



**UNIVERSITY OF NORTHERN PHILIPPINES**

**CITIZEN'S CHARTER**  
2023 First Edition



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## UNIVERSITY OF NORTHERN PHILIPPINES

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### OFFICE OF THE UNIVERSITY AND BOARD SECRETARY

3<sup>rd</sup> Floor, Administration Building  
University of Northern Philippines  
boardsecretary@unp.edu.ph

## CERTIFICATION

This is to certify that the following changes introduced on the 2023 Edition of UNP Citizen's Charter were presented to the Administrative Council: (1) identification and selection of the external and internal frontline services; (2) reclassification of processes according to the 3 (simple) -7 (complex) -20 (highly technical) processing time; (3) definiteness of the period of processing and being specific about service fees (i.e., no more ranging of processing time and fees); and (4) consolidation of several sub-steps into just one (1) or two (2).

The Administrative Council approved these changes on December 19, 2023.

21<sup>st</sup> of December 2023. Vigan City.

  
**ATTY. JONALYN R. ALMACHAR**  
University and Board Secretary





## **BRIEFER on the UNP Citizen's Charter (2023 First Edition)**

### **Authority:**

Republic Act 9485 or the "Anti-Red Tape Act of 2007" mandated several government agencies to set up their own Citizen's Charter. Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR), expanded the covered agencies required to put up their Citizen's Charters, covering both internal and external services.

Specifically, Section 17 of Republic Act No. 11032 provided for the creation of the Anti-Red Tape Authority or ARTA, with the mandate to administer and ensure ease of doing business among all agencies of the Philippine government. In doing so, ARTA issued Memorandum Circular (MC) No. 2019-002 and MC 002A which provided the "Guidelines on the Implementation of the Citizen's Charter" as well as the "Supplemental Guidelines" thereto in compliance with the provisions of RA 11032. For its part, the University of Northern Philippines (UNP), through Special Order No. EFC 034, series of 2019, created and constituted its Anti-Red Tape Unit (ARTU). ARTU facilitated the submission and review of the Citizen's Charter of all operating units in the university and attested that these documents substantially met the minimum requirements for the content and formalities prescribed under RA No. 11032, its IRR, and the ARTA issuances.

Subsequently, ARTA came up with MC No. 2020-07, s. 2020 which required each government office or agency to designate a Committee on Anti-Red Tape (CART) to perform functions stated in the Act. Special Order No. EFC 088, series of May 2021 sustained ARTU as UNP's CART, which it reconstituted according to the contemplations of MC No. 2020-07, s. 2020.

Special Order No. EFC 088, series of November 2021 effected another reconstitution of the UNP-ARTU with the aim to respond more effectively to the need to re-engineer systems and procedures within the university. Among others, the university's anti-red tape unit has zeroed in on one of the salient provisions of RA 11032 and that of ARTA MC No. 2020-02, the 3-7-20 processing time. This pertains to the shorter and more realistic time for the completion of government services transactions without delay – three (3) working days for simple transactions, seven (7) working days for complex transactions, and twenty (20) working days for highly technical transactions.

Special Order No. EFC 050, series of 2023 is the latest reconstitution and current composition of the UNP-ARTU, with a reiteration of the specific functions and responsibilities of the members as stipulated in ARTA MC No. 2020-07 laying down the "Guidelines on the Designation of a Committee on Anti-Red Tape (CART)."

### **Compliance:**

On record, the University started to streamline its systems and procedures as early as 2013 when it came up with a Citizen's Charter by virtue of Board Resolution No. 18, series of 2013. The said Charter was revised in December 2019 following the prescribed format, underwent updating in 2020, and had its 2021 Edition approved



through Administrative Council Referendum No. 01, series of 2022.

Through its ARTU, the University commits to be constantly updated on the Memorandum Circulars, Advisories, and Inspection Findings of the Anti-Red Tape Authority (ARTA). Relative to the latter, the UNP-ARTU has substantially complied with the recommendations/required actions of the ARTA on the basis of its Agency Citizen's Charter Monitoring Inspection Report dated 17 May 2023, culminating all its actions by the publication of its latest Citizen's Charter.

### **Actions:**

Following the May 2023 inspection conducted by the ARTA Northern Luzon Regional Field Office, the UNP-ARTU worked on the revision and updating of the UNP Citizen's Charter.

In August of 2023, a memorandum was issued by the University President calling all service units to submit their updated Citizen's Charter. They were then enjoined to revisit their respective procedures in doing business or providing services and do the necessary revision/s. The ARTU provided them with a list of the requirements and recommendations of the Anti-Red Tape Authority (ARTA) from the Agency Citizen's Charter Monitoring Inspection Findings in May 2023. The service units were likewise directed to cross-check the changes made in the Citizen's Charter with their parallel procedures in the units Operations Manual (OM).

The ARTU reviewed the outputs submitted from October - November 2023. Eventually, the proposed draft of the 2023 Edition of UNP Citizen's Charter was approved by the Administrative Council on December 19, 2023, with a Certification issued by the Office of the University and Board Secretary dated 21 December 2023.

Below are the **key changes** introduced in the **most recent edition**: (1) *Identification and selection of the external and internal frontline services*; (2) *Re-classification of processes according to the 3 (simple) -7 (complex) -20 (highly technical) processing time*; (2) *Definiteness of the period of processing and being specific about service fees (i.e., no more ranging of processing time and fees)*; and (3) *Consolidation of several sub-steps into just one (1) step or two (2)*.

Relative to the smoother and more facilitative implementation of the Citizen's Charter, the University has commenced the purchase of two (2) Service Kiosk Machines which are now under the process of procurement.

The University of Northern Philippines, with the ARTU as its CART, joins the Anti-Red Tape Authority (ARTA) in embracing the year 2024 with a commitment to improve bureaucratic efficiency as well as continuously strive for excellence in all aspects of government service. The ARTU shall conduct evaluation of all the university's systems and/or procedures and cause periodic review of its Citizen's Charter as necessary in order to reduce bureaucratic red tape by observing the 3-7-20 prescribed processing time for transactions and the zero-contact policy.



## **I. Mandate:**

The University of Northern Philippines (UNP) shall primarily give technical and professional training, advanced instruction in literature, philosophy, the sciences and arts, besides providing for the promotion of scientific and technical researches. The UNP mandate was expanded in 1998 to include relevant extension services and quality production towards empowerment of graduates for sustainable development.

## **II. Vision:**

A Globally Recognized University in a Heritage City by 2030.

## **III. Mission:**

To produce globally skilled and morally upright professionals instilled with rich cultural values.

## **IV. Service Pledge:**

**U**nify to provide quality education

**N**aturally strive for the implementation of the programs, activities, and projects

**P**romptly attend to all applicants on requesting parties who are within the premises of the institution prior to the end of official working hours and during lunch breaks.

## **V. Core Values:**

### **SERVANT Leadership**

**S**elfless Service

**E**xcellence

**R**espect and Righteousness

inno**V**ation

**A**ltruism

i**N**tegrity

**T**ransparency and Teamwork





## **12 Development Goals**

1. Develop ethical leaders through academic excellence
2. Enhance the implementation of quality assurance and outcomes-based education
3. Intensify functional research and development
4. Provide responsive, relevant and sustainable services to the community
5. Uphold university without borders
6. Create a brand for the university
7. Ensure good governance
8. Advocate fair play
9. Construct state-of-the-art infrastructure with complete facilities
10. Mainstream Gender and development
11. Promote and preserve cultural heritage
12. Promote mental and wellness programs for employees and students



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# External Services



## **Infrastructure Project Management and Development Office**



## 1. Endorsement of Billing for Infrastructure Projects

This service aims to provide a system for the endorsement of billing documents of the university's infrastructure projects.

<b>Office or Division:</b>	Infrastructure Project Management and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for Billing, BID Documents, Statement of Work Accomplishment (SWA), Inspection Report, Result of Test Analysis, Statement of Time Elapsed, Monthly Certificate of Payment, Contractor's Affidavit on Payment of Laborers and Material, Pictures before, during and after construction, Certificate of Completion		Contractor, IPMDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits requirements	1.1. Receives and verifies completeness of documents submitted	None	1 hour	<i>IPMDO Director and staff</i>
	1.2. Schedules and notifies the contractor or his representative for a joint site inspection.	None	10 minutes	<i>IPMDO Director Staff &amp; Contractor</i>
2. Receives and reviews inspection report and punch list if any	2. Issues inspection report and punch list if applicable	None	2 days	<i>IPMDO Director Staff &amp; Contractor</i>
3. Complies with the punch list	3. Monitors and inspects compliance to punch list	None	1 day	<i>IPMDO Director, staff &amp; Contractor</i>
4. Requests for re-inspection	4.1. Schedules and notifies contractor or his representative	None	10 minutes	<i>IPMDO Director, Staff &amp; Contractor</i>

	for a joint site re-inspection.			
	<p>4.2 Validates entries of the SWA and as built plan</p> <p>4.3 Forwards the SWA and As Built Plans to the IPMDO Director for Verification and signature.</p> <p>4.4 Forwards the duly signed SWA, As-Built Plans and letter request for payment to the Office of the President.</p>	None	3 days	<p><i>IPMDO Director</i></p> <p><i>IPMDO Designers</i></p> <p><i>IPMDO Project-in-Charge</i></p> <p><i>IPMDO Project Supervisors</i></p> <p><i>Contractor's Project Engineer</i></p>
	<p>4.5 Submits billing documents to the Accounting Office</p> <p>4.6 Informs contractor the status of billing requested.</p>	None	30 minutes	<p><i>IPMDO Director</i></p> <p><i>IPMDO Office Assistant</i></p>
<b>TOTAL:</b>		None	6 days, 1 hour 50 minutes	



## **Center for Gender and Development**



## 1. Request for Technical Assistance for Student Organizations

The technical assistance which is provided to external clients is in the form of facilitation in trainings, seminars, and workshops on GAD.

<b>Office or Division:</b>	Center for Gender and Development			
<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>		
Training Needs Assessment, Pre-test and post-test, Activity and Resource Person Evaluation forms, Client Satisfaction Survey Feedback Form, Training Completion Report		Center for Gender and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits request letter in the conduct of training/seminar/ workshop	b. Receives the request letter.	None	1 minute	<i>Administrative Assistant</i>
	1.2 Evaluate the request and identify the experts as resource persons/facilitator	None	4 hours	<i>Coordinator for Training</i>
2. Coordinates with the CGAD	2. Coordinates with the availability of experts as resource persons/ facilitators	None	30 minutes	<i>Coordinator for Training</i>
3. Finalize the Operational Plan and submit it for approval	3. Endorses the Operational Plan	None	10 minutes	<i>Director, CGAD</i>
<b>TOTAL:</b>		None	4 hours, 41 minutes	





## 2. Request for Technical Assistance for External Clients

The technical assistance which is provided to external clients is in the form of facilitation in trainings, seminars, and workshops on GAD.

<b>Office or Division:</b>	Center for Gender and Development			
<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>		
Training Needs Assessment, Pre-test and post-test, Activity and Resource Person Evaluation forms, Client Satisfaction Survey Feedback Form, Training Completion Report		Center for Gender and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits request letter in the conduct of training/seminar/ workshop to the Office of the President	1.1 Receives the request letter and forward to the office of the President.	None	1 minute	<i>Administrative Assistant of the Records Office</i>
	1.2 Receives, evaluates and endorses the request to the CGAD	None	10 minutes	<i>Administrative Assistant of the office of the President, President</i>
	1.3 Evaluate the request and identify the experts as resource persons/ facilitators	None	2 hours	<i>Coordinator for Training, CGAD</i>
2. Coordinates with the CGAD	2.1 Coordinates with the availability of experts as resource person/facilitator	None	2 hours	<i>Coordinator for Training, CGAD</i>
	2.2 Prepares and submits request/operational plan for the conduct of the training/seminar as requested to the office of the President	None	10 minutes	<i>Director, CGAD</i>
<b>TOTAL:</b>		None	4 hours, 21 minutes	



## **University Legal Office**



## 1. Review of Contracts and Affidavits (For Students)

Procedures for the review of documents considered by law to be contracts, and affidavits executed or to be executed by University officials, employees, or students whether for official or personal use.

<b>Office or Division:</b>	University Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract or Affidavit, 1 copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits the Contract or Affidavit for Review at the Legal Office	1.1 Receives the Document	None	1 minute	Office Assistant
	1.2 Reviews the Document	None	3 days	Legal Assistants, Head, Legal Office
	1.3 Issues recommendations in the form of Contract Review Form	None		
2. Gets the Contract Review Form	2. Notifies client to retrieve Contract Review Form	None	1 minute	Office Assistant. Legal Assistants
3. Submits Revised Contract or Affidavit	3.1 Receives the revised document	None	1 minute	Office Assistant, Legal Assistants
	3.2 Submits the Contract to the UNP Board of Regents for Approval	None	1 minute	Head, Legal Office
4. Retrieves the approved Contract for	4. Notifies the client of the approval of the Contract	None	1 minute	Office Assistant



signature by the other party				
5. Submits duly signed Contract	5.1 Receives the signed Contract	None	1 minute	Office Assistant
	5.2 Submits the Contract to the Office of the President	None	10 minutes	Office Assistant
	5.3 Have the Signed Contract notarized, notifies the client, and stores a copy of the Contract	None	2 hours	Office Assistant
<b>TOTAL:</b>		None	3 days, 2 hours, 6 minutes	

## 2. Requests for Legal Opinion (For Students)

Procedures for the issuance of legal opinion of laws, rules and regulations, other government issuances, and documents

<b>Office or Division:</b>	University Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government Government to Citizen			
<b>Who may avail:</b>	Personnel/Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Legal Opinion Form, or Simple Written Request Letter		University Legal Office for the Request for Legal Opinion Form		
Document to be interpreted if any		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the filled-out Request for Legal Opinion	1. Receives the filled-out Request for Legal Opinion Form or Request	None	1 minute	Office Assistant



Form or Request Letter along with the document, if any.	Letter with the document subject for opinion			
2. Visits the Legal Office for an interview, if needed	2. Reviews the request, invites client for an interview, if needed, and issues the Legal Opinion	None	3 days	<i>Legal Assistants, Head, Legal Office</i>
3. Gets the Legal Opinion	3.1 Notifies the client to get the Legal Opinion	None	1 minute	<i>Legal Assistants; Office Assistant</i>
	3.2 Stores a copy of the Legal Opinion	None	None	<i>Office Assistant</i>
<b>TOTAL:</b>		None	3 days, 2 minutes	

### 3. Service Requests for Legal Aid

Procedures for requests of officials or employees, and students for the preparation of affidavits, and/or requests for consultation.

<b>Office or Division:</b>	University Legal Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government Government to Citizen			
<b>Who may avail:</b>	Personnel/Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		University Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits the filled in Service Request Form	1.1. Receives the filled in Service Request Form	None	5 minutes	<i>Office Assistant</i>
	1.2. Reviews the Request	None	1 minute	<i>Legal Assistants, Head, Legal Office</i>
2. Visits the Legal Office for an interview	2.1. Invites client for an interview, if needed	None	10 days	<i>Legal Assistants, Head, Legal Office</i>
	2.2. Researches on laws, rules,	None		

	regulations, and jurisprudence for the specific case of the client			
3. Gets the document requested or visits the Legal Office for the Consultation	3.1. Prepares necessary document or renders the consultation	None	1 hour	<i>Legal Assistants, Head, Legal Office</i>
	3.2. Notifies the client to get the Legal Opinion or visit the Legal Office for the consultation	None	1 minute	<i>Office Assistant</i>
	3.3. Stores a copy of the document requested, if there be any	None	None	<i>Office Assistant</i>
<b>TOTAL:</b>		None	10 days, 1 hour, 7 minutes	





# University Hospital



## 1. Medical Consultation (Out-Patient Department)

Medical Consultation is the act of seeking assistance from another physician(s) or health care professional(s) for diagnostic studies, therapeutic interventions, or other services that may benefit the patient.

<b>Office or Division:</b>		Out-Patient Department		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits him/herself for interview and vital sign testing	1.1 Interviews and takes down Patient/ Client information. 1.2 Takes and Records Vital Signs (Temperature; RR; PR; BP) 1.3 Records Brief history of present and past illnesses.	None	6 minutes	<i>Triage Nurse/Nursing Attendant</i>
2. Proceeds to the Physician on-duty	2. Conducts Consultation, Procedure and Treatment Procedures	None	30 minutes	<i>Physician</i>
3. Receives charge slip	3. Issues Charge slip	None	2 minutes	<i>Attendant Nurse</i>
4. Pays fee	4. Receives payment	PHP 200.00	2 minutes	<i>Cashier</i>
<b>TOTAL:</b>		PHP 200.00	40 minutes	



## 2. Minor Operation and Procedure

Surgery/Procedure involving little risk to the life of the patient specifically: an operation on the superficial structures of the body or a manipulative procedure that does not involve a serious risk.

<b>Office or Division:</b>		OPD/OR/BILLING		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens		
<b>Who may avail:</b>		Patient/client seeking minor procedure.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Report		Attending Physician of the patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceeds to Out-Patient Department and submits for pre-Operative assessment and vital sign testing.	1. Fills out of request for the procedure, takes and records vital signs and briefs/prepares the client	None	10 minutes	Attending Nurse
2. Proceeds to Operating Room	2. Conducts actual Operation Procedure	None	1 hour	Surgeon/OR Nurse/ Circulating Nurse/Nursing Attendant
3. Proceeds to Observation Room (Post-Operative)	3. Observes clients and takes vital signs.	None	10 minutes	Medical Technologist/ Laboratory Technician/ Radiologist Technologist
4. Secures billing statement	4. Prepares and issues billing statement	None	10 minutes	Cashier
5. Pays fee	5. Receives payment and issues official receipt	See OPD pricelist	5 minutes	Cashier
<b>TOTAL:</b>		See OPD pricelist	1 hour, 35 minutes	



Out-patient Department (OPD) Price List	
12-LECG	200.00
Reading Fee	50.00
Consultation Fee	250.00
ER Fee	200.00
Admission Fee	200.00
Insertion Fee	60.00
Medical Certificate	150.00
Nebulization Fee	50.00
Wound Dressing Fee	50.00
Skin Testing Fee	50.00
Medical Abstract	200.00
Peri Light Exposure	100.00
Incision & Drainage	600.00
Suturing Fee	250.00
Suture per stich	75.00
Onglectomy	1,000.00
Excision Fee	250.00
Thoracentesis	600.00
Lidocaine 50ml per 3ml	50.00
PNSS 50ml per 3ml	30.00
Circumcision Fee	1,000.00 + supplies
PF (Circumcision)	500.00
Add'l payment (circumcision) PHIC	580.00
Cauterization	800.00
Debridement	200.00
Doppler Fee	50.00
HBA1c	900.00
Hepa Vaccine	680.00
Flu Vaccine	1,000.00
CBG	100.00
Antigen Kit	900.00
Oxygen Full Tank	1,800.00

### 3. Request for Laboratory Examination

Involves receiving or collecting specimens for testing, performing the appropriate tests and generating results.

<b>Office or Division:</b>	UNP Hospital				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C - Government to Citizens				
<b>Who may avail:</b>	Patient/client seeking laboratory examination				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>Laboratory Request (if present)</td><td>Requesting Physician</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Laboratory Request (if present)	Requesting Physician
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Laboratory Request (if present)	Requesting Physician				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presents laboratory request otherwise submits for assessment/ interview	1. Assesses and confirms the laboratory request, otherwise assesses the patient/client and filling out of laboratory form as requested.	None	10 minutes	<i>Triage Nurse/Nursing Attendant</i>
2. Proceeds to Cashier for Billing and pays fees	2. Assesses the laboratory request and receives payment	See UNPH – Laboratory Pricelist below	5 minutes	<i>Cashier</i>
3. Proceeds to Laboratory	3. Collects specimen	None	10 minutes	<i>Medical Technologist/ Laboratory Technician</i>
4. Waits for the results	4. Conducts testing	None	1 hour	<i>Medical Technologist/ Laboratory Technician</i>
5. Presents the copy of OR and receives results	5. Verifies the Official Receipt (OR) and releases the result	None	5 minutes	<i>Medical Technologist/ Laboratory Technician</i>
<b>TOTAL:</b>		See UNPH – Laboratory Pricelist below	1 hour, 35 minutes	

### UNPH – Laboratory Pricelist

Type of Test	HEMATOLOGY			
	OPD	WARD	PRIVATE	SENIOR CITIZEN
CBC w/ PC	200.00	250.00	300.00	160.00
PLATELET COUNT ONLY (MANUAL)	120.00	145.00	170.00	96.00
HEMOGLOBIN & HEMATOCRIT	180.00	230.00	280.00	144.00
WBC COUNT	180.00	230.00	280.00	144.00
CLOTTING TIME & BLEEDING TIME	100.00	150.00	200.00	80.00
**BLOOD TYPING (ABO/RH)	150.00	200.00	250.00	120.00
	CHEMISTRY			
	OPD	WARD	PRIVATE	SENIOR CITIZEN
FBS	140.00	200.00	250.00	112.00
LIPID PROFILE	600.00	650.00	700.00	480.00
CHOLESTEROL	190.00	240.00	290.00	152.00



TRIGLYCERIDE	190.00	240.00	290.00	152.00
HDL-CHLOE	200.00	250.00	300.00	160.00
BUN	140.00	180.00	230.00	112.00
CREATININE	140.00	180.00	230.00	112.00
URIC ACID	140.00	180.00	230.00	112.00
AST/SGOT	190.00	240.00	290.00	152.00
ALT/SGPT	190.00	240.00	290.00	152.00
HBA1c	900.00	950.00	1,000.00	720.00
SODIUM (Na <sup>+</sup> )	200.00	240.00	260.00	160.00
POTASSIUM (K <sup>+</sup> )	200.00	240.00	260.00	160.00
	<b>IMMUNO-SERO</b>			
HBsAg	180.00	230.00	280.00	144.00
DENGUE DUO	1,150.00	1,200.00	1,250.00	920.00
	<b>CLINICAL MICROSCOPY</b>			
URINALYSIS	100.00	150.00	200.00	80.00
PREGNANCY TEST	150.00	200.00	250.00	120.00
FECALYSIS	80.00	130.00	180.00	64.00

**\*\* FREE for Students & Employees**



## **Academic Units**



## 1. Screening of Entrants with interview

The screening of entrants to the Colleges is undertaken before the schedule of enrolment to ensure that only qualified students are enrolled in the different programs.

<b>Office or Division:</b>	Colleges			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	New students who intend to enroll at the Colleges			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UNP CAT result (photocopy)		Admission Services Office		
Form 138 (photocopy)		High School Graduated From		
Law School Qualifying Test (LSQT) Results (photocopy) - for Juris Doctor		Admission Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1.1 Submits admission requirements to the academic unit	1.1 Receives and reviews admission requirements.	None	5 minutes	<i>Faculty-in-charge, Office Assistant</i>
1.2 Look for their respective schedule on the College FB page/bulletin boards.	1.2 Prepares schedule of interview and posts announcement on the College FB page/bulletin boards and advises entrants to look at the FB page/bulletin boards for their respective schedule	None	1 day	<i>Dean, Assistant Deans, FB Page Administrator, Office Assistant</i>
2. Undergoes interview and signs consent form for the posting of their names	2.1 Interviews the applicant.	None	30 minutes	<i>Program Heads, Core Faculty Members</i>
	2.2 Evaluate and rank the applicants	None	5 days	<i>Program Heads</i>





	2.3 Approves the result of the interview and ranking of the entrants	None	10 minutes	Dean
3. Check results posted at the College FB Page/bulletin board/UNP Website	3. Post results of interview at the College FB page/bulletin boards	None	5 minutes	College Clerk FB Page Administrator
<b>TOTAL:</b>		None	6 days and 50 minutes	

## 2. Enrolment of New Students

The enrolment of new students in all programs of the Colleges is undertaken on-site.

<b>Office or Division:</b>	Colleges			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming Freshmen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UNP CAT Result (original and photocopy)		Admission Services		
Form 138 (original and photocopy)		High School Graduated From		
Certificate of Good Moral Character (original and photocopy)		High School Graduated From		
Certificate of Live Birth (original and photocopy)		Philippine Statistics Authority		
Passport size picture with white background no nametag (3 pieces)		Studio of choice		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures admission slip and Registration Form	1. Issues admission slip and Registration Form	None	1 minute	Dean or Authorized Representative , Office Assistant
2. Fills out and submits Registration Form	2. Accepts applicant in the pool and admits student in the applicant list	None	5 minutes	Faculty in-charge



3. Pays corresponding student membership fee (Student Council and local council fee)	3. Receives and issues receipt of payment	See Local Council fees per college p. 39-40	5 minutes	<i>Student Representatives</i>
4. Secures registration and ID application forms	4. Issues registration and ID application forms	None	1 minute	<i>Faculty in-charge</i>
5. Fills out and submits registration and ID application forms	5.1 Checks and countersigns the registration form and receives the ID application form	None	3 minutes	<i>Faculty in-charge</i>
	5.2 Approves the registration form	None	1 minute	<i>Dean or Duly Authorized Representative</i>
	5.3 Prepares the list of students whose registration are approved and submits the list and accomplished ID application forms to the Registrar's Office	None	1 day	<i>Faculty in-charge; Office Assistant of the Dean's Office</i>
<b>TOTAL:</b>		See Local Council fees per college p. 39-40	1 Day and 16 minutes	



### 3. Enrolment of Old Students

Enrolment of old students in all programs of the College is undertaken on-site.

<b>Office or Division:</b>	Colleges			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Rating		Adviser/College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Pays corresponding student membership fee (Student Council and local council fee)	1. Receives and issues receipt of payment	See Local Council fees per college p.39-40	5 minutes	<i>Student Representatives</i>
2. Secures registration form	2. Issues registration form	None	1 minute	<i>Dean/Faculty in-charge</i>
3. Fills out and submits registration form	1.1 Checks and countersigns the registration form	None	5 minutes	<i>Adviser/Faculty in-charge</i>
	1.2 Approves the registration form.	None	1 minute	<i>Dean or Duly Authorized Representative</i>
	1.3 Prepares the list of students whose registration are approved and submits the list to the Registrar's Office	None	1 day	<i>Adviser/Faculty in-charge, Office Assistant of the Dean's Office</i>
	<b>TOTAL:</b>	See Local Council fees per college p.39-40	1 day and 12 minutes	



## UNP Student Government

The following are the fees to be paid by students upon enrollment, to their respective mandated organizations:

1.	<b>CCJE-Criminal Students Organization (CSO)</b>		9.	<b>CFAD- Atelier Original</b>	
	CSO Fee	PHP 100.00		Membership Fee	PHP 200.00
	SC Fee	20.00		Cultural Fee	100.00
	Intramurals Fee	150.00		Intramurals Fee (1 <sup>st</sup> Term Only)	100.00
	Cultural Fee	100.00		SC Fee	20.00
2.	<b>CSW-Samahan ng mga Mag-aaral sa Gawaing Panlipunan (SMGP)</b>			Arte Fee	150.00
	SC Fee	PHP 20.00	10.	<b>CARCH-College of Architecture Atelier Council</b>	
	SMGP	100.00		Membership (PHP 100.00 per term)	PHP 200.00
	Intramurals Fee	150.00		Intramurals Fee (1 <sup>st</sup> Term Only)	100.00
3.	<b>CMED-Future Physician's Circle</b>			SC Fee	20.00
	Membership	PHP 150.00	11.	<b>COE-Engineering Department Students Organization</b>	
	Intramurals Fee (1 <sup>st</sup> Term Only)	100.00		Intramurals Fee (1 <sup>st</sup> Term Only)	PHP 100.00
	SC Fee	20.00		Membership Fee	100.00
	APMC Fee	50.00		Cultural Fee	100.00
4.	<b>CAS-Students of Arts and Sciences Organization</b>			SC Fee	20.00
	SASO Fee	PHP 100.00	12.	<b>CPAd-Public Administration Students Society</b>	
	SC	20.00		Intramurals Fee (1 <sup>st</sup> Term Only)	PHP 100.00
	Intramurals Fee	100.00		Membership Fee	100.00
	Cultural Fee	50.00		Cultural Fee	100.00
5.	<b>CN-Nursing Students Organization</b>			SC Fee	20.00
	Membership	PHP 150.00	13.	<b>CTE- College of Teacher Education Students Organization</b>	
	Cultural Fee	50.00		Membership	PHP 100.00
	Intramurals Fee (1 <sup>st</sup> Term Only)	150.00		Intramurals Fee (1 <sup>st</sup> Term Only)	150.00
	SC Fee	20.00		Cultural Fee	100.00
6.	<b>CCIT-Association of Communication and Technology Students</b>			SC Fee	20.00
	Membership Fee	PHP 150.00	14.	<b>CHTM-Society of Hospitality and Tourism Students</b>	
	Cultural Fee	100.00		Intramurals Fee (1 <sup>st</sup> Term Only)	PHP 130.00
				Membership Fee	70.00



	Intramurals Fee (1 <sup>st</sup> Term Only)	150.00		Cultural Fee	150.00
	SC Fee	20.00		SC Fee	20.00
7.	<b>CBAA-Organization of Business Administration Students</b>		15.	<b>CLAW-Law Students Organization</b>	
	Membership Fee	PHP 100.00		LSG Membership Fee	PHP 300.00
	Cultural Fee	50.00		Publication Fee	150.00
	SC Fee	20.00		SC	20.00
	Intramurals Fee (1 <sup>st</sup> Semester)	100.00	16.	<b>LS-Laboratory Students Organization</b>	
	Business Week Fee (2 <sup>nd</sup> Term Only)	50.00		Membership Fee	PHP 200.00
8.	<b>CTECH-Industrial Technologists Organization</b>		17.	<b>CHS-College of Health Sciences Student Organization</b>	
	Membership Fee	PHP 100.00		CHSSO Fee	PHP 100.00
	Cultural Fee	20.00		SC Fee	20.00
	SC Fee	20.00		Publication Fee	150.00
	Intramurals Fee (1 <sup>st</sup> Term Only)	175.00		Intramurals Fee (1 <sup>st</sup> Term Only)	100.00

#### 4. Issuance of Permit to Shift to Another Program

To provide a guide for students who want to shift to another program/course in another college.

<b>Office or Division:</b>		Colleges		
<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>		
Clearance Form		Dean of the current college		
Permit to Shift		Dean of the current college		
Appraisal Sheet		Class Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Requests for Permit to Shift Form	1. Issues Permit to Shift Form	None	5 minutes	College Clerk, Assistant Dean of the current college
2. Fills out Permit to Shift Form and submits to the current college.	2. Checks if form is properly filled out	None	5 minutes	College Clerk, Assistant Dean of the current college
3. Requests for a copy of Appraisal Sheet	3. Updates the Appraisal Sheet and releases a copy to the student	None	15 minutes	Class Adviser



4. Presents Permit to Shift to the Dean for Approval	4. Approves Permit to Shift	None	5 minutes	Assistant Dean Dean
<b>TOTAL:</b>		None	30 minutes	

## 5. Acceptance of Shifters

Shifters have to be guided on the steps enumerated below.

<b>Office or Division:</b>		Colleges		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Shifters from other Program/Colleges		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Permit to Shift		Dean of College where Currently Enrolled		
Updated Appraisal Sheet		Class Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits Approved Permit to Shift and Updated Appraisal Sheet from previous college	1. Receives Approved Permit to Shift and Updated Appraisal Sheet	None	5 minutes	Dean, Program, Head/Assistant College Clerk of the admitting college
2. Undergoes interview	2. Interviews the student	None	20 minutes	Program Head, Assistant Dean of the admitting college.
3. Waits for the result of the evaluation	3. Reviews and evaluates requirements and computes the GWA	None	20 minutes	Program Head, Assistant Dean the admitting college.
4. Receives result of evaluation	4. Advises the student based on the results of the evaluation.	None	5 minutes	Program Head, Assistant Dean of the admitting college
5. Proceeds for enrolment	5. Advises student to proceed for enrolment	None	3 minutes	Program Head Assistant Dean of the admitting college
<b>TOTAL:</b>		None	53 minutes	



## 6. Acceptance of Transferees

The enrolment of transferees in the different programs of the Colleges is undertaken on-site.

