



UNIVERSITY OF EASTERN PHILIPPINES

CITIZEN'S CHARTER
2025 (1st Edition)



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I. Mandate:

The UEP is mandated, through Republic Act No. 4126, to “primarily give technical and professional training, advanced instruction in literature, philosophy, the sciences and the arts, besides providing for the promotion of scientific and technological research and democratic access to education to poor but deserving students, not only in Northern Samar, but also in other parts of the country.”

II. Vision:

A globally competitive green entrepreneurship University.

III. Mission:

Empower students and the community with the integration of green entrepreneurship in instruction, research, expansion and production for sustainable development, and global impact.

IV. Service Pledge:

We, the officials and employees of the University of Eastern Philippines commit to:

- Serve you from Monday to Friday, 7:30 a.m. to 5:00 p.m.;
- Attend to your needs as soon as you enter the premises of the university;
- Respond to your complaint about our services soonest or within the day through our complaint and assistance desk and take corrective measures and action on them;
- Assure you that you will be served by authorized personnel with proper identification;
- Provide you with up-to-date information on policies, programs, activities, and services through our website (www.uep.edu.ph), university newsletter (UEPDATES), and email (uepnsofficial@gmail.com); and
- Provide a courtesy lane to those with special needs as the differently abled, pregnant women, and senior citizens.



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UEP MAIN CAMPUS (Catarman)

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OFFICE OF THE UNIVERSITY PRESIDENT

External Services



1. Receiving, Approval and Releasing of Documents

Documents from external clients are received by the Office of the President either as hand-carry documents, emailed documents or via courier.

Office or Division	Office of the President			
Classification	Complex Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All affiliating clients of UEP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the University President (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits document/s to the Office of the President.	1. The Staff checks and stamps “received” the document.	None	5 minutes	University President staff (Office of the University President)
2. Client receives copy of documents stamped “received” by the Office of the President Staff.	2. Staff releases stamped “received” copy of the letter request to the Client.	None	1 minute	University President staff (Office of the University President)
	2.1 Staff endorses documents to the University President for review/evaluation.	None	1 hour	University President staff (Office of the University President)
	2.2 The University President evaluates the documents and approve/signs or disapproves the request.	None	6 days	University President (Office of the University President)
3. Client secures copy of the approved/disapproved documents from the Office of the President Staff.	3. Staff releases approved/disapproved documents to Client.	None	5 minutes	University President staff (Office of the University President)
Total		None	6 days 1 hour 11 minutes	

*Multi-stage processing



2. Signing of Memorandum of Agreement, Memorandum of Understanding, Licensing Agreement, Research Contracts, and Deed of Donation

The office checks, reviews, and endorses the Memorandum of Agreement entered into by the university, such as but not limited to extension services, internship, and partnerships.

Office or Division	Office of the President			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail	Local and International Institutions (Government or Private), and Individuals that share mutual interests with the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Client		
2. Endorsement of the Office of the Vice President for Administration and Finance/ Vice President for Academic Affairs/ Vice President for External Affairs/ Vice President for Research, Development, and Extension (1 original copy)		Office of the Vice President for Administration and Finance/ Office of the Vice President for Academic Affairs/ Office of the Vice President for External Affairs/ Office of the Vice President for Research, Development, and Extension whichever is applicable.		
3. Memorandum of Agreement, Memorandum of Understanding, Licensing Agreement, Research Contract and Deed of Donation (6 original copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter Request, Endorsement from the Office of the Vice President for Administration and Finance / Vice President for Academic Affairs / Vice President for External Affairs / Vice President for Research, Development, and Extension and copy of Memorandum of Agreement, Memorandum of	1. The Staff checks the documents as to its completeness and stamps "received" when the document is in order.	None	5 minutes	University President staff (Office of the University President)



Understanding, Licensing Agreement, Research Contracts, and Deed of Donation.				
2. Client receives copy of the letter request and other pertinent documents stamped "received" by the Office of the President Staff.	2. Staff releases stamped "received" copy of the letter request to the Client.	None	1 minute	University President staff <i>(Office of the University President)</i>
	2.1 Staff endorses documents to the University President for review/ evaluation.	None	1 hour	University President staff <i>(Office of the University President)</i>
	2.2 The University President evaluates as to the validity and legality of the documents and approve/signs or disapproves the request.	None	10 days	University President <i>(Office of the University President)</i>
3. Client secures copy of the approved/ disapproved documents from the Office of the President Staff.	3. Staff releases approved/ disapproved documents to Client.	None	5 minutes	University President staff <i>(Office of the University President)</i>
Total		None	10 days 1 hour 11 minutes	

*Multi-stage processing



OFFICE OF THE UNIVERSITY PRESIDENT

Internal Services



1. Approval of Travel Orders (Official Business and Office Time)

Request for the approval of the University President for travel authority

Office or Division	Office of the President			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Government			
Who may avail	UEP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order (2 original copies)		Human Resource Management Office/		
2. Letter request/endorsement/invitation (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits document/s to the Office of the President.	1. The Staff checks and stamps "received" the document.	None	5 minutes	University President staff (Office of the University President)
2. Client receives copy of documents stamped "received" by the Office of the President Staff.	2. Office of the President Staff releases stamped "received" copy of the letter request to the Client.	None	1 minute	University President staff (Office of the University President)
	2.1 Staff endorses the documents to the University President for evaluation and action.	None	1 hour	University President staff (Office of the University President)
	2.2 The University President evaluates the documents. For Travels on Official Business, the President routes the documents to the Budget Officer for comment on funds availability. Upon receipt of comment, the President either approves/	None	2 days	University President (Office of the University President)



	disapproves the request. For Travels on Office Time, the President approves/ disapproves the request.			
3. Client secures copy of the approved/ disapproved documents from the Office of the President Staff.	3. Staff releases approved/ disapproved documents to Client.	None	5 minutes	University President staff (Office of the University President)
Total		None	2 days 1 hour 11 minutes	

*Multi-stage processing

2. Receiving, Approval and Releasing of Documents

Documents from internal clients are received by the Office of the President either as hand-carry documents or emailed documents.

Office or Division	Office of the President			
Classification	Complex Transaction			
Type of Transaction	G2G - Government to Government G2C – Government to Citizens			
Who may avail	UEP Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the University President (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits document/s to the Office of the President.	1. The Staff checks and stamps “received” the document.	None	5 minutes	University President staff (Office of the University President)
2. Client receives copy of documents	2. Staff releases stamped “received” copy of the letter	None	1 minute	University President staff



stamped "received" by the Office of the President Staff.	request to the Client.			(Office of the University President)
	2.1 Staff endorses documents to the University President for review/evaluation.	None	1 hour	University President staff (Office of the University President)
	2.2 The University President evaluates the documents and approve/signs or disapproves the request.	None	6 days	University President (Office of the University President)
3. Client secures copy of the approved/ disapproved documents from the Office of the President Staff.	3. Staff releases approved/disapproved documents to Client.	None	5 minutes	University President staff (Office of the University President)
Total		None	6 days 1 hour 11 minutes	

*Multi-stage processing



BIDS AND AWARDS COMMITTEE OFFICE

External Services



1. Procurement Process

Office or Division	Bids and Awards Committee Office			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business			
Who may avail	Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Photocopy)		Client		
2. PPMP (1 Photocopy)		Client		
3. Purchase Request / Plans (2 Photocopies)		Client		
4. Specifications, Scope of Work (for Infra) (1 Original Copy)		Client		
5. Incoming Logbook		BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Visitor's / Client's Logbook.	1. The BAC Secretariat Staff provides logbooks and usher the client to register.	None	3 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>
2. For Procurement Planning: Client submits the approved Project Procurement Management Plans (PPMPs) for consolidation.	2.1 The BAC Secretariat Staff receives the Project Procurement Management Plans (PPMPs) included in the budget for consolidation into an Indicative Annual Procurement Plan (IAPP).	None	3 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>
	2.2 BAC Secretariat Staff prepares the IAPP and submits it to the Head of Procuring Entity (HoPE) and other oversight bodies for approval.	None	7 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> BAC Chair
	2.3 The BAC Secretariat Staff forwards the approved IAPP of the General Appropriations Act	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>



	(GAA), Corporate Budget, and Appropriation Ordinance to the Budget office.			<i>Budget Office Staff</i> (Budget Office) Budget Office
	2.4 Receives the approved IAPP from the Budget Office for final revision into an Annual Procurement Plan (APP).	None	5 minutes	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Chair <i>Budget Office Staff</i> (Budget Office)
	2.5 Revises the approved APP in accordance with Section 7 of the IRR and submitting it to the HoPE and other oversight bodies for approval.	None	5 days	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary Bids & Awards Committee
	2.6 Submits the approved APP to the Government Procurement Policy Board (GPPB) on or before the end of January of the budget year in accordance with E. O. 662, series of 2007.	None	1 day	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary BAC Chair
	2.7 Furnishes copies of approved APP to the Supply Office and other concerned offices.	None	30 minutes	<i>BAC Secretariat Staff</i> (Bids & Awards Committee)
3. For Receipt of Approved Purchase Request and Program of Work and Categorizing the same according to the amount of the Approved Budget for the Contract (ABC) appropriated procurement	3.1 The BAC Secretariat Staff receive the approved PR and PoW from the HoPE and have it categorized according to the ABC and the appropriate procurement modality.	None	1 day	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary BAC Chair
	3.2 BAC Secretariat Staff forwards the approved PR of	None	1 day	<i>BAC Secretariat Staff</i> (Bids & Awards Committee)



modality: Clients submit the approved Purchase Request (PR) and Program of Work (POW).	common supplies and equipment to the Supply Office for APR preparation.			
	3.3 Receives the approved PR and APR of common supplies and equipment with Department of Budget and Management (DBM) notation on the availability of the requested supplies from the Supply Office.	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>Supply Officer (Supply & Property Management Office)</i> <i>SPMO Staff (SPMO)</i>
4. For Request for Quotation of the Approved PR with an ABC below P 50,000.00: Clients submit the request for quotation.	4.1 The BAC Secretariat Staff receives the request from the Client and prepares the necessary documents for the Request for Quotation (RFQ), the approved PR with an ABC below P 50,000.00.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Supply Officer (Supply & Property Management Office)</i>
	4.2 Forwards the complete set of RFQ documents to the Supply Office upon completion of the required procurement process for the preparation of Contracts for Services and Purchase Orders for Goods.	None	1 day	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i>
5. For Competitive Bidding following the Standardized Procurement Procedure of the approved PR and POW with an ABC of P 50,000.00 and up but below P 1,000,000.00:	5.1 The BAC Secretariat Staff receives the request and prepares the necessary Bidding Documents for competitive bidding of the approved PR with an ABC of P 50,000.00 and up but below P	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Technical Working Group</i>



Client requests for Bidding Documents.	1,000,000.00 following the procedural system except for the pre-procurement and pre-bid procedure.			
	5.2 The BAC Secretariat Staff forwards to the Supply Office the complete set of documents upon completion of the procurement process for preparation of the PO or Contract.	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Technical Working Group</i>
6. For Request of the Approval from the UEP Governing Board to Commence the Procurement Process of the approved PR with an ABC of P 3,000,000.00 and above for Goods and Services, whereas, regardless of the ABC of approved POW for Infrastructure Projects: Client requests for approval from BOR.	6.1 The BAC Secretariat Staff receives the request and forwards the necessary documents for approval to the UEP Governing Board, to commence the procurement process of the approved PR with an ABC of P 3,000,000.00 and above for Goods and Services, and approved POW for Infrastructure Projects.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Board Secretary (Office of the University/Board Secretary)</i>
7. For Competitive Bidding following the Standardized Procurement Procedure: Client follows up the competitive bidding process.	7.1 The BAC Secretariat Staff receive the bidding documents and prepare the necessary documents for Competitive Bidding with the approved UEP Governing Board Resolution to start the Procurement Procedural System.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Technical Working Group</i>



	7.2 The BAC prepares the Notice of Award (NOA) and facilitates the issuance of Award of Contract to the responsive bidders.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Chair</i>
	7.3 BAC Secretariat Staff forwards the complete set of documents upon the completion of the Procurement Process to the Supply Office for the preparation of the Contract/PO/Notice to Proceed (NTP).	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Supply Officer (Supply & Property Management Office)</i>
8. The client receives feedback on the request.	8.1 Inform the requested party of the action taken.	None	3 minutes	<i>Staff (Bids & Awards Committee)</i>
Total		None	31 days 1 hour 4 minutes	



