Citizen’s Charter
VISION AND MISSION

Vision:

Environmental nurturance”. The vision of UP Mindanao is expressed in the slogan, EXCELLENCE. This is an acronym that stands for, “EXCEL in Leadership, Education, Nationalism, Cultural sensitivity, and

Mission Statement:

The University of the Philippines Mindanao is committed to lead in providing affordable quality education, scholarly research, and responsive and relevant extension services to diverse, marginalized and deserving sectors in Mindanao and neighboring regions through its programs in the sciences and the arts, inculcating a passion for excellence, creative thinking, and nationalism in the context of cultural diversity in a global community.
PERFORMANCE PLEDGE

We, the employees 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 frontline 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;
- Offer a readily available access to information on our policies, program, services and activities through the UP Mindanao website (http://www.upmin.edu.ph); hotline number 082-293-0258 or cellphone number 0918-908-0644.

FEEDBACK AND REDRESS MECHANISMS

Please let us know how else we can be of better service to you by doing any of the following:

- Accomplish the Feedback Form available and drop the filled-out form in the suggestion box located at the guard station.
- Send your feedback through e-mail to feedback.upmindanao@up.edu.ph or call us at our hotline number (082) 293-0258 or text us at 0918-908-0644.

If you are not satisfied with our service, your complaints shall be attended to by the Office of the Vice Chancellor for Administration.

THANK YOU for helping us in continuously improving the delivery of our services.
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U.P. Mindanao Citizen’s Charter Revised 2014
1.1. RELEASING OF CHECK PAYMENTS
Cash Office, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service : General Public
What are the requirements : Official Receipt (O.R.); Valid Identification Card*
Authorization Letter/Special Power of Attorney (whichever is applicable)
Duration of transaction : 15 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid I.D. and O.R.</td>
<td>For Local Suppliers Checks the validity of the supplier's Official Receipt; Obtains the signature of the representative on the DV; Releases the check and the corresponding tax certificate.</td>
<td>5 minutes</td>
<td>Disbursing Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Presents Letter of Authorization to claim and deposit to their bank account/Special Power of Attorney</td>
<td>Out-of-town suppliers Secures copy of Letter of Authorization or Special Power of Attorney/Obtains signature of the representative on the DV; 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.</td>
<td>5 minutes</td>
<td>Disbursing Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Faculty/Reps/Staff/Students Obtains signature of the payee on the DV.</td>
<td></td>
<td>5 minutes</td>
<td>Disbursing Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Valid Identification Cards (I.D.) : School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport
## 1.2. ISSUANCE OF OFFICIAL RECEIPTS

*Cash Office, Ground Floor, Administration Building, Mintal, Davao City*

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m. (Monday to Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail of the service</td>
<td>General Public</td>
</tr>
<tr>
<td>What are the requirements</td>
<td><em>Valid Identification Card/Payment or Charge Slip/Official Receipt (if applicable)</em></td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>10 minutes (under regular working schedule)</td>
</tr>
</tbody>
</table>

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents payment slip/Form 5/billing issued by the concerned unit</td>
<td>Verifies correctness of received charge/payment slip/form 5.</td>
<td>3 minutes</td>
<td>Collecting Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Verifies genuineness of the bill or check received.</td>
<td>3 minutes</td>
<td>Collecting Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Encodes payment charges; issues Official Receipt.</td>
<td>4 minutes</td>
<td>Collecting Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-

*Valid Identification Cards (I.D): School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport*
## 2.1. REQUEST & RELEASING OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)

**Office of the University Registrar, Ground Floor Administration Building, Minal, DavaoCity**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fee</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>If graduated or if last school attended is UP Mindanao, present University Clearance (student’s copy) and valid ID card &lt;br&gt; If last school attended is another university</td>
<td>Checks valid ID card and University clearance &lt;br&gt; Instructs client to request OTR and other documents to last school attended</td>
<td>10 minutes</td>
<td>OUR staff</td>
<td>University clearance</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Asks for payment slip</td>
<td>Checks OTR no. of pages and issues payment slip</td>
<td>10 minutes</td>
<td>OUR staff</td>
<td>P 50.00/page</td>
<td>Payment Slip</td>
</tr>
<tr>
<td>3</td>
<td>Go to Cash Office for payment</td>
<td>Issues OR</td>
<td>10 minutes</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Presents Official Receipt and payment slip to OUR</td>
<td>Instructs client when to claim the document and record Official Receipt number/Date on payment slip</td>
<td>10 minutes</td>
<td>OUR staff</td>
<td>Payment Slip</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>OUR prepares OTR</td>
<td>9 working days</td>
<td>OUR staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Claims and presents Official Receipt with valid ID card. If authorized representative, must submit authorization letter and presents a valid ID card</td>
<td>Checks Official Receipt and valid ID card. If claimant is an authorized representative, asks for authorization letter and valid ID card</td>
<td>10 minutes</td>
<td>OUR staff</td>
<td>OR, valid ID card</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE: UP Mindanao does not issue partial transcripts.**

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*Valid Identification Cards (I.D.): School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport*
## 2.2. REGISTRATION PROCESS

**Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City**

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m., Monday to Friday (as scheduled in the academic calendar)</th>
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<tr>
<td>Who may avail of the service</td>
<td>UP Mindanao students</td>
</tr>
<tr>
<td>What are the requirements</td>
<td>bona fide UP Mindanao student; UP Mindanao Identification Card</td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>1 hour and 26 minutes</td>
</tr>
</tbody>
</table>