<b>Office or Division:</b>	Colleges			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Credentials/Honorable Dismissal		Previous school		
Permit to Transfer		Previous school		
Transcript of Records		Previous school		
Certificate of Good Moral Character		Previous school		
UNP CAT Result		Admission Services		
Certificate of Live Birth		Philippine Statistics Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits requirements	1. Receives and evaluates requirements.	None	5 minutes	<i>Program Head</i>
2. Proceeds for the interview	2. conducts interview	None	20 minutes	<i>Program Head</i>
3. Pays corresponding student membership fee (Student Council and local council fee)	3. Receives and issues receipt of payment.	See Local Council fees per college p. 39-40	5 minutes	<i>Student Representatives</i>
4. Secures registration and ID application forms	4. Issues registration and ID application forms	None	1 minute	<i>Faculty in-charge</i>
5. Fills out and submits registration and ID application forms	5.1 Checks and countersigns the registration form and receives the ID application form	None	3 minutes	<i>Faculty in-charge</i>
	5.2 Approves the registration form	None	1 minute	<i>Dean or Duly Authorized Representative</i>
	5.3 Prepares the list of students whose registration are approved and	None	1 day	<i>Faculty in-charge; Office Assistant of the Dean's Office</i>



	submits the list and accomplished ID application forms to the Registrar's Office			
<b>TOTAL:</b>		See Local Council fees per college p.39-40	1 day and 35 minutes	

## 7. Issuance of Permit and Admission to Cross Enroll

This service defines the steps that the students follow when requesting for cross enrolment and its admission.

<b>Office or Division:</b>		Colleges		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Permit to Cross Enroll		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures form to cross enroll	1. Issues form to cross enroll	None	1 minute	<i>College Clerk</i>
2. Fills out and submits form and waits for the issuance of the permit	2. Checks the completeness of the accomplished form	None	3 minutes	<i>Class Adviser, Assistant Dean, Dean, College Clerk</i>
3. Presents permit to the Dean of the College where subject is to be taken	3. Receives and approves permit to cross-enroll	None	3 minutes	<i>Assistant Dean, Dean, College Clerk</i>
4. Enrolls the subject needed	4. Approves the subject to be enrolled	None	5 minutes	<i>Assistant Dean, Dean</i>
<b>TOTAL:</b>		None	12 minutes	





## 8. Request for Enrolment of Additional Subject/s

This service defines the steps of the enrollment for additional subject/s. A student may be allowed to add subjects only within the first two (2) weeks of classes upon the recommendation of the adviser and approval of the Dean.

<b>Office or Division:</b>		Colleges		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Students who Need to Add Subject/s during the Term		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appraisal Sheet		Class Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures application form	1. Issues application form	None	1 minute	<i>Registrar's Office</i>
2. Fills-out application form and secures approval of subject instructor/s and dean	2. Recommends for Approval of subject/s to be added	None	15 minutes	<i>Subject Instructor/s, College Dean</i>
3. Submits application form	3. Receives and approves application form and assess fees	None	5 minutes	<i>Registrar's Office</i>
4. Pays application form and applicable fees	4. Receives payment and issues official receipt	P30.00	5 minutes	<i>Cashier's Office</i>
5. Presents official receipt and secure updated registration/enrolment form	5. Verifies payment and issues updated registration/enrolment form	None	5 minutes	<i>Registrar's Office</i>
<b>TOTAL:</b>		PHP 30.00	31 minutes	

## 9. Request for Dropping/Changing a Subject/s

Students may need to drop one or more subjects they have enrolled during the term; provided, that their reason/s for doing so is/are valid. The steps below will facilitate the dropping/changing of subject/s.



<b>Office or Division:</b>		Colleges		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Students who wish to change or need to drop enrolled subject/s		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Dropping/Changing Form		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Pays dropping/changing form fee at the Cashier's Office	1. Receives payment and issues official receipt	PHP 30.00	3 minutes	Cashier's Office Staff
2. Presents official receipt to secure dropping/changing form at the Registrar's Office	2. Checks official receipt and issues dropping/changing form to the student	None	3 minutes	Registrar's Office Staff
3. Fills out dropping/changing form and obtains signature of subject teacher/s concerned	3. Signs the dropping/changing form	None	5 minutes	Subject Teacher/s Concerned
4. Presents the dropping/changing form to the Dean for approval	4. Signs the dropping/changing form	None	3 minutes	Assistant Dean Dean
5. Submits the duly accomplished dropping/changing form to the concerned offices	5. Receives the duly accomplished dropping/changing form	None	5 minutes	College Clerk Registrar's Office Cashier's Office
6. Informs the Class Adviser about the subject/s dropped / changed	6. Updates student appraisal sheet	None	5 minutes	Class Adviser
<b>TOTAL:</b>		<b>PHP 30.00</b>	<b>24 minutes</b>	



## 10. Completion of Grade/s

Students with incomplete grade/s at the end of the term for whatever reason/s can complete the grade/s within one academic year after its incurrence.

<b>Office or Division:</b>		Colleges		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		Student with Incomplete Grade		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completion Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Meets the faculty concerned to know the requirement/s for completion	1. Provides the requirement/s for completion	None	10 minutes	<i>Faculty Concerned</i>
2. Accomplishes completion requirement/s	2. Waits for the student to submit completion requirement/s	None	5 days	<i>Faculty Concerned</i>
3. Submits completion requirement	3. Evaluates the completion requirement and computes the student's final grade	None	1 day	<i>Faculty Concerned</i>
4. Secures completion form	4. Issues Completion form	None	3 minutes	<i>Registrar's Office Staff</i>
5. Pays the completion form fee	5. Issues receipt for the payment of the completion form fee	PHP 30.00	3 minutes	<i>Cashier's Office Staff</i>
6. Fills out the completion form and secures grade from the faculty concerned	6. Enters final grade and approves the completion form;	None	5 minutes	<i>Faculty Concerned</i> <i>Dean</i> <i>Registrar's Office Staff</i>
7. Submits a copy of the approved completion form	7. Receives approved completion form and verifies payment.	None	3 minutes	<i>College Clerk</i> <i>Registrar's Office Staff</i>
<b>TOTAL:</b>		PHP 30.00	6 days, 24 minutes	



## 11. Application for Comprehensive Examination

This service defines the procedure to be followed in applying for comprehensive examination at the Graduate Studies.

Office or Division:	Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Completed Academic Requirements		Registrar’s Office		
Certification of Grades				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Requests for application form for comprehensive examination	1. Issues application form for comprehensive examination	None	3 minutes	College Clerk Assistant Dean for the Graduate Programs
2. Fills-out application form and submit for approval	2. Receives and approves application form	None	5 minutes	Assistant Dean for the Graduate Programs Dean
3. Pays fee	3. Receives payment and issues receipt	PHP 2,000.00 (Doctoral) PHP 1,500.00 (Master’s)	3 minutes	Cashier’s Office Staff
4. Presents official receipt and secures examination schedule	4. Verifies payment and gives examination schedule	None	5 minutes	College Clerk Assistant Dean for the Graduate Programs
5. Secures examination permit	5. Issues examination permit	None	3 minutes	Assistant Dean – GS Dean
TOTAL:		PHP 2,000.00 (Doctoral) PHP 1,500.00 (Master’s)	18 minutes	



## 12. Request for Oral Examination (Proposal Defense) of Thesis/ Dissertation

This service defines the procedure to be followed in the conduct of thesis/ dissertation proposal defense.

<b>Office or Division:</b>	Colleges			
<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>		
Request Form for Oral Examination		Dean's Office		
Research Proposal Manuscript (5 copies)				
Comprehensive Examination Results		Dean's Office		
HGDG Certification		CGAD Office		
Nomination Form		Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures for application form	a. Issues application form	None	3 minutes	<i>College Clerk Assistant Dean for the Graduate Programs</i>
2. Fills-out and submits application form	b. Receives and approves accomplished application form	None	3 minutes	<i>College Clerk Assistant Dean for the Graduate Programs</i>
c. Pays fees	3. Receives payment and issues official receipts	PHP 8,750.00 (Doctoral) PHP 6,150.00 (Master's)	3 minutes	<i>Cashier's Office Staff</i>
4. Presents official receipts and secures oral defense schedule	4. Verifies payment and issues oral defense schedule	None	10 minutes	<i>College Clerk Assistant Dean for the Graduate Programs Dean</i>
5. Distributes manuscripts	5. Instructs candidate to distribute manuscript	None	3 minutes	<i>College Clerk Assistant Dean for the Graduate Programs Dean</i>
<b>TOTAL:</b>		Doctoral: PHP 8,750.00 Masters: PHP 6,150.00	22 minutes	



### 13. Request for Oral Examination (Final Defense) of Thesis/ Dissertation

This procedure defines the procedure to be followed in the conduct of thesis/dissertation final defense.

<b>Office or Division:</b>	Colleges			
<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>		
Approved Compliance Matrix		Thesis Adviser		
Research Manuscript (5 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures application form	1. Issues application form	None	3 minutes	<i>College Clerk Assistant Dean for the Graduate Programs</i>
2. Fills-out and submits application form	2. Receives and approves accomplished application form	None	3 minutes	<i>College Clerk Assistant Dean for the Graduate Programs</i>
3. Pays fees	3. Receives payment and issues official receipts	PHP 8,750.00 (Doctoral) PHP 6,150.00 (Master's)	3 minutes	<i>Cashier's Office Staff</i>
4. Presents official receipts and secures oral defense schedule	4. Verifies payment and issues oral defense schedule	None	10 minutes	<i>College Clerk Assistant Dean for the Graduate Programs Dean</i>
5. Distributes manuscripts	5. Instructs candidate to distribute manuscripts	None	3 minutes	<i>College Clerk</i>
<b>TOTAL:</b>		Doctoral: PHP 8,750.00  Masters: PHP 6,150.00	22 minutes	



## 14. Application for Graduation

A graduating student applies for graduation during the last term of the completion of the degree/course at the Registrar's Office.

<b>Office or Division:</b>	Colleges			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance for Graduation		Dean's Office		
Application for Graduation		Dean's Office		
Appraisal Sheets		Class Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures application and clearance form	1. Issues application and clearance form	None	3 minutes	<i>Dean's Office Staff</i>
2. Fills out and submits application form	2. Receives the application form	None	3 minutes	<i>Program Head Assistant Dean-GS Dean</i>
3. Accomplishes and submits clearance form	3. Receives & checks duly accomplished clearance form	None	10 minutes	<i>Program Head Assistant Dean-GS Dean Other Signatories</i>
<b>TOTAL:</b>		<b>None</b>	16 minutes	



## **College of Business Administration and Accountancy**





## 1. Request for the Use of CBAA Facilities/Equipment

This service is intended for the use of Function Rooms, LCD Units requested by organizations who intend to hold academic trainings/seminars.

<b>Office or Division:</b>	College of Business Administration & Accountancy			
<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>		
Request Letter addressed to the CBAA Dean		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits letter request.	1. Checks the availability of the facility/equipment	None	3 minutes	Laboratory Technician
2. Waits for the approval of request by the Dean	2. Approves the letter inform verification of the personnel in-charge	None	4 minutes	OIC-Office of the Dean
3. Receives approved letter request from the Dean's Office	3. Orients the Faculty/ Personnel/Student regarding facilities/ equipment care and assistance	None	5 minutes	Laboratory Technician OIC-Office of the Dean
<b>TOTAL:</b>		None	13 minutes	

## 2. Request for the Use of CBAA Internet Center

The CBAA Internet Center provides CBAA students with access to the web and e-mail services.

<b>Office or Division:</b>	College of Business Administration & Accountancy			
<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>		
Student ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>



1. Fills out form to get timecode (for new users only)	1. Issues request form.	PHP 350.00 per student	3 minutes	Laboratory Technician
2. Asks for a timecode.	2. Provides the timecode to the students.	None	5 minutes	Laboratory Technician
3. Waits for the available computer unit	3. Assign available computer unit	None	5 minutes	Laboratory Technician
<b>TOTAL:</b>		PHP 350.00 per student	13 minutes	

### 3. Request for Certification of Grades for Scholarship

The certificate shall indicate the verified average grade and the scholarship the student may avail.

<b>Office or Division:</b>	College of Business Administration & Accountancy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification for Scholarship		CBAA Dean's Office		
Report of Rating indicating your general average of grades		CBAA Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fills out request of services form	1. Issues a request form	None	3 minutes	Office Assistant
2. Fills out the Certification for Scholarship Form and proceed to the class adviser for counter signature	2. Verifies the grades and GWA and countersigns the Certification for Scholarship Form	None	7 minutes	Class Adviser
3. Proceeds to the Dean's Office for	3. Signs and issues the certification	None	3 minutes	Office of the Dean



signature of the Certification for Scholarship Form				
<b>TOTAL:</b>		None	13 minutes	



## **College of Medicine**



## 1. Application for Admission for Medicine Program

The University of Northern Philippines College of Medicine is open to everyone regardless of background, beliefs, or economic status.

<b>Office or Division:</b>	College of Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail?</b>	All interested applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified true copy of the National Medical Admission Test (NMAT)		Center for Educational Measurement, Inc.		
Copy of Official transcript of records (OTR)		School graduated from.		
Copy of Diploma or Certificate of Graduation authenticated by the Registrar of the school where he/she graduated		School graduated from.		
Copy of Certificate of Live Birth		Philippine Statistics Authority		
Certificate of good moral character		School graduated from.		
Honorable Dismissal (for transferees)		School graduated from.		
5 pieces 2x2 I.D. picture, white background with name tag.		-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files application, pays appropriate fee and submit application documents.  Signs consent form for the posting of their names	1.1 Collect the documents submitted and Original Receipt of payment of Medical Admission Test.  1.2 Admission Committee evaluates the application.	None	15 minutes	Office Assistant/Clerk  Admission Committee
2. Checks email or Phone call for the schedule of interview.	2. Inform the applicants the schedule of interview.	None	2 minutes	Office Assistant/Clerk
3. Attends the interview.	3.1 Interviews the applicant.  3.2 Evaluates the interview.	None	30 minutes	Head of Admission Committee College Office Clerk



				<i>assigned to admission</i>
4. Checks email and Facebook posts for the result of the interview.	4. Inform the applicants through email and post in the Facebook page the results of the interview.	None	5 minutes	<i>Office Assistant/Clerk</i>
<b>TOTAL:</b>		None	52 minutes	

## 2. Enrolment for New Students (Non-MSRS)

Enrollment for all Medical Students qualified for incoming First years and next year level who are not a scholar of Medical Scholarship and Return Service Program (MSRS).

<b>Office or Division:</b>	College of Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Medical Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
National Medical Admission Test (NMAT) Result		Center for Educational Measurement, Inc.		
Official transcript of records (OTR)		School graduated from		
Diploma or Certificate of Graduation authenticated by the Registrar of the school where he/she graduated		School graduated from		
Certificate of Live Birth		Philippine Statistics Authority		
Certificate of Good Moral Character		School graduated from		
Certificate of Eligibility for Admission to Medical Program (for foreign students)		Commission on Higher Education Regional Office No. 1		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student secures Admission slip and Registration Form	1. The college verifies completeness and authenticity of the documents submitted	None	5 minutes	<i>Office Assistant/Clerk</i>
2. Pay student organization fees	2. The College of Medicine student organization receives and issues official	PHP 20.00 SC Fee  PHP 500.00 Membership	15 minutes	<i>Student Representatives</i>



	Receipt.	Fee		
3. Student fills out registration form.	3.1 Checks the registration form.  3.2 Approves the registration form.	None	5 minutes	Office Assistant, Dean
4. Student proceeds to the Registrar's Office for assessment	4. Assesses the Total: fees to be paid by the student.	None	5 minutes	Staff-in-charge at the Registrar's Office.
5. Pays the corresponding fees	5. Receives payment and issues an official receipt.	First Year First Semester: PHP 30,697.00  Second Semester: PHP 29,862.00	3 minutes	Staff-in-charge at the Cashier's Office.
6. Proceeds to Registrar's Office for Validation	6. Validates enrollment	None	3 minutes	Staff-in-charge at the Registrar's Office.
7. Apply for school ID	7. Receives the application form and issues a temporary ID.	PHP 150.00	5 minutes	Staff-in-charge at the Registrar's Office
8. Submits a photocopy of the validated Enrolment Form and official receipts	College receives and files the validated form	None	3 minutes	Office Assistant
	<b>TOTAL:</b>	PHP 520.00  First Year First Semester: PHP 30,697.00  Second Semester PHP 29,862.00 PHP 150.00	44 minutes	



### 3. Enrollment for Old students (Non-MSRS)

Enrollment for all Medical Students qualified for incoming second, third and fourth years.

<b>Office or Division:</b>	College of Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Medical Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secures Registration Form	1. Issues registration form	None	1 minute	Office Assistant
2. Pays student organization fees	2. Receives payment and issues official receipt.	PHP 20.00 SC Fee  PHP 500.00 Membership Fee	5 minutes	<i>Student Representatives</i>
3. Fills out registration form.	3.1 Checks the registration form.  3.2 Approves the registration form.	None	10 minutes	<i>Office Assistant</i>  <i>Dean</i>
4. Student proceeds to the Registrar's Office for assessment	4. Assesses the Total: fees to be paid by the student.	None	5 minutes	<i>Staff-in-charge at the Registrar's Office.</i>
5. Pays the corresponding fees	5. Receives payment and issues an official receipt.	Second Year First Semester: PHP 32,966.20  Second Semester PHP 39,571.20  Third Year First Semester: PHP 34,166.20	5 minutes	<i>Staff-in-charge at the Cashier's Office.</i>



		Second Semester PHP 34,171.20  Fourth Year PHP 68,093.94		
6. Submits a photocopy of the Validated Enrolment Form and official receipts	6. Receives and files the validated form	None	3 minutes	<i>Office Assistant/Clerk</i>
	<b>TOTAL:</b>	Second Year First Semester: PHP 32,966.20  Second Semester PHP 39,571.20  Third Year First Semester: PHP 34,166.20  Second Semester PHP 34,171.20  Fourth Year PHP 68,093.94	29 minutes	



#### 4. Enrollment for Old students (MSRS)

Enrollment for all Medical Students qualified for incoming second, third and fourth years.

<b>Office or Division:</b>	College of Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Medical Students			
<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/S RESPONSIBLE</b>
1. Secures Registration Form	1. Issues registration form	None	1 minute	<i>Office Assistant</i>
2. Pays student organization fees	2. Receives payment and issues official receipt.	PHP 20.00 SC Fee  PHP 500.00 Membership Fee	5 minutes	<i>Student Representatives</i>
3. Fills out and submits registration form.	3.1 Checks the registration form.	None	9 minutes	<i>Office Assistant</i>
	3.2 Approves the registration form.		1 minute	<i>Dean</i>
	3.3 Prepares the list of MSR Scholars to be submitted to the Registrar's office			<i>Office Assistant</i>
	<b>TOTAL:</b>	PHP 520.00	16 minutes	



## 5. Application for Scholarship (MSRS)

The University of Northern Philippines College of Medicine recognize the right of student to education thus the Scholarship Program. During the enrollment, applications are accepted and processed. The agency involved will be the one to evaluate and screen.

<b>Office or Division:</b>	College of Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Medical Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished Scholarship Application Form with 1" x 1" photograph taken within the last 6 months		CHED Grant to Medical Students in State Universities and Colleges (CGMS-SUCs) website Department of Health (DOH) Scholarship Website		
2. Notarized Scholar's Commitment to Render Service Obligation Form		CHED Grant to Medical Students in State Universities and Colleges (CGMS-SUCs) website Department of Health (DOH) Scholarship Website		
3. Copy of Barangay Certification / Certification of a Bona Fide Resident of the Community		Barangay Unit		
4. Copy of Combined Family Income Tax Return (ITR)		Bureau of Internal Revenue		
5. Certificate of Indigency (if applicable)		Barangay Unit		
6. Certification from National Commission on Indigenous Peoples (NCIP) (if applicable)		National Commission on Indigenous People		
<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 the complete requirement and duly filled out scholarship application form	Files the application form and required documents and submit to respective agencies issuing the grants	None	10 minutes	<i>College Clerk assigned to Scholarship</i>
2. Wait for the release of the approved	2.1 Upon receipt of the list of names qualified	None	2 minutes	<i>College Office Assistant/Clerk</i>



scholarship grants by the respective agencies issuing the grant	for the scholarship, the office published the result.  2.2 Informs the applicant on the schedule of the interview			
3. Attendance to the scheduled interview.	3.1. Interviews the student.  3.2. Forwards the documents and result of interview to the CHED Regional Office 1.	None	30 minutes  5 minutes	Dean  Office Assistant
4. Checks email for the result of application.	Emails the result of the application.	None	1 minute	Office Assistant
	<b>TOTAL:</b>	None	48 minutes	



## Laboratory Schools



## 1. Enrollment for Childminding

This aims to establish a procedure for the enrolment of new pupils and students.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Childminding Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original PSA Birth Certificate with attached passport size white background white background		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements .	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accept payment based on the order payment  5.2. Issue official receipt	Tuition Fee PHP 7,000.00  School ID Fee PHP 150.00	5 minutes	<i>Cashier Personnel</i>



6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts. 6.2. Requests official list of enrollees per level from the Accounting Office 6.3. Prepares the official list of enrolled pupils.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 7,150.00	35 minutes	

## 2. Enrollment for Kindergarten 1

This aims to guide the students for the correct flow of enrolment.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Kindergarten 1 Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original PSA Birth Certificate with attached passport size white background white background, Early Childhood Care and Development Checklist (ECCD), Certificate of Completion		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>



3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	Tuition Fee PHP 7,000.00  School ID Fee PHP 150.00	5 minutes	<i>Cashier Personnel</i>
6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts  6.2. Requests official list of enrollees per level from the Accounting Office  6.3. Prepares the official list of enrolled pupils.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 7,150.00	35 minutes	





### 3. Enrollment for Kindergarten 2

This aims to guide the students for the correct flow of enrolment.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Kindergarten 2 Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original PSA Birth Certificate with attached passport size white background white background, Early Childhood Care and Development Checklist (ECCD), Report Card (Form 138), Certificate of Completion		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	Tuition Fee PHP 7,000.00  School ID Fee PHP 150.00	5 minutes	<i>Cashier Personnel</i>
6. Scans and sends assessment form and	6.1. Receives the assessment form and receipts			<i>Administrative Aide, Assistant Principal</i>



receipts to the LS official email address	6.2. Requests official list of enrollees per level from the Accounting Office  6.3. Prepares the official list of enrolled pupils.	None	5 minutes	
<b>TOTAL:</b>		PHP 7,150.00	35 minutes	

#### 4. Enrollment for Grade 1

This aims to guide the pupils during the enrolment.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grade 1 Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138 (Card)		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment *	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>



Payment of tuition fee				
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	A. General: Tuition Fee: PHP 7,500.00  Miscellaneous Fee:  Library Card: PHP 5.00  Entrance Fee: PHP 50.00  School ID Fee: PHP 150.00  Medical/Dental Fee: PHP 100.00  Athletic Fee: PHP 40.00  Registration Fee: PHP 50.00  B. Other Fees Mutual aid: PHP 40.00  Student Development Fee: PHP 200.00  Guidance fee: PHP 15.00	5 minutes	Cashier Personnel
6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts 6.2. Requests official list of enrollees per level from the	None	5 minutes	Administrative Aide, Assistant Principal



	Accounting Office 6.3. Prepares the official list of enrolled pupils.			
<b>TOTAL:</b>		PHP 8,150.00	35 minutes	

## 5. Enrollment for Grade 2 to 4 Pupils

This aims to guide students during enrolment period.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grades 2-4 Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138 (Card)		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>



5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment 5.2. Issues official receipt	A. General: Tuition Fee: PHP 7,500.00  Miscellaneous Fee:  Medical/Dental Fee: PHP 100.00  Athletic Fee: PHP 40.00  Registration Fee: PHP 50.00  B. Other Fees Mutual aid: PHP 40.00  Student Development Fee: PHP 200.00  Guidance fee: PHP 15.00	5 minutes	<i>Cashier Personnel</i>
6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts 6.2. Requests official list of enrollees per level from the Accounting Office 6.3. Prepares the official list of enrolled pupils.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 7,945.00	35 minutes	



## 6. Enrollment for Grade 5 to 6 Pupils

This aims to guide students during enrolment period.

<b>Office or Division:</b>	LABORATORY SCHOOLS- PRE/GRADE SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grades 5-6 Pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138 (Card)		LABORATORY SCHOOLS- PRE/GRADE SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	A. General: Tuition Fee: PHP 7,500.00 Miscellaneous Fee:  Medical/ Dental Fee: PHP 100.00  Athletic Fee: PHP 40.00  Registration Fee: PHP 50.00	5 minutes	<i>Cashier Personnel</i>

		Computer Fee: PHP 500.00  B. Other Fees Mutual aid: PHP 40.00  Student Development Fee: PHP 200.00  Guidance fee: PHP 15.00		
6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts  6.2. Requests official list of enrollees per level from the Accounting Office  6.3. Prepares the official list of enrolled pupils.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 8,445.00	35 minutes	

## 7. Enrollment for Grade 7 students

This aims to guide students during enrolment period.

<b>Office or Division:</b>	LABORATORY SCHOOLS- SENIOR HIGH SCHOOL
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Grade 7 Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Acceptance Slip, Original PSA Birth Certificate with attached passport size white background white background, Form 138 (Card), Certificate of Good Moral Character		LABORATORY SCHOOLS- JUNIOR HIGH SCHOOL DEPARTMENT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	Tuition Fees School Fees: PHP 8,750.00  Laboratory Fees  Computer Fund: PHP 600.00  Miscellaneous Fees ID Card PHP 150.00  Entrance Fee PHP 50.00  Library Card PHP 5.00  Athletic Fee PHP 40.00	5 minutes	<i>Cashier Personnel</i>



		Registration Fee PHP 50.00 Medical/ Dental Fee PHP 100.00  Other Fees: School Fees- Fiduciary (Guidance Fee) PHP 15.00  School Fees – Fiduciary (Student Miscellaneous) PHP 200.00  Mutual Aid Fund -Main PHP 40.00		
6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts  6.2. Requests official list of enrollees per level from the Accounting Office  6.3. Prepares the official list of enrolled students.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 10,000.00	35 minutes	



## 8. Enrollment for 8 to 10 Students

This aims to guide students during enrolment.

<b>Office or Division:</b>	LABORATORY SCHOOLS- SENIOR HIGH SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grades 8-10 Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138 (Card)		LABORATORY SCHOOLS- JUNIOR HIGH SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office *make sure to secure the official receipt that will be issued upon payment	5.1. Accepts payment based on the order payment  5.2. Issues official receipt	Tuition Fees School Fees: PHP 8,750.00 Laboratory Fees Computer Fund: PHP 600.00  Miscellaneous Fees Athletic Fee PHP 40.00 Registration Fee PHP 50.00	5 minutes	<i>Cashier Personnel</i>



		<p>Medical/ Dental Fee: PHP 100.00</p> <p>Other Fees: School Fees- Fiduciary (Guidance Fee) PHP 15.00</p> <p>School Fees – Fiduciary (Student Miscellaneous) PHP 200.00</p> <p>Mutual Aid Fund -Main PHP 40.00</p>		
6. Scans and sends assessment form and receipts to the LS official email address	<p>6.1. Receives the assessment form and receipts</p> <p>6.2. Requests official list of enrollees per level from the Accounting Office</p> <p>6.3. Prepares the official list of enrolled students.</p>	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 9,795.00	35 minutes	



## 9. Enrolment for Grade 11

This aims to guide students during enrollment period.

<b>Office or Division:</b>	LABORATORY SCHOOLS- SENIOR HIGH SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grade 11 Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Slip, Original PSA Birth Certificate with attached passport size white background white background, Form 138 (Card), Certificate of Good Moral Character		LABORATORY SCHOOLS- SENIOR HIGH SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>
4. Proceeds to accounting office for assessment * Payment of tuition fee (for those who are non QVR & ESC Grantee)	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office for the QVR voucher *make sure to secure the	5.1. Accepts payment based on the order payment	Tuition Fees: PHP 5,000.00  Laboratory Fees: PHP 2,025.00		<i>Cashier Personnel</i>

official receipt that will be issued upon payment	5.2. Issues official receipt	<p>Miscellaneous Fees:</p> <p>Library Fees: PHP 300.00</p> <p>Registration Fee: PHP 120.00</p> <p>Medical/Dental Fee: PHP 200.00</p> <p>ID Card: PHP 150.00</p> <p>Athletic Fee: PHP 100.00</p> <p>Entrance Fee: PHP 100.00</p> <p>Library Card: PHP 5.00</p> <p>Other Fees: GSP: PHP 10.00</p> <p>Red Cross: PHP 20.00</p> <p>Cultural Fee: PHP 80.00</p> <p>Guidance Fee: PHP 40.00</p> <p>Student Miscellaneous: PHP 620.00</p> <p>Mutual Aid Fund: PHP 40.00</p>	5 minutes	
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6. Scans and sends assessment form and receipts to the LS official email address	6.1. Receives the assessment form and receipts	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
	6.2. Requests official list of enrollees per level from the Accounting Office			
	6.3. Prepares the official list of enrolled students.			
<b>TOTAL:</b>		PHP 8,810.00	35 minutes	

## 10. Enrolment for Grade 12

This aims to guide students during enrollment period.

<b>Office or Division:</b>	LABORATORY SCHOOLS- SENIOR HIGH SCHOOL			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Grade 12 Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 138 (Card)		LABORATORY SCHOOLS- SENIOR HIGH SCHOOL DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Receives and accesses the provided link for Enrolment	1. Provides Link for Enrolment	None	5 minutes	<i>Administrative Aide</i>
2. Fills out the enrolment form	2. Provides the online enrolment form	None	5 minutes	<i>Administrative Aide</i>
3. Sends required documents to the LS official email address.	3. Checks the submitted requirements	None	10 minutes	<i>Administrative Aide</i>



4. Proceeds to accounting office for assessment * Payment of tuition fee (for those who are non QVR & ESC Grantee)	4. Issues the assessment form	None	5 minutes	<i>Accounting Officer</i>
5. Pays the required fees at the cashier's office for the QVR voucher *make sure to secure the official receipt that will be issued upon payment	1.1. Accepts payment based on the order payment  1.2. Issues official receipt	Tuition Fees: PHP 5,000.00  Laboratory Fees: PHP 2,025.00  Miscellaneous Fees: Library Fees: PHP 300.00  Registration Fee: PHP 120.00  Medical/Dental Fee: PHP 200.00  ID Card: PHP 150.00  Athletic Fee: PHP 100.00  Entrance Fee: PHP 100.00  Library Card: PHP 5.00  Other Fees: GSP: PHP 10.00 Red Cross: PHP 20.00  Cultural Fee: PHP 80.00	5 minutes	<i>Cashier Personnel</i>



		Guidance Fee: PHP 40.00  Student Miscellaneous : PHP 620.00  Mutual Aid Fund: PHP 40.00		
6. Scans and sends assessment form and receipts to the LS official email address	6.4. Receives the assessment form and receipts 6.5. Requests official list of enrollees per level from the Accounting Office 6.6. Prepares the official list of enrolled students.	None	5 minutes	<i>Administrative Aide, Assistant Principal</i>
<b>TOTAL:</b>		PHP 8,810.00	35 minutes	

## 11. Permit to Transfer

This aims to guide students on how to claim permit to transfer.

<b>Office or Division:</b>	Laboratory Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Kinder to Senior High School Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance		Laboratory Schools		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Signs in the client logbook	1. Gives the logbook to the client	None	1 minute	<i>Administrative Aide</i>





2. Fills up the request form	2. Issues request form	None	1 minute	<i>Administrative Aide</i>
3. Submits the request form to the office assistant	3. The administrative aide/LIS Coordinator checks the name of pupil and students on the master list to verify if she/he is officially enrolled or not. Issue permit to transfer	None	10 minutes	<i>Administrative Aide, LIS Coordinator, Principal</i>
4. Pays the required fees at the cashier office *make sure to secure the official receipt that will be issued upon payment	4. Accepts payment based on the order payment and issues official receipt	PHP 30.00	1 minute	<i>Cashier personnel</i>
5. Proceeds to the registrar office for the dry seal	5. Receives the receipt of payment and the permit to transfer  Stamp the University dry seal	None	3 minutes	<i>Registrar personnel</i>
6. Proceeds to the Principal's Office and present receipt of payment	6. Receives receipt of payment and permit to transfer for the principal to sign	None	2 minutes	<i>Administrative Aide</i>
7. Fills out feedback form	7. Issues feedback form	None	2 minutes	<i>Administrative Aide</i>
<b>TOTAL:</b>		PHP 30.00	20 minutes	



## 12. Securing Form 137

This aim to issue permanent records to the students who are enrolled from the unit.