BIDS AND AWARDS COMMITTEE OFFICE

Internal Services



1. Procurement Process

Office or Division	Bids and Awards Committee Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	UEP Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Photocopy)		Client		
2. PPMP (1 Photocopy)		Client		
3. Purchase Request / Plans (2 Photocopies)		Client		
4. Specifications, Scope of Work (for Infra) (1 Original Copy)		Client		
5. Incoming Logbook		BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Visitor's / Client's Logbook.	2. The BAC Secretariat Staff provides logbooks and usher the client to register.	None	3 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>
2. For Procurement Planning: Client submits the approved Project Procurement Management Plans (PPMPs) for consolidation.	2.1 The BAC Secretariat Staff receives the Project Procurement Management Plans (PPMPs) included in the budget for consolidation into an Indicative Annual Procurement Plan (IAPP).	None	3 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>
	2.2 BAC Secretariat Staff prepares the IAPP and submits it to the Head of Procuring Entity (HoPE) and other oversight bodies for approval.	None	7 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> BAC Chair
	2.3 The BAC Secretariat Staff forwards the approved IAPP of the General	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i>



	Appropriations Act (GAA), Corporate Budget, and Appropriation Ordinance to the Budget office.			<i>Budget Office Staff</i> (Budget Office) Budget Office
	2.4 Receives the approved IAPP from the Budget Office for final revision into an Annual Procurement Plan (APP).	None	5 minutes	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Chair <i>Budget Office Staff</i> (Budget Office)
	2.5 Revises the approved APP in accordance with Section 7 of the IRR and submitting it to the HoPE and other oversight bodies for approval.	None	5 days	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary <i>Bids & Awards Committee</i>
	2.6 Submits the approved APP to the Government Procurement Policy Board (GPPB) on or before the end of January of the budget year in accordance with E. O. 662, series of 2007.	None	1 day	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary BAC Chair
	2.7 Furnishes copies of approved APP to the Supply Office and other concerned offices.	None	30 minutes	<i>BAC Secretariat Staff</i> (Bids & Awards Committee)
3. For Receipt of Approved Purchase Request and Program of Work and Categorizing the same according to the amount of the Approved Budget for the Contract	3.1 The BAC Secretariat Staff receive the approved PR and PoW from the HoPE and have it categorized according to the ABC and the appropriate procurement modality.	None	1 day	<i>BAC Secretariat Staff</i> (Bids & Awards Committee) BAC Secretary BAC Chair



(ABC) appropriated procurement modality: Clients submit the approved Purchase Request (PR) and Program of Work (POW).	3.2 BAC Secretariat Staff forwards the approved PR of common supplies and equipment to the Supply Office for APR preparation.	None	1 day	BAC Secretariat Staff (Bids & Awards Committee)
	3.3 Receives the approved PR and APR of common supplies and equipment with Department of Budget and Management (DBM) notation on the availability of the requested supplies from the Supply Office.	None	5 minutes	BAC Secretariat Staff (Bids & Awards Committee) Supply Officer (Supply & Property Management Office) SPMO Staff (SPMO)
4. For Request for Quotation of the Approved PR with an ABC below P 50,000.00: Clients submit the request for quotation.	4.1 The BAC Secretariat Staff receives the request from the Client and prepares the necessary documents for the Request for Quotation (RFQ), the approved PR with an ABC below P 50,000.00.	None	3 days	BAC Secretariat Staff (Bids & Awards Committee) BAC Secretary BAC Chair Supply Officer (Supply & Property Management Office)
	4.2 Forwards the complete set of RFQ documents to the Supply Office upon completion of the required procurement process for the preparation of Contracts for Services and Purchase Orders for Goods.	None	1 day	BAC Secretariat Staff (Bids & Awards Committee) BAC Secretary BAC Chair
5. For Competitive Bidding following the Standardized Procurement Procedure of the approved PR and POW with an ABC	5.1 The BAC Secretariat Staff receives the request and prepares the necessary Bidding Documents for competitive bidding of the	None	3 days	BAC Secretariat Staff (Bids & Awards Committee) BAC Secretary BAC Chair



of P 50,000.00 and up but below P 1,000,000.00: Client requests for Bidding Documents.	approved PR with an ABC of P 50,000.00 and up but below P 1,000,000.00 following the procedural system except for the pre-procurement and pre-bid procedure.			<i>Technical Working Group</i>
	5.2 The BAC Secretariat Staff forwards to the Supply Office the complete set of documents upon completion of the procurement process for preparation of the PO or Contract.	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Technical Working Group</i>
6. For Request of the Approval from the UEP Governing Board to Commence the Procurement Process of the approved PR with an ABC of P 3,000,000.00 and above for Goods and Services, whereas, regardless of the ABC of approved POW for Infrastructure Projects: Client requests for approval from BOR.	6.1 The BAC Secretariat Staff receives the request and forwards the necessary documents for approval to the UEP Governing Board, to commence the procurement process of the approved PR with an ABC of P 3,000,000.00 and above for Goods and Services, and approved POW for Infrastructure Projects.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Board Secretary (Office of the University/Board Secretary)</i>
7. For Competitive Bidding following the Standardized Procurement Procedure: Client follows up the competitive bidding process.	7.1 The BAC Secretariat Staff receive the bidding documents and prepare the necessary documents for Competitive Bidding with the approved UEP Governing Board Resolution to	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Technical Working Group</i>



	start the Procurement Procedural System.			
	7.2 The BAC prepares the Notice of Award (NOA) and facilitates the issuance of Award of Contract to the responsive bidders.	None	3 days	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Chair</i>
	7.3 BAC Secretariat Staff forwards the complete set of documents upon the completion of the Procurement Process to the Supply Office for the preparation of the Contract/PO/Notice to Proceed (NTP).	None	5 minutes	<i>BAC Secretariat Staff (Bids & Awards Committee)</i> <i>BAC Secretary</i> <i>BAC Chair</i> <i>Supply Officer (Supply & Property Management Office)</i>
8. The client receives feedback on the request.	8.1 Inform the requested party of the action taken.	None	3 minutes	<i>Staff (Bids & Awards Committee)</i>
Total		None	31 days 1 hour 4 minutes	



**OFFICE OF THE INFORMATION AND
COMMUNICATIONS TECHNOLOGY**
External Services



1. REQUEST FOR CCTV REVIEW AND DATA BACKUP

The ICT Office is responsible for maintaining CCTV data from cameras located in the administration building and strategic university locations. Requests for CCTV review and data backup require the recommending approval of the UEP Security Office Head and the final approval of the Office of the President. This process upholds security and privacy standards.

Office or Division	ICT Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Business			
Who may avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for CCTV Review and Data Backup form		ICT Office		
2. External drive/ Email address		Requesting Entity/ Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request of CCTV Review and Data Backup	1. The ICT Staff issues the form to the requesting entity/ requestor	None	20 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity seeks the recommending approval of the Head of the UEP Security Office and the approval of the Office of the University President.	2. The Head of the UEP Security Office examines the request and declines or recommends the approval to the president	None	1 hour	Head of the Security (UEP Security Office)
	2.1 The Office of the President examines the request and declines or approves the request	None		University President (Office of the University President)
3. The requesting entity submits the approved request form to the ICT Office Staff and	3. The ICT staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)



receives the requested CCTV Review and Data Backup services				
4. The requesting entity/ requestor receives feedback or the result of the service rendered by the ICT staff	4. The ICT staff executes the request by performing CCTV review and data backup in external drive or send it through email of the requesting entity/ requestor	None	3 days	ICT Staff (Office of the Information and Communications Technology)
	4.1 The ICT staff file and keep the documents and records.	None		ICT Staff (Office of the Information and Communications Technology)
Total		None	3 days 1 hour 25 minutes	

2. REQUEST FOR PRINTING OF DATA

The ICT Office provides data printing and report generation services to support the university's internal and external reporting needs.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2B – Government to Business			
Who may avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Printing of Data Form		ICT Office		
2. External drive/ Email address		Requesting Entity/ Requestor (for internal unit)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for the request for the printing of data	1. The ICT Office issues the form to the requesting entity/ requestor	None	20 minutes	ICT Staff (Office of the Information and Communications Technology)



2. The requesting entity/requestor seeks the recommending approval of the ICT Director and the Head of Records Office and the approval of the Office of the President	2. The ICT Director and the Head of Records Office sign the form for recommending approval	None	1 day	ICT Director (Office of the Information and Communications Technology) Head of the Records (Records Office)
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/requestor receives feedback, or the result of the service rendered by the ICT staff	4. The ICT Staff generates/prints the data being requested	None	1 day	ICT Staff (Office of the Information and Communications Technology)
	4.1 The ICT Staff file and keep documents and records.	None		ICT Staff (Office of the Information and Communications Technology)
Total		None	2 days 25 minutes	



OFFICE OF THE INFORMATION AND COMMUNICATIONS TECHNOLOGY

Internal Services



1. REQUEST FOR BIOMETRICS ACCESS

The ICT Office facilitates the processing of requests for biometric access, which is typically initiated by newly hired university employees.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Head of Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Grant of Biometrics Access form		ICT Office		
2. Approved Contract/ Appointment		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for the request for the grant of biometrics access form	1. The ICT Staff issues the form to the requesting entity/ requestor	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.1 The ICT Staff checks the Approved Contract/ Appointment	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity/requestor seeks the recommending approval to the Head of HRMO and approval of the Office of the President	2. The Head of HRMO signs the form for recommending approval	None	1 day	Head of HRMO (Human Resource and Management Office)
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/ requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)



4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the ICT staff	4. ICT Staff executes the grant of biometrics access	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
	4.1 ICT Staff file and keep documents and records.	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day 45 minutes	

2. REQUEST FOR BIOMETRICS ACCESS SUSPENSION

The ICT Office manages the suspension of biometric access, which is implemented when employee access restrictions are necessary or upon termination of employment.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Head of Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Biometrics Access Suspension form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for request of Biometrics Access Suspension	1. The ICT Staff issued the form to the requesting entity/requestor	None	20 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity/requestor seeks the recommending approval to the Head of HRMO and approval of	2. The Head of HRMO signs the form for recommending approval	None	1 day	Head of HRMO (Human Resource and Management Office)
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)



the Office of the President				
3. The requesting entity/requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/requestor receives feedback or result of the service rendered by the ICT staff	4. ICT Staff executes the biometrics access suspension	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
	4.1 ICT Staff file and keep documents and records.	None	50 minutes	ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day 45 minutes	

3. REQUEST FOR CCTV REVIEW AND DATA BACKUP

The ICT Office is responsible for maintaining CCTV data from cameras located in the administration building and strategic university locations. Requests for CCTV review and data backup require the recommending approval of the UEP Security Office Head and the final approval of the Office of the President. This process upholds security and privacy standards.