### How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents identification card</td>
<td>Checks availability of computers.</td>
<td>2 minutes</td>
<td>ITO Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Signs in the CSRS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Checks accountabilities.</td>
<td>Prepares charge slip (for monetary accountability).</td>
<td>2 minutes</td>
<td>In-Charge of the Concerned Offices -do-</td>
<td>Assessed fee</td>
<td>Charge Slip</td>
</tr>
<tr>
<td></td>
<td>Proceeds to the concerned offices</td>
<td>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.</td>
<td>2 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proceeds to Cash Office.</td>
<td>Issues Official Receipt and clears student through the CSRS.</td>
<td>10 minutes</td>
<td>Cashier</td>
<td></td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td>If no accountability, proceed to Step 4.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Consults with adviser</td>
<td>Checks and approves the pre-registered subjects for the semester.</td>
<td>10 minutes</td>
<td>Assigned adviser</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Proceeds to the Office of Student Affairs for confirmation of scholarship's. If applying for Student Loan proceed to Step 6.</td>
<td>Confirms scholarship through the CSRS.</td>
<td>10 minutes</td>
<td>Scholarship Officer</td>
<td></td>
<td>Scholarship Form</td>
</tr>
<tr>
<td></td>
<td>Proceeds to the OUR if a bona fide Sangguniang Kabataan, Brgy. Official Dependent for Tuition Fee Exemption.</td>
<td>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.</td>
<td>10 minutes</td>
<td>OUR Staff</td>
<td></td>
<td>Application Form, Certification, Income Tax Return and True Copy of Grades</td>
</tr>
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</table>
2.2. REGISTRATION PROCESS (continuation…)
Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City

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<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
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<td>1.</td>
<td>Present Form</td>
<td>Application Form for SK</td>
<td>5 minutes</td>
<td>Student Records Evaluator</td>
<td>Form 5a</td>
</tr>
<tr>
<td>2.</td>
<td>Present Form</td>
<td>Certification from DILG indicating incumbency</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Present Form</td>
<td>Minutes of the previous meetings</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Present Form</td>
<td>True copy of grades</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Baranggay Official Dependents,
present the following:

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present Form</td>
<td>Application Form</td>
<td>5 minutes</td>
<td>Student Records Evaluator</td>
<td>Form 5a</td>
</tr>
<tr>
<td>2.</td>
<td>Present Form</td>
<td>Certification from DILG indicating incumbency of the parent</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Present Form</td>
<td>Copy of the latest income tax return not exceeding P72,000/annum.</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Present Form</td>
<td>True copy of grades.</td>
<td>5 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Tuition Fee Exemption:

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Proceeds to the Office of the College Secretary</td>
<td>Checks the assessment, prints and releases Form 5a.</td>
<td>5 minutes</td>
<td>Student Records Evaluator</td>
<td>Form 5a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.</td>
<td>Fills out Form 5 including fees indicated on the Form 5a</td>
<td></td>
<td>5 minutes</td>
<td></td>
<td>Form 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>Proceeds to the College Checker</td>
<td>Checks the entries from the filled-out Form 5 against the Form 5a</td>
<td>5 minutes</td>
<td>Faculty Member</td>
<td>Form 5a and Form 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.</td>
<td>Proceeds to the Cash Office</td>
<td>Checks the assessed fee and issues Official Receipt</td>
<td>10 minutes</td>
<td>Cashier</td>
<td>Form 5 and Official Receipt</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Process Step</th>
<th>Description</th>
<th>Time</th>
<th>Responsible</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.</td>
<td>Presents Official Receipt, Form 5a and Form 5</td>
<td>Checks and stamps “REGISTERED” on the Form 5 and releases class cards</td>
<td>5 minutes</td>
<td>Student Records Evaluator</td>
<td>Official Receipt, Form 5a, Form 5 and class cards</td>
</tr>
</tbody>
</table>

-END OF TRANSACTION -
### 2.3. ISSUANCE OF UNIVERSITY CLEARANCE FORM FOR GRADUATING STUDENTS

**Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City**

Schedule of availability of service: 8:00 a.m. to 5:00 p.m., Monday to Friday
Who may avail of the service: UP Mindanao Students
What are the requirements: Valid UP Mindanao School Identification Card
Duration of transaction: 4hrs & 45 minutes (under regular working schedule)

#### How to avail of the service:

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present a valid I.D. Card</td>
</tr>
<tr>
<td>2</td>
<td>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.</td>
</tr>
<tr>
<td>3</td>
<td>Go to UPAA Office for filling out Alumni form and payment of Alumni membership fee</td>
</tr>
<tr>
<td>4</td>
<td>Go to College Business Manager’s Office for issuance of Payment slip for Sablay</td>
</tr>
<tr>
<td>5</td>
<td>Go to Cashier &amp; pay for Sablay &amp; Graduation fee</td>
</tr>
<tr>
<td>6</td>
<td>Go to OUR, submit completed university clearance form &amp; ORs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checks student records; Issues university clearance form; Assessment of graduation fee on university clearance form Instructs client to read &amp; follow the steps and requirements printed at the back of the clearance form.</td>
<td>5 minutes</td>
<td>OUR staff</td>
<td>P300.00</td>
<td>University clearance</td>
</tr>
<tr>
<td>Estimated time: 4 hours</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issues Alumni form; collects payment; issues receipts and signs clearance</td>
<td>10 minutes</td>
<td>UPAA staff</td>
<td>250.00</td>
<td>Alumni form</td>
</tr>
<tr>
<td>Issues payment slip</td>
<td>10 minutes</td>
<td>CBM staff</td>
<td>750.00</td>
<td>Payment slip</td>
</tr>
<tr>
<td>Issues &quot;OR</td>
<td>10 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Checks clearance &amp; records ORs; Instructs client when to claim copy of clearance</td>
<td>10 minutes</td>
<td>OUR staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**OR – Official Receipt**