<b>Office or Division:</b>	LABORATORY SCHOOLS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	GRADE SCHOOL AND SENIOR HIGH SCHOOL STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (address to the head of the unit/authorization letter)		Laboratory Schools		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Signs in the client logbook	1. Gives the logbook to the client	None	1 minute	<i>Administrative Aide</i>
2. Fills up request form	2. Issues request form	None	1 minute	<i>Administrative Aide, LIS Coordinator</i>
3. Submits to the office assistant the request letter and request form	3.1. Receives request form and request letter  3.2. Checks the name of pupils/students on the master list to verify if she/he is officially enrolled or not.  3.3. Prepares the form 137 or School Form 10 (Permanent Record) print out	None	30 minutes	<i>Administrative Aide, LIS Coordinator, Adviser and Principal</i>
4. Pays the required fees at the cashier office *make sure to secure the official receipt that will	1.1. Accepts payment based on the order payment  1.2. Issues official receipt	PHP 30.00	1 minute  1 minute	<i>Cashier Personnel</i>



be issued upon payment				
5. Proceeds to Principal's Office and present receipt of payment	5. The principal affixes his/her signature in the Form 137 or School Form 10 (Permanent Record)	None	1 minute	<i>Administrative Aide</i>
6. Fills out the Feedback Form	6. Issues feedback form	None	2 minutes	<i>Administrative Aide</i>
7. Proceeds to the registrar office for the dry seal	7.1. Receives the payment receipt and the certification form  7.2. Stamps of the University dry seal	None	1 minute  2 minutes	<i>Registrar Personnel</i>
<b>TOTAL:</b>		PHP 30.00	40 minutes	

### 13. Request for the issuance of Form 138 (Report Card)

This aims to guide students the correct process in claiming the Form 138 or School Form 9 for the first time. Issuance of second copy of this form is no longer allowed.

<b>Office or Division:</b>	LABORATORY SCHOOLS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PRE-SCHOOL TO SENIOR HIGH SCHOOL STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (address to the head of the unit/authorization letter)		Laboratory Schools		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>for 1<sup>st</sup> copy of Form 138/ School Form 9 (Report Card)</b>				
1. Signs in the client logbook	1. Gives the logbook to the client	None	1 minute	<i>Administrative Aide</i>
2. Fills up request form	2. Issues request form and list of requirements	None	3 minutes	<i>Administrative Aide, LIS Coordinator</i>



3. Presents the request form and requirements to the office assistant	3.1. Receives request form and requirements.	None	1 minute	<i>LIS Coordinator, Adviser, Principal</i>
	3.2. Checks the name of pupil/student on the master list to verify if she/he is officially enrolled or not.		3 minutes	
	3.3. Prepares form 138 (Card), signed by the Adviser and approved by the principal		3 hours	
	3.4. Issues the requested Form 138			
4. Fills out the Feedback form	4. Issues feedback form	None	1 minute	<i>Administrative Aide</i>
<b>TOTAL:</b>		None	3 hours, 10 minutes	

## 14. Securing of Parents Permit

<b>Office or Division:</b>	LABORATORY SCHOOLS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pre-School to Senior High School Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication letter or Operational Plan		LABORATORY SCHOOLS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>



1. Signs in the client logbook	1. Gives the logbook to the client	None	1 minute	<i>Administrative Aide</i>
2. Fills up request form	2. Issues Request Form	None	1 minute	<i>Administrative Aide, students</i>
3. Presents communication letter/OP and other requirements	3.1. Receives communication letter and other requirements 3.2. Issue Parent's Permit	None	1 minute	<i>Administrative Aide</i>
4. Presents the permit to sign by parents and adviser and then proceed to the Office for the Principal for approval, if the activity is conducted in school	4. The Principal approves the parent's permit	None	1 day	<i>Parent, Adviser, Principal</i>
5. Fills out the Feedback form	5. Issues feedback form	None	2 minutes	<i>Administrative Aide</i>
6. If the activity is done outside the University it should be notarized by a lawyer  Present the parent's permit to the lawyer for notary by concerned parent/adviser or coach	6. The lawyer notarizes the parent's permit, if the activity is conducted outside the University	PHP 50.00	5 minutes	<i>Lawyer/Legal Officer of the University</i>
<b>TOTAL:</b>		PHP 50.00	1 day, 10 minutes	



## **College of Technology**



# 1. Enrollment of non-degree students to the degree program of the College

Enrolment of the College of Technology's non-degree students to the degree program of the College is now possible in the next semester after passing the College Admission Test or the TESDA National Competency Assessments.

<b>Office or Division:</b>	College of Technology			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Old students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
UNP CAT (at least 75%) or NC2		Admission Services Office		
Transcript of Records (two-year technical) or Appraisal Sheet		Registrar/CTECH office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Applies for the UNPCAT / TESDA NC2 Assessment	1. Processes Application	PHP 180.00 UNP CAT  or PHP 1,500.00 NC2	10 minutes (UNP CAT)  10 minutes (NC2)	<i>Admission Services Office Staff</i>  <i>TESDA Representative</i>
2. Presents/Submits UNP CAT / NC2 Result / TOR	2. Accepts/Validate Result and TOR	None	5 minutes	<i>Faculty-in-Charge / Adviser</i>
3. Checks enrolment schedule	3. Upload the enrolment schedule and platform of registration at the College FB Page	None	3 minutes	<i>Dean</i> <i>Assistant Dean</i> <i>Faculty-in-Charge</i> <i>FB Page Administrator</i>
4. Fill out the Registration Form	4. Advises students to enroll in the prescribed academic load	None	3 minutes	<i>Faculty-in-Charge</i> <i>Class Adviser</i>
5. Submits the filled-out Registration	5.1 Checks the Registration Form and	None	15 minutes	<i>Faculty-in-Charge</i> <i>Class Adviser</i>

Form to the Class adviser	countersign and submit to the Dean's office for approval 5.2IT Coordinator transfers the student from non-degree to degree and enrolls the student			<i>Dean IT Coordinator</i>
6. Waits for the validation of enrolment	6. Validates student's enrolment	None	1 week	<i>Registrar's Office</i>
7. Checks email for the enrolment notification	7. Checks class list	None	5 minutes	<i>Faculty-in- Charge Subject Instructors</i>
<b>TOTAL:</b>		PHP 180.00 UNP CAT or PHP 1,500.00 NC2	7 days and 41 minutes	





## **Open University**



## 1. Enrolment of New Student

Enrolment of students in all programs of the Open University is already undertaken **online via** the Student Portal of the unp.priisms.online.

Office or Division:	Open University			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students enrolling for the first time in the Open University			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE		
1. Honorable dismissal or Photocopy of Official Transcript of Record (whichever is applicable)		From last School Attended /School Graduated From		
2. Updated Photocopy of Professional License (if applicable)		PRC		
3. Certificate of Employment (for employed applicants)		From current employer		
4. Marriage Contract (for married female applicants)		Philippine Statistics Authority		
5. Certificate of Live Birth		Philippine Statistics Authority		
6. 2 pcs, passport size latest photograph				
Additional requirements for students enrolling in the BS Criminology program: <ul style="list-style-type: none"><li>• Certificate of Basic Police Training Course or its equivalent training course for those non-PNP uniformed personnel applicants.</li></ul>		Authorized agency		
Note: Only uniformed personnel are admitted under the BS Criminology Program				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Checks enrolment schedule	1. Uploads enrolment schedule and platform of registration at the College FB Page/UNP	None	10 minutes	Dean Assistant Dean Faculty-in-Charge FB Page Administrator PIO Staff



	Website/bulletin board			
2. Accesses the Student Portal and registers/creates an account for enrolment	2. Waits for the student to create an account	None	10 minutes	<i>Faculty-in-Charge</i>
3. Fills out Student Information Form	3. Accepts applicant in the pool and admits student in the applicant list	None	10 minutes	<i>Faculty-in-Charge</i>
4. Prints registration form and pays applicable fees	4. Verifies online payments and issues receipts	<b>MAEd/MAS W/MPA/MAN</b> Tuition Fee – PHP 300.00/ unit  Module Fee – PHP 1,000.00 / subject  Miscellaneous Fee – PHP 700.00  <b>BS Criminology</b> Tuition Fee – PHP 100.00 / unit  Module Fee – PHP 500.00 per subject  Miscellaneous Fee – 500.00	5 minutes	<i>Cashier's Office</i>
5. Waits for the validation of enrolment	5. Validates student's enrolment	None	5 minutes	<i>Registrar's Office</i>
<b>TOTAL:</b>		<b>MAEd/MAS W/MPA/MAN</b> Tuition Fee – PHP 300.00/ unit	40 minutes	

	Module Fee – PHP 1,000.00 / subject Miscellaneous Fee – PHP 700.00  <b>BS  Criminology</b> Tuition Fee – PHP 100.00 / unit Module Fee – PHP 500.00 per subject Miscellaneous Fee – 500.00		
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## 2. Application for Graduation (in person)

During the term prior to the student's graduation, he/she applies for graduation at the Registrar's Office but this is facilitated by the College through the staff in-charge.

<b>Office or Division:</b>	Open University			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Graduation		OU Dean's Office		
Clearance for Graduation		OU Dean's Office		
Appraisal Sheets		OU staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures application for graduation and clearance for graduation forms	1. Issues application for graduation and clearance for graduation forms	None	5 minutes	OU Staff
2. Fills out application for graduation and	2. Checks the correctness and completeness	None	10 minutes	OU Staff



clearance for graduation	of entries on the forms			
3. Attaches paper requirements to the application for graduation and clearance forms	3. Checks the correctness and completeness of the attached paper requirements	None	5 minutes	OU Staff
4. Have the application for graduation and clearance for graduation be signed by proper authorities	4. Checks that the application for graduation and clearance for graduation are duly signed	None	1 day	University Librarian, Director for Student Development Programs University Accountant, Registrar, Dean
5. Submits duly accomplished and signed application for graduation and clearance for graduation to the Class Adviser	5. Receives the duly accomplished and signed application for graduation and clearance for graduation	None	5 minutes	OU Staff
<b>TOTAL:</b>		None	1 day and 25 minutes	

### 3. Application for Graduation (online)

During the term prior to the student's graduation, he/she applies for graduation at the Registrar's Office but this is facilitated by the College through the staff in charge.

<b>Office or Division:</b>	Open University			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Graduating Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Graduation		OU Dean's Office		
Clearance for Graduation		OU Dean's Office		
Appraisal Sheets		OU Dean's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>



1. Access and fills out the application for graduation and clearance for graduation forms sent through the client's email or messenger account	1. Informs the graduating student that the application for graduation and clearance for graduation forms are sent to their email or messenger account to be filled out.	None	5 minutes	<i>OU Staff</i>
2. Fills out application for graduation and clearance for graduation forms and send these back to the OU office via email or messenger account of the Open University	2. Accesses and checks the correctness and completeness of entries on the forms and attaches paper requirements to the application for graduation and clearance forms	None	10 minutes	<i>OU Staff</i>
	3. Have the application for graduation and clearance for graduation be signed by proper authorities and file these forms afterwards.	None	1 day	<i>University Librarian, Director for Student Development Programs University Accountant, Registrar, Dean</i>
<b>TOTAL:</b>		None	1 day and 15 minutes	



## **College of Nursing**



## 1. Signing of Clearance for Final Examination

Students who will take the final examination shall secure clearance prior to the exam. The process of signing of clearance for final examination involves the following steps:

<b>Office or Division:</b>	College of Nursing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students who are taking final examinations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance form		CTE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure clearance form	1. Issue clearance form	None	1 minute	Office staff
2. Have the clearance signed	2. Sign clearance of student	None	1 day	Librarian Cashier/ Accountant Dean Adviser Student Organizations UNP Library UNP Cashier
<b>TOTAL:</b>		None	1 day and 1 minute	

## 2. Issuance of RLE Summary Forms

Graduates of the College who requests for issuance of RLE Summary Forms shall complete the process to issue RLE Summary Forms which involves the following steps:

<b>Office or Division:</b>	College of Nursing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Alumni			
<b>Who may avail:</b>	Graduates of the College of Nursing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If not personal, authorization letter		N/A		
Present a valid Identification Card		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Fill in the request form	1. Clerk accepts the filled-up form	none	1 minute	Office Staff College of Nursing
2. Client instructed to wait	2. Clerk gives instruction	none	2 minutes	Office Staff College of Nursing
3. Issues the requested form properly signed	3. Dean signs the request	PHP 40.00	1 minute	Dean/Office Staff College of Nursing
<b>TOTAL:</b>		PHP 40.00	4 minutes	

### 3. Request for Course Description

Graduates of the College who request for course description shall complete the process to request for course description which involves the following steps:

<b>Office or Division:</b>	College of Nursing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Alumni			
<b>Who may avail:</b>	Graduates of the College of Nursing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If not personal, authorization letter		N/A		
Present a valid Identification Card		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill in the request form	Clerk accepts the filled-up form	None	1 minute	Office Staff College of Nursing
2. Client instructed to wait	Clerk gives instruction		7 days	Dean/Office Staff College of Nursing
3. Issues the requested form properly signed	Dean signs	PHP 30.00 per page	1 minute	Dean/Office Staff College of Nursing
<b>TOTAL:</b>		PHP 30.00 per page	7 days and 2 minutes	



#### 4. Request for Course Syllabus

Graduates of the College who requests for course syllabus shall complete the process to request course description which involves the following steps:

<b>Office or Division:</b>	College of Nursing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Alumni			
<b>Who may avail:</b>	Graduates of the College of Nursing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If not personal, authorization letter		N/A		
Present a valid Identification Card		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill in the request form	1. Clerk accepts the filled-up form	none	1 minute	Office Staff College of Nursing
2. Client instructed to wait	2. Clerk gives instruction		7 days	Dean/Office Staff College of Nursing
3. Issues the requested form properly signed	3. Dean signs the request	PHP 20.00 per page	1 minute	Dean/Office Staff College of Nursing
<b>TOTAL:</b>		PHP 20.00 per page	7 days and 2 minutes	

#### 5. Conduct of On-Call Duty

Students who would like to request for on-call duty shall complete the process on the conduct of on-call duty which involves the following steps:

<b>Office or Division:</b>	College of Nursing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen/Alumni			
<b>Who may avail:</b>	Students of the College of Nursing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If not personal, authorization letter		N/A		
Present a valid Identification Card		N/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 request for on-call duty together with duly notarized parent's permit,	1. RLE Coordinator accepts the request and form	None	1 minute	RLE Coordinator College of Nursing



health and medical certificate, and medical insurance.				
2. Student attends the Pre-Conference	2. The Clinical Instructor conducts pre-conference	None	3 days	<i>Dean/Program Head/RLE Coordinator College of Nursing</i>
3. Student attends make-up duty based on the Rotation Plan	3. Clinical Instructors supervise students	None	1 day	<i>Dean/Program Head/RLE Coordinator/Clinical Instructor College of Nursing</i>
<b>TOTAL:</b>		<b>None</b>	4 days and 1 minute	



## **Registrars' Office**



# 1. Issuance of first copy of Official Transcript of Record (Graduated)

Issuance of first copy of Official Transcript of Record to new Graduates.

<b>Office or Division:</b>		Registrar's Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Stakeholders		
<b>Who may avail:</b>		All new graduates from the University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier's Office		
2. Student ID				
3. Authorization letter for the representative		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Secure & fill-out the request/ clearance form.	1.1 Issue request/ clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the required fees at the Cashier's Office.	2. Issue Official receipt	PHP 40.00/ Page  PHP 30.00 documentary stamp	5 minutes	<i>Cashier's Office</i>
3. Submit the Official Receipt at the Registrar's Office.	3. Receive official receipt and issues claim stub.	None	3 minutes	<i>Designated staff-in-charge per college</i>
4. Keep the claim stub, to be presented when claiming the requested OTR	4.1 Review the student documents on file if complete (i.e. graduation clearance & application for graduation.)	None	7 days	<i>Designated staff-in-charge per college</i>



	<p>4.2 Encode, print, check and finalize the OTR for signature of the Registrar. If for Board Examination, scan the picture with name tag.</p> <p>4.3 Paste documentary stamp, record, seal &amp; release the document requested.</p>			
5. Present claim stub to get requested OTR	Release OTR	None	5 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 40.00/ Page  PHP 30.00 documentary stamp	7 days and 19 minutes	

## 2. Issuance of second copy of Official Transcript of Record (Graduated)

Issuance of second copy of Official Transcript of Record to Graduates.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	All graduates who already received their first copy of transcript.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier's Office		
2. Student ID				
3. Authorization letter for the representative		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Secure & fill-out the request form.	1.1 Issue request form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Receive request form	None	3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the required fees at the Cashier's Office.	2. Issue Official receipt	PHP 80.00/ Page  PHP 30.00 documentary stamp	5 minutes	Cashier's Office
3. Submit the Official Receipt at the Registrar's Office.	3.1 Receive official receipt. 3.2 Reprint transcript of records. 3.3 Sign/ Record/ seal/ Release OTR. 3.4 Paste documentary stamp, record, seal & release the document requested.	None	2 hours	<i>Designated staff-in-charge per college</i>  <i>Registrar</i>
4. Claim the OTR	4. Release the OTR	None	5 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 80.00/ Page  PHP 30.00 documentary stamp	2 hours and 16 minutes	



### 3. Issuance of Official Transcript of Record (Non-Graduating)

Issuance of Official Transcript of Record to Non-Graduating students.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	All non-graduating students from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier's Office		
2. Evaluation sheet of the student		Adviser/College		
3. Student ID				
4. Authorization letter for the representative		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure & fill-out the request/clearance form.	1.1 Issue request/clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form	None	3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the required fees at the Cashier's Office.	2. Issue Official receipt	PHP 40.00/ Page  PHP 30.00 documentary stamp	5 minutes	<i>Cashier's Office</i>
3. Submit filled-out request/clearance form and Official Receipt	3.1 Receive the duly accomplished request/clearance form and Official Receipt	None	3 minutes	<i>Designated staff-in-charge per college</i>
	3.2 Checks student records (credentials and grades) for completeness. If not, require	None	15 minutes	<i>Designated staff-in-charge per college</i>





	the student to submit the necessary document/s needed.			
	3.3. Issue claim stub	None	1 minute	<i>Designated staff-in-charge per college</i>
	3.4. Prepare transcript of record.	None	4 days	<i>Designated staff-in-charge per college</i>
	3.5. Registrar review and signs the OTR	None	2 days	<i>Registrar</i>
	3.6. Paste documentary stamp, record and seal the OTR	None	5 minutes	<i>Designated staff-in-charge per college</i>
4. Present claim stub to get the OTR.	4. Release the OTR	None	1 minute	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 40.00/ Page  PHP 30.00 documentary stamp	6 days and 36 minutes	

#### 4. Issuance of Certification

Issuance of Certification of Grades, Graduation, Enrolment, Units Earned, general weighted average, English as a medium of Instruction, completed academic requirements, course description.

<b>Office or Division:</b>	Registrar's Office												
<b>Classification:</b>	Simple												
<b>Type of Transaction:</b>	Government to Stakeholders												
<b>Who may avail:</b>	Students, Alumni and Graduate's Employer/Agency												
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Official receipt</td><td>Cashier's Office</td></tr> <tr> <td>2. Certificate of Registration</td><td>Generated- sent to Student's email address</td></tr> <tr> <td>3. Photocopy of OTR</td><td></td></tr> <tr> <td>4. Student ID</td><td></td></tr> <tr> <td>5. Authorization letter for the representative</td><td>Document owner</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Official receipt	Cashier's Office	2. Certificate of Registration	Generated- sent to Student's email address	3. Photocopy of OTR		4. Student ID		5. Authorization letter for the representative	Document owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE												
1. Official receipt	Cashier's Office												
2. Certificate of Registration	Generated- sent to Student's email address												
3. Photocopy of OTR													
4. Student ID													
5. Authorization letter for the representative	Document owner												



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & fill-out the request/clearance form.	1.1 Issue request/clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the required fees at the Cashier's Office.	2. Issue Official receipt	PHP 30.00/page	5 minutes	<i>Cashier's Office</i>
3. Submit filled-out request/clearance form and Official Receipt	3.1 Receive the filled-out request/clearance form and Official Receipt	None	3 minutes	<i>Designated staff-in-charge per college</i>
	3.2 Prepare certification	None	30 minutes	<i>Designated staff-in-charge per college</i>
	3.3 Registrar review and signs the certification	None	10 minutes	<i>Registrar</i>
	3.4 Paste documentary stamp, record and seal the certification	None	5 minutes	<i>Designated staff-in-charge per college</i>
	3.5 Release the certification	None	3 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 30.00 per page	1 hour and 2 minutes	

## 5. Issuance of second copy of Diploma

Issuance of second copy of Diploma

<b>Office or Division:</b>	Registrar's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Stakeholders
<b>Who may avail:</b>	Graduated students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt		Cashier's Office		
2. Submit duly notarized affidavit of loss or damaged.		Notary Public		
3. Student ID				
4. Authorization letter for the representative.		Document owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure & fill-out the request/ clearance form.	1.1 Issue request/ clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the required fees at the Cashier's Office.	2. Issue Official receipt	PHP 100.00 for tertiary  PHP 200.00 for GS  PHP 30.00 Documentary Stamp	5 minutes	<i>Cashier's Office</i>
3. Submit filled-out request/clearance form and Official Receipt together with the duly notarized affidavit of loss or damaged of diploma.	3. Receive the duly accomplished request/ clearance form, Official Receipt and the affidavit of loss or damaged of diploma	None	2 minutes	<i>Designated staff-in-charge per college</i>
4. Keep the claim stub, to be presented when claiming the requested diploma.	4.1 Issue claim stub	None	1 minute	<i>Designated staff-in-charge per college</i>
	4.2 Prepare the diploma	None	2 days	<i>Designated staff-in-charge per college</i>
	4.3 Registrar review the diploma	None	2 days	<i>Registrar</i>



	4.4 Paste documentary stamp, record and seal the certification	None	5 minutes	<i>Designated staff-in-charge per college</i>
	4.5 Forward the diploma to the college, VPAA & president for signature.		2 days	
5. Present claim stub to get the certification	5. Release the certification	None	1 minute	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 100.00 for tertiary PHP 200.00 for GS PHP 30.00 Documentary Stamp	6 days 20 minutes	

## 6. Issuance of Annual Yearbook

Issuance of Annual Yearbook

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Graduates who availed the yearbook			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt of the annual copy		Can be verified from Cashier's Office		
2. Authorization letter for the representative.		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Present official receipt of the annual copy.  1.1 Authorization letter of claimant if receiver is a representative	1. Issue the annual copy & let the student sign in the logbook	None	10 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		None	10 minutes	

## 7. Authentication of Documents

Authentication of Document copies

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Document owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original and photocopy of the documents to be authenticated.				
2. Official Receipt		Cashier's Office		
3. Student ID				
4. Authorization letter for the representative.		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure & fill-out the request/ clearance form.	1.1 Issue request/ clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form	None	3 minutes	<i>Designated staff-in-charge per college</i>
1. Pay the fees at the cashier's office.	2. Issue Official receipt	PHP 30.00 per page	5 minutes	<i>Cashier's Office</i>
2. Submit filled-out request form, Official Receipt and original copies and photocopies of student	3.1 Receive and check the filled-out request form, Official Receipt and original copies and	None	20 minutes	<i>Designated staff-in-charge per college</i>



documents for authentication	photocopies of student documents for authentication			
	3.2 Stamp the photocopies with "Certified True Copy of the Original"	None	5 minutes	<i>Designated staff-in-charge per college</i>
	3.3 Registrar signs the documents	None	10 minutes	<i>Registrar</i>
4. Receive the authenticated documents	4. Release the authenticated documents	None	1 minute	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 30.00 per page	47 minutes	

## 8. Issuance of Certification, Authentication and Verification

Issuance of Certification, Authentication and Verification

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Graduates from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Cashier's Office		
2. Authenticated OTR & Diploma				
3. Student ID				
4. Authorization letter for the representative		Document owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure & fill-out the request/clearance form.	1.1 Issue request/clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the fees at the cashier's office.	2. Issue Official receipt	PHP 60.00 CAV  PHP 30.00 documentary Stamp	5 minutes	<i>Cashier's Office</i>



3. Present the Official Receipt and Authenticated documents at the Registrar's office	3.1 Receive the filled-out request form, Official Receipt, and authenticated documents	None	3 minutes	<i>Designated staff-in-charge per college</i>
	3.2 Assign CAV no. and prepare the certification for signature of the Registrar	None	20 minutes	<i>Designated staff-in-charge per college</i>  <i>Registrar</i>
	3.3 Record and Dry Seal CAV.	None	10 minutes	<i>Designated staff-in-charge per college</i>
	3.4 Seal the CAV in an official envelope.	None	5 minutes	<i>Designated staff-in-charge per college</i>
4. Receive the Certification Authentication and Verification documents	4. Release the CAV documents	None	3 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		Php 60.00 CAV  P30.00 doc. Stamp	53 minutes	

## 9. Issuance of Permit to Transfer/Honorable Dismissal

Issuance of Permit to Transfer/Honorable Dismissal

<b>Office or Division:</b>	Registrar's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Stakeholders	
<b>Who may avail:</b>	Students and Graduates from the University	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly signed clearance form.		
5. Official Receipt.		Cashier's Office
3. Evaluation/Appraisal sheet of the student from the college		Adviser/College
4. Student ID		



5. Authorization letter for the representative		Document owner		
6. Certificate of Good Moral Character		Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & fill-out the request/clearance form.	1.1 Issue request/clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>
	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the fees at the cashier's office.	2. Issue Official receipt	P30.00 Permit to transfer  P40.00/page OTR  P30.00 documentary stamp	5 minutes	<i>Cashier's Office</i>
3. Submit filled-out request form and Official Receipt	3.1 Receive the duly accomplished request form and Official Receipt	None	3 minutes	<i>Designated staff-in-charge per college</i>
	3.2 Checks student records (credentials and grades) for completeness . If not, require the student to submit the necessary document/s needed.	None	15 minutes	<i>Designated staff-in-charge per college</i>
	3.3 Prepare permit to transfer	None	30 minutes	<i>Designated staff-in-charge per college</i>
	3.4 Registrar review and signs the permit to	None	10 minutes	<i>Registrar</i>





	transfer document			
	3.5 Paste documentary stamp, record and seal the permit to transfer document	None	5 minutes	<i>Designated staff-in-charge per college</i>
	Note: OTR will be released/mailed upon request of the school where the student will be transferring.			
4. Receive the permit to transfer document	4. Release the permit to transfer document	None	3 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		P30.00 Permit to transfer  P40.00/page OTR  P30.00 documentary stamp	1 hour and 17 minutes	

## 10. Issuance of Completion Form

### Issuance of Completion Form

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Students with INC grades			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official receipt		Cashier's Office		
2. Student ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure & fill-out the request/clearance form.	1.1 Issue request/clearance form.	None	3 minutes	<i>Designated staff-in-charge per college</i>



	1.2 Instruct the student to fill-out the clearance form		3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay the fees at the cashier's office.	2. Issue Official receipt	PHP 25.00 per form	5 minutes	<i>Cashier's Office</i>
3. Present Official Receipt	3.1 Record Official Receipt Number on the Registrar's logbook		5 minutes	<i>Designated staff-in-charge per college</i>
	3.2 Issues completion form		1 minute	<i>Designated staff-in-charge per college</i>
4. Submit filled-out completion form	4. Receive and record the accomplished completion form		2 minutes	<i>Designated staff-in-charge per college</i>
5. Receive the student copy of the filled-out completion form	6.1 Release the student copy of the filled-out completion form		2 minutes	<i>Designated staff-in-charge per college</i>
	5.2 Update student record		5 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 25.00 per form	24 minutes	

## 11. Issuance of Dropping/Adding/Changing of Subject

Issuance of Dropping/Adding/Changing of Subject Form.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Students from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student Registration form				
2. Official Receipt		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. Present student registration form at the registrar's office to validate your reason(s) for dropping/adding of subjects.	1. Check student registration form if reason for dropping/adding is valid.	None	3 minutes	<i>Designated staff-in-charge per college</i>
2. Pay required fees at the cashier's office.	2. Issue Official receipt	PHP 30.00 per form	5 minutes	<i>Cashier's Office</i>
3. Present Official Receipt	3. Check OR/fees paid	None	1 minute	<i>Designated staff-in-charge per college</i>
4. Accomplish dropping/add form	4.1 Issue dropping/adding for the student. 4.2 Require student to have dropping/adding form duly signed by instructor and Dean.	None	5 minutes	<i>Designated staff-in-charge per college</i>
5. Submit duly signed dropping/adding form at the registrar's office for student record updating.	5.1 Receive duly signed dropping/adding form. 5.2 Record/update subjects dropped/add in the student system.	None	10 minutes	<i>Designated staff-in-charge per college</i>
<b>TOTAL:</b>		PHP 30.00/form	24 minutes	



## 12. Application for Student Identification Card

### Application for Student Identification Card

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Students from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student registration form				
2. Official receipt		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. Present student registration form at the Registrar's Office.	1. Check student registration form if student is currently enrolled	None	1 minute	<i>Designated staff-in-charge per college</i>
2. Fill-up application Form for student identification card	2. Issues application form for student ID and temporary ID form Require student to legibly write, accomplish the forms.	None	2 minutes	<i>Designated staff-in-charge per college</i>
3. Pay required fees at the cashier's office.	3. Issue Official receipt	PHP 150.00	5 minutes	<i>Cashier's Office</i>
4. Present official receipt and duly accomplished form	4. Check form entries & sign the temporary ID before issuance.  Advice student to wait for txt-message when ID is done.	None	5 minutes	<i>Designated staff-in-charge per college</i>
5. Receives temporary ID and wait for the notice/schedule to claim permanent ID.	5. Issues temporary ID and notifies student to the date of release of permanent ID card.	None	5 minutes	<i>Designated staff-in-charge per college</i>



6. Surrender temporary ID when claiming the official student ID	6. Issues the official ID card.	None	3 minutes	<i>Designated staff-in-charge per college</i>
7. Fills-up the Feedback Form	7. Issues feedback form	None	3 minutes	<i>Staff-in-charge</i>
<b>TOTAL:</b>		PHP 150.00	24 minutes	

## 15. Request for ID Card Replacement

Replacement of worn/lost school ID.