Office or Division	ICT Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	UEP Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for CCTV Review and Data Backup form		ICT Office		
2. External drive/ Email address		Requesting Entity/ Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for	1. The ICT Staff issues the form to the requesting entity/ requestor	None	20 minutes	ICT Staff (Office of the Information and



the request of CCTV Review and Data Backup				Communications Technology)
2. The requesting entity seeks the recommending approval of the Head of the UEP Security Office and the approval of the Office of the University President.	2. The Head of the UEP Security Office examines the request and declines or recommends the approval to the president	None	1 hour	Head of the Security (UEP Security Office)
	2.1 The Office of the President examines the request and declines or approves the request	None		University President (Office of the University President)
3. The requesting entity submits the approved request form to the ICT Office Staff and receives the requested CCTV Review and Data Backup services	3. The ICT staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/requestor receives feedback or the result of the service rendered by the ICT staff	4. The ICT staff executes the request by performing CCTV review and data backup in external drive or send it through email of the requesting entity/ requestor	None	3 days	ICT Staff (Office of the Information and Communications Technology)
	4.1 The ICT staff file and keep the documents and records.	None		ICT Staff (Office of the Information and Communications Technology)
Total		None	3 days 1 hour 25 minutes	



4. REQUEST FOR ICT SERVICES

ICT Services requests, address the technical needs of university offices and units. This includes: equipment repair, network and internet restoration, operating system and software installation, component replacement, and other essential ICT support such as data management and user assistance. These services maintain the university's ICT functionality and efficiency.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Head of Office/College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for ICT Services Form		ICT Office		
2. The unit/item of the requested office or college		Requesting Office/College		
3. Service Accomplishment Report		ICT Office		
4. Equipment Checklist/List of Equipment		ICT Office		
5. Equipment History		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Head of Office/College accomplishes the form intended for the request of ICT equipment service	1. The ICT Staff issues the form to the requesting entity/ requestor	None	20 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The Head of Office/College submits the properly accomplished Service Request form to the ICT Office	2. ICT Staff receives the properly accomplished Service Request form from the Head of Office/College	None	1 hour	ICT Staff (Office of the Information and Communications Technology)
	2.1 The ICT staff checks whether the request requires preventive /corrective maintenance or not.	None		
	2.2 The ICT staff identifies the kind of equipment to be serviced	None		



	(Computers and computer peripherals, CCTV, Network equipment and biometrics).			
	2.3 The ICT staff refers to and checks the list of equipment records of the client	None		
	2.4 If the equipment is found operational, the ICT Staff proceed with the formulation of the annual preventive maintenance schedule.	None		
	2.5 If defective, the ICT Staff implements preventive and corrective maintenance	None		
3. The Head of Office/College receives feedback or result of the service rendered by the ICT staff	3.1 ICT staff performs the requested service and fill out the ICT Service Accomplishment Report Form indicating therein the status of the service requested for monitoring purposes.	None	1 hour	ICT Staff (Office of the Information and Communications Technology)
	3.2 The ICT staff file and keeps the documents and records.	None		
Total		None	2 hours 20 minutes	



5. REQUEST FOR PRINTING OF DATA

The ICT Office provides data printing and report generation services to support the university's internal and external reporting needs.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	UEP Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Printing of Data Form		ICT Office		
2. External drive/Email address		Requesting Entity/ Requestor (for internal unit)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for the request for the printing of data	1. The ICT Office issues the form to the requesting entity/ requestor	None	20 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity/requestor seeks the recommending approval of the ICT Director and the Head of Records Office and the approval of the Office of the President	2. The ICT Director and the Head of Records Office sign the form for recommending approval	None	1 day	ICT Director (Office of the Information and Communications Technology) Head of the Records (Records Office)
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/requestor receives feedback, or the result of the service rendered by the ICT staff	4. The ICT Staff generates/prints the data being requested	None	1 day	ICT Staff (Office of the Information and Communications Technology)



	4.1 The ICT Staff file and keep documents and records.	None		ICT Staff (Office of the Information and Communications Technology)
Total		None	2 days 25 minutes	

6. REQUEST FOR THE THEATER HALL USE

The ICT Office manages the operation of the Theater Hall, ensuring the functionality of its facilities.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	Head of Office and Student Leader			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Function Hall Use form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for request for the Theater Hall use	1. The ICT Office issues the form to the requesting entity/ requestor	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.1 The ICT Staff checks the functionality of the facilities such as the ACs, chairs, tables, audio-visual equipment, lighting, and LED Wall and reports to the ICT Director the status of the facilities.	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.2 The ICT Director reports the status of the Theater Hall to the Office of the President	None	10 minutes	ICT Director (Office of the Information and Communications Technology)
2. The requesting entity/ requestor seeks the approval	2. The Office of the President signs the form for approval	None	1 day	University President (Office of the President)



of the University President				
3. The requesting entity/ requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff
4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the ICT staff	4. If the Theater Hall facilities are serviceable, they will prepare the venue for the said requested event.	None	1 hour	ICT Staff (Office of the Information and Communications Technology)
	4.1 The ICT Staff file and keep documents and records.	None		ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day 1 hour 35 minutes	

7. REQUEST FOR TRANSFER OF LOAD

Faculty Actual Teaching Loads (ATLs) must be accurately reflected in the university's central database to ensure correct system-generated reports and other connected processes.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Department Chair, Faculty Member/ Special Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Transfer of Load form		ICT Office		
2. Approved Actual Teaching Load (ATL)		Home College/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request for transfer of load	1. The ICT Office issues the form to the requesting entity/ requestor	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.1 The ICT Staff checks the Approved ATL	None	15 minutes	ICT Staff (Office of the Information and



				<i>Communications Technology)</i>
2. The requesting entity/ requestor seeks the recommending approval of the college dean and the VPAA and the approval of the Office of the President	2. The College Dean and the VPAA Sign the form for recommending approval	None	1 day	College Dean (College) VP for Academic Affairs (Office of the VP for Academic Affairs)
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/ requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the ICT staff	4. ICT Staff transfers the load for the following subject/s and professor/s specified in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	4.1 ICT Staff file and keep documents and records.	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day 30 minutes	

8. REQUEST FOR WITHDRAWAL/CANCELLATION OF ENROLMENT FOR CURRENT SEMESTER

The ICT Office maintains student records and processes transactions like permanent withdrawal or enrollment cancellation, ensuring data security and integrity.

Office or Division	ICT Office	
Classification	Simple	
Type of Transaction	G2C – Government to Citizens	
Who may avail	UEP Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request for Withdrawal/Cancellation of Enrolment for Current Semester form		ICT Office



2. Approved COR		College/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/requestor accomplishes the form intended for the request of withdrawal/ cancellation of enrollment for the Current Semester	1. The ICT Office issues the form to the requesting entity/requestor	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.1 The ICT Staff checks the approved COR	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity/requestor seeks the recommending approval of the registrar and their college dean and seeks the approval of the office of the president	2. The Office of the Registrar and the College Dean sign the form for recommending approval	None	1 day	Head of Registrar (Office of the Registrar's) College Dean College
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
4. The requesting entity/requestor receives feedback, or the result of the service rendered by the ICT staff	4. The ICT Staff marks the enrolled student withdrawn/cancelled from the system	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
	4.1 The ICT Staff file and keep documents and records.	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day 45 minutes	



9. REQUEST FOR WITHDRAWAL OF LOAD/SUBJECTS

The ICT Office maintains student records and securely processes subject withdrawals, ensuring data integrity.

Office or Division	ICT Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Withdrawal of load/subjects' form		ICT Office		
2. Approved COR		College/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request of Withdrawal of load/subjects	1. The ICT Staff issues the form to the requesting entity/ requestor	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
	1.1 The ICT Staff checks the Approved COR	None	15 minutes	ICT Staff (Office of the Information and Communications Technology)
2. The requesting entity/ requestor seeks the recommending approval of the registrar and their college dean and seeks the approval of the office of the president	2. The Office of the Registrar and the College Dean sign the form for recommending approval	None	1 day	Head of Registrar (Office of the Registrar's) College Dean College
	2.1 The Office of the President signs the form for approval	None		University President (Office of the President)
3. The requesting entity/ requestor submits the signed form to the ICT Staff	3. ICT Staff receives and verifies the entries and the signatures in the form	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)



4. The requesting entity/ requestor receives feedback or result of the service rendered by the ICT staff	4. ICT Staff executes the withdrawal of load/subjects	None	10 minutes	ICT Staff (Office of the Information and Communications Technology)
	4.1 ICT Staff file and keep documents and records.	None	5 minutes	ICT Staff (Office of the Information and Communications Technology)
Total		None	1 day and 40 minutes	



INTERNAL AUDIT SERVICES OFFICE

Internal Services



1. Audit of Disbursement Vouchers for Basic Salary, PERA, and First Salary of Newly-Hired Employees (NHE)

The Internal Audit Services Office facilitates the audit of disbursement vouchers for basic salary, PERA and first salary of newly-hired employees.

Office or Division	Internal Audit Services Office			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (1 original copy)		Accounting Office		
2. Daily Time Record / Attendance Record (1 original copy)		Human Resource Management Office		
3. Approved Appointment (1 photocopy)		Human Resource Management Office		
4. Oath of Office (1 photocopy)		Human Resource Management Office		
5. Certification of Assumption to Duty (1 photocopy)		Human Resource Management Office Office of the Chief Administrative Officer – Administrative Services Division		
6. Statement of Assets, Liabilities, and Net Worth (1 photocopy)		Administrative Services Division		
7. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	5 minutes	Admin. Asst. (IASO)
	2.1 Stamps on the top right portion of the documents "RECEIVED" indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)
3. Receives the stamped "RECEIVED" document and	3. Releases the stamped "RECEIVED" copy	None	1 minute	Admin. Asst. (IASO)



affix signature on the logbook.	of the document to the client.			
	3.1 Records the official documents received in the designated Incoming Logbook.	None	1 minute	Admin. Asst. (IASO)
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Evaluates the document/s and double checks mathematical computation of the claims and endorses the same to the IASO Staff for processing.	None	15 minutes	Internal Auditor (IASO)
4. Receiving (Client)	4. End process (Releasing)	None	1 minute	Admin. Aide (Acctg)/Client
TOTAL		None	26 minutes	

2. Audit of Disbursement Vouchers for Cash Advance for Approved Travel Orders

The Internal Audit Services Office facilitates the audit of disbursement vouchers for cash advance for approved travel orders.

Office or Division	Internal Audit Services Office	
Classification	Simple Transaction	
Type of Transaction	G2G – Government to Government	
Who may avail	UEP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher (1 original copy)		Accounting Office
2. Letter request approved by the University President (1 original copy)		Client
3. Approved Travel Order (1 original copy)		Client
4. Approved Itinerary for Travel (1 original copy)		Client



5. Certificate of No Outstanding Unliquidated Cash Advances (1 original copy)		Accounting Office		
6. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	5 minutes	Admin. Asst. (IASO)
	2.1 Stamps on the top right portion of the documents "RECEIVED" indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. Releases the stamped "RECEIVED" copy of the document to the client.	None	1 minute	Admin. Asst. (IASO)
	3.1 Records the official documents received in the designated Incoming Logbook.	None	1 minute	Admin. Asst. (IASO)
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Evaluates the document/s and double checks mathematical computation of the claims and endorses the same to the IASO Staff for processing.	None	15 minutes	Internal Auditor (IASO)
4. Receiving (Client)	4. End process (Releasing)	None	1 minute	Admin. Aide (Acctg)/Client
TOTAL		None	26 minutes	



3. Audit of Disbursement Vouchers for Maternity Leave of Absence

The Internal Audit Services Office facilitates the audit of disbursement vouchers for maternity leave of absence.

Office or Division	Internal Audit Services Office			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (1 original copy)		Accounting Office		
2. Approved Application for Leave of Absence (Maternity Leave) (1 original copy)		Human Resource Management Office		
3. Approved Maternity Leave Clearance (1 original copy)		Human Resource Management Office		
4. Medical Certificate (1 original copy)		Client		
5. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	5 minutes	Admin. Asst. (IASO)
	2.1 Stamps on the top right portion of the documents "RECEIVED" indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. Releases the stamped "RECEIVED" copy of the document to the client.	None	1 minute	Admin. Asst. (IASO)
	3.1 Records the official documents received	None	1 minute	Admin. Asst. (IASO)



	in the designated Incoming Logbook.			
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Evaluates the document/s and double checks mathematical computation of the claims and endorses the same to the IASO Staff for processing.	None	15 minutes	Internal Auditor (IASO)
4. Receiving (Client)	4. End process (Releasing)	None	1 minute	Admin. Aide (Acctg)/Client
TOTAL		None	26 minutes	

4. Audit of Disbursement Vouchers for Other Claims

The Internal Audit Services Office facilitates the audit of disbursement vouchers for other claims.

Office or Division	Internal Audit Services Office			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (1 original copy)		Accounting Office		
2. Other specific documents for claims (1 original copy)		Client		
3. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	5 minutes	Admin. Asst. (IASO)



	2.1 Stamps on the top right portion of the documents "RECEIVED" indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. Releases the stamped "RECEIVED" copy of the document to the client.	None	1 minute	Admin. Asst. (IASO)
	3.1 Records the official documents received in the designated Incoming Logbook.	None	1 minute	Admin. Asst. (IASO)
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Evaluates the document/s and double checks mathematical computation of the claims and endorses the same to the IASO Staff for processing.	None	15 minutes	Internal Auditor (IASO)
4. Receiving (Client)	4. End process (Releasing)	None	1 minute	Admin. Aide (Acctg)/Client
TOTAL		None	26 minutes	

5. Audit for Disbursement Vouchers for Payroll

The Internal Audit Services Office facilitates the audit of disbursement vouchers for payroll.