---

UPMindanao Citizen’s Charter Revised 2014
### 2.4. ISSUANCE OF UNIVERSITY CLEARANCE FORM FOR STUDENTS TRANSFERRING TO ANOTHER UP UNIT OR COLLEGE/UNIVERSITY

*Office of the University Registrar, Ground Floor Administration Building, Mintal, Davao City*

Schedule of availability of service : 8:00 a.m. to 5:00 p.m., Monday to Friday  
Who may avail of the service : UP Mindanao Students  
What are the requirements : Valid UP Mindanao School Identification Card  
Duration of transaction : 4hrs & 45 minutes (under regular working schedule)

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
</table>
| 1     | Present s 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 | | | |

-END OF TRANSACTION-
## 2.5. REQUEST AND RELEASING OF DIPLOMA

Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service: 8:00 a.m. to 5:00 p.m., Monday to Friday

Who may avail of the service: UP Mindanao graduates

What are the requirements: Valid Identification Card; University Clearance; Authorization letter (if applicable)

Duration of Transaction: 9 minutes (under regular working schedule)

### HOW TO AVAIL OF THE SERVICE:

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fee</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents University Clearance (student’s copy) and valid ID card. If authorized representative, must submit authorization letter and present a valid ID card.</td>
<td>Checks valid ID card and University clearance Checks entries in the diploma, pastes the notarial seal, places dry seal and photocopy the diploma.</td>
<td>2 minutes 5 minutes</td>
<td>OUR staff</td>
<td></td>
<td>University clearance and valid ID card</td>
</tr>
<tr>
<td>2</td>
<td>Signs in the logbook</td>
<td>Releases diploma</td>
<td>2 minutes</td>
<td>OUR staff</td>
<td></td>
<td>valid ID card, diploma</td>
</tr>
<tr>
<td>3</td>
<td>--END OF TRANSACTION --</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Valid Identification Cards (I.D.) : School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport
2.6 REQUEST & RELEASING OF CERTIFICATION
Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m. (Monday to Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail of the service</td>
<td>UP Min students, graduates, transferres</td>
</tr>
<tr>
<td>What are the requirements</td>
<td>Valid Identification Card; Form 5 (current students); University Clearance (for graduates/transferres); Authorization letter (if applicable)</td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>5 working days (under regular working schedule)</td>
</tr>
</tbody>
</table>

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid I.D. card</td>
<td>Asks client if s/he graduated or transferred to another university.</td>
<td>3 minutes</td>
<td>OUR staff</td>
<td></td>
<td>University clearance, Form 5</td>
</tr>
<tr>
<td>2</td>
<td>If graduated or will transfer to another university:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Presents University Clearance (student's copy) -or-</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If current student: Presents Form 5 (student's copy) of current Semester/Term</td>
<td>Checks Clearance</td>
<td>2 minutes</td>
<td>OUR staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Checks Form 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Requests for payment slip</td>
<td>Issues payment slip</td>
<td>2 minutes</td>
<td>OUR staff</td>
<td>P40.00/copy</td>
<td>Payment slip</td>
</tr>
<tr>
<td>4</td>
<td>Proceeds to Cash Office for payment</td>
<td>Receives payment and issues official receipt (OR)</td>
<td>10 minutes</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Presents official receipts and payment slip to OUR</td>
<td>Instructs the client when to claim the document and record Official Receipt number/Date on payment slip</td>
<td>5 minutes</td>
<td>OUR staff</td>
<td></td>
<td>Payment slip</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>OUR prepares request of certification</td>
<td>4 working days</td>
<td>OUR staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>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</td>
<td>Checks the OR and valid ID card. If claimant is an authorized representative, ask for authorization letter and valid ID card</td>
<td>8 minutes</td>
<td>OUR staff</td>
<td></td>
<td>OR, valid ID card</td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-

*Valid Identification Cards (I.D.) : School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport*
### 2.7 REQUEST AND RELEASING OF NEW IDENTIFICATION CARD

**Student Organizations and Activities Section, Office of the Student Affairs, Ground Floor, Administration Building, Mintal, Davao City**

Schedule of availability of service: 8:00 a.m. to 5:00 p.m. (Monday to Friday)

Who may avail of the service: Current UP Mindanao students

What are the requirements: Form 5 and Affidavit of Loss (if applicable)/ Old I.D. card (if shiftee)

Duration of transaction: 15 working days (under regular working schedule)