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Stakeholders			
<b>Who may avail:</b>	Students from the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student registration form				
2. Official receipt		Cashier's Office		
3. Notarized Affidavit of Loss				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs in the client logbook.	1. Gives the logbook to the student.	None	1 minute	<i>Designated staff-in-charge per college</i>
2. Fills-up the request form	2. Issues request form	None	1 minute	<i>Designated staff-in-charge per college</i>
3. Submits the request form	3.1 Receives request form 3.2 Issues the application form for I.D. replacement.	None	3 minutes	<i>Designated staff-in-charge per college</i>
4. Fills-up the application form	4. Reviews the accomplished form including the notarized affidavit of Loss if School ID card is lost.	None	3 minutes	<i>Cashier's Office</i>
5. Pays the required fees.	5. Issues official receipt.	PHP 150.00	5 minutes	<i>Designated staff-in-charge per college</i>



6. Submits the receipt and application form	6. Create replacement ID.	None	20 minutes	<i>OPAS Personnel</i>
7. Fills-up the Feedback Form	7. Issues feedback form	None	3 minutes	<i>Staff-in-charge</i>
<b>TOTAL:</b>		PHP 150.00	21 minutes	



## **Office of Student Affairs and Services**



## 1. Application for UNP-College Admission Test (UNP-CAT)

Procedure in applying for the UNP-College Admission Test for New College Entrants or college prospects who have never taken the UNP-CAT before and who have taken the UNP-CAT once but failed.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any of the following Filipino citizen applicants who wish to take the UNP-CAT: 1) Graduating Grade 12 student 2) Secondary Education Graduate (either K-12 or Basic Curriculum) 3) PEPT Passer/ALS-A&E Eligible 4) Transferee 5) Shiftees from certificate program to degree program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Active and secure Email Account				
Passport size I.D. picture in white background with name tag (1 softcopy)				
Official Receipt of Payment (For Retakers)		Cashier Office		
<b>Graduating Grade 12 student</b>				
Grade 12 SF 9 or Form 138 (1 scanned copy)		School currently/previously enrolled in		
<b>Secondary Education Graduate (either K-12 or Basic Curriculum)</b>				
SF 9/Form 138 (1 scanned copy)		School previously enrolled in		
<b>PEPT Passer/ALS-A&amp;E Eligible</b>				
Proof of Eligibility for College Admission (1 scanned copy)		School previously enrolled in		
<b>Transferee/Shiftee</b>				
Official Transcript of Records/Official Certification of Grades/Appraisal Sheet/Report of Rating (1 scanned copy)		School currently/previously enrolled in		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visits <a href="http://unp.priisms.onlinepadmission">unp.priisms.onlinepadmission</a> and submits completely and correctly accomplished application.	1. Receives the application form and requirements via a system email sent to the client's email address.	None	10 minutes	Admission Services Staff





2. Submits correct or lacking documents on or before the set deadline. (if applicable)	2. Verifies database for UNP-CAT record and checks the correctness and completeness of submissions: <ul style="list-style-type: none"> <li>▪ If the applicant has 2 failed UNP-CAT records, the application is denied.</li> <li>▪ If incomplete, lacking documents are followed up through email</li> </ul>	None	30 minutes	Admission Services Staff
3. For First time takers proceed to <b>step 5</b>  For Retakers Pays the prescribed testing fee at the Cashier's Office	3. Issues Order of Payment if all required documents were submitted	Testing Fee-PHP 180.00	5 minutes	Cashier's Office
4. Submits Official Receipt at the Admission Services	4. Receives Official Receipt	None	1 minute	Admission Services Staff
5. Receives test permit	5. Accepts application and issues Test Permit	None	3 minutes	Admission Services Staff
<b>Total:</b>		First time takers: None  Retakers: PHP 180.00	49 minutes	



## 2. Application for Grade 7 Qualifying Test (G7QT)

Procedure in applying for the Grade 7 Qualifying Test.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming Grade 7 students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application form (1 copy)		UNP Admission Services		
Birth Certificate (1 photocopy, 1 original)		Philippine Statistics Authority		
Grade 6 Form 138 with at least 85% average grade in the grading period prior to application (1 photocopy)		School currently/previously enrolled in		
White mailing envelope (1 piece)				
2" by 2" I.D. picture in white background with name tag (2 copies)				
Official Receipt of Payment		UNP 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. Submits the application form with the complete requirements to the Admission Services for final processing of documents	1. Receives the application form and requirements	None	5 minutes	<i>Admission Services Staff</i>
2. Submits correct or lacking documents on or before the set deadline. (if applicable)	2. Checks completeness requirements and verifies the average grade in Form 138  *If average grade is less than 85%, the application is not accepted.	None	10 minutes	<i>Admission Services Staff</i>
3. Pays the prescribed testing fee at the Cashier's Office	3. Issues Order of Payment if all required documents were given	Testing Fee-PHP 180	5 minutes	<i>Cashier Office</i>
4. Submits Official Receipt at the Admission Services for the	4. Receives Official Receipt and prepares the test permit	None	5 minutes	<i>Admission Services Staff</i>



preparation of test permit				
5. Receives test permit	5. Issues test permit to the client	None	2 minutes	Admission Services Staff
<b>Total:</b>		PHP 180.00	27 minutes	

### 3. Application for Kindergarten II Qualifying Test (K2QT)

Procedure in applying for the Kindergarten II Qualifying Test.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Incoming Kindergarten II pupils			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application form (1 copy)		UNP Admission Services		
Birth Certificate (1 photocopy, 1 original)		Philippine Statistics Authority		
Report Card/Certificate of Completion of Kindergarten I; or Certification of Enrollment for those enrolled in Day Care Centers (1 photocopy)		School or Day Care Center currently/previously enrolled in		
White mailing envelope (1 piece)				
2" by 2" I.D. picture in white background with name tag (2 copies)				
Official Receipt of Payment		UNP 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. Submits the application form with the complete requirements to the Admission Services for final processing of documents	1. Receives the application form and requirements for final processing of documents	None	5 minutes	Admission Services Staff
2. Submits correct or lacking documents on or before the set deadline. (if applicable)	3. Checks completeness requirements and verifies the age of the applicant.  *The applicant must be at least 5 years of age by October 31 of the current year.	None	10 minutes	Admission Services Staff



	*If age of the applicant does not meet the requirement, the applicant is redirected to enlist/apply for Kindergarten I instead.			
4. Pays the prescribed testing fee at the Cashier's Office	3. Issues Order of Payment if all required documents were given	Testing Fee-PHP 180	5 minutes	Cashiers Office
4. Submits Official Receipt at the Admission Services for the preparation of test permit	4. Receives Official Receipt and prepares the test permit	None	3 minutes	Admission Services Staff
5. Receives test permit	5. Issues test permit to the client	None	2 minutes	Admission Services Staff
<b>TOTAL:</b>		PHP 180.00	25 inutes	

#### 4. Application for Law School Qualifying Test (LSQT)

Procedure in applying for the Law School Qualifying Test for students who wish to enroll in the College of Law. The test is given upon the endorsement of the Dean of the College of Law.

<b>Office or Division:</b>	Admission Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Clients graduate of any degree program
<b>CHECKLIST OF REQUIREMENTS</b>	
Application form (1 copy)	College of Law – Dean's Office
2" by 2" I.D. picture in red background (2 copies)	
Transcript of Records/Scholastic Records (1 photocopy)	Office of the Registrar of school previously enrolled in
Official Receipt of Payment	UNP Cashier's Office
<b>Foreign applicants</b>	
Referral/Endorsement form	Head of UNP International Students Services
Transcript of Records/Certification of grades/ Appraisal Sheet/Report of Rating authenticated by the Philippine Embassy or Consulate in their country of origin or legal residence (1 photocopy)	Office of the Registrar of school currently/previously enrolled in



Verified Certification of Registration (1 photocopy)		Philippine Embassy or Consulate		
Passport (1 photocopy)		Country of origin		
Student Visa for Non-Resident Aliens (1 photocopy)		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form at the Admission Services Office	1. Issues application form	None	1 minute	<i>Admission Services Staff</i>
2. Submits duly filled application form and requirements to the College of Law for review and approval	2. Check the completeness of requirements. If complete, application is approved.	None	5 minutes	<i>College of Law Dean and Staff</i>
3. Submits duly accomplished and approved application form and requirements at the Admission Services Office	3. Receives the application form and requirements for final processing of documents.	None	5 minutes	<i>Admission Services Staff</i>
4. Pays prescribed testing fee at the Cashier's Office	4. Issues Order of Payment if all required documents were given	Testing Fee- PHP 500.00	5 minutes	<i>Admission Services Staff; Cashier Office</i>
5. Submits Official Receipt at the Admission Services for the preparation of test permit	5. Receives Official Receipt and prepare the test permit	None	3 minutes	<i>Admission Services Staff</i>
6. Receives test permit	6. Issues test permit to the client	None	2 minutes	<i>Admission Services Staff</i>
<b>Total:</b>		PHP 500.00	13 minutes	



## 5. Application for the Foreign Student Admission Test (FSAT)

Procedure in applying for and taking the Foreign Student Admission Test for foreign students who wish to enroll in undergraduate programs.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Foreign citizen students who finished secondary education			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral/Endorsement form		Head of UNP International Students Services (ISS)		
Application form (1 copy)		UNP Admission Services		
Birth Certificate (1 photocopy)				
2" by 2" I.D. picture in white background with name tag (2 copies)				
Transcript of Records/Certification of grades/ Appraisal Sheet/Report of Rating authenticated by the Philippine Embassy or Consulate in their country of origin or legal residence (1 photocopy)		Office of the Registrar of school previously enrolled in		
Verified Certification of Registration (1 photocopy)		Philippine Embassy or Consulate		
Passport (1 photocopy)		Country of origin		
Student Visa for Non-Resident Aliens (1 photocopy)		Bureau of Immigration		
Official Receipt of Payment		UNP 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. Submits Application Form, referral/endorsement from ISS and all other requirements at the Admission Services	1. Receives application form, referral/endorsement from ISS and requirements, and verify completeness	None	10 minutes	<i>Admission Services Staff</i>
2. Pays the prescribed fee at the Cashier's Office	2. Issues Order of Payment if all required documents were given	PHP 500.00	5 minutes	<i>Cashier Office</i>
3. Submits Official Receipt for the preparation of the test permits	3. Receives Official Receipt and prepares test permits	None	3 minutes	<i>Admission Services Staff</i>



4. Receives test permit	5. Issues test permit to the client	None	2 minutes	Admission Services Staff
<b>TOTAL:</b>		PHP 500.00	20 minutes	

## 6. Taking the admission/qualifying test for the different levels in the University

Procedure in taking the UNP-CAT, G7QT, K2QT, FSAT and LSQT.

<b>Office or Division:</b>		Admission Services		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Applicants who have been issued a test permit for the admission/qualifying test		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Test permit		UNP Admission Services		
Any valid I.D. Card				
<b>Representative in claiming test result</b>				
Duly signed authorization letter		Person or Parent/Guardian (for minor applicants) being represented		
Valid I.D. of the Representative (1 photocopy)				
Valid I.D. of person being represented (1 photocopy)		Person or Parent/Guardian (for minor applicants) being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Goes to the test venue on the scheduled date and time	1. Checks the test permit, Health Declaration Form, and I.D. Card of the examinee	None	10 minutes	Testing Personnel
2. Takes the admission/qualifying test	2. Administers the admission/qualifying test	None	5 hours, 30 minutes	Testing Personnel
3. Waits for the announcement about the release of test results	3. Scores, interprets, encodes, and prepares test results.	None	19 days	Head of Admission Services, Psychometricians, Guidance Counselors/Proctors
4. Receives Test Result	4. Releases Test Result	None	2 minutes	Admission Services staff



	<p>*For UNP-CAT, test results are released via the email address provided by the applicant</p> <p>*For G7QT, K2QT and FSAT, test results are claimed at the Admission Services Office by the applicant, parent, guardian, or authorized representative of the applicant.</p> <p>*For LSQT, test results are forwarded to the Dean of the College of Law.</p>			
<b>TOTAL:</b>		None	19 days, 5 hours, 52 minutes	

## 7. Nursing Aptitude Test (NAT) and Teaching Aptitude Test (TAT) for Regular First Year Education and BS Nursing students

Procedure in applying for and taking the Nursing/Teaching Aptitude Test for incoming second year Education and BS Nursing students of UNP.

<b>Office or Division:</b>	Admission Services		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Regular First Year Education Students; Regular First Year BS Nursing Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Endorsement Letter with Official List of Students		College of Nursing/Teacher Education	
Application Form		UNP Admission Services	
2” by 2” I.D. picture in white background with name tag (1 copy)			
Official Receipt of Payment		UNP Cashier’s Office	
<b>Representative in claiming test result</b>			
Authorization letter		Person being represented	
Valid I.D. of the Representative (1 photocopy)			
Valid I.D. of person being represented (1 photocopy)		Person being represented	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits endorsement letter and official list of BSN/Education 1 <sup>st</sup> year students at the Admission Services Office.	1.1 Receives endorsement letter and official list of students	None	2 minutes	Admission Services Staff
	1.2 Issues application form	None	2 minutes	Admission Services Staff
2. Fills out application form and submits with picture at the Admission Services Office	2. Receives and checks completeness of application form and requirements	None	10 minutes	Admission Services Staff
3. Pays prescribed testing fee at the Cashier's Office	3. Issues Order of Payment if all required documents were given	Testing fee- PHP 180.00	5 minutes	Cashier Office
4. Submits Official Receipt for the preparation of the test permits	4. Receives Official Receipt and prepares Test Permits	None	1 hour	Admission Services Staff
4. Receives test permits	4. Issues Test Permits	None	1 minute	Admission Services Staff
5. Takes the test on scheduled date	5. Administers the test on the scheduled date	None	2 hours	Testing Personnel
6. Waits for the announcement about the release of test results	6. Scores, interprets, encodes, and prepares test results.	None	19 days	Head of Admission Services, Psychometricians, Guidance Counselors/Proctors
7. Claims NAT/TAT Result	7. Releases NAT/TAT Result to examinee or authorized representative	None	2 minutes	Admission Services Staff
<b>TOTAL:</b>		PHP 180.00	19 days, 3 hours, 22 minutes	



## 8. Procedure in Nursing Aptitude Test (NAT) and Teaching Aptitude Test (TAT) for Walk-in applicants

Procedure in applying for and taking the Nursing/Teaching Aptitude Test for transferees, shiftees, and second bachelor's degree applicants who wish to enroll in Education or BS Nursing Program. This test is administered upon endorsement of the Dean of the College of Nursing or College of Teacher Education.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Walk-in Applicants (Transferees, Shiftees, Returnees, Foreign Students)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application form (1 copy)		UNP Admission Services		
Passport size I.D. picture in white background with name tag (2 copies)				
Endorsement Letter		College of Nursing or College of Teacher Education		
<b>Transferees, Shiftees, Returnees</b>				
Transcript of Records/Certification of grades/ Appraisal Sheet/Report of Rating (1 photocopy)		Office of the Registrar of school currently/previously enrolled in		
Official Receipt of Payment		UNP Cashier's Office		
<b>Foreign students</b>				
Transcript of Records/Certification of grades/ Appraisal Sheet/Report of Rating authenticated by the Philippine Embassy or Consulate in their country of origin or legal residence (1 photocopy)		Office of the Registrar of school currently/previously enrolled in		
Verified Certification of Registration (1 photocopy)		Philippine Embassy or Consulate		
Passport (1 photocopy)		Country of origin		
Student Visa for Non-Resident Aliens (1 photocopy)		Bureau of Immigration		
Official Receipt of Payment		UNP Cashier's Office		
<b>Representative in claiming test result</b>				
Authorization letter		Person being represented		
Valid I.D. of the Representative (1 photocopy)				
Valid I.D. of person being represented (1 photocopy)		Person being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements and	1. Receive endorsement	None	3 minutes	Admission Services Staff



endorsement letter from the College at the Admission Services	letter and requirements			
2. Undertakes interview	2. Interviews client	None	5 minutes	<i>Admission Services Staff</i>
3. Fills up the Application form	3. Issues Application form and lets the client fill up all information needed	None	3 minutes	<i>Admission Services Staff</i>
4. Pays the prescribed Testing Fee at the Cashier's Office	4. Issues Order of Payment if all required documents were given	Testing Fee-PHP 180	5 minutes	<i>Cashier Office</i>
5. Submits Official Receipt at the Admission Services for the preparation of the test permit	5. Receives Official Receipt and prepare the test permit	None	1 minute	<i>Admission Services Staff</i>
6. Receives Test Permit	6. Issues test permit to the client	None	1 minute	<i>Admission Services Staff</i>
7. Takes the test on scheduled date	7. Administers the test on scheduled date	None	2 hours	<i>Head of Admission Services, Psychometricians</i>
8. Waits for the release of test results	8. Scores, interprets, encodes, and prepares test results.	None	3 days	<i>Head of Admission Services, Psychometricians</i>
9. Claims NAT/TAT Result	9. Releases test result to the examinee or authorized representative	None	2 minutes	<i>Admission Services Staff</i>
<b>TOTAL:</b>		PHP 180.00	3 days, 2 hours, 20 minutes	



## 9. Procedure in Administering Psychological Testing and Evaluation for Employment (for UNP and other agencies Job Applicants/Employees)

The test is administered to support the University and other agencies in their process of recruitment, selection, and promotion.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business Entity			
<b>Who may avail:</b>	All requesting agencies or business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Data Sheet (1 copy)		UNP Admission Services		
Endorsement Letter (1 copy)		Head of Agency concerned		
2" by 2" I.D. picture in red background with name tag (2 copies)				
Official Receipt of Payment		UNP Cashier's Office		
<b>Representative in claiming test result</b>				
Authorization letter		Person being represented		
Valid I.D. of the Representative (1 photocopy)				
Valid I.D. of person being represented (1 photocopy)		Person being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Endorsement Letter from Agency concerned together with Requirements at the Admission Services for evaluation/verification	1. Receives Endorsement Letter and other required documents	None	3 minutes	Admission Services Staff
2. Fills up PDS	2. Issues PDS and let the client/s fill up all the needed information	None	3 minutes	Admission Services Staff
3. Pays the prescribed testing fees at the Cashier's Office	3. Issues Order of payment if all required documents were given	Regular Testing Fee-PHP 800.00  Discounted Testing	5 minutes	Cashier Office



		Fee-PHP 600.00		
4. Submits Official Receipt at the Admission Services for the preparation of test permit	4. Receives Official Receipt and prepare test permit/s	None	2 minutes	Admission Services Staff
5. Receives test permit	5. Issues test permit/s to the client/s	None	1 minute	Admission Services Staff
6. Takes Battery of Psychological Tests on the scheduled date	6. Administers Battery of Psychological Tests on the scheduled date	None	3 hours	Head of Admission Services, Psychometricians
7. Waits for the release of test results	7. Scores, interprets, encodes, and prepares test results.	None	3 days	Head of Admission Services, Psychometricians
8. Claims test results	8. Releases test result to the examinee or authorized representative	None	2 minutes	Admission Services Staff
<b>Total:</b>		Regular rate-PHP 800.00  Discounted rate-PHP 600.00	3 days, 3 hours, 16 minutes	

## 10. Procedure in Administering Psychological Testing and Evaluation to On-the-Job Trainees or Interns (UNP Students)

This test is administered to on-the-job trainees or interns upon endorsement of the Academic Unit.

<b>Office or Division:</b>	Admission Services
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All requesting Academic Units
<b>CHECKLIST OF REQUIREMENTS</b>	
Endorsement Letter (1 copy)	Academic Unit/College



Official Receipt of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement Letter from Academic Unit	1. Receive Endorsement Letter	None	3 minutes	<i>Admission Services Staff</i>
2. Pay the prescribed testing fees at the Cashier's Office	2. Issue Order of payment	Testing Fee-PHP 300	5 minutes	<i>Cashier Office</i>
3. Submit Official Receipt at the Admission Services for the preparation of test permit	3. Receive Official Receipt and prepare test permit/s	None	1 minute	<i>Admission Services Staff</i>
4. Receive test permit	4. Issue test permit/s to the client/s	None	1 minute	<i>Admission Services Staff</i>
5. Take Battery of Psychological Tests on the scheduled date	5. Administers Battery of Psychological Tests on the scheduled date	None	3 hours	<i>Head of Admission Services, Psychometricians</i>
6. Waits for the release of test results	6. Scores, interprets, encodes, and prepares test results.	None	19 days	<i>Head of Admission Services, Psychometricians</i>
7. Claims test results from the Dean/Internship Coordinator	7. Forward results sealed in an envelope to the requesting Academic Unit	None	10 minutes	<i>Head of Admission Services, Psychometricians</i>
<b>TOTAL:</b>		PHP 300.00	19 days, 3 hours, 30 minutes	



## 11. Request for Another Copy of Test Result

Procedure in requesting for a second copy of test result.

<b>Office or Division:</b>	Admission Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All requesting clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form for Re-issuance of Test Result (1 copy)		UNP Admission Services		
Official Receipt of Payment		UNP Cashier's Office		
Any Valid I.D.				
<b>Representative</b>				
Authorization letter		Person being represented		
Valid I.D. of the Representative (1 photocopy)				
Valid I.D. of person being represented (1 photocopy)		Person being represented		
<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 Request form for Re-issuance of Test Result	1. Issues Request form for Re-issuance of Test to the client or authorized representative	None	5 minutes	<i>Admission Services Staff</i>
2. Submits Request Form for verification	2. Receives accomplished request form and verifies the client's results from the database	None	10 minutes	<i>Admission Services Staff</i>
3. Pays prescribed fee at the Cashier's Office	3. Issues Order of Payment if request has been successfully verified	PHP 20.00	5 minutes	<i>Cashier Office</i>
4. Submits Official Receipt at the Admission Services for the preparation of the test result needed	4.1 Receives Official Receipt and records the OR No. and OR Dates in the Request Form	None	3 minutes	<i>Admission Services Staff</i>



	4.2 Prepares test result	None	10 minutes	Admission Services Staff
5. Receives test result	5. Releases the second copy of the test result to the client or authorized representative	None	2 minutes	Admission Services Staff
<b>TOTAL:</b>		PHP 20.00	35 minutes	

## 12. Issuance of Certificate of Good Moral Character

### Service Information:

The service is in charge of issuing certificate of good moral character for all purpose.

<b>Office or Division:</b>	Student Discipline Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to C (Government to Citizen)			
<b>Who may avail:</b>	Clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request form		Clientele		
Official Transcript of Records		Office of the Registrar		
Diploma		Office of the Registrar		
Identification card		Clientele		
Authorization Letter		Clientele		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get request form and fill out and payment of dry seal	1. Receive request form and required documents and receipt of payment of dry seal	PHP30.00 pesos for dry seal	3 minutes	Staff/Head SDS/Director
2. Submit request form and required documents	2. Check the authenticity of the documents	None	7 minutes	Staff/Head SDS/Director
3. Wait while the certificate is being encoded and printed	3. Encode and print the certificate	None	3 minutes	Staff/Head SDS/Director





4. Receive and check the correctness of the certificate	4. Head-SDS signs the certificate and staff/Head-SDS goes to the registrar's office for the dry seal	None	3 minutes	Head SDS/Director
5. Receive final copy, register in the logbook and fill-out client satisfaction survey form	5. Staff/Head-SDS photocopy the sealed certificate and register in the logbook the name of the client together with the receipt number. Kept the photocopy for documentation in the office.	None	3 minutes	Staff/Head SDS/Director
<b>TOTAL:</b>		None	19 minutes	

### 13. Application for scholarship (Culture and Arts Services)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Application for Scholarship (Culture and Arts Services)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Recommendation from the coach/trainer		Coach/ Trainer		
2. PSA (Birth Certificate)		PSA Office		
3. Report of Rating		Class Adviser		
4. 2x2 recent picture red background with name tag				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the needed requirements to the CAS staff for validation	1. Issue application form	None	5 minutes	Head, Coordinator, Trainer and Office Staff
2. Present the filled- up form for checking and validation	2.1 Endorsement from the Trainer, CA, Dean of the College, Head	None	5 minutes	Head, Coordinator, Trainer and Office Staff



	2.2 Present to the Chairman for Scholarship at OSCA	None	5 minutes	Chairman, OSCA
<b>TOTAL:</b>		None	15 minutes	

#### 14. Costume Rental (For Students)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Costume Rental		
<b>Who may avail:</b>		UNP Personnel/Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter duly approved by the Director				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the request letter and submits necessary documents	1. Check for the availability of the costume/s needed		5 minutes	Head, Office Staff
2. Pays rental fee	2. Issues official receipt	PHP 100/piece	5 minutes	Cashier's Office
3. Submit a photocopy of the receipt at the office	3. Receives photocopy of the receipt	None	3 minutes	Office Staff
4. Signs the logbook	4. Release the rented costumes	None	5 minutes	Office Staff
	<b>TOTAL:</b>	PHP 100/piece	18 minutes	



## 15. University Band Rental (For Students)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Band Rental		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request letter (A week before scheduled performance)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved request letter to the Office.	1. Check the availability of the group/ equipment	None	5 minutes	Head, Office Staff
2. Signs the contract	2. Prepares the contract	None	5 minutes	Head, Office Staff
3. Pay the corresponding fees	3. Issues official receipt	PHP 5,000.00 for the Full Band and PHP 3,000.00 for the Acoustic Band  Outside the university -PHP 15,000.00 for Full Band (1st District of Ilocos Sur) and PHP 25,000.00 - 2nd District of Ilocos Sur	5 minutes	Cashier's Office
4. Submit a photocopy of the receipt at the office.	4. Receives photocopy of the receipt.	None	3 minutes	Office Staff
<b>TOTAL:</b>		PHP 5,000.00 for the Full Band and PHP 3,000.00 for the Acoustic Band  Outside the university -PHP	18 minutes	



	15,000.00 for Full Band (1st District of Ilocos Sur) and PHP 25,000.00 - 2nd District of Ilocos Sur		
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## 16. Band Equipment Rental (For Students)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Band Equipment Rental		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved request letter	1. Check the availability of the group/ equipment		5 minutes	Head, Office Staff
2. Pay the corresponding fees	2. Issues official receipt	PHP 500.00 / instrument /day	5 minutes	Cashier's Office
3. Submit a photocopy of the receipt at the office.	3. Receives photocopy of the receipt.	None	3 minutes	Office Staff
4. Signs the logbook	4. Release of the equipment.	None	5 minutes	Office Staff
	<b>TOTAL:</b>	PHP 500.00 / instrument /day	18 minutes	

## 17. Admission of New International Student Applicants

**Service Information:** The service outlines step-by-step process in gaining entry or admission to the university among International Student applicants. Application is made through personal appearance or representation by an authorized agent who have entered into MOA with the university. The office of the International



Student Services (ISS) of the Office for Students Affairs is in-charge in facilitating the service. Application for admission can be made as early as three (3) months before the start of the school year. Qualified applicants will be served Notice of Admission (NOA) from office of the University President

<b>Office or Division:</b>	Office of Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	International Student Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Passport		Philippine Embassy Consulate/Post		
2. Mark Sheets: Grade 11&12		Last School Attended		
3. Photocopy of Birth Certificate		Country of Origin		
4. Good Moral Character		Last School Attended		
5. Police Clearance		Country of Origin		
6. Financial Capability/ Statement		Country of Origin (Parents or Guardians)		
7. National Eligibility cum Entrance Test (NEET)		Medical Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits documents	1.1 Receives and evaluates applicant's documents	None	15 minutes	-OSAS Director -Head of ISS
	1.2 Prepare Endorsement Letter for Letter of Invitation	None	10 minutes	-OSAS Director -Head of ISS -University President
	1.3 Endorsement of Applicant's Name to Philippine Embassy Post	None	2 days	-OSAS Director -Head of ISS
2. Receives Endorsement	2. Issues Endorsement Form	None	5 minutes	-OSAS Director -Head of ISS
		None	2 days 27 minutes	



## 18. Applying for Visa Conversion (9F), Special Study Permit (SSP), Student Visa and Alien Certificate of Registration Identity Card (ACR-I CARD)

**Service Information:** Following enrollment, international students who are holders of a tourist visa must apply for Student Visa Conversion. Those below 18 years old are prescribed to apply for a Special Study Permit (SSP), which is a prerequisite for Student-Visa Conversion after reaching legal age. ACR-I Card application, on the other hand, goes hand-in-hand with Visa Extension or Visa Renewal, which can be made at least three weeks to a month before expiration. Filing of applications for these transactions are contained at the ISS office every Mondays, Wednesdays and Thursdays from 8:00 am to 4:30 pm. Application forms are issued by the office. Payment for the processing fee is remitted to ISS office. In case of delayed filing, a monthly penalty will be charged. Otherwise, imposition of a separate administrative fine upon the university and the student applicant will be imposed when the delays exceed three (3) months.

Hence, Visa Extension/Visa Renewal is prescribed before the expiration of the active visa. This is to avoid paying for a monthly penalty for delayed filing. Otherwise, a separate administrative fine will be imposed upon the student applicant and the university. Filing of application for visa conversion/visa renewal is scheduled every Mondays, Tuesdays and Thursdays. The ISS office issues application forms and receives processing fee remittance.

<b>Office or Division:</b>	Office of Student Affairs and Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G (Government to Government)	
<b>Who may avail:</b>	International Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Conversion: from 9a to 9f (18 years old and above)</b>		
1. Join Letter		ISS Office
2. Consolidated General Application Form (CGAF)		ISS Office
3. Photocopy of Passport		Student's Applicant
4. Notice of Acceptance (Registrar)		Registrar's Office
5. Endorsement Letter (Registrar)		Registrar's Office
6. Quarantine Certificate		Bureau of Quarantine
7. Photocopy of BI Representative ID		ISS Office
<b>Special Study Permit (SSP)</b>		
1. Join Letter		ISS Office



2. Consolidated General Application Form (CGAF)	ISS Office			
3. Photocopy of Passport	Student's Applicant			
4. Notice of Acceptance (Registrar)	Registrar's Office			
5. Photocopy of BI Representative ID	ISS Office			
<b>Students Visa Extension</b>				
1. Join Letter	ISS Office			
2. Consolidated General Application Form (CGAF)	ISS Office			
3. Photocopy of Passport	Student's Applicant			
4. Certificates of Grades of 2 previous semesters	Registrar's Office/ Present Course			
5. Photocopy of BI Representative ID	ISS Office			
<b>First Year Medical Students applying Visa Extension</b>				
1. Join Letter	ISS Office			
2. Consolidated General Application Form (CGAF)	ISS Office			
3. Photocopy of Passport	Student's Applicant			
4. Certificates of Grades of 2 previous semesters	Registrar's Office/ Present Course			
5. Photocopy of BI Representative ID	ISS Office			
6. Certificate of Eligibility for Admission for Medicine (CEM)	CHED-Office of Student Services			
7. NBI Certificate	NBI Office			
8. Official Transcript of Record (OTR) and Diploma	Registrar's Office			
9. National Medical Admission Test (NMAT)	Student's Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant submits documents	1.1 Reviews documents for completeness and submits document at the Bureau of Immigration for Student Visa. 1.2 Logs documents and	-Student Visa is PHP 13,662.00, while Conversion is PHP 12,381.00 and Special Study Permit amounting	15 minutes	-OSAS Director -Head of ISS

	fees in the logbook with the signature of the applicant as proof of receipt.	PHP 4,740.00 <i>*Subject to Foreign Exchange Rate</i>		
	1.3 Notify applicant for Biometrics and personal appearance for conversion and special study permit	None	5 minutes	-OSAS Director -Head of ISS
2. Submits a copy of the approved Converted VISA, SSP and ACR-I Card	2. Receive copy of the Approved Converted VISA, SSP and ACR-I Card	None	5 minutes	-Head of ISS
	<b>TOTAL:</b>	-Student Visa amounting to PHP 13,662.00, while Conversion is amounting PHP 12,381.00 and Special Study Permit amounting PHP 4,740.00 <i>*Subject to Foreign Exchange Rate</i>	25 minutes	





## 19. Applying For Quarantine Certificate

**Service Information.** To obtain clearance from any communicable diseases, new entrants (International Students) are required to undergo quarantine screening procedure at the Bureau of Quarantine (BOQ) Region I office in San Fernando, La Union. When cleared, certification is made through a stamp on the student-applicant's passport duly signed by the designated authority.

<b>Office or Division:</b>	Office of Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (G2G (Government to Government))			
<b>Who may avail:</b>	International Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Bureau of Quarantine Form		Bureau of Quarantine, Regional Office		
2. Passport (Original)		Student/s		
3. Complete Blood Count (CBC) Results		UNP Hospital		
4. Chest X-ray Results		UNP Hospital		
5. STD Rest Results		ITMRC, San Fernando City		
6. Pregnancy Test Results		UNP Hospital		
7. Stool Exam/Fecalysis Results		UNP Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits copy of passport and other pertinent documents	1.1 Receives, evaluates original copy of passport and documents including the BOQ fee.	PHP 500.00	15 minutes	-OSAS Director -Head of ISS
	1.2 Files application with documents to Bureau of Quarantine office (Regional Office)	None	1 day	-Head of ISS -BOQ Director -BOQ Secretary
	1.3 Receive and Issuance of Quarantine Certificate	None	10 minutes	-Head of ISS -BOQ Secretary
	<b>TOTAL:</b>	PHP 500.00	1 day and 25 minutes	



## 20. Applying for Certificate of Admission for Medicine (CEM)

**Service Information:** All first year International Students admitted to the College of Medicine, are prescribed to secure CEM, which includes among the requirements for Visa Conversion and Visa Extension. Applications, including remittance of processing fees, are submitted to and received by the ISS staff. Failure to secure a CEM on time delays application for Visa Conversion or Visa Extension for applicants with active student visas which are about to expire. Otherwise, a monthly penalty or imposition of an administrative fine will be cited against the concerned student/s.