Office or Division	Internal Audit Services Office	
Classification	Simple Transaction	
Type of Transaction	G2G – Government to Government	
Who may avail	UEP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher (1 original copy)		Accounting Office



2. Payroll (1 original copy)		Human Resource Management Office Office of the Chief Administrative Officer		
3. Certification of Attendance Record Submission (1 original copy)		Administrative Services Division		
4. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	5 minutes	Admin. Asst. (IASO)
	2.1 Stamps on the top right portion of the documents "RECEIVED" indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. Releases the stamped "RECEIVED" copy of the document to the client.	None	1 minute	Admin. Asst. (IASO)
	3.1 Records the official documents received in the designated Incoming Logbook.	None	1 minute	Admin. Asst. (IASO)
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Evaluates the document/s and double checks mathematical computation of the claims and endorses the same to the IASO	None	15 minutes	Internal Auditor (IASO)



	Staff for processing.			
4. Receiving (Client)	4. End process (Releasing)	None	1 minute	Admin. Aide (Acctg)/Client
TOTAL		None	26 minutes	

6. Receipt of Special Orders, Memoranda, Communication, and others

The Internal Audit Services Office facilitates the receipt of documents submitted to the office.

Office or Division	Internal Audit Services Office			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	UEP Students, Employees, Alumni, and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Order (1 photocopy)		Records Office and other units/offices, UEP Employees, and Stakeholders		
2. Memorandum (1 photocopy)				
3. Office Order (1 photocopy)				
4. Administrative Order (1 photocopy)				
5. Other Miscellaneous (1 photocopy)				
6. Incoming Logbook		Internal Audit Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client’s Logbook.	1. Provides logbook and ushers the client to register.	None	1 minute	Admin. Asst. (IASO)
2. Client submits official document/s to the IASO Staff.	2. Receives the official document/s and checks the completeness of received official files/documents.	None	1 minute	Admin. Asst. (IASO)
	2.1 Stamps on the top right portion of the documents “RECEIVED” indicating the date, time, and signature of receiving staff.	None	1 minute	Admin. Asst. (IASO)



3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. Releases the stamped "RECEIVED" copy of the document to the client.	None	1 minute	Admin. Asst. (IASO)
	3.1 Records the official documents received in the designated Incoming Logbook.	None	1 minute	Admin. Asst. (IASO)
	3.2 Endorses the document/s to the Internal Auditor for action.	None	1 minute	Admin. Asst. (IASO)
	3.3 Acts on the document/s and endorses the same to the IASO Staff for filing.	None	5 minutes	Internal Auditor (IASO)
	3.4 Files the document/s in its designated filing area.	None	2 minutes	Admin. Asst. (IASO)
		None	1 minute	Admin. Asst. (IASO)
TOTAL		None	14 minutes	



NATIONAL SERVICE TRAINING PROGRAM

Internal Services



1. Application for Graduation / Clearance

The NSTP Office facilitates the application for graduation / clearance of NSTP Trainees in the University.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizens			
Who may avail	UEP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation/Clearance Form (UEP-NSTP-FM-008) (1 copy)		NSTP Office		
2. Incoming Logbook		NSTP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff</i> (NSTP)
2. Client submits duly filled out Application for Graduation/ Clearance to the NSTP Office Staff.	2. The NSTP Office Staff receives the Application Form and checks the completeness of the same.	None	1 minute	<i>NSTP Staff</i> (NSTP)
	2.1. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	<i>NSTP Staff</i> (NSTP)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	2 minutes	<i>NSTP Staff</i> (NSTP)
	3.1. The NSTP Staff records the	None	1 minute	<i>NSTP Staff</i> (NSTP)



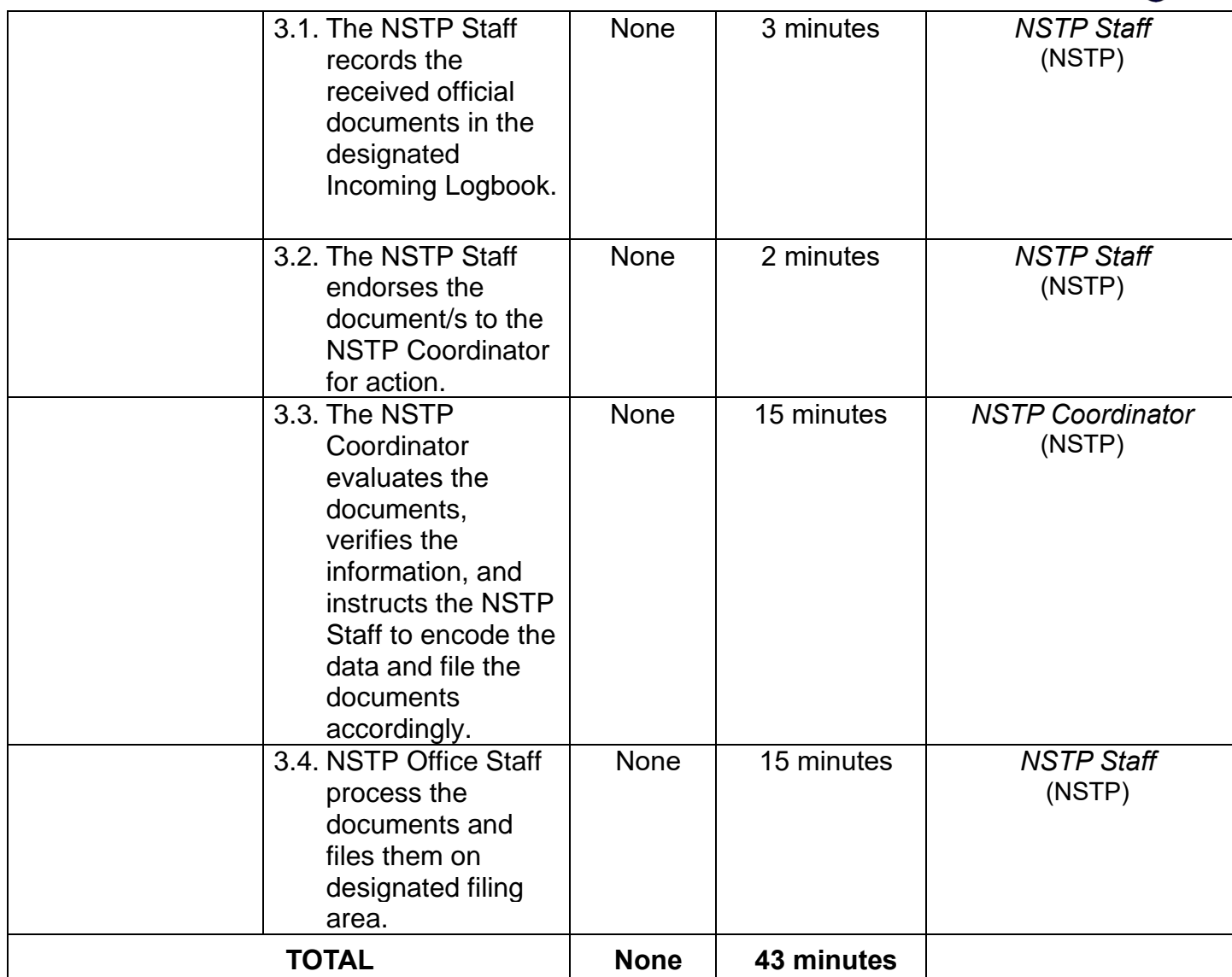
	received official documents in the designated Incoming Logbook.			
	3.2. The NSTP Staff verifies all information indicated on the application and endorses the document/s to the NSTP Coordinator for approval.	None	15 minutes	<i>NSTP Staff</i> (NSTP)
	3.3. The NSTP Coordinator counterchecks the information, approves the application and instructs the NSTP Staff to inform the Client and file the documents accordingly.	None	5 minutes	<i>NSTP Coordinator</i> (NSTP)
4. Client receives feedback from the NSTP Staff.	4. The NSTP Staff informs the Client of the action on his/her application.	None	3 minutes	<i>NSTP Staff</i> (NSTP)
	4.1. NSTP Office Staff files the documents on designated filing area.	None	5 minutes	<i>NSTP Staff</i> (NSTP)
TOTAL		None	34 minutes	



2. Registration of NSTP Trainees

The NSTP Office facilitates the registration of NSTP Trainees in the University.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizens			
Who may avail	UEP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Registration Form (UEP-NSTP-FM-001) (1 copy)		College he/she Enrolled		
2. Valid ID		Student		
3. Certificate of Registration (1 copy)		Registrar's Office		
4. Incoming Logbook		National Service Training Program Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff</i> (NSTP)
2. Client submits Student Registration Form and other documents to the NSTP Office Staff.	2. The NSTP Office Staff receives the duly-accomplished Student Registration Form and other documents and checks the completeness of the same.	None	3 minutes	<i>NSTP Staff</i> (NSTP)
	2.1. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	3 minutes	<i>NSTP Staff</i> (NSTP)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	1 minute	<i>NSTP Staff</i> (NSTP)



The NSTP Office facilitates the issuance of Serial Numbers of NSTP students.

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3. Certificate of Registration (1 photocopy)		Registrar's Office		
4. Incoming Logbook		NSTP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff</i> (NSTP)
2. Client submits request form with complete documents to the NSTP Office Staff.	2. The NSTP Office Staff receives the request and document/s and checks the completeness of files/documents.	None	1 minute	<i>NSTP Staff</i> (NSTP)
	2.1. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	2 minutes	<i>NSTP Staff</i> (NSTP)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	1 minute	<i>NSTP Staff</i> (NSTP)
	3.1. The NSTP Staff records the received official documents in the designated Incoming Logbook.	None	1 minute	<i>NSTP Staff</i> (NSTP)
	3.2. The NSTP Staff endorses the document/s to the NSTP Coordinator for action.	None	1 minute	<i>NSTP Staff</i> (NSTP)
	3.3. The NSTP Coordinator evaluates the documents, verifies the information, and assigns	None	5 minutes	<i>NSTP Coordinator</i> (NSTP)



	appropriate serial number to students.			
	3.4. The NSTP Coordinator prepares certificate containing serial number.	None	15 minutes	<i>NSTP Coordinator (NSTP)</i>
4. Client claims the certificate containing the assigned serial number.	4. NSTP Office Staff Issues Certificate to students containing serial number.	None	3 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	30 minutes	

4. Request for NSTP Certification

The NSTP Office facilitates the processing of request for NSTP Certification.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UEP Students, UEP Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of NSTP Documents Form (UEP-NSTP-FM-006) (1 copy)		Client		
2. Valid ID		Client		
3. Authorization Letter and Valid ID of Representative (1 photocopy)		Client		
4. Incoming Logbook		National Service Training Program Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff (NSTP)</i>
2. Client submits official document/s to	2. The NSTP Office Staff receives the official document/s	None	1 minute	<i>NSTP Staff (NSTP)</i>



the NSTP Office Staff.	and checks the completeness of received official files/documents.			
	2.1. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	<i>NSTP Staff (NSTP)</i>
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
	3.1. The NSTP Staff records the received official documents in the designated Incoming Logbook.	None	1 minutes	<i>NSTP Staff (NSTP)</i>
	3.2. The NSTP Staff endorses the document/s to the NSTP Coordinator for action.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
	3.3. The NSTP Coordinator evaluates the documents and endorses the same to the NSTP Staff for retrieval of records of the Client.	None	15 minutes	<i>NSTP Coordinator (NSTP)</i>
	3.4. NSTP Staff retrieves records from file and prepares certificate.	None	5 minutes	<i>NSTP Staff (NSTP)</i>
	3.5. The NSTP Staff endorses the certificate and records to the NSTP Coordinator for counterchecking and signature.	None	3 minutes	<i>NSTP Staff (NSTP)</i>



	<p>3.6. ROTC Commandant or NSTP Coordinator checks and signs the certificate and endorses the same to the NSTP Staff for release.</p> <p>Records are also endorsed back for filing.</p>	None	5 minutes	<p><i>NSTP Coordinator (NSTP)</i></p> <p><i>ROTC Commandant (ROTC)</i></p>
4. Client receives Certificate from NSTP Staff.	4. NSTP Staff releases the Certificate to Client.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
	4.1 The NSTP Staff files the document/s back in its designated filing area.	None	3 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	41 minutes	



Office of Student Affairs

External Services



1. New Normal/Adjunct Process

Office or Division	University Guidance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Referral Form (if client is referred)		University Guidance Office (E-copy)		
1 Copy Call Slip				
1 Copy Individual Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A concerned faculty or person who wish to refer a student for virtual counseling visits the UEP main Helpdesk FB pages office to get the referral form.	1. The referring faculty or person fills out the referral form which will be emailed by the University Guidance Personnel.	None	15 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
2. The referring faculty or person sends the filled-out to UEP main helpdesk FB pages messenger.	2. The referring faculty or person fills out the referral form which will be emailed by the University Guidance Personnel.	None	5 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
3. The student/client being referred receives a call slip	3. Gives the referral form the Guidance Services Coordinator/Univer sity Guidance Head or any Guidance Personnel for assessment of urgency of referral.	None	10 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
4. The student will just to have to wait for the call of	4. A call slip is issued to student/client being referred for	None	45 Minutes	<ul style="list-style-type: none">College Guidance



the Guidance Services Coordinator or Head of the University Guidance Office for the start of the counseling session.	counseling indicating the time and day date of the counseling session.			Services Coordinator <ul style="list-style-type: none"> Head of University Guidance Office
5. The student attends the online counseling session as scheduled	5. The said student/client is oriented on the process of counseling and informs the faculty or adviser about the status of the student referred for counseling.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
6. The student will undergo a series of counseling sessions until such time that his/her case is terminated	6. Starts of counseling session	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
7. The referred student will be ask to visit the office for a follow up after the termination of the case.	7. After the counseling. student/client is requested to make a brief visits to the office and find time to share.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
Total		None	2 hours and 35 minutes	

REMARKS: The referred student/client will undergo and online counseling session. The duration of the session is dependent on the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office.