**How to avail of the service:**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fee</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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</td>
<td>Checks Form 5 and validity of affidavit Checks Form 5</td>
<td>5 minutes</td>
<td>OUR staff</td>
<td>Form 5 (student’s copy) &amp; Affidavit of loss Form 5 (student’s copy)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Asks for payment slip</td>
<td>Issues payment slip and attach it to Affidavit of Loss/old ID card</td>
<td>3 minutes</td>
<td>OUR staff</td>
<td>Payment slip</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Presents OR from contracted ID provider and payment slip to OUR</td>
<td>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</td>
<td>7 minutes</td>
<td>OUR staff</td>
<td>ID card form, acknowledgment form, payment slip, temporary ID card</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>After photo has been taken, submits ACKNOWLEDGMENT FORM to OUR</td>
<td>Instructs client when to claim ID card at the OUR.</td>
<td>3 minutes</td>
<td>OUR staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>ID CARD PROCESSING (outside agency)</td>
<td>15 working days after ID picture has been taken</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Presents Official Receipt and Form 5 (student’s copy)</td>
<td>Checks OR and Form 5; Issues ID card and validation sticker</td>
<td>3 minutes</td>
<td>OUR staff</td>
<td>OR, Form 5 (student’s copy)</td>
<td></td>
</tr>
</tbody>
</table>

---END OF TRANSACTION---

UPMindanao Citizen's Charter Revised 2014
# 2.8 REQUEST FOR HONORABLE DISMISSAL (HD)

*Office of the University Registrar, Ground Floor, Administration Building, Matal, Davao City*

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid I.D. card</td>
<td>Asks client if s/he graduated</td>
<td>5 minutes</td>
<td>OUR staff</td>
<td></td>
<td>University clearance</td>
</tr>
</tbody>
</table>
| 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 | P40.00/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 |

-END OF TRANSACTION-

*OUR – Office of the University Registrar*

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport*
### 2.9 ADMISSION PROCESS FOR TRANSFER STUDENTS

**Office of the University Registrar, Ground Floor, Administration Building, Mintal, Davao City**

- **Schedule of availability of service**: 8:00 a.m. to 5:00 p.m. (Monday to Friday)
- **Who may avail of the service**: A student with previous college work who earned at least 33 academic units with a general weighted average of 2.0 or better for all the collegiate academic units he has taken outside the University
- **What are the requirements**:
  1. an official copy of grades or transcript of records for each college attended for evaluation
  2. an accomplished application form (UPMin Form 3)
  3. two (2) passport-size photographs
  4. a non-refundable application fee of Php 100.00
- **Duration of transaction**: 2 weeks and 24 minutes

**How to avail of the service:**

<table>
<thead>
<tr>
<th>STEPS</th>
<th>Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-charge</th>
<th>Fee</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents official copy of grades or transcript of records and 2 pieces passport-size photographs to OUR staff</td>
<td>1. Checks the number of academic units earned. 2. Releases UPMin Form 3</td>
<td>5 minutes 2 minutes</td>
<td>OUR staff</td>
<td>Copy of grades UPMin Form 3</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fill out the UPMin Form 3</td>
<td>2. Issues charge slip for payment of application fee</td>
<td>5 minutes</td>
<td></td>
<td>UPMin Form 3</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Proceeds to Cash Office for payment of application fee</td>
<td>Issues Official Receipt</td>
<td>5 minutes</td>
<td>Cashier</td>
<td>P100.00 Charge slip, OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Returns to the Office of the University Registrar and present the following: 1. Accomplished UPMin Form 3 2. Official Receipt of payment of application fee</td>
<td>1. Checks the Official Receipt and completeness of the entries required in the UPMin Form 3. 2. Informs the applicant that the result of the application for transfer will be released 2 weeks after the credentials has been evaluated by the concerned college.</td>
<td>5 minutes 2 weeks 2 minutes</td>
<td>OUR Staff</td>
<td>Accomplished UPMin Form 3 and Official Receipt</td>
<td></td>
</tr>
</tbody>
</table>

- **END OF TRANSACTION** -
3.1. REQUEST FOR ISSUANCE OF BORROWER'S CARD

UP Mindanao Campus: Main Library, CSM Library, CHSS Library (Monday to Friday)

Schedule of availability of service: 9:00 a.m. to 5:00 p.m.
Who may avail of the service: Students, REPS, Faculty, Staff, University Officials
What are the requirements: Valid UP Mindanao School/Employee Identification Card; Form 5 (students)
Duration of transaction: 10 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (under normal circumstances)</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proceeds to respective College Libraries</td>
<td>Issues registration form</td>
<td>3 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the registration form</td>
<td>Verifies the information and encodes to database</td>
<td>4 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Presents a valid I.D.</td>
<td>Issues borrowers card</td>
<td>3 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-End of transaction-
### 3.2. BORROWING OF LIBRARY RESOURCES

**UP Mindanao: Main Library, CSM Library, CHSS Library (Monday to Friday)**
**School of Management Library, Anda Campus (Tuesday to Saturday)**

- **Schedule of availability of service**: 9:00 a.m. to 5:00 p.m. (Circulation Books); 3:00 p.m. to 6:00p.m. (Reserved Books)
- **Who may avail of the service**: Students, REPS, Faculty, Staff, University Officials
- **Requirements**: Valid School/Employee Identification Card; Borrowers card; Form 5
- **Duration of transaction**: 10 minutes (under regular working schedule)