<b>Office or Division:</b>	Office of Student and External Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	International Students who are officially enrolled in the university.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CEM Form		International Students Services		
2. Photocopy of Passport		Student		
3. Copy of Diploma or Certificate of Graduation authenticated by the Registrar of the School		Registrar's Office		
4. Certified True Copy of Transcript of Records from the school last attended		Registrar's Office		
5. Notice of Acceptance indicating the Quota number of the student issued by the HEIs		College of Medicine and Office of the Registrar		
6. National Admission Test (NMAT) Result		Student		
<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 and evaluates documents for completeness including CEM payment.	PHP 500.00	15 minutes	-OSAS Director -Head of ISS
	1.2 Files the application the CHED Main Office - OSS		1 day	-Head of ISS
2. Receives Certificate for Admission for Eligibility for	3. Issues Official Receipt from CHED-OSS to applicant 4. Issues CEM			-Head of ISS



Medical Course (CEM).				
<b>Total:</b>		PHP 500.00	1 day 15 minutes	

## 21. Procedure in the Processing of Scholarship

**Service Information:** This service is given to all students who would like to avail of the scholarship grants offered by the university, government-sponsored scholarship programs as well as other grants given by private agencies, organizations/groups and persons. This will help students who are financially needy and deserving to finish their tertiary studies. (study privilege, athletics, adopt-a-school and community)

<b>Office or Division:</b>	Office of Student Affairs & Services-Scholarships and Financial Assistance Services			
<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>		
Scholarship Form		Office of Student Affairs & Services-SFAS		
Certificate of Scholarship		Sponsoring agency		
Form 138/last term grades with GWA		College		
Photocopy of register's copy		College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get and fill out scholarship form	1. Give/distribute scholarship forms to scholars/grantees and assists in filling out the form	None	3 minutes	<i>Personnel in-charge of SFAS</i>
2. Submit duly accomplished scholarship forms and requirements	2. Checks completeness and accuracy of information on the form and the documents	None	5 minutes	<i>Personnel in-charge of SFAS</i>
	3. Approves the scholarship form of the grantee/scholar	None	5 minutes	<i>Personnel in-charge of SFAS/Director of OSAS</i>
	4. Seals the particular scholarship/grant of the form 1	None	1 minute	<i>Personnel in-charge of SFAS</i>



3. Receives copy of the approved scholarship form	Issues a copy of the approved scholarship form.	None	1 minute	<i>Personnel in-charge of SFAS</i>
<b>TOTAL:</b>		None	44 minutes	

## 22. Recognition of Mandated and Accredited Students Organizations

**Service Information:** Refer to the recognition/accreditation, supervision and monitoring of student groups including the evaluation of their activities.

<b>Office or Division:</b>	Student Government, Organizations and Activities-Student Development Programs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C: Government to Citizens			
<b>Who may avail:</b>	Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Action plan (3 copies)		Student Organizations file		
List of Officers (3 copies)		SAFE office		
Certification from SAFE (3 copies)				
Constitution and By-Laws (3 copies)				
Letter intent (3 copies)				
List of possible advisers (3 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits documents for recognition	1.1 Receives and checks the completeness of documents	None	1 day	<i>Osas Staff, Head SCGOAS, Director OSAS</i>
	1.2 If Documents require revisions, return the documents to the requestors to revise as required and resubmits for the final review	None		
2. Receives notification for interview	2.1 Receives copies of the complete documents, notifies organization for	None		



	schedule of interview.			
3. Attends interview from the members of the recognition committee	3.1 Members of recognition committee interview student organization	None	1 hour	Head SCGOAS, Director OSAS
	3.2 Submits documents to the Director for its endorsement to the VPAA and final approval to the President	None	2 days	Head SCGOAS, Director OSAS
4. Receives Certificate to Operate	2. Awards the Certificate to Operate to student organizations	None	1 day	Head SCGOAS, Director OSAS
<b>TOTAL:</b>		None	4 days 1 hour	

## 23. Approval of Student Organizations Programs, Activities and Projects

**Service Information:** Refer to the recognition/accreditation, supervision and monitoring of student groups including the evaluation of their activities.

<b>Office or Division:</b>	Student Government, Organizations and Activities-Student Development Programs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C: Government to Citizens			
<b>Who may avail:</b>	Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Operational Plan (4 copies)		Student Organizations file		
Invitation letters if necessary (1 copy)				
Notarized Parents' Consent if necessary (1 copy)				
Advisory if necessary (1 copy)				
Medical Certificate if necessary (1 copy)				
Endorsement if necessary (1 copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits documents for recognition	1.1 Receives and reviews documents	None	10 minutes	OSAS Staff, Head SCGOAS, Director OSAS



	1.2 If documents need revisions, return the documents to the requestor. The latter modifies documents as required and resubmit these for further reviews	None	15 minutes	Head SCGOAS, Director OSAS
	1.3 Receives and records copies of the corrected/valid documents.	None	5 minutes	Head SCGOAS, Director OSAS
	1.4 Signs documents and after which endorsed to Director, PAPs under his power will be executed. PAP's to be approved by the VPAA and or the President will be forwarded to their offices.	None	10 minutes	Head SCGOAS, Director OSAS, VPAA, President
2. Receives approved operational plan.	2. Releases approved operational plan	None	5 minutes	Head SCGOAS, Director OSAS
<b>TOTAL:</b>		None	45 minutes	



## 24. Approval of Student Leaders Leadership Trainings, Seminars and Conferences

**Service Information:** Student Leadership Training Services refer to programs and opportunities to develop and enhance leadership effectiveness in the personal and student organizations.

<b>Office or Division:</b>	<b>Student Leadership Training Services</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C: Government to Citizen			
<b>Who may avail:</b>	Student Leaders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation letter: 1 copy		Inviting agency		
Operational plan: 4 copies		Student Leaders		
Parent's consent and waiver duly notarized 1 copy		Get form from OSAS and notary public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits operational plan and pertinent documents for review	1.1 Accept and review operational plan and pertinent documents from the student leaders for review and approval.	None	1 day	SLTS Head SLTS Head
	1.2 Check the attached documents such as: a. Invitation letter from the sponsoring organization addressed and approved by the University President b. Duly approved and notarized parents permit and waiver c. For regional, national and international training, seminar or conference, it should be endorsed by the CHED	None		
	1.3 If attached documents are complete, sign the	None		

	operational plan and submit it to the next signatory. Then inform the student leader to submit a copy after the operational plan will be approved.			
	1.4 If the operational plan needs revision, return and instruct the bearer to do some changes of the document. Then inform the student leader to resubmit the operational plan.	None		<i>SLTS Head</i>
	1.5 If the PAP is inside the University and during school days, the operational plan will be approved by the Director of OSAS, if PAP is outside the University, after class hours, during weekends and holidays and night time, the operational plan will be endorsed by the Director of OSAS and VPAA for the approval of the President.	None		<i>SLTS Head</i>
2. Receives approved operational plan	2. Issues approved operational plan	None	3 minutes	<i>SLTS Head</i>
	<b>TOTAL:</b>	None	1 day 3 minutes	





## 25. Accreditation of Student Religious Organization

**Service Information:** The service is in charge of accrediting student religious organizations.

<b>Office or Division:</b>	Social Community Involvement Program and Multi-Faith Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to C (Government to Citizen)			
<b>Who may avail:</b>	Clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHO WILL SECURE/ WHERE TO SECURE</b>		
Request letter for Accreditation		Clientele		
Form A		Clientele		
Form B		Clientele		
Master list of members		Clientele		
Annual Plan of Action		Clientele		
Constitution and By-Laws		Clientele		
Student Org logo with explanations of each element		Clientele		
History of the org (optional)		Clientele		
Accomplishment Report		Clientele		
Certification from SAFE		SAFE		
Clearance from OSAS		OSAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE/ PERSON</b>
1. Submit duly accomplished requirements needed	1.1 Receive the requirements	None	2 minutes	Staff/Head, SCIPMFS, Director
	1.2 Review/evaluate the submitted documents	None	5 minutes	Staff/Head SCIPMFS/ Director
2. Officers and members report to the SCIPMFS office	2. Notify officers and members for the conduct interview	None	20 minutes	Staff/Head SCIPMFS/ Director
3. Wait for the approval for accreditation	3. Recommend for the approval (for accreditation)	None	5 minutes	Staff/Head SCIPMFS/ Director
4. Receive and file copy of the documents	4. Issues and file a copy of the documents for reference purposes	None	2 minutes	Staff/Head SCIPMFS/ Director
<b>TOTAL:</b>		None	34 minutes	



## 26. Endorsement of Operational Plan of Student Religious Organization

**Service Information:** The service is in charge of endorsing the operational plan of student religious organizations for approval.

<b>Office or Division:</b>		Social Community Involvement Program and Multi-Faith Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G to C (Government to Citizen)		
<b>Who may avail:</b>		Clientele		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copies of the Operational Plan duly signed by concerned students and adviser		Clientele/adviser		
List of participants (if required)		Clientele		
Parent's Consent (if required)		Clientele		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Submit OP duly signed by concerned students/adviser	1. Receive the OP-Review the submitted OP and make/give suggestions for revision if necessary	None	5 minutes	Staff/Head, SCIPMFS, Director
2. Officers report to the SCIPMFS office (if necessary)	2. Briefly orient the officers on the implementation of the proposed program/activity including the process for approval	None	10 minutes	Staff/Head SCIPMFS/ Director
3. Officers and members report to the SCIPMFS office	3. Notify and Conduct interview	None	20 minutes	Staff/Head SCIPMFS/ Director
4. Wait for the endorsement and approval of the OP	4. Endorse OP for the approval	None	5 minutes	Staff/Head SCIPMFS/ Director
5. Receive and file copy of the approved OP	5. Issue and file copy of the approved OP	None	2 minutes	Staff/Head SCIPMFS/ Director



	for reference purposes			
<b>TOTAL:</b>		None	42 minutes	

## 27. Application for Scholarship (Sports Development Services)

<b>Office or Division:</b>	Sports Development Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Application for Scholarship (Sports Development Services)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Recommendation from the coach/trainer		Coach/ Trainer		
2. PSA (Birth Certificate)		PSA Office		
3. Report of Rating		Class Adviser		
4. 2x2 recent picture red background with name tag				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit documents for recognition	1.1 Present the needed requirements to the SDS staff for validation 1.2 Issuance of application form 1.3 Filling out the form 1.4 Present the filled- up form for checking and validation 1.5 Approval from the Coach, CA, Dean of the College, Head 1.6 Present to the Chairman for Scholarship at OSAS	None	5 minutes	Head, Coordinator, Coach and Office Staff
<b>TOTAL:</b>		None	5 minutes	



## 28. Issuance of Pass Slip

**Service Information:** This is to monitor the attendance and to determine the cause/s of absences of the students as basis for program.

<b>Office or Division:</b>	Guidance and Counseling Services			
<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>		
- Letter from Parents (if absence is due to family and health-related concerns)		Home		
- Medical Certificate (if absence is due to illness)		Clinic/Hospital		
- Letter from the Dean or Representative of the sponsoring unit approved by the administration (if absence is due to an official assignment)		Dean's Office/Sponsoring Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits filled-out pass slip, letter and write the entry to the logbook.	1.1 Receives letter from the student indicating the reason for absence noted by parents/guardian and dean/principal or the program head/adviser	None	17 minutes	Guidance Counselor
	1.2 If the pass slip is not properly filled-out, the client makes necessary correction/s.			
	1.3 Verifies the data written in the form. <i>Note: Return form to the client if document requires changes.</i>	None	2 minutes	Guidance Counselor
2. Student answers questions from the Guidance counselor	2.1 Interviews the absentee. <i>Note: A separate schedule is made</i>	None	10 minutes	Guidance Counselor



	<i>when counseling is needed.</i>			
	2.2 Records data in his/her cumulative record.	None	2 minutes	Guidance Counselor
	2.3 Signs and issue pass slip. <i>Note: Reminds the absentee to let their instructors sign his/her pass slip</i>	None	2 minutes	Guidance Counselor
3. Receives pass slip and returns the pass slip after being signed by their instructors.	3. Receives the duly signed pass slip for record purposes.	None	5 days 2 minutes	Guidance Counselor
4. Fills-out the Client Satisfaction Survey and Feedback (CSSF) Form and submit to the Records Office	4. Issues CSSF Form	None	3 minutes	Guidance Counselor
<b>TOTAL:</b>		None	5 days 38 minutes	

## 29. Procedure in Referring Clients to the Guidance and Counseling Unit

**Service Information:** This procedure aims to define the action taken by the guidance and counseling services and the person (school personnel, parents, students) within the institution who see that a particular student needs counselor assistance.

<b>Office or Division:</b>	Guidance and Counseling Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, school personnel, Parents, other people concern			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Referral Slip		Guidance and Counseling Services Unit/Faculty Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Fill-out referral slip	<p>1. Office Assistant receives and verifies the referral form from the referrer.</p> <p><i>Note: If the referral form is not properly filled-out, the office assistant returns the referral slip.</i></p>	None	2 minutes	Referrer Office Assistant, Guidance and Counseling Services Personnel
2. Referrer and client provide initial information about the referral.	2.1 Guidance counselor in-charge checks the cumulative record of the client and interviews the referrer and the client to gather initial information for a clearer view on the concern.	None	20 minutes	Guidance Counselor in-charge
	2.2 Guidance counselor in-charge records information in the logbook.	None	20 minutes	Guidance Counselor in-charge
	2.3 Guidance Counselor in-charge reviews the case based on its merit and makes necessary actions either to accept or refer to more competent authority. Is competent to handle the case, he/she accepts the referral.	N/A	1 day	Guidance Counselor in-charge
	2.4 Guidance Counselor in-charge keeps and maintains		10 minutes	



	the record			
3. Fills-out the Client Satisfaction Survey Feedback (CSSF) and submit to Records Office.	3. Issues Client Satisfaction Survey Form to the referrer.	None	3 minutes	<i>Guidance Counselor in-charge</i>
<b>TOTAL:</b>		None	1 day 52 minutes	



## **Library Services Office**





## 1. Issuance of Library Card

Procedure in the issuance of Library Card

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All students enrolled in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		Library Unit		
Enrolment Form		Office of the Registrar		
Picture, 1 x 1		Student will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fills out application form and submit it with enrolment form	1. Accepts library card application form and checks requirements	None	3 minutes	<i>Library Staff</i>
2. Receives temporary library card	2. Issues temporary library card if requirements are incomplete	None	1 minute	<i>Library Staff</i>
3. Guides and informs application	3. Guides and informs library card application requirements and proceed to step 2 after a sufficient requirement accepted. Then proceed to step 4.	None	1 minute	<i>Library Staff</i>
4. Processes library card	4. Processes library card (type, paste, check, sign, laminate & file	None	5 days	<i>Library Staff</i>
5. Releases library card	5. Releases library card to student after he/she returns the temporary library card as claim slip	None	2 minutes	<i>Library Staff</i>
<b>TOTAL:</b>		None	5 working days and 7 minutes	



## 2. Validation of Library Card

### Procedure in Validating Library Card

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All enrolled in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library Unit		
Enrolment Form		Office of the Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits requirements	1. Accepts and checks requirements	None	1 minute	<i>Library Staff</i>
2. Submits library card for validation	2. Signs and issues library card	None	1 minute	<i>Library Staff</i>
3. Receives validated library card	3. Releases library card to student after returns the temporary library card as claim slip	None	1 minute	<i>Library Staff</i>
<b>TOTAL:</b>		None	3 minutes	

## 3. Signing Clearance for Students

### Procedure in Signing Clearance for Students

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All enrolled and Alumni in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>



1. Submits clearance form	1. Accepts and checks requirements	None	1 minute	<i>Library Staff</i>
2. Settles accountabilities on library section/s	2. Checks list of students with accountabilities for settlement	None	1 minute	<i>Library Staff</i>
3. Receives Signed clearance	3. Signs clearance and releases it.	None	1 minute	<i>Library Staff</i>
<b>TOTAL:</b>		None	3 minutes	

#### 4. Signing Clearance for Personnel

Procedure in Signing Clearance for Personnel

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Personnel in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits clearance form	1. Accepts and checks requirements	None	1 minute	<i>Library Staff</i>
2. Settles accountabilities on library section/s	2. Checks list of UNP personnel with accountabilities for settlement	None	1 minute	<i>Library Staff</i>
3. Receives Signed clearance	3. Signs clearance and releases it.	None	1 minute	<i>Library Staff</i>
<b>TOTAL:</b>		None	2 minutes	



## 5. Issuance of Referral Letter

Procedure in Issuing Referral Letter

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All enrolled and Personnel of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits request form	1.1. Accepts filled out request form and checks requirements	None	1 minute	<i>Library Staff</i>
	1.2. Processes referral letter.	None	5 minutes	<i>Library Staff</i>
2. Guides and informs requirements	2. Guides and informs requirements for referral letter then process request after accepted	None	1 minutes	<i>Library Staff</i>
3. Signs referral letter	3. Signs referral letter	None	1 minutes	<i>Librarian</i>
4. Receives referral letter	4. Issues referral letter to library user	None	1 minutes	<i>Library Staff</i>
<b>TOTAL:</b>		None	9 minutes	

## 6. Borrowing of Information Resources

Procedure in Borrowing Information Resources

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All enrolled, Personnel of the University and Outside Library User			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Library Card		Library Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Fill up the Log in Form at the Information Booth	1. The library user presents a valid library card / company ID to the library staff	None	1 minute	<i>Library user</i>
2. Use the catalog (OPAC/Card Catalog)	2. Use the OPAC/Card Catalog to search for the needed information sources in terms of location and bibliographic data  If information source is available, proceed to Step 3. If not available, go back to Step 2 for alternative information sources.	None	5 minutes/ per information sources	<i>Library user</i>
3. Proceed to information source location.	3. Proceed to the section where the information source is located.	None	3 minutes	<i>Library user</i>
4. Access the information sources.	4. Locate information source in the shelves.  Library staff assists the library user in locating the information sources.	None	3 minutes	<i>Library user</i>
5. Peruse the information sources	5. Browse the information sources.  If satisfied with the information source, proceed to the next step. If not satisfied, go back to Step 2.	None	5 minutes	<i>Library user</i>



6. Charge information sources	6. Lend / issue information sources to library user after properly checking out/ signing the book card	None	2 minutes	<i>Library staff</i>
<b>TOTAL:</b>		None	19 minutes	

## 7. Returning of Information Resources

### Procedure in Returning Information Resources

<b>Office or Division:</b>	Library Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All enrolled, Personnel of the University and Outside Library User			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill up the Log in Form at the Information Booth	1. Proceed to Circulation Section	None	1 minute	<i>Library user</i>
2. Library user present the borrowed book to library staff.	2. The library staff check in information sources at the OPAC	None	1 minute	<i>Library user</i>
3. Proceed to the Book Chute to drop the Information Sources	3. Quarantine the information source(s) for two days to sanitize them before shelving.	None	1 minute	<i>Library User</i>
4. Collect and return the Information sources	4. The library staff collect and return information source(s) to different sections.	None	5 minutes	<i>Library staff</i>
<b>TOTAL:</b>		None	8 minutes	



## Cashier's Office



## 1. Collection of Fees (Onsite or Online)

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business, G2C Government to Citizen, G2G Government to Government			
<b>Who may avail:</b>	Students, personnel, stall owners, Suppliers, External clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request & Clearance Form		Registrar's Office		
College Admission Test Form		Testing Services		
Statement of account / Billing Statement		Auxiliary Office / Hostel / Guestel / Groceria/Hospital / OPAI / Ceramics / Mens/Ladies Dorm		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>A. On-site</b>				
1. Presents request/ Clearance form at window 1	1. Receives accomplished request / clearance form	None	1 minute	Cashier's Office Staff
2. Pays the required fees:	1. Issues Official Receipt together with the request Form for the following fees:	None	1 minute	Cashier's Office Staff
	a. OTR	PHP 40.00 / page  PHP 80.00 / page 2 <sup>nd</sup> copy		Cashier's Office Staff
	b. Certification			Cashier's Office Staff
	- Graduate	PHP 50.00		
	- Tertiary	PHP 30.00		
	c. Diploma			Cashier's Office Staff
	- Graduate	PHP 200.00		
	- Tertiary	PHP 100.00		
	d. Documentary Stamp	PHP 30.00		Cashier's Office Staff
	e. Authentication /HD/Drop/Add/ Change	PHP 30.00		Cashier's Office Staff
	f. Annual copy/cut			
	- Graduate	PHP 650.00		





	- Tertiary	PHP 600.00		
	g. Annual cut for Graduate & Tertiary	PHP 200.00		Cashier's Office Staff
	h. Application Form-CAT Form	PHP 180.00		Cashier's Office Staff
	i. Stalls	PHP 1,200.00 / stall		Cashier's Office Staff
	j. Gate Pass			
	- Student/ non-employee	PHP 80.00		Cashier's Office Staff
	- UNP Personnel	PHP 150.00		
	k. Guestel			Cashier's Office Staff
	- Rm 1	PHP 1,000.00		
	- Rm 2, 3, 4	PHP 1,500.00		
	- Rm 5	PHP 1,000.00		
	l. Hostel			Cashier's Office Staff
	- Standard Rm	PHP 1,000		
	- Dorm Type Rm	PHP 2,500		
	m. Groceria			Cashier's Office Staff
	n. Hospital	See Hospital Price list		Cashier's Office Staff
	o. OPAI	It depends on the billing statement		Cashier's Office Staff
	p. Ceramics	It depends on the billing statement		Cashier's Office Staff
	q. Mens Dorm (Basic)	PHP 250.00 / month		Cashier's Office Staff
	r. Ladies Dorm (Basic)	PHP 300.00 /month		Cashier's Office Staff
<b>TOTAL:</b>		Variable	5 minutes	



## 2. Releasing of Financial Claims

Refer to all claims of students, personnel, suppliers, financial contractors and other entities the funding of which are chargeable against university funds.

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business, G2C Government to Citizen, G2G Government to Government			
<b>Who may avail:</b>	Students, personnel, suppliers, Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID				
Authorization Letter in case the claimant cannot come personally				
Official Receipt if applicable				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<b>A. CASH</b>				
1. Student / Faculty: - presents ID - authorization letter in case the claimant cannot come personally - signs payroll	1. Validates ID presented 2. Requests authorization letter/ID of claimant/ID of representative in case the claimant cannot come personally 3. Releases amount indicated in the payroll	None	2 minutes	Cashier's Office Staff
<b>TOTAL:</b>		None	2 minutes	
<b>B. CHECK</b>				
1. Internal Claimant a. Signs advice of checks & the received portion of voucher and date received	1.1 Checks the voucher if properly signed 1.2 Releases check 1.3 Accomplishes Client Satisfaction Survey and Feedback Form and drop at the	None	5 minutes	Cashier's Office Staff



	suggestion box in front of the UNP-Records Office 1.4 Mark "paid" all the supporting documents after release			
<b>TOTAL:</b>		None	5 minutes	
2. External Claimant a. Presents valid ID and authorization letter in case the claimant cannot come personally b. Sign advice of checks & sign the received portion of voucher and date received	2.1 Checks the voucher if properly signed 2.2 Releases check and Form 2307 (if applicable) 2.3 Accomplishes Client Satisfaction Survey and Feedback Form and drop at the suggestion box in front of the UNP-Records Office 2.4 Marks "paid" all the supporting documents after release	None	5 minutes	Cashier's Office Staff
<b>TOTAL:</b>		None	5 minutes	
<b>C. LDDAP-ADA / IC</b>				
1. Internal Claimant - Signs advice of checks & the received portion of voucher and date received	2.1 Checks the voucher if properly signed 2.2 Accomplishes Client Satisfaction Survey and Feedback Form and drop at the suggestion box in front of the UNP-Records Office	None	2 minutes	Cashier's Office Staff



	2.3 Marks "paid" all supporting documents after release			
<b>TOTAL:</b>		None	2 minutes	
3. Contractors External Claimants a) Presents valid ID and authorization letter in case the claimant cannot come personally b) Signs advice of checks and the received portion of voucher and date received c) Issues Official Receipt	3.1 Checks the voucher if properly signed 3.2 Accomplishes Client Satisfaction Survey and Feedback Form and drop at the suggestion box in front of the UNP-Records Office 3.3 Marks "paid" all supporting documents after release	None	5 minutes	Cashier's Office Staff
<b>TOTAL:</b>		None	5 minutes	



## **Information Technology Management and Development Office**



# 1. Technical Assistance during Virtual Meetings (Webinars) and Facebook Live Streams (For Students, Parents, and Stakeholders)

The office has set procedures to ensure more efficient operations during the conduct of Virtual Meetings such as Webinars, Zoom or Google Meetings, and Facebook Live Streams

<b>Office or Division:</b>		Information Technology Infrastructure Management and Development Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2C - Government to Citizen		
<b>Who may avail:</b>		All UNP students, Parents, and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		ITIMDS office		
Request Letter/ Approved Operational Plan		Requesting Office/Unit (Data Source)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secures request form,	1. Issues request form	None	1 minute	<i>ITIMDSO staff</i>
2. Fills out, and submits request form together with the request letter/Operational plan and wait for the approval	2. Receives and reviews the nature of the request and approves the request.	None	5 minutes	<i>ITIMDSO staff and Director</i>
3. Submits/Presents details of activity/activities such as program, videos to be played, backdrop to be used	1. Receives details for the activity, assigns staff-in-charge for the activity/activities and checks the videos to be played during FB live stream (this will be conducted by the assigned staff) to avoid copyright	None	30 minutes	<i>ITIMDSO Director and staff</i>
<b>TOTAL:</b>		None	36 minutes	



## **Human Resource Management Office**



## 1. Request of Service Record and Certificate of Employment

Issuances of Service Records and Certificates of Employment to personnel

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All personnel who have been and are employed in the university			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Records Form (VPFA-HRMO-QF-07) (1 copy)		Human Resource Management Office		
Official Receipt (1 copy)		Cashiering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures Request for Records Form	1. Issues Request for Records Form	None	1 minute	<i>HRM Assistant</i>
2. Fills out Request	2. Approves of Request	None	5 Minutes	<i>Supervising Administrative Officer</i>
3. Pay Fees	3. Issues Official Receipt	PHP 50.00	5 Minutes	<i>Cashiering Personnel</i>
4. Submits Official Receipt	4.1 Prepares Request	None	10 Minutes	<i>HRM Aide</i>
	4.2 Reviews, Certifies and Signs Document	None	10 Minutes	<i>Supervising Administrative Officer</i>
5. Receives Request	5. Releases the Document	None	2 Minutes	<i>Office Assistant</i>
<b>TOTAL:</b>		PHP 50.00	33 minutes	





## 2. Request of File Copy/Certified True Copy of Official Documents

### Issuances of File Copy/Certified True Copy of Official Documents

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All citizens, business entities and government agencies or official			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Records Form (VPFA-HRMO-QF-07) (1 copy)		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures Request for Records Form	1. Issues Request for Records Form	None	1 minute	<i>HRM Assistant</i>
2. Fills out Request	2.1. Approves of Request	None	5 Minutes	<i>Supervising Administrative Officer (HRMO IV)</i>
	2.2. Prepares Request	None	30 Minutes	<i>Personnel-in-Charge</i>
	2.3. Reviews, Certifies and Signs Document	None	10 Minutes	<i>Supervising Administrative Officer (HRMO IV)</i>
3. Receive Request	3. Releases the Document	None	2 Minutes	<i>Office Assistant</i>
<b>TOTAL:</b>		None	48 Minutes	



## **Transport and Motorpool Services**



## 1. Request for the Use of Vehicle

This procedure aims to establish a system in requesting for the use of vehicle.

<b>Office or Division:</b>	Transport & Motorpool Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government; G2C – Government to Citizen			
<b>Who may avail:</b>	University Personnel, students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request Form (VRF), Trip Ticket		Transport & Motorpool Services Office		
Approved Request Letter and Travel Order		Office of the President		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits approved vehicle request and travel order	1. Receives and checks documents.	None	5 minutes	<i>Clerk/Asst. Head &amp; Head of the Unit</i>
2. Accomplishes VRF and trip ticket	2.1. Receives and reviews requirements	None	1 minute	<i>Clerk</i>
	2.2. Approves trip ticket If the travel is within the province		2 minutes	<i>MTS Head</i>
	2.3. Approves trip ticket if the travel is outside the province.		2 minutes	<i>President</i>
3. Submits approved Trip Ticket	3. Receives the Accomplished trip ticket for the release of fuel and oil needed for the travel	None	1 minute	<i>Staff-in-charge, Property and Supply Management Office</i>
4. Submits approved trip ticket to the TMSO 2 days before the travel	4. Receives copy of the approved trip ticket	None	2 minutes	<i>Assigned driver</i>
<b>TOTAL:</b>		None	13 minutes	



## **Campus Security Services Office**



## 1. Issuance of Vehicle Gate Pass (Students)

The policy of the university which requires all university officials, regular and non-regular employees and students to secure a gate pass sticker as a means of monitoring not only the volume of vehicle entering the university but serves as a security measure.

<b>Office or Division:</b>	Campus Security Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students and those required by the university			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Ownership of vehicle		Campus Security Services Office		
Driver's License/2x2 picture				
Enrolment Form/ID for student UNP ID for employees				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures application form.	1. Issues application form to be filled up by the client	None	1 minute	<i>Personnel Campus Security Services Office</i>
2. Fills out and submits application form with requirements	2. Assesses filled out application and check completeness of required documents and Advises client to pay fee at the Cashier's Office.	None	5 minutes	<i>Personnel Campus Security Services Office</i>
3. Pays fee and receives official receipt	3. Receives payment	PHP 80.00 for student (renewable)	2 minutes	<i>Cashier</i>
4. Presents receipts and receives gate pass	4. Verifies official receipt and issue gate pass	None	2 minutes	<i>Campus Security Services Office Staff</i>
<b>TOTAL:</b>		PHP 80.00	10 minutes	



## 2. Request for Vehicle ID Pass for Visitors

Allowing visitors entering the university with vehicles.

<b>Office or Division:</b>	Campus Security Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Personnel of other government agencies/visitors and clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Cards				
Visitors Destination Report Forms		University Gates/Security Guardhouse		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures visitor's destination form	1. Issues visitor's destination form	None	1 minute	<i>Guard on duty</i>
2. Fills out and submits destination form together with valid ID	2. Receives and reviews destination form and verifies ID	None	3 minutes	<i>Guard on duty</i>
3. Receives vehicle ID Pass	3. Issues vehicle ID pass and keep client ID	None	2 minutes	<i>Guard on duty</i>
4. Returns vehicle ID pass	4. Receives vehicle ID pass and return clients ID	None	2 minutes	<i>Guard on duty</i>
<b>TOTAL:</b>		None	8 minutes	

## 3. Request for Visitor's Pass

Allowing of visitors entering the university through the pedestrian entrance gates and those without vehicles.

<b>Office or Division:</b>	Campus Security Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Personnel of other government agencies/visitors and clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Cards		University Gates/Security Guardhouse		
Visitors' Destination Report Forms				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Secures visitor's destination form	1. Issues visitor's destination form	None	1 minute	<i>Guard on duty</i>
2. Fills out and submits destination form together with valid ID	2. Receives and reviews destination form and verifies ID	None	3 minutes	<i>Guard on duty</i>
3. Receives Visitors ID Pass	3. Issues Visitors ID pass and keep client ID	None	2 minutes	<i>Guard on duty</i>
4. Returns Visitors ID pass	4. Receives Visitors ID pass and returns clients ID	None	2 minutes	<i>Guard on duty</i>
<b>TOTAL:</b>		None	8 minutes	



## **Medical Services**





## 1. Medical Consultation

This service applies to all UNP students and personnel who want to seek medical consultation or who need to be given medicines.

<b>Office or Division:</b>	Medical Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Students, UNP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Medical Office		
Medical Consultation Record				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. New client, fills out both the Medical Service Office request and record forms.  Previous client, fill out the medical request form.	1. Verifies the ID card (for new client), assists in filling out the Medical Services Office request and record form, and retrieves file (for previous client).	None	10 minutes	<i>Client, Office Assistant /Nursing Attendant</i>
2. Proceeds to the nurse /nurse assistant, states the chief complaint, and undergoes vital signs checking.	2. Takes note of the chief complaint, check the vital signs as deemed necessary, assesses the client for signs and symptoms of emerging infectious disease, and reports any untoward finding to the physician.	None	5 minutes	<i>Client Nurse /Nurse Assistant</i>
3. Proceeds to the physician.	3. Examines the patient and prescribes medication as needed.	None	10 minutes	<i>Client, Physician</i>
4. Goes back to the nurse/nurse attendant.	4. Dispenses medication as prescribed by the	None	30 minutes	<i>Client, Nurse/ Nurse Assistant</i>



	physician and issues client satisfaction survey form.			
<b>TOTAL:</b>		None	55 minutes	

## 2. Issuance of Medical or Dental Certificate to All Students and UNP Personnel

This service applies to all UNP students and personnel requesting medical or dental certificates for academic, work, and leave purposes.