2. Request for Counselling Session (Walk-In)

Office or Division	University Guidance Office
Classification	Simple
Type of Transaction	G2C – Government to Citizens



Who may avail		External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Counseling Log Sheet		University Guidance Office		
1 Intake Interview Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A student/client who wishes to avail of the service visits the College/University Guidance Office.	1. The counselee feels out the intake interview form for counselee	None	15 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
2. The student/client gives the filled-out intake interview form through the College Guidance Services Coordinator or Head the University Guidance Office or any Guidance Office Personnel	2. The Student/Client visits the office based on the schedule of counseling session	None	5 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
3. The Student/Client visits the office based on the schedule of counseling session	3. The Student/Client is oriented on the process of counseling and is requested to sign the consent form if he/she agrees to be counseled	None	10 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
4. The Student/Client regularly visits College/University Guidance Office for counseling session	4. Start of counseling session	None	30 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
5. The Student/Client continues to attend counseling session until such	5. Student/Client will be evaluated and informed and his/her progress and if the said	None	30 Minutes	<ul style="list-style-type: none">College Guidance Services Coordinator



time that his/her case is terminated	client meets the target goal will now be subject for terminations of the case.			<ul style="list-style-type: none"> Head of University Guidance Office
6. The referred Student/Client will be ask to visit the office for follow up after the termination of the case	6. The Student/Client will be evaluated of his/her progress after the termination of the case Total	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
Total		None	2 hours	

REMARKS: The Client will undergo counseling session. The duration of the session is dependent of the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office.

3. Request for Performance

The cultural component of the University is handled by the Office of the Director for Cultural Affairs. Under the office is the University Performing Arts Organization, a pool of talented students in the fields of dance, music, visual arts and theater. To ensure the smooth processing of responding the request for performances in the university-based activities and/or invitations outside the campus, the process is described below.

Office or Division	University Cultural Affairs Office (UCAO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internal Performance Request Form (1 original copy)		University Cultural Affairs Office (UCAO)		
2. External Performance Request Form (1 original copy)		University Cultural Affairs Office (UCAO)		
3. Performance Evaluation Form (1 original copy)		University Cultural Affairs Office (UCAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out the internal or external request form and submit to UCAO)	1. Receive the accomplished internal or external request form	None	10 minutes	Director, University Cultural Affairs Staff, University Cultural Affairs Office



				<i>Representative of the requested organization, college, or agency</i>
	1.1. Check the form entry and its conditions	None	3 days	<i>Director, University Cultural Affairs</i>
	1.2. Conduct meetings of the concerned cultural arts group with regards to the request			<i>UPAO officers/ Cultural Arts Group Coordinator</i>
<i>(Issuance of the slip)</i> 2. Receive the approval slip	2. Release copy of approved slip for the internal or external request through the office	None	5 minutes	<i>Director, University Cultural Affairs</i>
3. Fill-out the performance evaluation form	3.1 Distribute the performance evaluation form to the requesting party.	None	10 minutes	<i>Director, University Cultural Affairs Staff, University Cultural Affairs Office</i>
	3.2 Receive the accomplished evaluation form from the requesting party			<i>Representative of the requested organization, college, or agency</i>
Total		None	3 days 25 minutes	

4. Testing Services

Testing serves all students entering the University from pre-school to college. The unit do the screening of students who would want to enter to the University in all levels and determining the student's ability or readiness to pursue a certain grade level or course.

Office or Division	Office of Student Affairs - University Testing Center
Classification	Complex
Type of Transaction	G2C – Government to Citizens
Who may avail	External Stakeholders



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Examination 2. 2 pcs 1 x 1 ID picture 3. 2 pcs pencils		Accomplished by applicant: University Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Accomplished Application Form or List of Qualified Examinees.	1. Receive accomplished application form for examination for Colleges and Senior High School. For Nursing and Education: The list of qualified examinees will be received from the Guidance Coordinator of the College of Nursing and Education. For Junior High School and Grade 1: The list of examinees will be received from the Guidance Counselor of Juniors HS and Grade School.	None	5 mins	UTC Clerk Students/Client
	1.1. Completeness of the accomplished document will be checked.			
	1.2. Scheduling Examination and venue for the exam Inform respective Colleges concerned and Students/Clients for the schedule and venue. Examinees will secure examination permit in order for them to take the exam.	none	3 mins	UTC Clerk Students/Client



	<p>1.3. Examinations are administered on time.</p> <p>Standardized Tests are used in the examination administered the by Psychometrician</p>	None	2 hours (time depends on the type of examination)	UTC Psychometrician
	<p>1.4. Checking, Recording and Encoding</p> <p>Answer sheets are manually checked and interpreted by UTC Psychometricians.</p> <p>The results are prepared in the clients' Examination Result Form and encoded in the computer</p>	None	30 mins (time depends on the type of examination)	UTC Psychometricians
2. Release of Results	2. The examination results are released to the clients according to their released date schedule	None	5 minutes	UTC Personnel Guidance Counselors for HS, UEPLES, and UEPLHS
Total		None	2 hours 43 mins	



Office of Student Affairs Internal Services



1. Accreditation and Re-accreditation of Campus Student Organization

The purpose of this procedure is to ensure smooth processing of application for operation or renewal of operation of the student organizations.

Office or Division	Office of Student Affairs				
Classification	Simple				
Type of Transaction	G2C – Government to Citizens				
Who may avail	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Acknowledgement Receipt (2 photocopy)			Office of Student Affairs		
2. Set of Application for Operation (3 original copies)/Renewal of Operation (3 original copies)			Office of Student Affairs		
3. Bound copy of documents for Operation/Renewal of Organization (3 original copies)			Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submission of requirements.	1. Receives the requirements submitted by the student organization.	none	20 minutes	OSA Staff	
	1.1 Check the completeness of documents.	none	25 minutes	OSA Dean CUSOA member	
	1.2 Verifies/evaluates the documents through a meeting with the CUSOA.	none	1 day	OSA Dean CUSOA member	
	1.3 Deliberation as to the approval to operate and renew a certain student organization.	None	2 hours	OSA Dean CUSOA members	
	1.4 Signing of the application form to indicate that application has been approved	None	1 hour	OSA Dean CUSOA members	



2. Received notification of the approval of the organization.	2. Notify the organization with regards to the approval of the application	None	20 minutes	Office Staff CUSOA
TOTAL		None	1 Day 4 hours 5 minutes	

2. Availment of Insurance Benefit Procedures

The purpose of this procedure is to facilitate the processing of claims for insurance benefits.

Office or Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Claim for insurance benefit form 		Office of Student Affairs		
<ul style="list-style-type: none"> Endorsement for claim for insurance benefit form 		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for claim	1. Receiving documents	None	30 minutes	Insured/Requestor on behalf of the insured
	1.1. Checking requirements as to veracity and completeness	None	20 minutes	Insurance In-Charge
	1.2. Presenting endorsement and requirements to insurance Agent	None	15 minutes	Insurance In-Charge, OSA Insurance Agent
	1.3. Giving feedback of insurance	None	(Time freeze)	Insurance Company



	company through insurance agent			
	1.4. Receive feedback on status from insurance company	None		Insurance Company
	1.5. Informing the claimant/ beneficiary	None	15 minutes	Insurance Agent Insurance In-Charge, OSA Claimant/ Beneficiary
2. Release of benefit	2. Informing the claimant/ beneficiary	None	15 minutes	Insurance Agent Insurance In-Charge, OSA Claimant/ Beneficiary
TOTAL		None	2 hours and 5 minutes	

3. Issuance of Certification of No-Scholarship

The purpose of this procedure is to ensure smooth issuance of certification.

Office or Division	Office of Student Affairs - Scholarship			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholarship Application Form (1 original copy)		Scholarship Unit		
2. Certificate of Registration (1 Authenticated copy)		Department Chair/Registrar		
3. Certificate of Indigency (1 original copy)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished scholarship form together with the documentary requirements	1. Accept the form and documentary requirements. Check the completeness of documents.	None	2 minutes	Office staff (OSA Scholarship)



	1.1. Check the completeness of documents	None	3 minutes	Office Staff (OSA Scholarship)
	1.1. Prepare the requested certificate			Unit Head (OSA Scholarship)
2. Receive the Certification	2. Sign and release the certification	None	5 minutes	Unit Head (OSA Scholarship)
Total		None	10 minutes	

4. New Normal/Adjunct Process

Office or Division	University Guidance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Students, UEP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Referral Form (if client is referred)		University Guidance Office (E-copy)		
1 Copy Call Slip				
1 Copy Individual Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A concerned faculty or person who wish to refer a student for virtual counseling visits the UEP main Helpdesk FB pages office to get the referral form.	1. The referring faculty or person fills out the referral form which will be emailed by the University Guidance Personnel.	None	15 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
2. The referring faculty or person sends the filled-out to UEP main helpdesk FB pages messenger.	2. The referring faculty or person fills out the referral form which will be emailed by the University	None	5 Minutes	<ul style="list-style-type: none">College Guidance Services Coordinator



	Guidance Personnel.			<ul style="list-style-type: none"> Head of University Guidance Office
3. The student/client being referred receives a call slip	3. Gives the referral form the Guidance Services Coordinator/University Guidance Head or any Guidance Personnel for assessment of urgency of referral.	None	10 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
4. The student will just to have to wait for the call of the Guidance Services Coordinator or Head of the University Guidance Office for the start of the counseling session.	4. A call slip is issued to student/client being referred for counseling indicating the time and day date of the counseling session.	None	45 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
5. The student attends the online counseling session as scheduled	5. The said student/client is oriented on the process of counseling and informs the faculty or adviser about the status of the student referred for counseling.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
6. The student will undergo a series of counseling sessions until such time that his/her case is terminated	6. Starts of counseling session	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
7. The referred student will be ask to visit the office for a follow up	7. After the counseling. student/client is requested to make	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator



after the termination of the case.	a brief visits to the office and find time to share.			<ul style="list-style-type: none"> Head of University Guidance Office
Total		None	2 hours and 35 minutes	

REMARKS: The referred student/client will undergo and online counseling session. The duration of the session is dependent on the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office.

5. Request for Counselling Session (Referred)

The Counselling service is one of the basic services of the University Guidance Office. The counselling services are available through referral or walk-in. Its major goal is to help counselee become the person he/she is capable of becoming. The counselor simply facilitates the counselee in knowing how to face his/her difficulty.