**How to avail of the service:**

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (under normal circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Takes item to the counter and presents ID card</td>
<td>Verifies ID card if validated</td>
<td>2 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the borrower’s card and the book card</td>
<td>Verifies information then checks-in/checks out the borrowed library resources.</td>
<td>5 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receives/returns borrowed library resources</td>
<td>Releases borrowed library resources/Records returned library resources</td>
<td>3 minutes</td>
<td>Library Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-End of transaction-
4.1.1. PROCESSING OF REQUEST TO AVAL OF PREPAID INTERNET SERVICE AND OPEN NEW ACCOUNT AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m. (Monday to Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail of the service</td>
<td>Bonafide UP Mindanao students from Batch 2007 ONWARDS and returning students after 2 years of Absence without Leave (AWOL)</td>
</tr>
<tr>
<td>What are the requirements</td>
<td>Form 5, Validated UP Mindanao Identification Card (with sticker)/Temporary I.D. Card</td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>7 minutes (under regular working schedule)</td>
</tr>
</tbody>
</table>

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents Form 5 &amp; valid I.D card to IT Kiosk in-charge</td>
<td>Verifies the payment for Internet Fee included in the miscellaneous fees paid during enrollment</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td>Form 5</td>
</tr>
<tr>
<td>2</td>
<td>Creates user account for new students</td>
<td></td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Credits 1200 minutes (20 hours) to the user account</td>
<td></td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Issues the username and password to the student</td>
<td></td>
<td>1 minute</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

-In END OF TRANSACTION-

UPMindanao Citizen’s Charter Revised 2014
### 4.1.2. PROCESSING OF REQUEST FOR LOADING HOURS INTO IT KIOSK ACCOUNT

**IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City**

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m., (Monday to Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail of the service</td>
<td>General Public</td>
</tr>
<tr>
<td>What are the requirements</td>
<td>*Valid Identification Card</td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>5 minutes (under regular working schedule)</td>
</tr>
</tbody>
</table>

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid identification card</td>
<td>Verifies the authenticity of the given identification card</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>2</td>
<td>Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge</td>
<td>Collects/Records payment Credit a minimum of 60 minutes (1 hour) to the user IT KIOSK account Informs client that the account has been loaded Remits to the Cashier at the end of the day; secures official receipt.</td>
<td>3 minutes</td>
<td>IT Kiosk Personnel</td>
<td>minimum of P15.00</td>
<td>IT KIOSK collection form</td>
</tr>
</tbody>
</table>

*END OF TRANSACTION*

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport*
### 4.1.3. PROCESSING OF REQUEST FOR WI-FI KIOSK ACCOUNT

**IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City**

- **Schedule of availability of service**: 8:00 a.m. to 5:00 p.m., (Monday to Friday)
- **Who may avail of the service**: General Public
- **What are the requirements**: *Valid Identification Card*
- **Duration of transaction**: 7 minutes (under regular working schedule)

#### How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid identification card</td>
<td>Verifies the authenticity of the given identification card</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the IT KIOSK collection form and pays the exact amount to the KIOSK in-charge</td>
<td>Collects/Records payment Creates WIFI account.</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>minimum of (P 100.00 for 10 hours)</td>
<td>IT KIOSK collection form</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Adds 600 minutes (10 hours) to the WIFI account</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Issues username and password to the student</td>
<td>1 minute</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Informs client that the account has been activated</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remits collection to the cashier</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **END OF TRANSACTION**

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport*
4.1.4. REQUEST FOR PRINTING AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service: 8:00 a.m. to 5:00 p.m., (Monday to Friday)
Who may avail of the service: General Public
What are the requirements: *Valid Identification Card, File(s) to be printed should be saved in the terminals or from a removable storage*
Duration of transaction: 5 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid identification card and file(s) to be printed</td>
<td>Verifies the authenticity of the given identification card</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the IT KIOSK collection form and pay the exact amount to the IT KIOSK in-charge</td>
<td>Collects/Records payment</td>
<td>3 minutes / page</td>
<td>IT Kiosk Personnel</td>
<td>minimum of P5.00/page</td>
<td>IT KIOSK collection form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Prints the file</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Releases printed files</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remits to the Cashier at the end of the day; secures official receipt.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport*
### 4.1.5. PROCESSING OF REQUEST FOR SCANNING AT IT KIOSK

**IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City**

| Schedule of availability of service | 8:00 a.m. to 5:00 p.m., Monday to Friday |
| Who may avail of the service       | General Public |
| What are the requirements          | *Valid Identification Card, Files to be scanned* |
| Duration of Transaction            | 7 minutes (under regular working schedule) |

#### How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents identification card and file(s) to be scanned.</td>
<td>Verifies the authenticity of the given identification card</td>
<td>2 minute</td>
<td>IT Kiosk Personnel</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Issues IT Kiosk collection form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge</td>
<td>Records payment</td>
<td>5 minutes / file scanned</td>
<td>IT Kiosk Personnel</td>
<td>minimum of P5.00</td>
<td>IT KIOSK collection form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Scans the file</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Releases scanned material</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remits to the Cashier at the end of the day; secures official receipt</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*END OF TRANSACTION*

*Valid Identification Cards (I.D.): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport*
4.1.6. PROCESSING OF REQUEST FOR CD/DVD WRITING AT IT KIOSK

IT Kiosk, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service : General Public
What are the requirements : *Valid Identification Card; File(s) to be saved from the terminals or from a removable storage, Blank CD/DVD
Duration of transaction : 22 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid identification card and file(s) to be written in CD/DVD</td>
<td>Verifies the authenticity of the identification card</td>
<td>2 minutes</td>
<td>IT Kiosk Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Fills out the IT KIOSK collection form and pays the exact amount to the IT KIOSK in-charge</td>
<td>Collects and records payment</td>
<td>20 minutes/1 mb of file</td>
<td>IT Kiosk Personnel</td>
<td>minimum of Php 5.00</td>
<td>IT KIOSK collection form</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Writes the files to CD/DVD</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Releases CD/DVD to client</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Remits to the cashier at the end of the day and secures official receipt</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-