<b>Office or Division:</b>		Medical Services Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may avail:</b>		Students/UNP Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Medical Service Office		
Medical/ Dental Certificate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fills out the Medical Services Office Request Form	1. Verifies the ID card and assists in the accomplishment of the Medical Services Office request form to be filled out.	None	5 minutes	<i>Client, Office Assistant/Nurse Assistant</i>
2. Undergoes screening for emerging infectious disease and checking of vital signs	2. Assesses the patient for s/s of emerging infectious disease, checks for the vital signs, and reports any untoward finding to the physician.	None	20 minutes	<i>Client, Nurse/ Nurse Assistant</i>
3. Proceeds to the physician/dentist	3. Examine and issue medical/ dental certificate.	None	5 minutes	<i>Client, Physician/ Dentist</i>
4. Accomplishes client satisfaction survey form.	4. Issue client satisfaction survey form.	None	5 minutes	<i>Client, Nurse Assistant/Nurse</i>
<b>TOTAL:</b>		None	35 minutes	



### 3. Request for Laboratory Services

This applies to all requests from the laboratory secured by the written order from the physician for diagnostic purposes (urinalysis, fecalysis, CBC, RBS, Blood Typing)

<b>Office or Division:</b>	Medical Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Students, University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Laboratory Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Presents valid identification card/ document to the medical technologist and presents request slip from the physician.	1. Validates request and ID card.	None	3 minutes	<i>Medical Technologist</i>
2. Accomplish laboratory services request form.	2. Assists in filling out of forms.	None	3 minutes	<i>Medical Technologist</i>
3. Proceeds with blood extraction/ collection of urine or stool sample.	3.1 Extracts blood and gives container for the urine / stool sample.	None	15 minutes	<i>Medical Technologist</i>
	3.2 Conducts laboratory test.	None	1 hour	
4. Returns to the laboratory to get the laboratory results.	4. Releases the laboratory results and issue client satisfaction survey form.	None	5 minutes	<i>Medical Technologist</i>
<b>TOTAL:</b>		None	1 hour, 26 minutes	



#### 4. Dental Consultation

This service applies to all UNP students and personnel who want to have dental consultation or who need dental medications.

<b>Office or Division:</b>	Medical Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail of the service:</b>	Students, University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Medical Services Offices		
Dental Health Record Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. A new client, fills out the request and dental record forms.  A previous client, accomplishes the dental request form.	1. Verifies identification card (for new client), assists in filling out the dental services request and dental health forms, and retrieves file (for previous client).	None	5 minutes	<i>Client, Dentist</i>
2. Undergoes screening for emerging infectious disease, checking of vital signs, and dental examination.	2.1. Assesses the client and report any untoward finding to the physician.	None	30 minutes	<i>Client, Dentist</i>
	2.2. Examines the client, prescribe medication if needed, and issues client satisfaction survey form.			
<b>TOTAL:</b>		None	35 minutes	



## 5. Dental Services (Oral Prophylaxis, Tooth Restoration and Tooth Extraction)

These services apply to all university students and personnel who need to undergo tooth restoration, tooth extraction and oral prophylaxis.

<b>Office or Division:</b>	Medical Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	Students, University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Medical Services Office		
Dental Health Record Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. A new client, fills out dental request and health record forms.  A previous client, accomplishes the dental request form.	1. Verifies ID card (for new a new client), assist in filling out the dental request and health forms services request form, and retrieves file (for a previous client).	None	5 minutes	<i>Client, Dentist</i>
2. Undergo screening and checking of vital signs.	2. Assesses the client for signs and symptoms of emerging infectious disease and notifies physician for any untoward finding.	None	20 minutes	<i>Client, Dentist</i>
3. Proceed to dental examination/ procedure.	3. Proceeds to dental procedure (oral prophylaxis / tooth extraction /tooth restoration) and issues client satisfaction survey form.	None	1 hour	<i>Client, Dentist</i>
<b>TOTAL:</b>		None	1 hour, 25 minutes	



## UNP Hostel



## 1. Request for ROOM RESERVATION (Walk-in Client)

This Procedure is Blocking a Specific Room for a guest for a certain period of time which is made as per the request made by the guest while booking.

<b>Office or Division:</b>	University of Northern Philippines - Hostel			
<b>Classification:</b>	IGP (Income Generating Project)			
<b>Type of Transaction:</b>	Reservation			
<b>Who may avail:</b>	(Walk-In Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form		UNP-Hostel		
Operational Plan				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fills out the <b>Reservation Slip</b>  Attached the approved O.P. if applicable	1. Receives /Reviews accomplished form.	None	3 minutes	<i>Front Desk Officer</i>
2. Waits while checking the availability of room/s	2. Determines the Availability of rooms.	None	5 minutes	<i>Front Desk Officer</i>
3. Receives the Confirmation.	3. Posts Room Reservation in The Booking System.	None	2 minutes	<i>Front Desk Officer/ Hostel Manager</i>
<b>TOTAL:</b>		None	9 minutes	

## 2. Room Reservation (Telephone Reservation)

This Procedure is Blocking a Specific Room for a guest for a certain period of time which is made as per the request made by the guest while booking thru Phone Call.

<b>Office or Division:</b>	University of Northern Philippines - Hostel			
<b>Classification:</b>	IGP (Income Generating Project)			
<b>Type of Transaction:</b>	Reservation			
<b>Who may avail:</b>	On Telephone			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form		UNP-Hostel		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Dials and Calls the Reservation Number	1. Answers and Greets the Caller.	None	1 minutes	<i>Front Desk Officer</i>
2. Discusses the Details of the Reservation	2. Completes and Verifies details Using <b>Reservation Form.</b>	None	8 minutes	<i>Front Desk Officer</i>
3. Receives the Confirmation.	3. Posts Room Reservation in the Booking System.	None	2 minutes	<i>Front Desk Officer/ Hostel Manager</i>
<b>TOTAL:</b>		None	11 minutes	

### 3. Check-In and Guest Registration

The Process of Assigning Rooms to the guest at the time of arrivals by filling necessary details about the guest and the rooms contains in the registration form and issuance of the key to the guest.

<b>Office or Division:</b>	University of Northern Philippines - Hostel			
<b>Classification:</b>	IGP (Income Generating Project)			
<b>Type of Transaction:</b>	Registration and Occupancy			
<b>Who may avail:</b>	Guest with Reservation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form		UNP-Hostel		
Registration Form		UNP-Hostel		
Guest Folio		UNP-Hostel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secures Registration form	1. Issues Registration form	None	1 minute	<i>Front Desk Officer</i>
2. Properly Fills out the <b>Registration Form</b>	2. Reviews the Form and Remind about the policy of the Hostel for Information Dissemination.	None	5 minutes	<i>Front Desk Officer</i>
3. Pays the Exact amount charges for the	3. Prepares the Guest Folio	Room Rate per Night:	5 minutes	<i>Front Desk Officer</i>





Guestroom and affix signature in the Guest Folio / Statement of Account)	and present to guest.	Standard Room – PHP 1,000.00 Family Room – PHP 3,000.00 Dorm A – PHP 5,000.00 Dorm B- PHP 2,500.00 Extra Bed - PHP 300.00 Senior Citizen and PWD -20% Discount		
4. Receives the Room Key	4. Registers the guest and update the room status report.	None	1 minute	Front Desk Officer
5. Proceeds to Guest Room	5. Assists the Guest to Guestroom.	None	3 Minutes	Front Desk Officer/ Housekeeping Attendant
<b>TOTAL:</b>		Room Rate per Night: Standard Room – PHP 1,000.00 Family Room – PHP 3,000.00 Dorm A – PHP 5,000.00 Dorm B- PHP 2,500.00 Extra Bed - PHP 300.00 Senior Citizen and PWD -20% Discount	15 minutes	



## **Printing Services Office**



## 1. Request for Lay-outing (For Students)

The client must discuss to the concerned staff what design or arrangement of something they want.

<b>Office or Division:</b>	Printing Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSO Form		PSO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up form with Operational Plan	1.1 Receives the form and operational plan	None	1 minute	<i>Administrative Aide</i> Head, PSO
	1.2 Reviews the form and operational plan	None	20 minutes	<i>Administrative Aide</i> Head, PSO
	1.3 Approves the form and operational plan	None	5 minutes	<i>Administrative Aide</i> Head, PSO
2. Gets a copy of the approved Operational Plan	2. Provides a copy of the approved Operational Plan	None	5 minutes	<i>Administrative Aide</i> Head, PSO
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	

## 2. Request for Printing (For Students)

This process aims to print production like; newsletter, books, magazine and other printed materials.

<b>Office or Division:</b>	Printing Services Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSO Form		PSO 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 Fill up form from the office and Operational Plan	1.1 Receives the form and operational plan	None	2 minutes	Administrative Aide Head, PSO
	1.2 Reviews the form and operational plan	None	5 minutes	Administrative Aide Head, PSO
	1.3 Approves the form and operational plan	None	1 day	Administrative Aide Head, PSO
2. Gets a copy of the approved Operational Plan	2.1 Provides a copy of the approved Operational Plan	None	5 minutes	Administrative Aide Head, PSO
<b>TOTAL:</b>		None	13 days, 19 minutes	

### 3. Request for Editing (For Students)

This process aims to correcting, condensing, or otherwise modifying it.

<b>Office or Division:</b>		Printing Services Office		
<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		
PSO Form		PSO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Fill up form from the office and Operational Plan	1.1 Receives the form and operational plan	None	1 minute	Administrative Aide Head, PSO
	1.2 Reviews the form and operational plan	None	30 minutes	Administrative Aide Head, PSO
	1.3 Approves the form and operational plan	None	5 minutes	Administrative Aide Head, PSO
2. Receives a copy of the approved Operational Plan	3. Provides a copy of the approved Operational Plan	None	5 minutes	Administrative Aide Head, PSO
<b>TOTAL:</b>		None	5 days	



## **Bids and Awards Committee**



## 1. Sales of Bidding Documents - Competitive Bidding

This procedure that covers procurement of goods, infrastructure, and consulting through competitive bidding

<b>Office or Division:</b>	Bids and Awards Committee			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Business			
<b>Who may avail:</b>	Business Owners/Suppliers/Contractors			
<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/S RESPONSIBLE</b>
1. Access PhilGEPS website for bid opportunities / postings / advertisements	1. Post / advertise in the PhilGEPS and conspicuous place / newspaper of nationwide circulation	None	7 days	<i>BAC Secretariat</i>
2. Request order of payment	2. Issues order of payment to bidder.	None	5 minutes	<i>BAC Secretariat</i>
3. Pay Bid Documents	3. Receives payment and issues Official Receipt	ABC is PHP 500,000 and below = PHP 500.00 More than 500K-1M = PHP 1,000.00 More than 1M-5M = PHP 5,000.00 More than 5M-10M = PHP 10,000.00 More than 10M-50M = PHP 25,000.00 More than 50M-500M = PHP 50,000.00 More than 500M = PHP 75,000.00	10 minutes	<i>Cashier's office</i>
4. Present proof of payment and	1.1 Issues a copy of Bidding documents to	None	2 minutes	<i>Secretariat Chairperson</i>

receive copy of bid documents	prospective bidders. 1.2 Records the sale of bid with corresponding official receipt			
<b>TOTAL:</b>		ABC is PHP 500,000 and below = PHP 500.00 More than 500K-1M = PHP 1,000.00 More than 1M-5M = PHP 5,000.00 More than 5M-10M = PHP 10,000.00 More than 10M-50M = PHP 25,000.00 More than 50M-500M = PHP 50,000.00 More than 500M = PHP 75,000.00	7 days, 17 minutes	



## **Office of the Vice President for Research and Extension**





## 1. Establishment of Requested/ Initiated Linkages of the University

This establishes procedures in requesting/ initiating linkages with the university.

<b>Office or Division:</b>	Office of the Vice President for Research and Extension			
<b>Classification:</b>	G2G- Government to Government; Government and NGAs/NGOs/ Industries/ Civil Society			
<b>Type of Transaction</b>	Highly Technical			
<b>Who may avail:</b>	GAs/ NGAs/ NGOs/ Industries/ Civil Society			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits request to the President	1. The President forwards request to the OVPRE. Processes request. Looks into the nature, purpose and objectives of the linkage	None	1 day	VP for Research and Extension Concerned Unit President
2. Meets with concerned officials	2. Meets with concerned parties to discuss the extent of partnership and possible deliverables	None	1 day	VP for Research and Extension Concerned Unit Head
3. Drafts MOA/MOU	3. Drafts and discusses the terms of the MOA/MOU and their duties and responsibilities	None	2 days	Partner agency/ Organization VP for Research and Extension Concerned Academic Unit/ Non- academic unit
4. Reviews MOA/MOU	4. Legal officer reviews MOA/MOU. After which, the University President also reviews and recommends for its approval by the Board of Regents. In cases where there are issues or disagreements, contracting parties  4.1. Go back to the working table and revisit the MOA.	None	5 days	VP for Research and Extension UNP Legal Officer President Board of Regents



5. Signs MOA/MOU by concerned parties.	5.1 Prepares for MOA signing. Contracting parties are informed about the approval by the Board.	None	1 day	VP for Research and Extension UNP Legal Officer President Board of Regents
<b>TOTAL:</b>		None	10 days	

## 2. Sourcing of Funds and Other Assistance from External Sources

This establishes procedures in Sourcing of Funds and Other Assistance from External Sources.

<b>Office or Division:</b>	Office of the Vice President for Research and Extension			
<b>Classification:</b>	G2G- Government to Government; Government and NGAs/NGOs/ Industries/ Civil Society			
<b>Type of Transaction</b>	Simple			
<b>Who may avail:</b>	GAs/ NGAs/ NGOs/ Industries/ Civil Society			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Identifies granting agency, GOs, NGOs, institution, consortia	1. The OVPRE identifies the agency, GO or NGO that could possibly provide financial and other assistance to the beneficiaries of the programs provided by the OVPRE	None	3 hours	VP for Research and Extension Concerned Unit Director
2. Communicates with concerned GOs, NGOs, institutions	2. The OP thru OVPRE communicates with the prospect agency, GO, NGO, or institution and express its	None	6 hours	OP VP for Research and Extension Concerned Unit Director

	intention. The purpose of the partnership will be discussed. If willing to link with the university and provide the resources requested. Coordination continues. If not, the OVPRE again identifies another agency, GO, NGO or institution.			Concerned GOs. NGOs, GAs, Institutions
3. Presents details of the program	3. Details of the program will be discussed by the OVPRE to the concerned agency, GO, NGO, institution or consortia	None	1 day	VP for Research and Extension UNP Legal Officer President Board of Regents
4. Links with interested GOs, NGOs, institutions	4. The OVPRE reports to the OP regarding the plan to link with a GO, NGO or institution	None	1 day	OP VP for Research and Extension staff
	<b>TOTAL:</b>	None	2 days, 9 hours	

### 3. Preparation of Project Proposal Initiated by the OVPRE/ Requested by External Partners

This establishes procedures in requesting/ initiating linkages with the university.

<b>Office or Division:</b>	Office of the Vice President for Research and Extension
<b>Classification:</b>	G2G- Government to Government; Government and NGAs/NGOs/ Industries/ Civil Society
<b>Type of Transaction</b>	Complex



<b>Who may avail:</b>	GAs/ NGAs/ NGOs/ Industries/ Civil Society			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Forwards request to the University president	1. Forwards request to the OVPRE	None	30 minutes	<i>Records Staff</i>
2. Processes request	2. Identifies the nature, purpose and objectives of the proposal requested is identified.	None	1 hour	<i>VP for Research and Extension</i>
3. Coordinates with concerned university officials and personnel	3. Communicates with the requesting agency, organization, institution or consortia if needed. Conducts Brainstorming. Convenes concerned director, area coordinators, center chief and other university personnel for the preparation of the proposal	None	2 hours	<i>VP for Research and Extension</i>  <i>Concerned director, area coordinators, center chief and other university personnel</i>
4. Presents proposal to the University President for endorsement	4. Presents the prepared proposal to the President for approval and endorsement Submits to concerned	None	3 days	<i>VP for Research and Extension</i>  <i>Concerned Unit President</i>

	<p>agency, GO, NGO, institution or consortia.</p> <p>If it needs to be further improved, the project proposal is revisited and suggestions/ corrections are integrated.</p>			<p><i>Requesting agency/ consortia</i></p> <p><i>Staff</i></p>
5. Receives project proposal	<p>5. Submits endorsed copy of the project proposal to requesting agency, GO, NGO, institution or consortia for approval.</p> <p>If not accepted, the proposal is revisited and improved.</p>	None	2 days	<p><i>OP</i></p> <p><i>VP for Research and Extension</i></p>
	<b>TOTAL:</b>	None	5 days, 3 hours, 30 minutes	



# Internal Services



## **Offices under the Office of the President**



## **Office of the University and Board Secretary**





## 1. Issuance of Board Resolutions

The Office of the University and Board Secretary prepares, records and prints Board Resolutions and other official documents required by the Board. The documents requested may be availed by the authorized persons/units.

<b>Office or Division:</b>	Office of the University and Board Secretary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Authorized Person/Unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form or Letter of Request		University and Board Secretary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures and fills out request form	1.1. Issues a request form	None	1 minute	<i>University and Board Secretary or OBS Staff</i>
	1.2. Assesses purpose of request		1 minute	
	1.3. Approves or denies request based on purpose		1 minute	
	1.4. Locates file/record		1 minute	
2. Signs the logbook and receives the requested document	2. Releases the record	None	3 Minutes	<i>OBS Staff</i>
<b>TOTAL:</b>		None	7 minutes	



## **Infrastructure Project Management and Development Office**



# 1. Request for Plans and Specifications and Program of Work for Repairs and Maintenance

This service provides assistance to various colleges/units/departments of the university in the request for Plans and Specifications, and Program of Work for repairs and maintenance.

<b>Office or Division:</b>	Infrastructure Project Management and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Colleges, Administrative Units & Departments of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Unit		
Annual Procurement Plan		BAC		
Project Procurement Management Plan		Requesting Unit		
Approved Budget Proposal or Program of Receipts and Expenditures		Requesting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Secures request form	1. Issues request form	None	5 minutes	<i>IPMDO Clerk</i>
5. Fills out and submits request form	2.1. Receives request form and conducts ocular inspection, assessment and evaluation	None	1 hour 30 minutes	<i>IPMDO Engineers, Architects, Drafters</i>  <i>Requesting Unit's Representative</i>
	2.2. Prepares Plans and Specifications, and Program of Work	None	3 days	<i>IPMDO Engineers, Architects, Drafters</i>
6. Reviews and conforms with the Plans and Specifications, and Program of Work	3. Revises and/or finalizes plans and specifications, and Program of Work	None	3 days	<i>IPMDO Engineers, Architects, Draftsman</i>  <i>Requesting Unit's Representative</i>
7. Waits for implementation of the project	4.1. Endorses to Financial Services and the President	None	1 day	<i>IPMDO Clerk</i>  <i>Budget Officer</i>

	for funds availability and approval			<i>Director for Financial Services</i>
	4.2. Endorses approved plans and specifications, program of work to BAC	None	1 day	<i>President</i> <i>IPMDO Clerk</i> <i>Bids and Awards Committee (BAC) Secretariat</i>
<b>TOTAL:</b>		None	8 days, 1 hour, 35 minutes	



## **Public Information Office**



## 1. Request for Photo/Video/News Coverage

This applies to requests for photo/video and news coverage of university events.

<b>Office or Division:</b>	Public Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Heads of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Office Service Form (ROSF), Transmittal Letter		Public Information Office		
Request Letter specifying: a. Date of event b. Title of event Unit/College/Office who hosted, if applicable or Approved Operational Plan.		Unit concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures request form	1. Issues request form	None	1 minute	<i>PIO staff</i>
2. Fills out and submits the request form with attached approved OP/program.	3. Receives, and reviews request and attached files.	None	5 minutes	<i>PIO staff</i>
4. Waits for the approval of request.	4.1. Submits the ROSF and attached announcement for the Director's approval.	None	5 minutes	<i>PIO staff</i> <i>PIO Director</i>
	4.2. Gets copy of the approved written request, and the announcement for office reference/file.	None	5 minutes	<i>PIO staff</i>
	4.3. PIO Staff attends the event and	None	2 hours	<i>PIO staff</i>



	fulfills the service requested: photography, videography, and news writing services.			
	4.4. Gets copy of the approved written request and the attached documents for office reference/file .	None	1 minutes	<i>PIO staff</i>
	4.5. Writes the news article, or creates the social media poster and posts in social media or request posting in website.	None	3 hours	<i>PIO staff</i>
<b>TOTAL:</b>		None	5 hours 17 minutes	

## 2. Request for Broadcasting University Announcements through the University Radio Station and Local Media

This applies of all types of announcements requiring media intervention for a swift dissemination of information.

<b>Office or Division:</b>	Public Information Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	Heads of Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request for Office Service Form (ROSF), Transmittal Letter		Public Information Office
Copy of the Announcement		Unit concerned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secures request form	1. Issues request form	None	1 minute	<i>PIO staff</i>
2. Fills out and submits the request form with attached announcement.	2. Receives, and review request and announcement attached	None	5 minutes	<i>PIO staff</i>
3. Waits for the approval and posting of the announcement	3.1. Submits the ROSF and attached announcement for President's approval	None	5 minutes	<i>PIO staff</i> <i>President</i>
	3.2. Gets copy of the approved written request and the announcement for office reference/file	None	5 minutes	<i>PIO staff</i>
	3.3. Writes a transmittal letter addressed to the University Radio Station DJ-On-Board/ local radio station managers	None	10 minutes	<i>PIO staff</i>
	3.4. Submits the ROSF and attached announcement for President's approval	None	5 minutes	<i>PIO staff</i>
	3.5. Gets copy of the approved written request and the announcement for office reference/file	None	1 minutes	<i>PIO staff</i>
	3.6. Announces the information over 100.5 DWNP FM regularly as needed	None	3 minutes	<i>DWNP FM DJ</i>
<b>TOTAL:</b>		None	35 minutes	





### 3. Request for Posting of Announcements/News/Information in University Social Media Platforms and LED Wall

This applies of all types of announcements, news, and other information in the University Social Media Platforms and LED Wall for a swift dissemination of information.

<b>Office or Division:</b>	Public Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Heads of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Office Service Form (ROSF), Transmittal Letter		Public Information Office		
Copy of the Announcement If with OP – approved OP		Unit concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures request form	1. Issues request form	None	1 minute	<i>PIO staff</i>
2. Fills out and submits the request form with attached announcement.	2. Receives, and review request and announcement attached	None	5 minutes	<i>PIO staff</i>
3. Waits for the approval and posting of the announcement.	3.1. Submits the ROSF and attached announcement for the Director's approval.	None	5 minutes	<i>PIO staff</i> <i>President</i>
	3.2. Gets copy of the approved written request and the announcement for office reference/file.	None	5 minutes	<i>PIO staff</i>
	3.3. PIO Staff to create publication materials, as needed.	None	3 hours	<i>PIO staff</i>



	3.4. Gets copy of the approved written request and the announcement for office reference/file.	None	1 minute	<i>PIO staff</i>
	3.5. Posts in social media platforms and LED wall.	None	5 minutes	<i>DWNP FM DJ</i>
<b>TOTAL:</b>		None	3 hours 23 minutes	

#### 4. Request for Benchmarking in the University of Northern Philippines

This applies of all types of benchmarking requests coming from other SUCs, and private or government agencies.

<b>Office or Division:</b>	Public Information Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Heads of Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Office Service Form (ROSF), Transmittal Letter Approved letter from the President		Public Information Office		
Copy of the Benchmarking Request		Unit concerned/PIO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Prepares documents	1. PIO Staff received request for benchmarking, and coordinates with concerned units.	None	20 minutes	PIO Staff
2. Secures ROSF request form.	2. Issues request form	None	1 minute	<i>PIO staff</i>



3. Fills out and submits the request form.	3. Receives, and reviews request, and waits for the approval of the PIO Director.	None	5 minutes	<i>PIO staff</i>
4. Waits for the approval and posting of the announcement	4.1. PIO to submit an Operational Plan (OP) with the concerned units as cooperating agencies.	None	5 minutes	<i>PIO staff</i>
	4.2. Gets copy of the approved OP, and coordinates with Guestel, Hostel, and concerned units.	None	20 minutes	<i>PIO staff</i>
	4.3. PIO creates a program invite for the event.	None	30 minutes	<i>PIO staff</i>
	4.4. Gets copy of the approved written request and the announcement for office reference/file	None	5 minutes	<i>PIO staff</i>
	4.5. Fulfills benchmarking request.	None	1 minutes	<i>PIO staff</i>
<b>TOTAL:</b>		None	35 minutes	



## **Office of the Vice President for Academic Affairs**



# 1. Approval of the Individual Faculty Load, General Faculty Load, Class Schedule and Room Utilization

The individual faculty load, general faculty load, class schedule and room utilization refer to the work plan of the faculty members specifying the number of units and preparations, what course/ subjects and where these subjects are to be taught.

<b>Office or Division</b>	Office of the Vice President for Academic Affairs			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Academic Deans			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Faculty Load, General Faculty Load, Class Schedule and Room Utilization (1 original, 2 photocopy)		Academic Unit of the Faculty Members		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits finalized faculty load, general faculty load, class schedule and room utilization	1.1 Receives the faculty load, general faculty load, class schedule and room utilization	None	5 minutes	<i>Administrative Aide</i>
	1.2 Reviews finalized faculty load, general faculty load, class schedule and room utilization	None	10 days	<i>Special Assistant to the VPAA</i>
	1.3 Approves the finalized faculty load, general faculty load, class schedule and room utilization	None	5 minutes	<i>Vice President for Academic Affairs</i>
2. Gets a copy of the approved finalized faculty load, general faculty load, class schedule	2. Provides a copy of the approved finalized faculty load, general faculty load,	None	5 minutes	<i>Administrative Aide</i>



and room utilization	class schedule and room utilization			
<b>TOTAL:</b>		None	10 days, 15 minutes	

## 2. Application for Faculty and Staff Development Program Scholarship

This process aims to define and establish a system in granting faculty and staff to pursue advanced studies. The Faculty and Staff Development Committee (FSDC) refers to the committee who undertakes the evaluation and review of qualified faculty members and staff to undergo advanced studies.

<b>Office or Division</b>	Office of the Vice President for Academic Affairs			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Faculty Members and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request/Application Letter (3 original copy) Status report for Old Grantees (3 original copy) Enrolment Form, Certification of Grades, etc. (3 photocopy)		Schools where the Grantees were enrolled.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits application letter	1.1. Receives the application letter and checks for completeness	None	20 minutes	<i>Administrative Aide</i> <i>Director for IFD</i>
	1.2. Consolidates application letters	None	1 day	<i>Administrative Aide</i> <i>Office of the VPAA</i>
	1.3. Deliberates the applications	None	1 day	<i>FSDC</i>
	1.4. Endorses for the approval of the consolidated application letters	None	5 minutes	<i>Vice President for Academic Affairs</i>

	1.5. Forwards the consolidated application letters to the Budget Office for Funding	None	5 minutes	<i>Administrative Aide</i>
	1.6. Endorses the application letters to the Board of Regents	None	1 day	<i>President</i>
	1.7. Approves application letters	None	1 day	<i>Board of Regents</i>
	1.8. Issues Special Orders and Travel Orders for the approved grantees	None	3 minutes	<i>President</i>
	1.9. Provides copies of the Special Order and Travel Order to the OVPAA and HRMO	None	5 minutes	<i>Administrative Aide Office of the President</i>
2. Notify applicant to secure a copy of the approved application letter, special order and travel order at the HRMO	2. Provides the applicant a copy of the approved application letter, special order and travel order	None	5 minutes	<i>Human Resource Management Officer II</i>
<b>TOTAL:</b>		None	4 days, 43 minutes	



### 3. Request for Evaluation of Instructional Materials

This process aims to define and establish a system for identifying the steps in the evaluation of Instructional Materials submitted by the faculty. Instructional Materials refer to a designed and learning tools such as but not limited to: manuals/ modules/ study guides produced and utilized by the faculty members.

<b>Office or Division</b>	Office of the Vice President for Academic Affairs			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request/Application Letter (4 original copy) Instructional Materials (4 original copy) Syllabus (4 photocopy)		Office of the VPAA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits duly accomplished application letter together with the Instructional Materials and Syllabus	1. Receives the application letter and checks for completeness	None	1 day	<i>Administrative Aide</i>  <i>Director for IFD</i>
2. Receives the Certificate of Acceptance	2.1 Issues Certificate of Acceptance	None	3 days	VPAA
	2.2 Issues memorandum to the reviewers	None	30 minutes	VPAA
	2.3 Convenes, evaluates and deliberates the submitted IM	None	1 day	<i>Members of IM Committee</i>
3. Receives the Evaluation Results	3. Issues the Evaluation Results	None	1 day	VPAA
4. Incorporates suggestions and recommendations	4. Follows up for the submission of the revised/final copy of the IM	None	5 days	<i>Administrative Aide</i>  <i>Director for IFD</i>



5. Submits revised/ final copy of the IM	5.1. Receives the revised/final copy of IM	None	1 day	Director for IFD
	5.2. Conducts Final Review	None	4 days	Director for IFD
6. Receives the Certificate of Utilization	6. Issues Certificate of Utilization	None	1 day	VPAA
<b>TOTAL:</b>		None	17 days, 30 minutes	

#### 4. Curriculum Enhancement

This process aims to define and provide a system for the revision or enhancement of the existing curriculum. Curriculum refers to a comprehensive plan for an educational/ training programs/ course to offer new/ improved manpower to meet the rising needs of a dynamic society.

<b>Office or Division</b>	Office of the Vice President for Academic Affairs			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Academic Deans			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Curriculum (1 original copy, 4 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/S RESPONSIBLE</b>
1. Submits proposed curriculum	1.1. Receives the proposed curriculum and checks the completeness of documents	None	1 day	Administrative Aide Director for IFD
	1.2. Issues memorandum to the members of the University Curriculum Development Committee (UCDC)	None	1 day	VPAA
	1.3. Convenes, evaluates and	None	5 days	members of the UCDC



	deliberates on the submitted Curriculum			
2. Receives the Evaluation Results	2. Issues the Evaluation Results	None	1 day	VPAA
3. Incorporates suggestions and recommendations	3. Follows-up for the submission of the revised/final copy of the Curriculum	None	3 days	Administrative Aide Director for IFD
4. Submits revised copy of the Curriculum	3.1. Receives the revised/final copy of the curriculum	None	2 minutes	Administrative Aide Director for IFD
	3.2. Presents the revised/final copy of the curriculum to the Academic Council for endorsement to the Board of Regents	None	1 day	Dean concerned
	3.3. Submits to the Commission on Higher Education (CHED) for contents notation	None	3 days	Director for IFD VPAA
4. Receives copy of the contents noted curriculum	4.1. Releases contents noted curriculum	None	2 minutes	Administrative Aide Director for IFD
	4.2. Forwards contents noted curriculum to the Office of the President	None	5 minutes	Administrative Aide VPAA
	4.3. Endorses the contents noted curriculum to the Board of Regents	None	1 day	President
	4.4. Provides copy of the Board Resolution	None	1 day	University and Board Secretary



	approved curriculum			
5. Receives copy of the Board Resolution/ approved curriculum	6. Furnishes copy of the Board Resolution/ approved curriculum	None	1 day	<i>Administrative Aide</i>
<b>TOTAL:</b>		None	18 days, 9 minutes	

## 5. Request for Make-up Class

Make-up class refers to a class conducted in lieu of missed classes due to absence, sickness, official travel, discharge of official functions as mandated by the other official disruptions due to university related activities.