Office or Division	University Guidance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Copy Referral Form (if client is referred)		University Guidance Office		
1 Copy Call Slip				
1 Copy Individual Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty or Adviser conducts an interview with his/her student/client after which the faculty or adviser secures a referral form from the University Guidance Office.	1. Referring faculty or adviser fills out the referral form available at the College/University Guidance Office	None	15 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
2. If the problem is serious, the faculty or adviser will refer the student to the	2. After the referral, student/client will later on be invited to the Guidance Office	None	5 Minutes	<ul style="list-style-type: none">College Guidance Services Coordinator



College Guidance Services Coordinator or the University Guidance Head as the case may be. However, if the situation is manageable the faculty or adviser may resort to a casual conversation or advising.				<ul style="list-style-type: none"> Head of University Guidance Office
3. Referring faculty or adviser gives the filled-out form to College Guidance Services Coordinator or Head of the University Guidance Office.	3. Gives the referral form the Guidance Services Coordinator/University Guidance Head or any Guidance Personnel for assessment of urgency of referral.	None	5 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
4. The student being referred receives a call slip indicating the counselling schedule.	4. A call slip is issued to student/client being referred for counseling indicating the time and day date of the counseling session.	None	10 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
5. The student/client being referred to visits the office based on the schedule of the counseling session earlier set by the College Guidance.	5. The said student/client is oriented on the process of counseling and informs the faculty or adviser about the status of the student referred for counseling.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
6. The Guidance Services Coordinator or University Guidance Head leads the student/client to know what the	6. Starts of counseling session	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office



problem is, defines its kind and nature. This is the point where the Guidance Services Coordinator or University Guidance Head initiates a session for the client to open up himself, unload his burden and ventilate his problem.				
7. This student/client continues to attend session until such time when the counselee feels certain and sure of a workable solutions	7. After the counseling. student/client is requested to make a brief visit to the office and find time to share.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
8. The said student/client is asked to regularly visit the office for follow up session after the termination of the case	8. Here relation of openness and confidence is created for the student/client to relate with trust.	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
Total		None	2 hours 35 minutes	

REMARKS: The referred client will undergo counseling session. The duration of the session is dependent on the case as evaluated by the College Guidance Services Coordinator or Head of the University Guidance Office.

6. Request for Counselling Session (Walk-In)

Office or Division	University Guidance Office
Classification	Simple
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may avail	UEP Employees and Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Counseling Log Sheet		University Guidance Office		
1 Intake Interview Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A student/client who wishes to avail of the service visits the College/University Guidance Office.	1. The counselee feels out the intake interview form for counselee	None	15 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
2. The student/client gives the filled-out intake interview form through the College Guidance Services Coordinator or Head the University Guidance Office or any Guidance Office Personnel	2. The Student/Client visits the office based on the schedule of counseling session	None	5 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
3. The Student/Client visits the office based on the schedule of counseling session	3. The Student/Client is oriented on the process of counseling and is requested to sign the consent form if he/she agrees to be counseled	None	10 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
4. The Student/Client regularly visits College/University Guidance Office for counseling session	4. Start of counseling session	None	30 Minutes	<ul style="list-style-type: none">College Guidance Services CoordinatorHead of University Guidance Office
5. The Student/Client continues to attend counseling session until such time that his/her case is terminated	5. Student/Client will be evaluated and informed and his/her progress and if the said client meets the target goal will now	None	30 Minutes	<ul style="list-style-type: none">College Guidance Services Coordinator



	be subject for terminations of the case.			<ul style="list-style-type: none"> Head of University Guidance Office
6. The referred Student/Client will be ask to visit the office for follow up after the termination of the case	6. The Student/Client will be evaluated of his/her progress after the termination of the case Total	None	30 Minutes	<ul style="list-style-type: none"> College Guidance Services Coordinator Head of University Guidance Office
Total		None	2 hours	

REMARKS: The Client will undergo counseling session. The duration of the session is dependent of the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office.

7. Request for Performance

The cultural component of the University is handled by the Office of the Director for Cultural Affairs. Under the office is the University Performing Arts Organization, a pool of talented students in the fields of dance, music, visual arts and theater. To ensure the smooth processing of responding the request for performances in the university-based activities and/or invitations outside the campus, the process is described below.

Office or Division	University Cultural Affairs Office (UCAO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UEP Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Internal Performance Request Form (1 original copy)		University Cultural Affairs Office (UCAO)		
2. External Performance Request Form (1 original copy)		University Cultural Affairs Office (UCAO)		
3. Performance Evaluation Form (1 original copy)		University Cultural Affairs Office (UCAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out the internal or external request form and submit to UCAO)	1. Receive the accomplished internal or external request form	None	10 minutes	Director, University Cultural Affairs Staff, University Cultural Affairs Office



				<i>Representative of the requested organization, college, or agency</i>
	1.1. Check the form entry and its conditions	None	3 days	<i>Director, University Cultural Affairs</i>
	1.2. Conduct meetings of the concerned cultural arts group with regards to the request			<i>UPAO officers/ Cultural Arts Group Coordinator</i>
<i>(Issuance of the slip)</i> 2. Receive the approval slip	2. Release copy of approved slip for the internal or external request through the office	None	5 minutes	<i>Director, University Cultural Affairs</i>
3. Fill-out the performance evaluation form	3.1 Distribute the performance evaluation form to the requesting party.	None	10 minutes	<i>Director, University Cultural Affairs Staff, University Cultural Affairs Office</i>
	3.2 Receive the accomplished evaluation form from the requesting party			<i>Representative of the requested organization, college, or agency</i>
Total		None	3 days 25 minutes	



University Publication and Media Affairs Office

Internal Services



1. University Publication and Coverage Services

The UEPDates, the official publication of the university is issued to the different units/offices in a monthly basis. Documentation/Coverage Services are rendered to the requesting party within the UEP System.

Office or Division	University Publication and Media Affairs Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEP Administration, Faculty, Non-Teaching Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UPMAO Request Form (UEP-PMAO-FM-001)		University Publication and Media Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party fills out and submit the Request Form with complete details for coverage and/or documentation of activity to UPMAO.	1. Accepts and check the completeness and accuracy of the form submitted by the requesting party.	None	3 minutes	UPMAO Staff (University Publication and Media Affairs Office)
	1.1. Endorse the request form to the office head.	None	3 minutes	UPMAO Staff (University Publication and Media Affairs Office)
	1.2. Evaluate and approve/disapprove the request for documentation/coverage service based on the set of criteria for the evaluation of the request.	None	10 minutes	UPMAO Director (University Publication and Media Affairs Office)



2. The requesting party receives the result of the request for documentation.	2. Inform the requesting party on the results of the request for documentation.	None	2 minutes	UPMAO Staff (<i>University Publication and Media Affairs Office</i>)
Total		None	18 minutes	



**OFFICE OF THE VICE PRESIDENT
FOR ACADEMIC AFFAIRS**

Internal Services



1. REQUEST FOR CURRICULUM REVIEW/OFFERING

To facilitate the review or offering of a curricular program or curricular enhancement by the Oversight Committee on Curricular Offerings and Revisions (OCCOR).

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)			
Classification	Complex Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for Request for Curricular Revision/Offering		Office of the Vice President for Academic Affairs		
2. Matrix on the Proposed Curriculum in Comparison with the Commission on Higher Education Policies, Standards and Guidelines		Office of the Vice President for Academic Affairs		
3. Form for Program of Study		Office of the Vice President for Academic Affairs		
4. Form for Course Descriptions		Office of the Vice President for Academic Affairs		
5. Form for Curriculum Checklist		Office of the Vice President for Academic Affairs		
6. Minutes of the deliberation/consultation revision of the curriculum in the college/department levels		Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College submits letter request for curricular offering/review with the required attachments.	1. Check, receive, and stamps the letter request "received".	None	3 minutes	OVPAAs Staff (Office of the Vice President for Academic Affairs)
2. College receives copy of the letter request stamped "Received" by the OVPAAs and affix signature in the logbook upon receipt of the document.	2.1 OVPAAs staff releases a copy of the received letter request to the client.	None	1 minute	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	2.2 OVPAAs staff endorses the letter request to the VPAA for perusal.	None	1 minute	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	2.3 VPAA peruses documents.	None	5 minutes	VP for Academic Affairs (Office of the Vice President for Academic Affairs)



	2.2 VPAA routes the document to the University Registrar as OCCO secretary for calendar of OCCOR meeting.	None	1 minute	VP for Academic Affairs (Office of the Vice President for Academic Affairs)
	2.3 OVPAA forwards the documents to the University Registrar.	None	2 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
	2.4 OUR staff checks, receives, and stamps the routed documents "Received".	None	3 minutes	OUR Staff
	2.5 OUR staff endorses the documents received to the University Registrar for perusal.	None	3 minutes	OUR Staff
	2.6 The University Registrar schedules the OCCOR meeting and prepares notice of meeting.	None	15 minutes	University Registrar (Office of the Registrar)
	2.7 OUR staff distributes copies of the notice of meetings to attendees.	None	30 minutes	OUR Staff
	(Time freeze)			
	2.8 OVPAA presides and facilitates the OCCOR meeting	None	4 hours	OVPAA OCCOR Members Invited stakeholders
	2.9 OCCOR Secretary consolidates suggestions and prepares the minutes of the meeting.	None	30 minutes	University Registrar (Office of the Registrar)
	2.10 OCCOR Secretary forwards the Minutes of the	None	2 minutes	OUR Staff



	Meeting to the OVPAA for approval.			
	2.11 OVPAA staff checks, receives, and stamps the documents "received".	None	3 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
	2.12 VPAA approves the minutes of the meeting including the suggestions.	None	1 minute	VP for Academic Affairs (Office of the Vice President for Academic Affairs)
	2.13 OVPAA Staff forward documents to the College Secretary.	None	2 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
3. The college receives consolidated suggestions and minutes of the OCCOR meeting.	3.1 The College Secretary receives documents.	None	1 minute	College Secretary
	3.2 The College Secretary forwards documents to the Department Chair.	None	1 minute	Department Chair concerned
	3.3 Department Chair receives documents.	None	1 minute	Department Chair concerned
	3.4 Department Chair complies with suggestions.	None	3 days	Department Chair concerned
4. College submits the revised curriculum to the OVPAA.	4.1 OVPAA Staff receives revised curriculum.	None	3 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
	4.2 OVPAA Staff endorsed revised curriculum to the VPAA.	None	1 minute	OVPAA Staff (Office of the Vice President for Academic Affairs)
	VPAA reviews revision.	None	30 minutes	VPAA (Office of the Vice President for Academic Affairs)
	4.3 OVPAA submits the Revised Curriculum to the Office of the President (OP).	None	3 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
	4.5 OP staff receives documents.	None	3 minutes	OP Staff (Office of the University President)



	4.6 OP staff forwards the documents to the President for perusal.	None	1 minute	OP Staff (Office of the University President)
	4.7 University President routers the documents to the Secretary, Academic Council, for inclusion in the calendar of agenda for Academic Council meeting, either face-to-face or referendum.	None	1 minutes	University President (Office of the University President)
	4.8 OP forwards the routed documents to the Office of the University Registrar as Secretary, Academic Council.	None	1 minute	OP Staff (Office of the University President)
	4.9 OUR staff receives routed documents.	None	1 minute	OUR Staff
	4.10 OUR staff forwards documents to the University Registrar.	None	1 minute	OUR Staff
	4.11 University Registrar calendars the review for Academic Council meeting.	None	5 minutes	University Registrar (Office of the Registrar)
	(Time freeze)			
	4.12 The Academic Council approves the curriculum.	None	5 hours	Academic Council
	4.13 University Registrar consolidates Academic Council suggestion and minutes of meeting.	None	1 hour	University Registrar (Office of the Registrar)



	4.14 University Registrar forwards documents and the minutes of meeting to the President to request for Board of Regents meeting inclusion.	None	2 minutes	University Registrar (Office of the Registrar)
	4.15 OP Staff receive documents.	None	1 minute	OP Staff (Office of the University President)
	4.16 OP Staff forwards documents to the University President for perusal.	None	1 minute	OP Staff (Office of the University President)
	4.17 University President peruses documents and routes documents to the Board Secretary for inclusion in the agenda of the Board of Regents Meeting.	None	5 minutes	University President (Office of the University President)
	4.18 Board Secretary prepares documents as included in the agenda of the BOR meeting.	None	1 day	Board Secretary
	(Time freeze)			
	4.19 Board of Regents approve curriculum revisions/offering.	None	1 day	Board of Regents
	4.20 The Board Secretary prepares excerpt of the minutes of the meeting relevant to the approval of the curriculum revisions/offering.	None	10 minutes	Board Secretary
	4.21 Board Secretary forwards excerpt of	None	2 minutes	Board Secretary



	the minutes of meeting to the OVPA.			
	4.22 OVPA Staff receive documents.	None	1 minute	OVPA Staff (Office of the Vice President for Academic Affairs)
	4.23 OVPA Staff forward documents to the VPAA for perusal.	None	1 minute	OVPA Staff (Office of the Vice President for Academic Affairs)
	4.24 VPAA peruse documents and routers the same as the College for implementation.	None	5 minutes	VP for Academic Affairs (Office of the Vice President for Academic Affairs)
5. College receives documents for the review of the curriculum.	5.1 The college secretary receives documents.	None	1 minute	College secretary
	5.2 The college secretary forwards documents to the Department Chair.	None	1 minute	College secretary
Total		None	5 days 13 hours 5 minutes	

2. REQUEST FOR OFFERING OF SUBJECT

To facilitate the request to offer subjects, which are not regularly offered in a given semester.