*Valid Identification Cards (I.D): School, Company, Driver's License, GSIS, SSS, Philippine Postal, Passport
5.0. USE OF IT OFFICE COMPUTER PERIPHERALS/EQUIPMENT/FACILITIES

Information Technology Office , Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service : General Public
What are the requirements : For administrative offices: Approved borrowing slip
For non-UP Mindanao administrative office/personnel: Approved letter from the Chancellor
Duration of Transaction : 25 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Requests an ITO Borrower’s Slip from the IT Office</td>
<td>Releases form</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td>ITO Borrowing Slip</td>
</tr>
<tr>
<td>2</td>
<td>Submits filled out form to the IT Office (attach approved letter if non-UP Mindanao constituent)</td>
<td>Verifies the authenticity of the submitted form and checks approved request</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td>ITO Borrowing Slip</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Issues billing for payment (if applicable)</td>
<td>5 minutes</td>
<td>ITO Personnel</td>
<td>P 200 per hour per equipment</td>
<td>ITO Billing (if fees apply)</td>
</tr>
<tr>
<td>4</td>
<td>Proceeds to the Cash Office for payment (if any)</td>
<td>Issues Official Receipt</td>
<td>10 minutes</td>
<td>Cashier</td>
<td></td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Goes back to ITO and presents proof of payment</td>
<td>Validates the payment made</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Records payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Issues withdrawal slip and waiver</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td>withdrawal slip and waiver</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Releases the item borrowed</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-
6.0. RETURNING OF IT OFFICE COMPUTER PERIPHERALS/EQUIPMENT/FACILITIES

Information Technology Office, Ground Floor, Administration Building, Mintal, Davao City

Schedule of availability of service : 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service : General Public
What are the requirements : For administrative offices: Approved borrowing slip
For non-UP Mindanao administrative office/personnel: Approved letter from the chancellor
Duration of transaction : 35 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents the borrowed item for inspection</td>
<td>Inspects the borrowed item</td>
<td>5 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td>Approved ITO Borrowing Slip</td>
</tr>
<tr>
<td>2</td>
<td>Assesses amount of surcharge/additional fees on the following cases: (a) allowable period has elapsed; (b) defects/damages on borrowed items</td>
<td>15 minutes</td>
<td>ITO Personnel</td>
<td>Depending on the assessment of surcharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Issues billing</td>
<td>5 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td>ITO Billing form</td>
</tr>
<tr>
<td>4</td>
<td>Proceeds to the Cash Office for payment</td>
<td>Issues Official Receipt</td>
<td>5 minutes</td>
<td>Cashier</td>
<td></td>
<td>Official Receipt</td>
</tr>
<tr>
<td>5</td>
<td>Goes back to ITO and presents proof of payment</td>
<td>Validates payment made</td>
<td>2 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Records/Accepts the returned equipment</td>
<td>3 minutes</td>
<td>ITO Personnel</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-
### 7.0. REQUEST FOR USE OF EQUIPMENT AT ILC

**Interactive Learning Center, ILC/LRC Building (within EBL Residence Hall complex), Mintal, Davao City**

<table>
<thead>
<tr>
<th>Schedule of availability of service</th>
<th>8:00 a.m. to 5:00 p.m. (Monday to Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who may avail of the service</td>
<td>Faculty, Reps, Administrative Staff</td>
</tr>
<tr>
<td>What are the requirements</td>
<td>Proof that the work is related to an official project/activity or the faculty member's course</td>
</tr>
<tr>
<td>Duration of transaction</td>
<td>15 minutes (under regular working schedule)</td>
</tr>
</tbody>
</table>

**How to avail of the service:**

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Processes the reservations at least a day before its use</td>
<td>Fills out the reservation calendar form</td>
<td>5 minutes</td>
<td>Admin staff</td>
<td>Depends upon the borrowed equipment</td>
<td>Reservation Calendar form</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to ILC Admin room to get the reserved equipment</td>
<td>Instructs client to fill out the check-out slip form</td>
<td>5 minutes</td>
<td>Admin staff</td>
<td>Equipment rate is attached</td>
<td>Check-Out Slip Form</td>
</tr>
<tr>
<td>4</td>
<td>Borrower fills out the logbook upon signing out and returning of equipment</td>
<td>Secures signature of the ILC Director</td>
<td>5 minutes</td>
<td>Admin staff</td>
<td></td>
<td>Borrower's Logbook</td>
</tr>
<tr>
<td>5</td>
<td>Pays the amount at the Cashier's Office</td>
<td></td>
<td></td>
<td>Admin staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-
# 8.0. REQUEST FOR BORROWING/RETURNING OF INSTRUCTIONAL MATERIALS AT THE LRC

Learning Resource Center, ILC/LRC Building (within EBL Residence Hall complex), Mintal, Davao City

**Schedule of availability of service:** 8:00 a.m. to 5:00 p.m., Monday to Friday  
**Who may avail of the service:** Students, Faculty and Staff  
**What are the requirements:** Valid UP Mindanao School/Employee Identification Card & Form 5 for Students  
**Duration of transaction:** 29 minutes (under regular working schedule)