<b>Office or Division:</b>	Office of the Vice President for Academic Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for make-up class (3 original copy)		Academic Unit of the requesting Faculty member.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits request letter to conduct make-up class duly endorsed by the dean/ department chair	1.1. Receives the request to conduct make-up class	None	2 minutes	<i>Administrative Aide</i>
	1.2. Endorses to the VPAA for approval	None	1 minute	<i>VPAA Special Assistant</i>
	1.3. Approves request for make-up class	None	2 minutes	<i>VPAA</i>
	1.4. Encodes the details in the conduct of make-up class for monitoring purposes	None	2 minutes	<i>Administrative Aide</i>



2. Secures a copy of the approved request for make-up class	2. Provides a copy of the approved make-up class to faculty concerned	None	2 minutes	<i>Administrative Aide</i>
<b>TOTAL:</b>		None	9 minutes	



## **Office of Student Affairs and Services**



## 1. Costume Rental (For UNP Personnel)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Costume Rental		
<b>Who may avail:</b>		UNP Personnel/Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. Request letter duly approved by the Director				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Presents the request letter and submits necessary documents	5. Check for the availability of the costume/s needed		5 minutes	Head, Office Staff
6. Pays rental fee	6. Issues official receipt	PHP 100/piece	5 minutes	Cashier's Office
7. Submit a photocopy of the receipt at the office	7. Receives photocopy of the receipt	None	3 minutes	Office Staff
8. Signs the logbook	8. Release the rented costumes	None	5 minutes	Office Staff
	<b>TOTAL:</b>	PHP 100/piece	19 minutes	

## 2. University Band Rental

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Band Rental		
<b>Who may avail:</b>		UNP Personnel/Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request letter (A week before scheduled performance)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Present the approved request letter to the Office.	3. Check the availability of the group/ equipment	None	5 minutes	Head, Office Staff



5. Signs the contract	5. Prepares the contract	None	5 minutes	Head, Office Staff
6. Pay the corresponding fees	6. Issues official receipt	<p>PHP 5,000.00 for the Full Band and PHP 3,000.00 for the Acoustic Band</p> <p>Outside the university -PHP 15,000.00 for Full Band (1st District of Ilocos Sur) and PHP 25,000.00 - 2nd District of Ilocos Sur</p>	5 minutes	Cashier's Office
7. Submit a photocopy of the receipt at the office.	5. Receives photocopy of the receipt.	None	3 minutes	Office Staff
<b>TOTAL:</b>		<p>PHP 5,000.00 for the Full Band and PHP 3,000.00 for the Acoustic Band</p> <p>Outside the university -PHP 15,000.00 for Full Band (1st District of Ilocos Sur) and PHP 25,000.00 - 2nd District of Ilocos Sur</p>	18 minutes	



### 3. Band Equipment Rental (For UNP Personnel)

<b>Office or Division:</b>		Culture and Arts Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Band Equipment Rental		
<b>Who may avail:</b>		UNP Personnel/Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the approved request letter	2. Check the availability of the group/ equipment		5 minutes	Head, Office Staff
5. Pay the corresponding fees	5. Issues official receipt	PHP 500.00 / instrument /day	5 minutes	Cashier's Office
6. Submit a photocopy of the receipt at the office.	6. Receives photocopy of the receipt.	None	3 minutes	Office Staff
7. Signs the logbook	5. Release of the equipment.	None	5 minutes	Office Staff
	<b>TOTAL:</b>	PHP 500.00 / instrument /day	18 minutes	





## **Office of the Vice President for Finance and Administration**



## **University Legal Office**



## 1. Review of Contracts and Affidavits (For UNP Personnel)

Procedures for the review of documents considered by law to be contracts, and affidavits executed or to be executed by University officials, employees, or students whether for official or personal use.

<b>Office or Division:</b>	University Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract or Affidavit, 1 copy				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits the Contract or Affidavit for Review at the Legal Office	1.1 Receives the Document	None	1 minute	Office Assistant
	1.2 Reviews the Document	None	3 days	Legal Assistants, Head, Legal Office
	1.3 Issues recommendations in the form of Contract Review Form	None		
2. Gets the Contract Review Form	2. Notifies client to retrieve Contract Review Form	None	1 minute	Office Assistant. Legal Assistants
3. Submits Revised Contract or Affidavit	3.1 Receives the revised document	None	1 minute	Office Assistant, Legal Assistants
	3.2 Submits the Contract to the UNP Board of Regents for Approval	None	1 minute	Head, Legal Office
4. Retrieves the approved Contract for	4. Notifies the client of the	None	1 minute	Office Assistant



signature by the other party	approval of the Contract			
5. Submits duly signed Contract	5.1 Receives the signed Contract	None	1 minute	Office Assistant
	5.2 Submits the Contract to the Office of the President	None	10 minutes	Office Assistant
	5.3 Have the Signed Contract notarized, notifies the client, and stores a copy of the Contract	None	2 hours	Office Assistant
<b>TOTAL:</b>		None	3 days, 2 hours, 6 minutes	

## 2. Requests for Legal Opinion (For UNP Personnel)

Procedures for the issuance of legal opinion of laws, rules and regulations, other government issuances, and documents

<b>Office or Division:</b>	University Legal Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government Government to Citizen			
<b>Who may avail:</b>	Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Legal Opinion Form, or Simple Written Request Letter		University Legal Office for the Request for Legal Opinion Form		
Document to be interpreted if any		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
2. Submit the filled-out Request for	1. Receives the filled-out Request for Legal Opinion	None	1 minute	Office Assistant



Legal Opinion Form or Request Letter along with the document, if any.	Form or Request Letter with the document subject for opinion			
2. Visits the Legal Office for an interview, if needed	2. Reviews the request, invites client for an interview, if needed, and issues the Legal Opinion	None	3 days	<i>Legal Assistants, Head, Legal Office</i>
3. Gets the Legal Opinion	5.1 Notifies the client to get the Legal Opinion	None	1 minute	<i>Legal Assistants; Office Assistant</i>
	5.2 Stores a copy of the Legal Opinion	None	None	<i>Office Assistant</i>
<b>TOTAL:</b>		None	3 days, 2 minutes	

### 3. Service Requests for Legal Aid (For UNP Personnel)

Procedures for requests of officials or employees, and students for the preparation of affidavits, and/or requests for consultation.

<b>Office or Division:</b>		University Legal Office		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Government to Government Government to Citizen		
<b>Who may avail:</b>		Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		University Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
4. Submits the filled in Service Request Form	4.1. Receives the filled in Service Request Form	None	5 minutes	<i>Office Assistant</i>
	4.2. Reviews the Request	None	1 minute	<i>Legal Assistants, Head, Legal Office</i>
5. Visits the Legal Office for an interview	5.1. Invites client for an interview, if needed	None	10 days	<i>Legal Assistants,</i>

	5.2. Researches on laws, rules, regulations, and jurisprudence for the specific case of the client	None		<i>Head, Legal Office</i>
6. Gets the document requested or visits the Legal Office for the Consultation	6.1. Prepares necessary document or renders the consultation	None	1 hour	<i>Legal Assistants, Head, Legal Office</i>
	6.2. Notifies the client to get the Legal Opinion or visit the Legal Office for the consultation	None	1 minute	<i>Office Assistant</i>
	6.3. Stores a copy of the document requested, if there be any	None	None	<i>Office Assistant</i>
<b>TOTAL:</b>		None	10 days, 1 hour, 7 minutes	



## **Information Technology Management and Development Office**



## 1. Repair of IT Equipment

The office has set procedures in repairing Information Technology (IT) equipment such as Laptops, Desktop Computers, and Printers.

<b>Office or Division:</b>	Information Technology Infrastructure Management and Development Services - University Computer Maintenance and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	University offices and units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		ITIMDS-UCMS office		
Approved Request Letter		Requesting Unit/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures and fills out request form submits request letter and wait for the approval of request	1. Issues request form	None	5 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>
2. Fills out request form and submits request letter and wait for the approval of request	2.1. Receives request form and request letter and review the nature of request  2.2. Approves request	None	10 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>
3. Presents IT equipment needing repair	3. Receives IT equipment for repair	None	10 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>
4. Waits until inspection is done	4. Conducts inspection of the IT equipment, informs the clients the result/s of	None	1 hour and 10 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>



	inspection and advises the clients to purchase hardware needed for repair if applicable			
5. Purchases hardware (if needed) for replacement and submits to the ITIMDS-UCMS office the purchased hardware	5. Receives purchased hardware	None	10 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>
6. Waits for the repair	6. Repairs and troubleshoots IT equipment	None	1 day	<i>ITIMDS-UCMS Head &amp; Staff</i>
7. Receives repaired IT equipment	7. Releases the repaired IT equipment	None	10 minutes	<i>ITIMDS-UCMS Head &amp; Staff</i>
8. Receives and fills out feedback form	8. Issues feedback form	None	10 minutes	<i>ITIMDS-UCMS Head and staff</i>
9. Submits filled out feedback form	9. Receives accomplished feedback form	None	2 minutes	<i>ITIMDS-UCMS Head and staff</i>
<b>TOTAL:</b>		None	1 day, 2 hour, 7 minutes	



## 2. Technical Assistance during Virtual Meetings (Webinars) and Facebook Live Streams (For University Offices and Units)

The office has set procedures to ensure more efficient operations during the conduct of Virtual Meetings such as Webinars, Zoom or Google Meetings, and Facebook Live Streams

<b>Office or Division:</b>		Information Technology Infrastructure Management and Development Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government G2C - Government to Citizen		
<b>Who may avail:</b>		University Offices and Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		ITIMDS office		
Request Letter/ Approved Operational Plan		Requesting Office/Unit (Data Source)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Secures request form,	3. Issues request form	None	1 minute	<i>ITIMDSO staff</i>
5. Fills out, and submits request form together with the request letter/Operational plan and wait for the approval	4. Receives and reviews the nature of the request and approves the request.	None	5 minutes	<i>ITIMDSO staff and Director</i>
6. Submits/Presents details of activity/activities such as program, videos to be played, backdrop to be used	2. Receives details for the activity, assigns staff-in-charge for the activity/activities and checks the videos to be played during FB live stream (this will be conducted by the assigned staff) to avoid copyright	None	30 minutes	<i>ITIMDSO Director and staff</i>
<b>TOTAL:</b>		None	36 minutes	



### 3. Request for Set-ups Additional Access Points and Network Connection

The office has set procedures to ensure more efficient operation in setting-up additional access point and network connection in the university

<b>Office or Division:</b>	Information Technology Infrastructure Management and Development Services - Network Systems and Operations services (NSOS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Offices and Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		ITIMDS office		
Request Letter		Requesting Office/Unit (Data Source)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures, fills out, and submits request form/ submits request letter and wait for the approval	1. Issues request form/ receives request letter	None	15 minutes	<i>ITIMDSO staff</i>
2. Waits for the approval of request	2.1. Approves request 2.2. Forwards the request to the Head of NSOS	None	5 minutes	<i>ITIMDSO Director</i> <i>ITIMDS-NSOS Head</i>
3. Proceeds to NSOS office for the details of request	3.1. Asks details of request and checks the location where set-ups additional access point/ network connection 3.2. Prepares materials and other requisites	None	15 minutes	<i>ITIMDS-NSOS Head</i>

	tools in setting-up			
4. Waits for setting-up	4.1. Sets up additional access point/ network connection 4.2. Checks if the connectivity is working	None	1 day	<i>ITIMDS-NSOS Head and Staff ITIMDS Staff</i>
TOTAL:		None	1 day, 35 minutes	

#### 4. Request for Creation of Institutional Email

The office has set of procedures to observe in ensuring the efficiency on the management and creation of institutional email intended for all UNP employees regardless of status

<b>Office or Division:</b>	Information Technology Infrastructure Management and Development Services - Network Systems and Operations Services (NSOS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	University Offices and Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		ITIMDS office/ NSOS office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secures and fills out request form	2. Issues request form	None	10 minutes	<i>ITIMDSO-NSOS staff</i>
2. Submits request form	2. Receives request from	None	2 minutes	<i>ITIMDSO-NSOS staff</i>
3. Submits data for the creation of account	3. Enters client's information and let the clients verify the entered data are correct	None	10 minutes	<i>ITIMDSO-NSOS staff Client</i>



4. Checks entered data	4. Creates institutional email	None	5 minutes	<i>ITIMDSO-NSOS staff</i>
5. Receives the created username and password	5. Presents the username and password created	None	2 minutes	<i>ITIMDSO-NSOS staff</i>
<b>TOTAL:</b>		None	29 minutes	



## Budget Office



## 1. Request for Funding of Travel

This governs the funding request for travelling activities of the university personnel and students within and outside the country which includes airfare, processing fee, terminal fee, bus fare, Daily Travel Expenses, toll fee, parking fee. Granting of travelling expenses shall be in conformity with the provisions of the Executive Order No. 77, except those specifically covered by pertinent BOR Resolutions in the grant of Per Diem or Daily Travel Expenses (DTE)

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Regular Personnel, Contractual/Job Order Personnel where their contracts explicitly include liaison function requiring them to travel in the performance of their duties and responsibilities or SO issued by the President authorizing thereof. Student Leaders and Students Participating in academic contests representing the university			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request with attached endorsed by the president invitation of the host/sponsoring agency/organization		Office/College Concerned		
Program of Receipts and Expenditures				
Budget Proposal				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submits letter request	1. Received Request letter (with proper supporting documents and endorsement from the immediate supervisor and Vice President). Forward the letter to the concerned budget staff	None	10 minutes	Office Assistant/Clerk Budget Office



2. Review, prepare estimates of money value required	2. Reviews the letter if it is in order; Prepare the estimates and verifies allotments/funding based on the approved proposed budget of the office/college. Advise that it will be forwarded to the Director of Finance for approval of funding. The client will be informed in case there will be correction/modification.	None	30 minutes	Budget Office Staff
3. Records the projected expenses.	3. Records in the subsidiary ledger per office/college/fund for control purposes.	None	10 minutes	Leila Ruelos Karen Raguindin Susan Reynon
4. Verifies and countersigns the letter.	4. Verifies and countersigns the letter.	None	5 minutes	Head, Budget Office
5. Records and forward the letter to the Finance Director.	5. Records the letter in the communication outgoing logbook and forwards it to the Finance Director.	None	5 minutes	Office Assistant/Clerk Budget Office
<b>TOTAL:</b>		None	1 hour	





## 2. Funding Request for Operational Plan

This caters the funding of the activities of the concerned offices, colleges and departments in conformity with Budget Proposal and Program of Receipts and Expenditures (PRE).

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Units Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Operational Plan		Office/ College Concerned		
Program of Receipts and Expenditures				
Budget Proposal				
Resolutions if applicable				
Harmonized Gender and Development Guidelines Form (HGDG) for the Attribution		Center for Gender and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits Operational Plan.	1. Received Operation Plan (with proper supporting documents and endorsement from the immediate supervisor and Vice President). Forward the Operational Plan to the concerned budget staff	None	15 minutes	Office Assistant/Clerk Budgeting Unit
2. Review, Counter check the computation and records the projected expenses.	2. Reviews the Operational Plan if it is in order (appropriately included in the budget proposal and PRE;); Counter check the computed expenditure items reflected, validate the conformity with the Budget	None	30 minutes	Leila Ruelos Karen Raguindin Susan Reynon

	Proposal and internal budgeting guidelines and records in the subsidiary ledger per office/college/ fund for control purposes. and advice that it will be forwarded to the Director of Finance for approval of funding. The client will be informed in case there will be correction/ modification.			
3. Verifies and countersigns the Operational Plan.	3. Verifies and countersign the Operational Plan.	None	5 minutes	<i>Head, Budget Office</i>
4. Records and forwards the Operational Plan to the Director of Finance.	4. Records the Operational Plan in the communication outgoing logbook and forwards it to the Finance Director	None	10 minutes	<i>Office Assistant/Clerk Budget Office</i>
<b>TOTAL:</b>		<b>None</b>	1 hour	



### 3. Funding Request for Purchase of Supplies / Materials & Procurement of Equipment, Repair and Maintenance of Equipment and Infrastructure Projects

This caters the funding of the request for the purchase of supplies/materials and procurement of equipment, repair and maintenance of equipment and infrastructure projects needed in the operation of the different colleges, units and departments in conformity with the submitted PPMP, APP of the requesting office/college.

<b>Office or Division:</b>	Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	Offices/College Concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request (PR)/Individual Program of Work (IPW)		Property Office/Infrastructure Project Management Office		
Annual Procurement Plan (APP)				
Project Procurement Management Plan (PPMP)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
2. Submits Purchase Request/IPW	1. Received Purchase Request/IPW (with proper supporting document duly signed. Forward the to the concerned budget staff	None	10 minutes	Office Assistant/Clerk Budget Office
3. Review the PR/IPW	2. Reviews the request if it is in order (with PPMP, APP) and advises the client that it will be forwarded to the Office of the President for the PR and IPW to the Director of	None	35 minutes	Leila Ruelos Karen Raguindin Susan Reynon

	Finance for approval of funding. In case there will be correction / modification, the client will be informed. Record in the subsidiary ledger per office/college/ for control purposes.			
4. Verifies and countersign the request.	1. Verifies and countersigns the request.	None	10 minutes	<i>Head, Budgeting Unit</i>
2. Records and forwards the request to the Director of Finance/Office of the President	5. Records the request in the communication outgoing logbook and forwards it to the Office of the President for the PR and for IPW to the Finance Director	None	5 minutes	<i>Office Assistant/Clerk Budgeting Unit</i>
<b>TOTAL:</b>		None	1 hour	



## **Human Resource Management Office**



## 1. Request of Available Leave Credits

Issuance of Available Leave Credits

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All personnel who are employed in the university			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Records Form (VPFA-HRMO-QF-07) (1 copy)		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
5. Secures Request for Records Form	1. Issues Request for Records Form	None	1 minute	HRM Assistant
6. Fills out Request	2.1. Approves of Request	None	5 Minutes	Supervising Administrative Officer (HRMO IV)
	2.2. Prepares Request	None	15 Minutes	Personnel-in-Charge
	2.3. Reviews, Certifies and Signs Document	None	10 Minutes	Supervising Administrative Officer (HRMO IV)
7. Receives Request	3. Releases the Document	None	2 Minutes	HRM Assistant
<b>TOTAL:</b>		None	33 Minutes	

## 2. Processing Application for Land Bank of the Philippines (LBP) Loan

Preparation and Submission of Loan Applications at Land Bank of the Philippines (LBP)

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Qualified personnel for loan application.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Information Form (1 copy)		Human Resource Management Office		
Two (2) Valid Identification Cards		Personnel/Applicant		
Pay Slip for a Month (1 copy-original)		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. Fills-out Personal Information Form	1.1 Issues Personal Information Form. 1.2 Receive and Review Personal Information Form	None	5 minutes	HRM Assistant
3. Encode and Print Data	1.3 Encode personal information of applicant on the computer-generated LBP Information Sheet	None	3 minutes	HRM Assistant
	1.4 Print the LBP Information Sheet.	None	2 minutes	HRM Assistant
2. Review Printed LBP Information Sheet	2. Verify information	None	5 minutes	HRM Assistant
3. Certify LBP Information Sheet	3.1 Countersigns the LBP Information Sheet	None	2 minutes	HRMO III (Liaison Officer)
	3.2 Forwards LBP Information Sheet to authorized signatories	None	3 minutes	HRM Assistant
	3.3 Signs the LBP Information Sheet	None	5 minutes	HRMO IV, Accountant IV, VPFAD
4. Submit to Land Bank of the Philippines	4. Submit Duly Signed LBP Information Sheet at Land Bank of the Philippines	None	5 minutes	HRM Assistant
	<b>TOTAL:</b>	None	35 minutes	



## **Printing Services Office**





## 1. Request for Lay-outing (For UNP Personnel)

The client must discuss to the concerned staff what design or arrangement of something they want.

<b>Office or Division:</b>	Printing Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All UNP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSO Form		PSO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Fill up form with Operational Plan	2.1 Receives the form and operational plan	None	1 minute	<i>Administrative Aide</i> Head, PSO
	2.2 Reviews the form and operational plan	None	20 minutes	<i>Administrative Aide</i> Head, PSO
	2.3 Approves the form and operational plan	None	5 minutes	<i>Administrative Aide</i> Head, PSO
3. Gets a copy of the approved Operational Plan	3. Provides a copy of the approved Operational Plan	None	5 minutes	<i>Administrative Aide</i> Head, PSO
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	

## 2. Request for Printing (For UNP Personnel)

This process aims to print production like; newsletter, books, magazine and other printed materials.

<b>Office or Division:</b>	Printing Services Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All UNP Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSO Form		PSO 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 Fill up form from the office and Operational Plan	1.1 Receives the form and operational plan	None	2 minutes	Administrative Aide Head, PSO
	1.2 Reviews the form and operational plan	None	5 minutes	Administrative Aide Head, PSO
	1.3 Approves the form and operational plan	None	1 day	Administrative Aide Head, PSO
2. Gets a copy of the approved Operational Plan	2.1 Provides a copy of the approved Operational Plan	None	5 minutes	Administrative Aide Head, PSO
<b>TOTAL:</b>		None	13 days, 19 minutes	

### 3. Request for Editing (For UNP Personnel)

This process aims to correcting, condensing, or otherwise modifying it.

<b>Office or Division:</b>		Printing Services Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All UNP Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSO Form		PSO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Submits Fill up form from the office and Operational Plan	1.4 Receives the form and operational plan	None	1 minute	Administrative Aide Head, PSO
	1.5 Reviews the form and operational plan	None	30 minutes	Administrative Aide Head, PSO
	1.6 Approves the form and operational plan	None	5 minutes	Administrative Aide Head, PSO
5. Receives a copy of the approved Operational Plan	6. Provides a copy of the approved Operational Plan	None	5 minutes	Administrative Aide Head, PSO
<b>TOTAL:</b>		None	5 days	



## **Campus Security Services Office**



## 1. Issuance of Vehicle Gate Pass (UNP Personnel)

The policy of the university which requires all university officials, regular and non-regular employees and students to secure a gate pass sticker as a means of monitoring not only the volume of vehicle entering the university but serves as a security measure.

<b>Office or Division:</b>	Campus Security Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students and those required by the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Ownership of vehicle		Campus Security Services Office		
Driver's License/2x2 picture				
Enrolment Form/ID for student UNP ID for employees				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Secures application form.	3. Issues application form to be filled up by the client	None	1 minute	<i>Personnel Campus Security Services Office</i>
4. Fills out and submits application form with requirements	2. Assesses filled out application and check completeness of required documents and Advises client to pay fee at the Cashier's Office.	None	5 minutes	<i>Personnel Campus Security Services Office</i>
5. Pays fee and receives official receipt	3. Receives payment	PHP150.00 for regular employees. (perpetual) PHP 80.00 for non-regular employees (renewable)	2 minutes	<i>Cashier</i>



6. Presents receipts and receives gate pass	5. Verifies official receipt and issue gate pass	None	2 minutes	Campus Security Services Office Staff
<b>TOTAL:</b>		PHP 80.00 PHP 150.00	10 minutes	



## **University Research Development Office**



## 1. Availing Research Quality Control Services

This aims to guide the researchers on the process of availing research quality control services

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		URDO		
Soft copy of the research manuscript		Concerned Researcher/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-up service request form and soft copy of the research manuscript.	1.1. Receives the filled-out request form and soft copies of manuscript and forwards to URDO Director for approval	None	30 minutes	Quality control administrator
	1.2. Approves the service request form	None	5 minutes	URDO Director
	1.3. Prepares billing statement and forwards to URDO Director for approval	None	5 minutes	Quality control administrator
	1.4. Approves billing statement	None	5 minutes	URDO Director
	1.5. Forwards billing statement to the researcher	None	5 minutes	Quality control administrator
2. Pays fee at the Cashier's Office and presents official receipt to quality control administrator	2.1. Receives the official receipt, and records details of payment	None	5 minutes	Quality control administrator
	2.2. Conducts quality evaluation of the manuscript (grammar and	None	3 days	Quality control administrator

	plagiarism check)			
	<p>2.3. Prepares result of quality evaluation and forwards to the researcher</p> <p>Assists the faculty researchers in improving the scores and recommends resubmission if the results are not within the following norms:</p> <p>(a) For presentation, grammar score of 90% or higher</p> <p>(b) For publication, grammar score of 95% or higher and plagiarism level of 5% or lower.</p> <p>(c) for UNP student-clients, grammar score of 90% or higher and plagiarism level of 10% or lower.</p>	None	1 day	<i>Quality control administrator</i>
3. Receives the results of Grammarly and plagiarism check				
	<b>TOTAL:</b>	None	4 days and 55 minutes	



## 2. Availing Statistical Services

This aims to guide the researchers on the process of availing statistical services

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		URDO		
Soft copy of the enhanced research proposal		Concerned Researcher/s		
Soft copy of data matrix		Concerned Researcher/s		
<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 filled-up service request form, and soft copies of the enhanced research proposal and data matrix.	1.1. Receives the filled-out request form and other documents, and forwards to URDO Director for approval	None	5 minutes	<i>Coordinator for Statistical Services</i>
	1.2. Approves the service request form	None	5 minutes	<i>URDO Director</i>
	1.3. Conducts requested statistical service	None	5 days	<i>Coordinator for Statistical Services</i>
	1.4. Forwards results of the statistical service to the researcher	None	5 minutes	<i>Coordinator for Statistical Services</i>
2. Receives the requested statistical outputs				
	<b>TOTAL:</b>	None	5 days and 15 minutes	



### 3. Approval of Request for Research Presentation

This aims to guide the researchers on the process of requesting approval for research presentation.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of in-house review (manuscript is ready for presentation)		University Research and development Office		
Accomplished Request Form		Concerned Researcher/s		
Letter request		Concerned Researcher/s		
Letter of acceptance from the organizers		Concerned Researcher/s		
Certificate of In-House Review (Presentation)		URDO		
Enhanced Research Manuscript		Concerned Researcher/s		
Call for presentations/invitation from the organizers duly endorsed by the Office of the President		Office of the President		
CHED endorsement of the research forum organizer (if applicable)		Office of the President		
<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 request form and letter of request for research presentation and funding together with CHED endorsement, if required, certificate of review, and other required documents	1.1 Receives the letter of request and filled up request form for research presentation and forwards to the Area Coordinator	None	30 minutes	<i>Clerk</i>
	1.2 Checks the completeness of documents based on the checklist	None	10 minutes	<i>Area Coordinator/ Center Chief</i>
	1.3 If not complete, it is returned to the author/s, otherwise forwards to the Director for endorsement	None	30 minutes	<i>Area Coordinator/ Center Chief</i>



	1.4 Endorses the request to approving authorities	None	5 minutes	URDO Director
2. Provides URDO a copy of the approved request letter and the evidences of presentation, if applicable	2.1 Receives approved request letter and archives the documents	None	30 minutes	Clerk
	<b>TOTAL:</b>		1 hour and 45 minutes	

#### 4. Approval of Request for Research Publication

This aims to guide the researchers on the process of requesting approval for research publication in journals outside the university.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		URDO		
Accomplished Service request form		Concerned researcher/s		
Letter of intent to publish		Concerned Faculty		
Certificate of in-house review		URDO		
Enhanced manuscript following URDO format		Concerned researcher/s		
Publishable manuscript following the format of the journal where the manuscript is to be published		Concerned researcher/s		
Proof of reputability of the journal		Concerned researcher/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits an accomplished request form, letter of intent to publish indicating the name of the publication journal, and other	1.1. Receives the letter of intent to publish research and request form and forwards to the Research Publication Coordinator	None	30 minutes	Clerk



required documents	1.2. Checks completeness and validates reputability of the journal and forwards the documents to the Director for approval of the request	None	25 minutes	<i>Research Publication Coordinator</i>
	1.3. If the journal's reputability is questionable, guide the researcher in looking for another journal, then request the researcher to resubmits	None	1 hour	<i>Area Coordinator, Center Chief, URDO Director</i>
	1.4. Evaluates the manuscript based on publication standards.	None	10 minutes	<i>Research Publication Coordinator</i>
2. Attends the mentoring activity	2.1. Assists the researcher in making the manuscript compliant to the journal standards. Returns the checked manuscript and requests the researcher to submit enhanced copy.	None	2 days	<i>URDO Staff</i>
3. Submits enhanced copy of publishable manuscript	3.1. Checks the enhanced copy of the manuscript	None	1 hour	<i>Research Publication/ Area Coordinator, Center Chief</i>
	3.2. If the manuscript still needs revisions, it is returned to the author. If ok, it is forwarded to	None		<i>URDO Director</i>

	Software administrator to research quality tools.			
	3.3. Approves the request form and forwards the documents to the software administrator for quality control	None	10 minutes	<i>URDO Director</i>
	3.4. Subjects the paper for grammar and plagiarism check  If grammar score $\geq 95\%$ and plagiarism level $\leq 5\%$ , it is considered acceptable; if not, assists the researcher in improving the grammar and plagiarism check results	None	2 hours	<i>Software administrator</i>
	3.5. Prepares certificate and forwards to URDO Director for approval, then issues certificate of review	None	1 day	<i>In-house review coordinator</i>
4. Submits manuscript for publication to publishers. If accepted, informs URDO and submits proof of acceptance  Proceeds to payment of publication fee	4.1. Receives notice or any proof of acceptance and forwards it to the URDO Director	None	30 minutes	<i>Clerk</i>
	4.2. Requests for publication funding, monitors the approval of the request and advises the researcher/s to proceed to payment once	None	2 days	URDO Director

	publication fee is available			
5. Waits for the published manuscript and provides URDO a copy therein	5.1. Receive the published manuscript from the researcher and archive said manuscript	None	30 minutes	Clerk, Area Coordinator
	<b>TOTAL:</b>		5 days, 6 hours and 15 minutes	

## 5. Peer Review of Completed Research for Publication in the University Research Journals

To define a system procedure in the peer review of finished researches for publication in the University Research Journals.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Research manuscript in publishable format		Concerned Researcher/s		
Certificate of Publication (for UNP clients)		Concerned Researcher/s		
Mandatory Copyright Transfer/Registration		Concerned Researcher/s		
<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 manuscript in publishable format	1.1. Receives and pre-evaluates manuscript to ensure that it has not been published or considered by other journals for publication online.	None	5 minutes	<i>Managing editor</i>

	1.2. Subjects the manuscript for initial evaluation, looking into the completeness and format, then forwards softcopy for grammar and plagscan check If the manuscript did not pass the initial evaluation, the manuscript is returned to the author, with the comments and suggestions	None	1 day	<i>Managing coordinator</i>
	1.3. Submits manuscript to plagiarism and grammar check If passed the minimum requirement of 90% grammar scores, and 10% plagscan, proceeds to step 4, otherwise the manuscript is returned to the author for revision to comply the requirements	None	30 minutes	<i>Software administrator</i>
	1.4. Identifies referees and sends them request to review the manuscript	None	5 days	<i>Managing Editor</i>
	1.5. Referees review or evaluate the manuscript by any means and return the evaluated manuscript (email, messenger, personally delivered)	None	15 days	<i>Referees</i>
	1.6. Receives the evaluated manuscript then summarizes the comments and	None	1 day	<i>Managing Editor</i>

	suggestions of referees and returns the comments and suggestions of the referees to the author through available means (email, messenger, personally delivered) for appropriate action			
2. Receives the comments and suggestions of the referees, complies and resubmits	2.1. Receives and checks the manuscript if all suggestions of referees were incorporated, if not, it is given back to the author	None	1 day	<i>Managing Editor</i>
	2.2 Calls referees/ editorial board if they still need further reviewing of the manuscript, if totally entrusted to the Managing Editor proceed to step 9 otherwise the manuscript is sent back to referees for further scrutiny  If the manuscript passed the evaluation and has no UNP author, authors are advised to pay publication fee to UNP Cashier's Office Staff or pay to bank and send receipt photocopy to URDO	None	1 day	<i>Managing Editor</i>



3. Pays the publication fee and send photocopy of the receipt (if applicable), and fills up Mandatory Copyright Transfer (MCT) and send to the Managing Editor	3.1 Receives the photocopied receipt then forwards Mandatory Copyright Transfer (MCT) to the author through email if outside the university  Forwards Mandatory Copyright Transfer form to the authors in the university for signature	None	1 day	Managing editor
	3.2 Receives the signed Mandatory Copyright Transfer	None	10 minutes	Managing Editor
	3.3 Sends enhanced manuscript to Language editors for final checking	None	30 minutes	Managing Editor
	3.4 Receives the edited manuscript and recheck for final reading  If there are too many corrections, it is returned to the author to incorporate the corrections and proofread manuscript	None	1 day	Managing Editor
4 Incorporate corrections of Language Editor and does proofreading of the manuscript, and resubmits to the Managing Editor	4.1 Lay-outs the manuscript into its journal format	None	2 days	Lay-out artist
	4.2 Forwards the manuscript in journal form to the author for final proofreading	None	1 hour	Managing Editor



5	Does final proofreading of the manuscript and sends back to the Managing Editor	5.1 Publish the study to the UNP Research Journal	None		OPAI staff
		<b>TOTAL:</b>	None	28 days, 2 hours 15 mins	

## 6. Approval of Request for Research Dissemination

This aims to guide the researchers on the process of requesting approval for research dissemination.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Operational Plan of Research Dissemination		Concerned Researcher/s		
Manuscript of completed research		Concerned Researcher/s		
IEC materials		Concerned Researcher/s		
List of needed materials and price quotation, if needed		Concerned Researcher/s		
<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 Operational Plan of Research Dissemination	1.1. Receives the Operational Plan and forwards to the Area Research Coordinator	None	30 minutes	Clerk
	1.2. Receives and checks for the content and completeness of the Operational Plan and forwards to the Director	None	30 minutes	Area Coordinator
	1.3. If the operational plan needs revisions, it is	None	20 minutes	

	returned to the proponent/s			
	1.4. Endorses the Operational Plan to the approving authorities	None	5 minutes	<i>URDO Director</i>
	1.5. Receives and archives copies of the documents for the implementation of the activity	None	5 minutes	<i>Clerk</i>
2. Receives approved OP, implements the activity, and submits documentation of the activity	2.1. Receives and archives the documentation of the dissemination activity	None	5 minutes	<i>Clerk</i>
	<b>TOTAL:</b>		1 hour and 35 minutes	

## 7. Approval of Request for Research Output Utilization (IM)

This aims to guide the researchers on the process of approving utilization of research-based Instructional Materials.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of intent		Concerned Researcher/s		
Research output		Concerned Researcher/s		
<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 of intent and research output.	1.1. Receives and records the submitted letter of intent and research output, and forwards to the area coordinator	None	30 minutes	<i>Clerk</i>



	1.2. Receives and checks the documents and forwards to the Director for appropriate action	None	30 minutes	<i>Area coordinator</i>
	1.3. Endorses documents to the Instructional Materials and Develop Committee (IMDC) for evaluation	None	5 minutes	<i>URDO Director</i>
	1.4. Waits for the Schedule of review to be issued by the IMDC and to be forwarded to Research Area Coordinator	None	5 days	
2. Receives the schedule of review of the IM and attends the review	2.1. Informs the author/s of the schedule of review  Informs the Author/s of the suggestions during the review, joins the review (if necessary)	None	3 days	<i>Area Coordinators</i>
3. Complies with the suggestions of the reviewers, and forwards compliance to URDO for evaluation	3.1. Receives compliance to the reviewer's suggestions and forwards to Director	None	30 minutes	<i>Area Coordinator</i>
	3.2. Reviews compliance of the review and forwards to IMDC	None	5 minutes	<i>URDO Director</i>
	3.3. Waits for the issuance of the certificate of review	None	3 days	



	3.4. Request for the utilization of the research outputs (IM) from the Office of the President.  Waits for the approval of the letter	None	5 minutes	URDO Director
	3.5. When request is approved, Informs the author/s of the approval of the utilization of the IM.  Forwards the approved request for archiving.	None	5 minutes	URDO Director
4. Receives the Certificate of Review and Approval of the Utilization of the IM				
	<b>TOTAL:</b>	None	11 days, 1 hour and 50 minutes	

## 8. Filing of IP Protection

This aims to guide the researchers/faculty/employees/students on the process of IP filing.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members and Other Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		URDO		
IP Creation		Concerned Researcher/s		
<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 IP creation	1.1. Receives the IP creation from walk-in clients	None	30 minutes	Clerk
	1.2. Arranges and files the IP creations from the inventory or outputs from training-workshops	None	2 hours	
	1.3. Categorizes the IP creations into the following: a) submission from university personnel; b) result of IP inventory; c) IP training-workshop	None	1 hour	IP Coordinator
	1.4. If the submission comes from walk-in client, evaluates/assesses the draft application; If the creation is part of the inventory, notifies the owner If the creation is submitted as a draft IP registration application, evaluates/assesses the draft application	None		IP coordinator
2. Submits filled up request form	2.1. The IP coordinator shall evaluate/assess the draft application	None	1 hour	IP Coordinator
	2.2. Receives the filled-out request form and forwards it to the IP Coordinator	None	30 minutes	Clerk
	2.3. The IP coordinator/mentor presents	None	1 hour	IP Coordinator



	to and discusses with the IP owner the IP filing procedure and requirements  Endorses the request form to the URDO Director for approval			
	2.4. Approves the service request form and returns it to IP coordinator	None	3 minutes	<i>URDO Director</i>
3. Prepares the IP application	3.1. The IP coordinator assists the IP owners in finalizing the IP application, review of the required documents and IP filing.	None	5 days	<i>IP coordinator</i>
4. Reimburses the filing fee	4.1. The IP coordinator endorses the reimbursement of the filing fees and other expenses	None	1 day	<i>IP coordinator</i>
	<b>TOTAL:</b>		6 days, 6 hours and 3 minutes	

## 9. Call for Research Proposal Submission

This aims to guide the researchers on the process of research proposal submission.