Office or Division	Office of the Vice President for Academic Affairs (OVPA)			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	Students/College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 Original copy)		Applicant		
2. Evaluation of grades		Department Chair/Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students/College submit letter requests for	1. Check, receive, and stamps the letter request "Received".	None	3 minutes	OVPA Staff



offering of subject with the required attachments.				(Office of the Vice President for Academic Affairs)
2. Student/College receives copy of the letter request stamped "Received" by the OVPAA and affix signature in the logbook upon receipt of the document.	2.1 OVPAA staff releases a copy of the received letter request to the client.	None	2 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
	2.2 OVPAA staff endorsed the letter request to the VPAA for perusal.	None	1 minute	OVPAA Staff (Office of the Vice President for Academic Affairs)
	2.3 VPAA peruses and signs documents for recommending approval or prepares justification letter.	None	10 minutes	VPAA (Office of the Vice President for Academic Affairs)
	2.4 OVPAA endorses the request to the Office of the President (OP)	None	5 minutes	VPAA (Office of the Vice President for Academic Affairs)
	2.5 Office of the President (OP) Staff checks, receives and stamps the letter request "Received".	None	5 minutes	OP Staff (Office of the University President)
	2.6 Review and approve/disapprove request.	None	15 minutes	University President (Office of the University President)
	2.7 Return the approved/disapproved request to OVPAA	None	5 minutes	OP Staff (Office of the University President)
3. Students receive approved requests through the College.	3.1 Receive and release the requested document to Student/College	None	2 minutes	OVPAA Staff (Office of the Vice President for Academic Affairs)
Total		None	48 minutes	

3. REQUEST FOR OUTSOURCING OF LECTURERS

To facilitate the request for the hiring of lecturers to teach in a given semester.



Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for outsourcing of Lecturers		College		
2. Summary of Teaching Assignment of Regular Faculty Members		College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/ Campus submits Request for Outsourcing and Summary of Faculty Teaching Assignment.	1.1 OVPAAs Staff checks, receives, and stamps the Request for Outsourcing and Summary of Faculty Teaching Assignment as "Received".	None	3 minutes	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	1.2 OVPAAs Staff endorses the received documents to the VPAA for evaluation.	None	1 minute	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	1.3 VPAA evaluates submitted documents.	None	10 minutes	VPAA (Office of the Vice President for Academic Affairs)
	1.4 Technical Staff of the OVPAAs consolidates the requests from different colleges/ campuses.	None	1 day	Technical Staff, OVPAAs (Office of the Vice President for Academic Affairs)
	1.5 VPAA writes recommendation letter to hire Lecturers to the University President.	None	5 minutes	VPAA (Office of the Vice President for Academic Affairs)
	1.6 OP Staff check, receive, and stamps the recommendation letter to hire the	None	1 minute	OP Staff (Office of the University President)



	Lecturers received.			
	1.7 University President peruses and approves request for outsourcing of lecturers.	None	10 minutes	University President (Office of the University President)
	1.8 OP forwards approved request to the OVPAA.	None	1 minute	OP Staff (Office of the University President)
	1.9 OVPAA Staff receives approved request.	None	1 minute	OVPAA staff (Office of the Vice President for Academic Affairs)
2. College/ Campus receives the approved request.	1.10 OVPAA staff forwards approved request to the VPAA.	None	1 minute	OVPAA staff (Office of the Vice President for Academic Affairs)
	2.1 VPAA routers approved requests to the College/ Campus.	None	1 minute	VPAA (Office of the Vice President for Academic Affairs)
	2.2 The college/ campus secretary receives the approved request.	None	1 minute	College/campus secretary
Total		None	1 day 28 minutes	



4. REQUEST FOR RECOMMENDATION OF DOCUMENTS FOR SIPP AND LOCAL OFF-CAMPUS ACTIVITIES

To facilitate the submission of documents pertinent to the Student Internship of the Philippines Program (SIPP) and Local Off-Campus Activities

Office or Division	Office of the Vice President for Academic Affairs (OVPAAs)			
Classification	Simple Transaction			
Type of Transaction	G2G – Government to Government			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit for Waiver and Consent		OVPAAs		
2. Itinerary and Budget Requirements Template		OVPAAs		
3. Processing Sheet for CMO No. 63		OVPAAs		
4. Processing Sheet for CMO No. 104		OVPAAs		
5. Memorandum of Agreement		OVPAAs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/Campus submits documents on the SIPP and Local Off-Campus Activities for recommendation.	1.1 Check, receive, and stamp the documents as "Received".	None	2 minutes	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	1.2 Check the accuracy and completeness of the documents. If incomplete, inform the lacking/ inaccurate documents to the College.	None	30 minutes	OVPAAs Staff (Office of the Vice President for Academic Affairs)
	1.3 If complete, VPAA recommends documents. Endorse to OP for approval.	None	5 minutes	VPAA (Office of the Vice President for Academic Affairs)
	1.4 Check, receive, and stamps the documents as "Received".	None	2 minute	OP Staff (Office of the University President)
	1.5 University President approve/ disapprove documents.	None	10 minutes	University President (Office of the University President)



	1.6 Return to OVPAA the approved/ disapproved documents	None	5 minutes	OP Staff (Office of the University President)
2. College/ campus receives documents.	2.1 OVPAA receives the document and releases the documents to the College/Campus.	None	1 minute	OP staff (Office of the Vice President for Academic Affairs)
	2.2 The college secretary receives SIPP/LOCA documents.	None	2 minutes	College/Campus secretary
Total		None	52 minutes	



COLLEGE OF AGRICULTURE, FISHERIES, AND NATURAL RESOURCES

External Services



1. Request for Letter of Recommendation for Job Employment

This letter typically supports applications attesting to the student's or alumni academic performance, character, and abilities.

Office or Division	College of Agriculture, Fisheries, and Natural Resources			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens			
Who may Avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Accomplished Request Form		Office of the Registrar College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter either through email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.1 Referral of the request to the concerned Department Chairperson or/ program coordinator to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Agriculture, Fisheries, and Natural Resources)
	1.2 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (College of Agriculture, Fisheries, and Natural Resources)
2. The client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Agriculture, Fisheries, and Natural Resources)
TOTAL		None	1 day, 9 minutes	



COLLEGE OF AGRICULTURE, FISHERIES, AND NATURAL RESOURCES

Internal Services



1. Re-issuance of Certificate of Registration

Office or Division	College of Agriculture, Fisheries, and Natural Resources			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar / UEP Production Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student or legal representative reports to their respective Department/Program Chairperson and makes a request for reprinting of COR. (Legal representative should provide a valid ID and Authorization of the requesting student)	1. Acceptance of the request and recording in the logbook	None	2 minutes	Department/ Program Chairperson
	1.1. Retrieval of the student's record in the system and printing of the COR	None	3 minutes	Department/ Program Chairperson
2. Receipt of the reprinted COR	2. Releasing of the reprinted COR to the requesting student/ legal representative	None	1 minute	Department/ Program Chairperson
Total		None	6 minutes	



2. Evaluation/Report of Grades

Office or Division	College of Agriculture, Fisheries, and Natural Resources			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar / UEP Production Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client requests through his/her department	1. Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairpersons
	1.1. Retrieval of the Student's record in the system and printing of the evaluation of grades or report of grades	None	5 minutes	Department Chairpersons
2. Receipt requested document and signing the acknowledgment in the logbook.	2. The printed evaluation of grades or report of grades handed to the requested student/ legal representative and makes him/her sign the acknowledgment in the logbook	None	2 minutes	Department Chairpersons
Total		None	7 minutes	



3. Request for Subject Offerings

Office or Division	College of Agriculture, Fisheries, and Natural Resources			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: 1. Evaluation of Grades 2. Letter Request (1 original copy) For Other Departments 1. Letter Request (1 original copy) 2. Class Details		Department Chairperson Office of the President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/client submits a letter request for offering of subject with attached evaluation of grades, details of class.	1. Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairpersons
	1.1. Evaluation and approval of the request based on university guidelines	None	2 hours	Department Chair (College of Agriculture, Fisheries, and Natural Resources)
	1.2. The department chair endorses for the approval/ disapproval of the request based on the validity of the justification presented and in accordance with the existing policies on the offering of requested subjects	None	30 minutes	Department Chair (College of Agriculture, Fisheries, and Natural Resources)
	1.3. The Dean reviews the indorsement from the Department Chair, then recommends the approval/	None	30 minutes	College Dean (College of Agriculture, Fisheries, and Natural Resources)



	disapproval of the request and endorse to the Office of the Vice President for Academic Affairs			
	1.4. The Vice President for Academic Affairs endorses the request for the Office of the President for approval	None	5 minutes	VP for Academic Affairs (Office of the VP for Academic Affairs)
	1.5. Review, evaluate and approve/ disapprove the request.	None	25 minutes	University President (Office of the University President)
	1.6. Return the approved/disapproved request to the OVPAA	None	3 minutes	OP Staff (Office of the University President)
	1.7. Receive the approved/disapproved document and forward to the college.	None	3 minutes	VP for Academic Affairs Staff (Office of the VP for Academic Affairs)
	1.8. Receive document and for inclusion in the plotting and scheduling	None	15 minutes	College Secretary (College of Agriculture, Fisheries, and Natural Resources)
2. The student/ client is informed of the details of the requested subject.	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	College Secretary/Clerk (College of Agriculture, Fisheries, and Natural Resources)
Total		None	4 hours 23 minutes	



4. Request for Letter of Recommendation for Job Employment

This letter typically supports applications attesting to the student's or alumni academic performance, character, and abilities.

Office or Division	College of Agriculture, Fisheries, and Natural Resources			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Accomplished Request Form		Office of the Registrar College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter either through email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.1 Referral of the request to the concerned Department Chairperson or/ program coordinator to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Agriculture, Fisheries, and Natural Resources)
	1.2 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (College of Agriculture, Fisheries, and Natural Resources)
2. The client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means	None	5 minutes	College Clerk/Secretary (College of Agriculture, Fisheries, and Natural Resources)



	in case the request is an e-copy.			
TOTAL		None	1 day, 9 minutes	



COLLEGE OF ARTS AND COMMUNICATION

External Services



1. Request for Letter of Recommendation for Job Employment

This letter typically supports applications attesting to the student's or alumni academic performance, character, and abilities.

Office or Division	College of Arts and Communication			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Accomplished Request Form		Office of the Registrar College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter to the Office of the College of Arts and Communication either through email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2 Referral of the request to the concerned Department Chairperson or/ program coordinator to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Arts and Communication)
	1.3 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (College of Arts and Communication)
2. The client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Arts and Communication)
TOTAL		None	1 day, 9 minutes	



COLLEGE OF ARTS IN COMMUNICATION

Internal Services



1. Re-issuance of Certificate of Registration (COR)

Students can request a duplicate of their Certificate of Registration (COR) if they have lost or require an additional copy. The COR serves as an official document confirming the student's enrollment and course registration for the academic term.

Office or Division	College of Arts and Communication			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the Office of the College of Arts and Communication and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk (College of Arts and Communication)
	1.1. Transmittal/Referral of the request to concerned Department Chairperson	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2. Retrieval of the student's record in the system and printing of the COR	None	5 minutes	College Chairperson (College of Arts and Communication)
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	10 minutes	College Chairperson (College of Arts and Communication)
TOTAL		None	19 minutes	



2. Evaluation of Grades

This service enables students to request a copy of their grade evaluations or transcripts, which outline their academic performance throughout their courses. It may be required for academic purposes, applications, or record-keeping.