### How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proceeds to LRC Office and presents Borrower's card</td>
<td>For Borrowing: Checks the availability of the book to be borrowed, notes the date the book due to be returned; releases the borrowed book</td>
<td>Minimum of 10 minutes</td>
<td>Program Coordinator Assistant</td>
<td></td>
<td>Borrower's Logbook and Borrower's Card</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>For Returning: Indicates the date that the borrowed book was returned on the borrower's logbook and borrower's card.</td>
<td>Minimum of 10 minutes</td>
<td>Program Coordinator Assistant</td>
<td></td>
<td>Borrower's Logbook and Borrower's Card</td>
</tr>
<tr>
<td>4</td>
<td>If overdue, fills out the logbook for overdue</td>
<td>Notes the overdue amount</td>
<td>Minimum of 3 minutes</td>
<td>Program Coordinator Assistant</td>
<td>Surcharge of P5.00/day excluding Saturdays, Sundays, and Holidays</td>
<td>Overdue Logbook</td>
</tr>
<tr>
<td>5</td>
<td>Secures charge slip from Program Coordinator Assistant at the end of the</td>
<td>Receives payment and issues OR</td>
<td>Minimum of 3 minutes</td>
<td>Cashier</td>
<td></td>
<td>OR, charge slip</td>
</tr>
<tr>
<td>6</td>
<td>Pays the corresponding amount directly to the Cashier at the end of the</td>
<td>Secures Official Receipt from the client and records the return of the book</td>
<td>Minimum of 3 minutes</td>
<td>Program Coordinator Assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**-END OF TRANSACTION-**
9.0 REQUEST FOR TRUE COPY OF GRADES (TCG)

Schedule of availability of service: 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service: UP Mindanao Students
What are the requirements: Claim Slip, Valid Identification Card, Authorization letter (for representatives)
Duration of Transaction: 5 working days and 15 minutes (under regular working schedule)

How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proceeds to the Office of the College Secretary (OCS) and asks for charge slip</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to Cash Office and pays the corresponding fee</td>
</tr>
<tr>
<td>3</td>
<td>Presents charge slip and OR to OCS</td>
</tr>
<tr>
<td>4</td>
<td>Receives the TCG (after 5 working days)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues payment/charge Slip</td>
<td>5 minutes</td>
<td>OCS Staff</td>
<td></td>
<td>charge slip</td>
</tr>
<tr>
<td>Issuance of official receipt</td>
<td>5 minutes</td>
<td>Cashier</td>
<td>P20.00</td>
<td>OR, charge slip</td>
</tr>
<tr>
<td>Takes the charge slip and instructs the client as to when the requested document will be released</td>
<td>5 working days</td>
<td>OCS Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Double-checks the completeness of the TCG</td>
<td></td>
<td>OCS Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCS prepares the TCG</td>
<td></td>
<td>OCS Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Releases the document</td>
<td>5 minutes</td>
<td>OCS Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-END OF TRANSACTION-

*Valid Identification Cards (I.D.): School, Company, Driver’s License, GSIS, SSS, Philippine Postal, Passport
### 10.0. REQUEST AND ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

*Office of Student Affairs, Ground Floor Administration Building Mintal Davao City*

Schedule of availability of service: 8:00 a.m. to 5:00 p.m. (Monday to Friday)
Who may avail of the service: UP Mindanao Students
What are the requirements: Valid Identification Card; Authorization letter (for representatives)
Duration of transaction: 3 working days (under regular working schedule)

**How to avail of the service:**

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proceeds to the Office of Student Affairs (OSA) and requests for a charge slip for certification of good moral character</td>
<td>Verification of identification and admission. Issuance of charge slip</td>
<td>5 minutes</td>
<td>Administrative Assistant</td>
<td></td>
<td>Charge Slip</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Cash Office and pays the corresponding fees</td>
<td>Issuance of official receipt</td>
<td>5 minutes</td>
<td>Cashier</td>
<td>P40.00/copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>4</td>
<td>Proceeds to OSA, returns the charge slip, and presents OR for verification of payment</td>
<td>Takes the charge slip and instructs the client about the schedule of release</td>
<td>2 minutes</td>
<td>Administrative Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>OSA prepares the document</td>
<td></td>
<td>3 working days</td>
<td>Administrative Assistant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Claims and presents Official Receipt and valid ID card to OUR. If to be claimed by an authorized representative, must submit authorization letter and present a valid ID card</td>
<td>Checks the Official Receipt and valid ID. If claimant is an authorized representative, ask for authorization letter and valid ID card</td>
<td>5 minutes</td>
<td>Administrative Assistant</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 11.0. REQUEST FOR THE APPROVAL OF CONDUCTING STUDENT ORGANIZATION ACTIVITIES

**Student Organizations and Activities Section, Office of the Student Affairs, Ground Floor Administration Building, Mintal, Davao City**

| Schedule of availability of service | 8:00 a.m. to 5:00 p.m. (Monday to Friday) |
| Who may avail of the service       | Representatives of all Duly Recognized Student Organizations |
| What are the requirements          | Student Organization Activity Request Form (2 copies); Other requirements according to the nature of the activity (as defined in the SOAS Action Slip) |

**Prerequisites/Requirements:**
1. Approved Letter (by the OSA Director) to Conduct Student Activity (2 copies)
2. List of participating members
3. Certificate of Group insurance (for “Out-of-Campus” activity)
4. Parents'/Guardian's consent or signed waiver (for “Out-of-Campus” activity)
5. Permission for venue, use of facilities, and equipment
6. Mechanics of game or contest (for competition)

