Receipt and clears student through the CSRS.	2 minutes 2 minutes 10 minutes	In-Charge of the Concerned Offices Cashier	Assessed fee	Charge Slip Official Receipt
4	Consults with adviser	Checks and approves the pre-registered subjects for the semester.	10 minutes	Assigned adviser		
5	<ul style="list-style-type: none"> Proceeds to the Office of Student Affairs for confirmation of scholarship/s. If applying for Student Loan, proceed to Step 6. Proceeds to OUR if a bona fide Sangguniang Kabataan, Brgy. Official Dependent for Tuition Fee Exemption. For Sangguniang Kabataan, present the following: <ol style="list-style-type: none"> Application Form for SK Certification from DILG indicating incumbency Minutes of the previous meetings True copy of grades For Brgy Official Dependents, present the following: <ol style="list-style-type: none"> Application Form Certification from DILG indicating incumbency of the parent Copy of the latest income tax return not exceeding P72,000/annum. True copy of grades. For Tuition Fee Exemption:	<ul style="list-style-type: none"> Confirms scholarship through the CSRS. Checks the attached documents. Seeks the signature of the University Registrar for approval of the scholarship. If approved, confirms the scholarship of the student through the CSRS. Returns the application form if there are failure/s in subject/s enrolled in the previous semester. 	10 minutes 10 minutes	Scholarship Officer OUR Staff		Scholarship Form Application Form, Certification, Income Tax Return and True Copy of Grades TFE Form
6	Proceeds to the Office of the College Secretary	Checks the assessment, prints and releases Form 5a.	5 minutes	Student Records Evaluator		Form 5a

7	Fills out Form 5 including fees indicated on the Form 5a		5 minutes			Form 5
8	Proceeds to the College Checker If applying for Student Loan, proceeds to the Office of Student Affairs for submission of fully accomplished forms	Checks the entries from the filled-out Form 5 against the Form 5a Re-assessment of the student fees and approval of the Student Loan.	5 minutes 10 minutes	Faculty Member Scholarship Officer		Form 5a and Form 5 Student Loan Form
9	Proceeds to the Cash Office	Checks the assessed fee and issues Official Receipt	10 minutes	Cashier		Form 5 & O.R.
10	Presents Official Receipt, Form 5a and Form 5	Checks and stamps "REGISTERED" on the Form 5 and releases class cards	5 minutes	Student Records Evaluator		O.R., Form 5a, Form 5 & class cards

REQUEST AND RELEASING OF NEW IDENTIFICATION CARD

1	If lost ID card: Presents Form 5 (current sem/term, student's copy) and Affidavit of Loss If shiftee: Presents Form 5 (current sem/term, student's copy) and submit old ID card	Checks Form 5 and validity of affidavit Checks Form 5	5 minutes	OUR staff		Form 5 (student's copy) & Affidavit of loss Form 5 (student's copy)
2	Asks for payment slip	Issues payment slip and attach it to Affidavit of Loss/old ID card	3 minutes	OUR staff	P40.00	Payment slip
3	Go to Cash Office for Payment	Issues OR	10 minutes	Cashier		
4	Presents OR and payment slip to OUR	Issues ID card and acknowledgment form. Instructs the client to go to the photo studio for ID card picture taking and to submit forms. Records Official Receipt Number and Date on the payment slip Issues temporary ID card	7 minutes	OUR staff		ID card form, acknowledgment form, payment slip, temporary ID card
5	After photo has been taken, submits ACKNOWLEDGMENT FORM to OUR	Instructs client when to claim ID card at the OUR.	3 minutes	OUR staff		
6		ID CARD PROCESSING (outside agency)	15 working days after ID picture has been taken			
7	Presents Official Receipt and Form 5 (student's copy)	Checks OR and Form 5; Issues ID card and validation sticker	3 minutes	OUR staff		OR, Form 5 (student's copy)

OUR – Office of the University Registrar;

OR – Official Receipt;

OTR – Official Transcript of Records

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport

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