<b>Office or Division:</b>	University Research and Development Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Faculty Members and Other Researchers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Capsule Research Proposal following required format		Concerned Researcher/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives announcements	1.1. Sends announcement for Proposal Submission and Research Agenda to academic units and other offices. Also sends template of the research proposal.	None	1 hour	URDO Director
2. Sends submissions	2.1. Receives a copy of the Capsule Proposal	None	30 minutes	Clerk
	2.2. Conducts a preliminary evaluation of the submitted capsule proposal. If the result of the evaluation is favorable, it is included in the list for review by the Research Review Committee. If not, the capsule proposal is discussed with the proponent for improvement.	None	1 hour	Area coordinator/ Center Chief
3. Waits for the evaluation of the submitted proposal	3.1. Classifies the proposal by area, and conduct a thorough review of the proposals.	None	1 day	Research Review Committee members
	3.2. Prepares the results of evaluation and forward to URDO Director	None	1 day	Area coordinators



	3.3. Informs the researchers, through the dean, of the results of evaluation and request those with favorable results to prepare their full-blown proposals following the Research Proposal Template	None	1 hour	URDO Director
4. Attends the mentoring	4.1. Assists/mentors the proponents in making their full-blown proposal.	None	1 day	Area coordinators, Center Chief, URDO Staff
5. Submits research proposal	5.1. Monitors the prompt submission of research proposal by the proponents	None	1 day	Area Coordinators
	<b>TOTAL:</b>		4 days, 3 hours and 30 minutes	

## 10. Research Mentoring

This aims to guide the researchers on the process of research mentoring.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Faculty Members			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Acceptance of the capsule proposal		URDO		
Service Request Form		URDO		
Research Proposal/Research Manuscript		Concerned Researcher/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>

1. Submits capsule proposal	1.1 Plan the research mentoring activity	None	2 hours	<i>URDO Director &amp; Personnel</i>
	1.2 Inform the researchers of the scheduled mentoring activity		1 hour	<i>Center Chief/ Area Coordinators</i>
2. Attends the First mentoring activity	2. Assist the researchers in preparing full-blown proposal	None	1 day	<i>Center Chief, Area Coordinators, Mentors</i>
3. Submits full-blown proposal for in-house review	3.1 Receives the full-blown proposal	None	3 minutes	<i>Clerk</i>
	3.2 Checks the format and completion of the full-blown research proposal		2 hours	<i>Center Chief &amp; Area Coordinator</i>
4. Attends Second Mentoring Activity	4.1 Plan the next research mentoring activity	None	2 hours	<i>URDO Director &amp; Staff, Center Chief</i>
	4.2 Inform the researchers of the scheduled mentoring/ Capacity Building Seminar-Workshop	None	1 hour	<i>URDO Director, Area Coordinators, Center Chief</i>
	4.3 Assist the researchers in the enhancement of the proposal	None	1 day	<i>Area Coordinator &amp; Center Chief</i>
5. Attends the Third Mentoring Activity	5.1 Plan the next research mentoring activity	None	2 hours	<i>URDO Director &amp; staff</i>
	5.2 Inform the researchers of the scheduled mentoring activity/ Capacity Building Seminar-Workshop	None	1 hour	<i>URDO Director, Area Coordinators, Center Chief</i>

	5.3 Conduct the Third Mentoring Activity/ Capacity Building Seminar-Workshop	None	1 day	Area Coordinators, Faculty, Mentors, Coordinator for Statistical Services, Center Chief
6. Attends the Fourth Mentoring Activity	6.1 Plan the next research mentoring activity	None	2 hours	URDO Director & Staff
	6.2 Inform the researchers of the scheduled mentoring /capacity building seminar-workshop	None	1 hour	URDO Director, Area Coordinators
	6.3 Conduct the fourth mentoring/capacity building seminar-workshop	None	1 day	URDO Director & Staff
7. Attends Fifth Mentoring Activity	7.1 Plan the next research mentoring activity	None	1 day	URDO Director and Staff
	7.2 Inform the researchers of the scheduled mentoring /capacity building seminar-workshop			URDO Director, Area Coordinators, Center Chief
	7.3 Conduct the fifth mentoring/capacity building activity			URDO Director & Staff
	<b>TOTAL:</b>		5 days, 14 hours and 3 minutes	



## 11. In-House Review of Research Proposal

This aims to define the procedure in the review of a research proposal.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form (Filled up)		URDO		
Research Proposal (hard and soft copies) duly signed by proponents, unit research coordinator and academic dean		Concerned Researcher/s		
Accomplished checklist in evaluating the completeness of the research proposal		Concerned Researcher/s		
Proposal in hard and soft copies following the URDO format		Concerned Researcher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submits Research Proposal	1.1 Accepts the research proposal (hard and soft copies) with the filled-out request form and forwards to area coordinator/ Center Chief. Archives the softcopy of the proposal	None	5 minutes	Clerk
	1.2 Reviews the proposal and assesses the completeness of the content based on the Research Proposal Template.	None	3 hours	Area Coordinator/ Center Chief



	1.3. If the proposal needs improvement, informs the researcher regarding the needed improvements of the proposal. Mentoring is done and resubmits the proposal. If the manuscript does not need further improvement, forwards the request form to the Director for approval.	None		<i>Area coordinator/ Center Chief</i>
	1.4. Approves the request and gives it back to clerk for archiving.	None	3 minutes	<i>URDO Director</i>
	1.5. Receives and archives the approved request form, and provides photocopy of request form to area coordinator/ Center Chief	None	30 minutes	<i>Clerk</i>
2. Enhances the returned proposal and submits to URDO	2.1. Receive the photocopy of the approved request form	None	30 minutes	<i>Area Coordinator/ Center Chief</i>
	2.2. Coordinate with the in-house review coordinator regarding the members of review team.	None	5 minutes	<i>Area Coordinator/ Center Chief</i>
	2.3. Identify the members of the review team from the pool of experts and	None	30 minutes	<i>Area Coordinator, Center Chief</i>

	representative of CGAD for HGDG review.			
	2.4. Prepare the schedule of review for approval	None	10 minutes	<i>Area Coordinator, Center Chief</i>
	2.5. Coordinates with the reviewers and schedules the review.	None	5 hours	<i>In-House Review Coordinator</i>
	2.6. Coordinate with the researcher/s regarding the schedule of in-house review and provide copy of the manuscript	None	10 minutes	<i>In-House Review Coordinator</i>
3. Attends the in-house review and notes down comments and suggestions	3.1. Reviews the proposal, CGAD evaluates the manuscript using the HGDG form. Another evaluation tool is also used to rate the proposal. For parallel review: If the Area coordinator presides the review, he/she takes notes of the proceedings using his/her logbook and gives a copy to the In-house review coordinator. If the In-house review coordinator presides the review, he/she takes notes of the proceedings and gives a copy	None	2 hours	<i>Review Team</i>

	to the concerned Area coordinator If both the Area and In-house review coordinator are not available, any area coordinator or the URDO Director takes over the review			
4. Complies with the suggestions/ comments, and submits enhanced copy of the proposal, and attends mentoring, if needed	4.1. Receives the submitted enhanced soft and hard copy of the proposal with the compliance matrix and forwards the hard copy to the area coordinator.	None	30 minutes	<i>Clerk</i>
	4.2. The one who presides the review checks the compliance of the suggestions/ comments during the review. If the compliance is not complete, informs the researcher of the part/s of the proposal that is/are not complied and recommends the conduct of mentoring.	None	1 hour	<i>Area coordinator, Center Chief, In-house Review Coordinator</i>
	4.3. Recommends the issuance of a certificate of review, and informs the proponent/s to have the manuscript	None	2 hours	<i>Area coordinator/ Center Chief</i>



	undergo Ethics Review			
	4.4. Prepares a certificate of review and forwards to URDO Director for signature.	None	15 minutes	<i>In-house Review Coordinator</i>
	4.5. Approves the Certificate of Review and forwards to the in-house review coordinator for filing and issuance.	None	2 minutes	<i>URDO Director</i>
	4.6. Receives the Certificate of Review and forwards to clerk for release.	None	2 minutes	<i>Area and/or In-house Review Coordinators</i>
	4.7. Releases the Certificate of Review to the proponent/s	None	2 minutes	<i>Clerk</i>
5. Receives the certificate of review				
	<b>TOTAL:</b>		15 hours and 54 minutes	

## 12. Approval of Research Operational Plan

This aims to guide the researchers on the process of research operational plan approval.

<b>Office or Division:</b>	University Research and Development Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Teaching and non-teaching personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
Operational Plan duly signed by the researcher/s, Unit Research Coordinator, and the Unit Head (Enhanced Copy of Proposal)	Concerned Researchers
Certificate of Review using the HGDG tool	Center for Gender and Development





Certificate of Ethics Review		Ethics Review Committee		
Certificate of In-House Review		Coordinator, In-House Review		
List of supplies and materials, if needed		Concerned researchers		
Data collectors/encoders' names, TIN, ID/enrollment form (if applicable)		Concerned researchers		
Price quotation of laboratory analysis		Concerned researchers		
Commitment Letter		Concerned researchers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits an enhanced copy of the research proposal in the form of an Operational Plan, required documents, and other documents needed, if applicable	1.1. Receives the Operational Plan and other docs (ERC Approval, HGDG Certification, Certificate of In-House Review, Commitment Letter) from the proponent/s and forwards to the Area Research Coordinator/ Center Chief	None	30 minutes	Clerk
	1.2. Receives and checks for the incorporation of suggestions during the proposal review, also checks for the completeness of attachments, and forwards to the Director, or Center Chiefs, if applicable  If the operational plan needs revisions and with incomplete attachments, it is returned to the proponent/s to comply with revisions and complete attachments, and ask to resubmit	None	2 hours	Area Coordinator/ Center Chief
	1.3. Checks and endorses the Operational Plan	None	5 minutes	Area Coordinator/ Center Chief

	1.4. Endorses the Operational Plan to the approving authorities	None	5 minutes	<i>URDO Director</i>
	1.5. Processes the approval of Operational Plan	None	30 minutes	<i>Clerk</i>
	1.6. Receives, archives, and forwards a photocopy of the Operational Plan and other required documents to the Area Research Coordinator/ Center Chief	None	30 minutes	<i>Clerk</i>
	1.7. Receives a photocopy of the approved Operational Plan	None	30 minutes	<i>Area Coordinator/ Center Chief</i>
2. Receives a copy of the approved Operational Plan	2.1. Informs the researcher/s the approval of the Operational Plan	None		<i>Area Coordinator/ Center Chief</i>
	<b>TOTAL:</b>	None	4 hours and 10 minutes	

### 13. In -House Review of Completed Researches

This aims to guide the faculty on the process of review of completed researches

<b>Office or Division:</b>	University Research and Development Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Faculty Members and Other Researchers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Service Request Form		URDO
Accomplished checklist for evaluating the completeness of completed manuscript		Concerned Researcher/s
Certificate of Review using the HGDG Tool		Center for Gender and Development
Results of Grammarly Test and Plagscan		URDO
Completed Manuscript in hard and soft copies following the URDO format		Concerned Researcher/s

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up request form, and soft and hard copies of the completed research.	1. Accepts the manuscript (hard and soft copies) and filled up request form and forwards to area coordinator. Archives the softcopy of the manuscript	None	30 minutes	Clerk
2. Waits for the result of initial review of the manuscript	2.1 Reviews the manuscript, and assesses the completeness of the content of the manuscript.	None	1 hour	Area coordinator/ Center Chief
	2.2 If the manuscript needs improvement, informs the researcher regarding the needed improvements, does mentoring if needed and requests to resubmit, otherwise, forwards the request form to the Director for approval.	None	1 day	Area coordinator/ Center Chief
	2.3 Approves the request form and gives it to the clerk for archiving	None	3 minutes	URDO Director
	2.4 Receives and archives the approved request form, provides photocopy of request form to Area coordinator.	None	5 minutes	Clerk
	2.5 Receives the photocopy of the	None	30 minutes	Area Coordinator/ Center Chief

	approved request form			
3. Prepare for the in-house review	3.1 Schedules the in-house review	None	30 minutes	<i>Area and/or In-house review coordinators, Center Chief</i>
	3.2 Invites the reviewers and researcher/s for the review	None	1 day	<i>Area and/or In-house review coordinators</i>
4. Attends the in-house review and notes down comments and suggestions	4.1 Review the manuscript	None	2 hours	<i>Area and/or In-house review coordinators, Statistician, Center Chief</i>
	4.2 Document the proceedings and provides the researcher and area coordinator a copy of the proceedings of the review	None		<i>Area and/or In-house review coordinators, Center Chief</i>
	4.3 Prepares certificate for the external reviewers	None	1 day	<i>In-house review coordinator</i>
	4.4 Approves the certificate and returns to the in-house review coordinator	None		<i>URDO Director</i>
	4.5 Awards the certificate to the reviewers	None		<i>In-house review coordinator</i>
5. Submits hard and soft copies of the enhanced manuscript	5.1. Receives the submitted enhanced soft and hard copy of the manuscript and forwards the hard copy to the area coordinator	None	2 minutes	<i>Clerk</i>
	5.2. Checks the compliance of the suggestions/ comments during the review	None	90 minutes	<i>Area coordinator/ Center Chief</i>



	5.3. If the compliance is not complete, informs the researcher of the part/s of the manuscript that is/are not complied and recommends the conduct of mentoring	None	10 minutes	Area coordinator/ Center Chief
6. Attends mentoring activity, if needed. Improves the manuscript.	6.1. Forwards the softcopy of manuscript for grammar check	None	10 minutes	Area Coordinator/ Center Chief
	6.2. Submits the paper for grammar check and forwards to area coordinator	None	30 minutes	Software Administrator
	6.3. Informs the researcher/s the result of the grammar check. The result is acceptable if the rating is at least 90%. If the results are not acceptable, assists the researcher/s to improve the grammar rating	None	1 hour	Area coordinator/ Center Chief
7. Submits hard and soft copies of the improved manuscript.	7.1 Accepts the manuscript and forwards to the Area Coordinator	None	5 minutes	Clerk
	7.2 Receives the improved manuscript and forwards to the in-house review coordinator and recommends for issuance of certificate	None	30 minutes	Area Coordinator/ Center Chief
	7.3. Prepares a certificate of	None	5 minutes	In-house review coordinator



	review and forwards to URDO Director for approval			
	7.4. Approves the Certificate and forwards to the in-house review coordinator for issuance	None	5 minutes	URDO Director
	7.5. Receives the certificate and forwards to the clerk for release	None	30 minutes	Area and/or In-house review coordinators
	7.6. Releases the certificate to the researcher/s	None	2 minutes	Clerk
8. Receives the Certificate of Review				
	<b>TOTAL:</b>		3 days, 9 hours and 17 minutes	

#### 14. Approval of Request for Research Output Utilization (Non-IM)

This aims to guide the researchers on the process of approving utilization of non-instructional material (non-IM) research outputs.

<b>Office or Division:</b>	University Research and Development Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, Non-Government to Government			
<b>Who may avail:</b>	All SUC Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Interested Stakeholder		
URDO Service Request Form		URDO		
<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 letter to the Office of the President or URDO.	1.1 Receives and records the request letter for research utilization, and forwards to the area coordinator.	None	10 minutes	Clerk

	1.2 Receives the letter and reviews the research details, whether or not it went through the URDO procedural formalities of research implementation.	None	1 hour	Area coordinator
	1.2.1 If the URDO has no record on file of the said research, or it lacks evidence of completion (e.g. Certificate of final review), informs the interested party that the research output is not yet for utilization.			Area Coordinator
	1.2.2 If the research has complied with the URDO procedural formalities of research implementation , endorses the request to the URDO Director.			Area Coordinator
	1.3.1 Informs the author about the request for utilization and invites him/her to discuss the subsequent course of actions.	None	1 hour	URDO Director
	1.3.2 If the author is not amenable to the request for utilization, informs the interested stakeholder.			

	1.4 Requests the Legal Office to draft the terms and conditions (MOA/MOU) of the research utilization.	None	7 days	URDO Director
	1.5 Endorses the draft terms and conditions (MOA/MOU) to the Office of the President and sends a letter to the interested stakeholder to inform him/her of the approval of the request for utilization.	None	1 day	URDO Director
	1.6 Provides the stakeholder a copy of the MOU/MOA for his/her perusal.	None	1 hour	URDO Director
2. Sign the MOU/MOA	2. Sign the final draft of the MOA/MOU	None	1 day	President, URDO Director, Area Coordinator Research author/s, Interested stakeholder
3. Attends final orientation/ briefing	4. Hold final orientation or briefing regarding the research output to ensure the smooth flow of the process that utilizes the research output.	None	3 hours	
	<b>TOTAL:</b>		9 days, 6 hours, 10 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> <li>1. Office Assistant issues the Client Satisfaction Survey Feedback Form (CSSFF) after the delivery of service.</li> <li>2. Fill out the form</li> <li>3. Drop the form in the designated box.</li> </ol>
How feedbacks are processed	<ol style="list-style-type: none"> <li>1. Records Office staff and Performance Management Team representative collects CSSFFs at designated drop boxes every Friday.</li> <li>2. The Records Office staff and PMT representative forwards CSSFFs at the UPIMO.</li> <li>3. The UPIMO staff sorts, tabulate, and analyze CSSFF per delivery unit and submit to PMT.</li> <li>4. PMT Chair convenes the members of the PMT for deliberation of CSSFFs results and make a report indicating feedback that require correction and corrective action and feedback that require plan of action. UPIM encodes report and forward to the PMT chair for final review.</li> <li>5. PMT approves the report and submits report to the President indicating feedback that require correction and corrective action and feedback that require plan of action.</li> <li>6. The President reviews report and takes action. The President directs the PMS to prepare the CSSFR.</li> <li>7. The PMS prepares CSSFR and facilitate its issuance signed by the President.</li> <li>8. Unit/s and individual/s concerned receives and forwards submits accomplished CSSFR to the Office of the President.</li> <li>9. PMS receives accomplished form from unit(s) or individual(s) concerned and submit it to the President.</li> <li>10. The President determines if the plan of action is accepted or not. (If not accepted, the President returns the Client Satisfaction Survey and Feedback Report (CSSFR) and require the unit/s or</li> </ol>

	<p>individual/s concerned to submit a revised plan of action).</p> <p>11. The unit/s or individual/s concerned shall implement the plan of action as stipulated in the Client Satisfaction Survey and Feedback Report (CSSFR).</p> <p>12. The PMS shall accomplish the Client Satisfaction Survey and Feedback Action Plan (CSSFAP) and request for approval of the President and forwards the Form to unit/office/individual concern and copy furnished QA.</p> <p>13. The unit(s) or individual(s) concerned shall implement plan of action as stipulated in the Client Satisfaction Survey and Feedback Action Plan (CSSFAP) CSSFAP.</p> <p>14. The QA shall monitor implementation of the plan of action and evaluate the result of action taken if open or close using Client Satisfaction Survey and Feedback Monitoring and Evaluation (CSSFME) form</p> <p>15. QA shall submit accomplished report using Client Satisfaction Survey and Feedback Accomplishment Report (CSSFAR) to the President.</p> <p>16. The President disseminates the results of action taken on client feedback during the Administrative Council Meeting.</p> <p>17. The PMS forwards the CSSFF Results, CSSFR and, CSSFAR to QA.</p> <p>18. The QA maintains the document.</p>
How to file a complaint	<p>1. A complaint may be written in the Client Satisfaction Survey Feedback Form</p> <p>2. A complaint may be sent thru mail/email or thru walk-in client form.</p>
How complaints are processed	<p>1. For simple complaints, the matters are addressed outright.</p> <p>2. For serious complaints, matters are subjected for investigation.</p>
Contact Information of CCB, PCC, ARTA, UNP CART, Record's Office, PMT, QA	<p><b>8888 Citizen's Complaint Center</b></p> <p>For complaint and inquiry: Dial 8888</p> <p>For admin concern: 8249-8310</p> <p>Web: <a href="http://www.8888.gov.ph">www.8888.gov.ph</a></p>

Email: 8888complaint@op.gov.ph

**Contact Center ng Bayan (CCB)**

SMS: 0908-881-6565

Email: email@contactcenterngbayan.gov.ph

Call: 1-6565 (via PLDT landline)

Web: www.contactcenterngbayan.gov.ph

www.facebook.com/civilservice.gov.ph

**Anti-Red Tape Authority (ARTA)**

Email: complaints@arta.gov.ph

info@arta.gov.ph

Web: www.arta.gov.ph

**ARTA Call Center**

Smart/TNT/Sun:

- 0969-257-7242
- 0928-690-4080

Globe/TM:

- 0965-672-4943
- 0916-266-3138

**ARTA Public Assistance Division**

Call: 8-478-5099 / 8-478-5093

**UNP Committee on Anti-Red Tape (CART)**

Office of the Chair: vpfad@unp.edu.ph

**Record's Office**

Email: records@unp.edu.ph

**Performance Management Team (PMT)**

Office of the Chair: vpaa@unp.edu.ph

**Quality Assurance Office**

Email: quality.assurance@unp.edu.ph



## List of Offices

Office	Address	Contact Information
Office of the President	3 <sup>rd</sup> Floor Administration Building	op@unp.edu.ph
University Board Secretary	3 <sup>rd</sup> Floor Administration Building	boardsecretary@unp.edu.ph
Executive Assistant to the President, Presidential Management Staff	3 <sup>rd</sup> Floor Administration Building	eleanor.belizar@unp.edu.ph
University Hospital	Hospital	unp.hospital@yahoo.com
Center for Gender & Development	2 <sup>nd</sup> Floor Administration Building	cgad@unp.edu.ph
Infrastructure Project Management & Development Office	2 <sup>nd</sup> Floor Student Council Building	ipmdo@unp.edu.ph
Public Information Office	1 <sup>st</sup> Floor Encarnacion Bldg. (CBAA Bldg.)	pioffice@unp.edu.ph
Quality Assurance Office	1 <sup>st</sup> Floor Encarnacion Bldg. (CBAA Bldg.)	qualityassurance@unp.edu.ph
Records Office	1 <sup>st</sup> Floor Administration Building	recordsoffice@yahoo.com
University Legal Office	3 <sup>rd</sup> Floor Administration Building	unp.legaloffice65@gmail.com
University Planning & Information Management Office	2 <sup>nd</sup> Floor Administration Building	upim@unp.edu.ph
Internal Control Office	3 <sup>rd</sup> Floor, Administration Building	ico@unp.edu.ph
Public and International Affairs Office	2 <sup>nd</sup> Floor, CBAA New Building	pia@unp.edu.ph
Environmental Management Office	2 <sup>nd</sup> Floor, Hostel Building	emo@unp.edu.ph
Office of the Vice President for Academic Affairs	2 <sup>nd</sup> Floor Administration Building	ovpaa@unp.edu.ph
College of Medicine	2 <sup>nd</sup> Floor UNP Hospital	cmed@unp.edu.ph
College of Law	1 <sup>st</sup> Floor Graduate School Building	claw@unp.edu.ph
College of Teacher Education	Academic Building I	cte@unp.edu.ph
College of Business Administration & Accountancy	CBAA New Building	cbaa@unp.edu.ph
College of Public Administration	Floro Crisologo Bldg.	cpad@unp.edu.ph
College of Arts & Sciences	Burgos Hall, College of Arts and Sciences	cas@unp.edu.ph



College of Engineering	Engineering Building	coe@unp.edu.ph
College of Technology	Diego Silang Hall	ctech@unp.edu.ph
College of Architecture	2nd Floor, JLH Building	carch@unp.edu.ph
College of Fine Arts and Design	College of Fine Arts and Design Building	cfad@unp.edu.ph
College of Communication & Information Technology	CCIT Building	ccit@unp.edu.ph
College of Nursing	Housed in the College of Health Sciences	cn@unp.edu.ph
College of Health Sciences	Southern part of the UNP Gymnasium	chs@unp.edu.ph
College of Criminal Justice Education	Lauro B. Tacbas Building	ccje@unp.edu.ph
College of Hospitality & Tourism Management	CHTM Building	chtm@unp.edu.ph
College of Social Work	3rd Floor Criminology Building	csw@unp.edu.ph
Open University	1 <sup>st</sup> Floor Graduate School Building	ou@unp.edu.ph
Laboratory Schools/Senior High School Affairs	Academic Building I	ls@unp.edu.ph
National Service Training Program	2 <sup>nd</sup> Floor Administration Building	unpnstp@yahoo.com
Laboratory Services	Science Complex II	science.laboratory@unp.edu.ph
Library & Information Services	President Dorotea Filart Building	libraryservices@unp.edu.ph
University Registrar	1 <sup>st</sup> Floor Administration Building	registrar@unp.edu.ph
Instruction and Faculty Development Office	2 <sup>nd</sup> Floor Administration Building	ifdo@unp.edu.ph
Office of the Vice President for Finance & Administration	1 <sup>st</sup> Floor Administration Building	vpfad@unp.edu.ph
Production & Auxiliary Services	2 <sup>nd</sup> Floor President Dorotea Filart Building	paso@unp.edu.ph
Facilities & Management	2 <sup>nd</sup> Floor President Dorotea Filart Building	fmo@unp.edu.ph
Utility Services Office	2 <sup>nd</sup> Floor President Dorotea Filart Building	paso@unp.edu.ph
Medical and Dental Services	UNP hospital, ground floor, Medical-Dental clinic	medicalservices@unp.edu.ph
Campus Security Services Office	1 <sup>st</sup> Floor Administration Building	cssoscrt2021@gmail.com
UNP Hostel	First Floor -Reception Area Hostel Building	hostel@unp.edu.ph



Administrative Services	2 <sup>nd</sup> Floor Administration Building	cao@unp.edu.ph
Human Resource Management	2 <sup>nd</sup> Floor Administration Building	hrmo@unp.edu.ph
Property & Supply Management Office	Training Center	propertymgtunit@unp.edu.ph
Physical Plant Maintenance	Training Center	cao@unp.edu.ph
Transport & Motorpool Management	Back of UNP Hospital	cao@unp.edu.ph
Bids & Awards Committee Chair	2 <sup>nd</sup> Floor Training Center	bac@unp.edu.ph
Financial Services	1 <sup>st</sup> Floor Administration Building	financialservices@unp.edu.ph
Accounting	1 <sup>st</sup> Floor Administration Building	accounting@unp.edu.ph
Budget	1 <sup>st</sup> Floor Administration Building	budget.head@unp.edu.ph
Cashier	1 <sup>st</sup> Floor Administration Building	cashiersoffice@unp.edu.ph
Office of Student Affairs and Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Information Technology Infrastructure Management and Development Office	3 <sup>rd</sup> Floor Administration Building	itimdo@unp.edu.ph
Network Systems & Operations Services	2 <sup>nd</sup> Floor Administration Building	
Information Systems Management & Development Services	2 <sup>nd</sup> Floor Administration Building	ismds@unp.edu.ph
University Computer Maintenance Services	2 <sup>nd</sup> Floor Administration Building	ucms@unp.edu.ph
IT Quality Services	2 <sup>nd</sup> Floor Administration Building	
Institutional Student Programs	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Food, Health, Safety & Housing Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
International Students Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Scholarships & Financial Assistance	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Social Community Involvement & Multi-Faith Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Admission Services	1 <sup>st</sup> Floor Administration Building	admissionservices@unp.edu.ph



Persons with Disabilities and Special Needs Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Development Programs	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Government Organizations & Activities	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Discipline	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Publications	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Leadership Training & Exchange	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Student Welfare Programs	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Career & Job Placement Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Economic Enterprise Development Services	2 <sup>nd</sup> Floor Student Center Building	osas@unp.edu.ph
Guidance & Counselling Services	3 <sup>rd</sup> Floor Student Center Building	gcishds@unp.edu.ph
Information & Orientation Services	3 <sup>rd</sup> Floor Student Center Building	gcishds@unp.edu.ph
Sports, Culture & the Arts Programs	UNP Grandstand	osas@unp.edu.ph
Vice President for Research & Extension	2 <sup>nd</sup> Floor Administration Building	unp_vpre@yahoo.com
University Research Office	2 <sup>nd</sup> Floor Administration Building	researchoffice@unp.edu.ph
University Extension Office	2 <sup>nd</sup> Floor Administration Building	unpextensionoffice@gmail.com
Ilokano Studies Center	2 <sup>nd</sup> Floor main Library Building	ilocanostudies@unp.edu.ph
Mushroom Research and Development Center	2 <sup>nd</sup> Floor Administration Building	mushroomresearchcenter@unp.edu.ph
Aqua Marine Resources and Development Center	2 <sup>nd</sup> Floor Administration Building	amrrdc@unp.edu.ph
Governance and Policy Research Center	1 <sup>st</sup> Floor Graduate School Building	urdo.gprc.unp@gmail.com
Intellectual Property Office	2 <sup>nd</sup> Floor Administration Building	





**UNIVERSITY OF NORTHERN PHILIPPINES**