**Duration of transaction**
3 working days (under regular working schedule)

### How to avail of the service:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits all required documents (as indicated in the SOAS Action Slip) for the conduct of student organization activity, including duly approved Letter of Request and appropriately filled-out Student Organization Activity Request Form (2 copies)</td>
<td>Receives and checks for completeness of documents (as required in the Action Slip)</td>
<td>10 minutes</td>
<td>SOAS Coordinator</td>
<td>Student Org. Activity Request Form Action Slip</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Receives 1 copy of the duly approved Letter of Request and 1 copy of the Action Slip</td>
<td>Signs Student organization Activity Request Form and endorses it to the OSA Director. Retains 1 copy of approved Letter of Request, and 1 copy of the Action Slip</td>
<td>3 minutes</td>
<td>SOAS Coordinator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receives the TCG</td>
<td>Advises Student Organization representative when to come back and claim 1 copy of duly signed Student Organization Activity Request Form(by the OSA Director)</td>
<td>2 minutes</td>
<td>SOAS Coordinator</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

-**END OF TRANSACTION**-
### 12.0. BORROWING/RETURNING OF LABORATORY MATERIALS AND EQUIPMENT

<table>
<thead>
<tr>
<th>Steps</th>
<th>Applicant/client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person-in-Charge</th>
<th>Fees</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proceeds to the Lab Equipment &amp; Materials Dispensing Unit (LEMDU)  &lt;br&gt;Note: Reservation should be made 2 days before usage</td>
<td>Checks availability of materials/equipment before issuance of reservation form</td>
<td>2 minutes</td>
<td>Lab Aide</td>
<td></td>
<td>Reservation form</td>
</tr>
<tr>
<td>2</td>
<td>Fills out borrower’s slip</td>
<td>Releases reserved chemicals &amp; equipment</td>
<td>10 minutes</td>
<td>Lab Aide</td>
<td></td>
<td>Borrower’s Slip</td>
</tr>
<tr>
<td>3</td>
<td>Returns to LEMDU the borrowed equipment and unused materials; Logs in unreturned items</td>
<td>Receives clean &amp; dry materials and equipment; checks condition of returned items; checks logbook entry</td>
<td>10 minutes</td>
<td>Lab Aide</td>
<td></td>
<td>Borrower’s Slip/Logbook</td>
</tr>
</tbody>
</table>

**-END OF TRANSACTION-**
OFFICES WITH NO-LUNCH BREAK

1. Office of the Chancellor
2. Office of the Vice-Chancellor for Academic Affairs
3. Office of the Vice-Chancellor for Administration
4. Offices of the Dean
   a. College of Science and Mathematics
   b. College of Humanities and Social Sciences
   c. School of Management
5. Cash Office
6. Office of the University Registrar
7. University Library
8. Supply and Property Management Office
9. Offices of the College Secretary
   a. College of Science and Mathematics
   b. College of Humanities and Social Sciences
   c. School of Management
10. Accounting Office
11. Human Resources Development Office

UP MINDANAO ANTI-RED TAPE
TASK FORCE MEMBERS 2016

DIRECTORY

Ms. Teresita V. Lagsub
Chair
Budget Office
2nd Floor Admin Bldg
Mintal, Davao City
(082) 293-0016 local 115

Ms. Analiza S. Fulvadora
Member
Office of Student Affairs
Ground Floor Admin Bldg
Mintal, Davao City
(082) 293-0016 local 114

Mr. Sabas A. Ociones, Jr.
Member
Supply and Property Mgt Office
Ground Floor Admin Bldg
Mintal, Davao City
(082) 293-0016 local 103

Ms. Sheena Marione T. Nazareno
Member
Human Resource Dev't Office
2nd Floor Admin Bldg
Mintal, Davao City
(082) 293-0016 local 105

Ms. Cynthia D. Buquia
Member
Office of the University Registrar
Ground Floor Admin Bldg
(082) 293-0201

Ms. Florence F. Aquiatan
Member
School of Management
Ground Floor Admin Bldg
(082) 295-2750

Ms. Susan Millado
Member
Cash Office
Ground Floor Admin Bldg
(082) 293-0016 local 113
UP MINDANAO ANTI-RED TAPE TASK FORCE

We welcome your thoughts and concerns. Use this form for your compliments, complaints or suggestions. Please check appropriate item below. THANK YOU.

I. Client Satisfaction Survey

Friendliness and courtesy of personnel (friendly, courteous, accommodating and offer extra service when needed)

Promptness of service (responded to client needs immediately and released information/documents according to expected time)

Quality of service

Information and explanation of service

II. Feed Back and Suggestion(s)

☐ Compliment ☐ Complaint ☐ Suggestion

Person(s)/Unit/Office Concerned or Involved:

Facts or Details Surrounding the Incident
(Please use additional sheet/s if necessary)

Recommendation(s)/Suggestion(s)/Desired Action from our Office:
(Please use additional sheets if necessary)

Name (Optional): _____________________________________________
Office/Agency: ________________________________________________
Address: _____________________________________________________
Contact Numbers: ___________________ Email Address: ______________
Signature: ___________________________ Date: _____________________

Note: A drop box for feedback is located at the guard stations of each buildings. You can also send your feedback through this e-mail: feedback.upmindanao@up.edu.ph