Office or Division	College of Arts and Communication			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the Office of the College of Arts and Communication and makes a request for a copy of his/her evaluation or report of grades	1.1 Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (College of Arts and Communication)
	1.2 Transmittal/Referral of the request to concerned Department Chairperson	None	1 minute	College Clerk/Secretary (College of Arts and Communication)
	1.3 Retrieval of the student's record in the system and printing of the Evaluation of Grades or Report of Grades	None	5 minutes	College Chairperson (College of Arts and Communication)
2. Receipt requested document and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson (College of Arts and Communication)
TOTAL		None	10 minutes	

3. Request for Subject Offerings



This service provides students with a list of available courses or subjects offered in a specific semester or academic year. It helps students in planning their course load and selecting the subjects required for their program of study.

Office or Division	College of Arts and Communication			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	Students, Departments from Other Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: 1. Evaluation of Grades 2. Letter Request For Other Departments: 1. Letter Request 2. Class Details (size, course, year level)		Department Chairperson (College) Applicant Applicant Department Chairperson (College)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/ College Dean/ Admission Committee submits a letter request for offering of subject with attached evaluation of grades.	1. Acceptance of request	None	2 minutes	College Secretary (College of Arts and Communication)
	1.1 The request for offering of subject is evaluated by the respective department chairperson based on the justification provided by the student.	None	2 hours	Department Chair (College of Arts and Communication)
	1.2 The department chair endorses for the approval/ disapproval of the request based on the validity of the justification presented and in accordance with the existing	None	30 minutes	Department Chair (College of Arts and Communication)



	1.3 The Dean reviews the indorsement from the Department Chair, then recommends the approval/ disapproval of the request and endorse to the Office of the Vice President for Academic Affairs	None	30 minutes	College Dean (College of Arts and Communication)
	1.4 The Vice President for Academic Affairs endorses the request for the Office of the President for approval	None	5 minutes	VP for Academic Affairs (Office of the VP for Academic Affairs)
	1.5 Review, evaluate and approve/ disapprove the request.	None	25 minutes	University President (Office of the University President)
	1.6 Return the approved/disapproved request to the OVPAA	None	3 minutes	OP Staff (Office of the University President)
	1.7 Receive the approved/disapproved document and forward to the college.	None	3 minutes	VP for Academic Affairs Staff (Office of the VP for Academic Affairs)
	1.8 Receive document and for inclusion in the plotting and scheduling	None	15 minutes	College Secretary (College of Arts and Communication)
2. The client is informed of the details of the requested subject	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	College Secretary/Clerk (College of Arts and Communication)
TOTAL		None	4 hours 23 minutes	



4. Request for Letter of Recommendation for Job Employment

This letter typically supports applications attesting to the student's or alumni academic performance, character, and abilities.

Office or Division	College of Arts and Communication			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Accomplished Request Form		Office of the Registrar College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter to the Office of the College of Arts and Communication either through email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2 Referral of the request to the concerned Department Chairperson or/ program coordinator to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Arts and Communication)
	1.3 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (College of Arts and Communication)
2. The client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Arts and Communication)
TOTAL		None	1 day, 9 minutes	



COLLEGE OF CRIMINAL JUSTICE

External Services



1. Request for Recommendation for Job Employment

Office or Division	College of Criminal Justice			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Accomplished Request Form		<ul style="list-style-type: none"> • Client • College Clerk 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter either thru email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.1. Referring to the Admission Committee concerned with the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2. Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean (Office of the Dean)
2. Client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (Office of the Dean)
TOTAL		None	1 day 9 minutes	



COLLEGE OF CRIMINAL JUSTICE

Internal Services



1. Re-Issuance of Certificate of Registration

Office or Division	College of Criminal Justice			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts his/her respective Dean and makes a request for reprinting of COR	2. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	2.1. Retrieval of the student's record in the system and printing of the COR	None	3 minutes	College Clerk/Secretary (Office of the Dean)
2. Receipt of the reprinted COR and acknowledgment of receipt	2. An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	None	10 minutes	College Clerk (Office of the Dean)
TOTAL		None	15 minutes	



2. Request for Copies of Evaluation of Grades/Report of Grades

Office or Division	College of Criminal Justice			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student makes a request a copy of his/her evaluation or report of grades	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.1. Transmittal/ Referral of the request to concerned College Dean	None	1 minute	College Clerk/Secretary (Office of the Dean)
	1.2. Retrieval of the student's record in the system and printing of the Evaluation of Grades or Report of Grades	None	5 minutes	College Clerk/Secretary (Office of the Dean)
2. Receipt requested document and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	2.1. An e- copy is sent through email, messenger or its equivalent, or a hard copy is sent through the University Link	None	10 minutes	College Clerk/Secretary (Office of the Dean)
TOTAL		None	10 minutes	



3. Request for Subject Offerings

This service assists the students on their request to catch up on courses they may have missed or not been able to complete on schedule.

Office or Division	College of Criminal Justice			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Students, Departments from Other Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: 1. Evaluation of Grades 2. Letter Request (1 original copy) For Other Departments 1. Letter Request (1 original copy) 2. Class Details (size, course, year level)		College Dean Applicant Applicant College Chair/Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/ College Dean/ Admission Committee submits a letter request for offering of subject with attached evaluation of grades	1. Acceptance of request	None	2 minutes	College Secretary (Office of the Dean)
	1.1. The request for offering of subject is evaluated by the respective department chairperson based on the justification provided by the student.	None	2 hours	Department Chair (College of Criminal Justice)
	1.2. The department chair endorses for the approval/ disapproval of the request based on the validity of the justification presented and in accordance with	None	30 minutes	Department Chair (College of Criminal Justice)



	the existing policies on the offering of requested subjects.			
	1.3. The Dean reviews the indorsement from the Department Chair, then recommends the approval/ disapproval of the request and endorse to the Office of the Vice President for Academic Affairs	None	30 minutes	College Dean (College of Criminal Justice)
	1.4. The Vice President for Academic Affairs endorses the request for the Office of the President for approval	None	5 minutes	VP for Academic Affairs (Office of the VP for Academic Affairs)
	1.5. Review, evaluate and approve/ disapprove the request.	None	25 minutes	University President (Office of the University President)
	1.6. Return the approved/disapproved request to the OVPA	None	3 minutes	OP Staff (Office of the University President)
	1.7. Receive the approved/disapproved document and forward to the college.	None	3 minutes	VP for Academic Affairs Staff (Office of the VP for Academic Affairs)
	1.8. Receive document and for inclusion in the plotting and scheduling	None	15 minutes	College Secretary (College of Criminal Justice)
2. The client is informed of the details of the requested subject	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	College Clerk/Secretary (Office of the Dean)
TOTAL		None	4 hours 23 minutes	



4. Request for Recommendation for Job Employment

Office or Division	College of Criminal Justice			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID 3. Accomplished Request Form		<ul style="list-style-type: none"> Office of the Registrar (in case student has no ID yet) Client College Clerk 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter either thru email/online or actual request	1. Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.1. Referring to the Admission Committee concerned with the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2. Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean (Office of the Dean)
2. Client receives the document requested	2. Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (Office of the Dean)
TOTAL		None	1 day 9 minutes	



COLLEGE OF EDUCATION

External Services



1. Request for Recommendation Letter

This service helps students and alumni access valuable endorsements that can enhance their applications and increase their chances of success in competitive academic or professional opportunities.

Office or Division	College of Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Accomplished Request Form		Client College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The client submits a request for a recommendation letter through email/online.	1.1 Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1. 2 Referral of the request to the concerned Department Chairperson or to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Education)
	1.3 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (depending on the request)
3. The client receives the document requested	2. 1 Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Education)
TOTAL		None	1 day 9 minutes	



COLLEGE OF EDUCATION

Internal Services



1. Request for Reprinting of Certificate of Registration (COR)

The service should assist students in obtaining additional copies of the Certificate of Registration for the purpose of scholarship application and in the event of loss and damage, this service ensures that individuals can request and receive reprints of their certificates in a timely and secure manner.

Office or Division	College of Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The student reports to the Office of the College of Business Administration and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (College of Education)
	1.1. Transmittal/ Referral of the request to concerned Department Chairperson	None	2 minutes	College Clerk/College Secretary (College of Education)
	1.2. Retrieval of the student's record in the system and printing of the COR	None	5 minutes	College Chairperson (College of Education)
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	1 minute	College Chairperson (College of Education)
TOTAL		None	10 minutes	



2. Request for Evaluation of Grades/Report of Grades

The Request for Evaluation of Grades/Report of Grades process at the College of Education involves submitting a formal request to the respective department. The request is then reviewed, and the evaluated grades or official report is issued based on academic records and institutional guidelines.

Office or Division	College of Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Degree Program Chairs College Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts his/her respective Degree Program Chair and requests a copy of his/her evaluation of grades/report of grades.	1. Accept the request.	None	10 minutes	Degree Program Chairs/Discipline Chairs College Secretary (Office of the College Dean)
	1.1. Retrieve the student's record in the system, print, and sign the document.			
2. Receipt of the requested document	2. For in-person transactions, a copy of the document is released to the student. For online transactions, an e-copy is sent through email or messenger.	None	10 minutes	Degree Program Chairs/Discipline Chairs College Secretary (Office of the College Dean)
TOTAL		None	20 minutes	



3. Approval of Request for Subject Offering

This service assists the students on their request to catch up on courses they may have missed or not been able to complete on schedule. We ensure that students can make up for behind subjects by providing the opportunity to enroll in these courses in upcoming semesters as per validity of the provided justification

Office or Division	College of Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students, Departments from Other Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: 1. Evaluation of Grades 2. Letter Request (1 original copy) For Other Departments 1. Letter Request (1 original copy) 2. Class Details (size, course, year level)		Department Chairperson (College) Applicant Applicant Department Chairperson (College)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a letter request for the offering of subject he/she wishes to enroll with valid justification from the College thru the respective Department Chairpersons	1. Acceptance of request	None	2 minutes	College Secretary (College of Education)
	1.1 The request for offering of subject is evaluated by the respective department chairperson based on the justification provided by the student.	None	2 hours	Department Chair (College of Education)
	1.2 The department chair endorses for the approval/ disapproval of the request based on the validity of the justification presented	None	30 minutes	Department Chair (College of Education)



	and in accordance with the existing policies on the offering of requested subjects.			
	1.3 The Dean reviews the indorsement from the Department Chair, then recommends the approval/ disapproval of the request and endorse to the Office of the Vice President for Academic Affairs	None	30 minutes	College Dean (College of Education)
	1.4 The Vice President for Academic Affairs endorses the request for the Office of the President for approval	None	5 minutes	VP for Academic Affairs (Office of the VP for Academic Affairs)
	1.5 Review, evaluate and approve/ disapprove the request.	None	25 minutes	University President (Office of the University President)
	1.6 Return the approved/disapproved request to the OVPAA	None	3 minutes	OP Staff (Office of the University President)
	1.7 Receive the approved/disapproved document and forward to the college.	None	3 minutes	VP for Academic Affairs Staff (Office of the VP for Academic Affairs)
	1.8 Receive document and for inclusion in the plotting and scheduling	None	15 minutes	College Secretary (College of Education)
2. The client is informed of the details of the requested subject	2.1 Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	College Secretary/Clerk (College of Education)
TOTAL		None	4 hours 23 minutes	



4. Request for Recommendation Letter

This service helps students and alumni access valuable endorsements that can enhance their applications and increase their chances of success in competitive academic or professional opportunities.

Office or Division	College of Education			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID 3. Accomplished Request Form		Office of the Registrar (in case student has no ID yet) Client College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a recommendation letter through email/online.	1.1 Receipt of request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (Office of the Dean)
	1.2 Referral of the request to the concerned Department Chairperson or to the College Dean depending on the requested recommendation	None	2 minutes	College Clerk/Secretary (College of Education)
	1.3 Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (depending on the request)
2. The client receives the document requested	2.1 Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Education)
TOTAL		None	1 day 9 minutes	



UEP KIDDIE LEARNING CENTER

External Services



1. Enrolment of New/Old Pupils

Office or Division	UEP Kiddie Learning Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Enrollees <ol style="list-style-type: none"> 1. Accomplished Application/ Enrolment Form 2. PSA Certificate of Live Birth (original copy) 1 3. ID pictures (2 pcs. 2x2 with name tag) 4. One long plastic envelope 		<ol style="list-style-type: none"> 1. Management Office 2. Philippine Statistics Authority 3. Applicant 4. Applicant 		
For Old Pupils (Kinder 1 & 2) <ol style="list-style-type: none"> 1. Accomplished Application/ Enrolment Form 2. Report Card (Form 138) (original copy 1 3. ID pictures (2 pcs. 2x2 with name tag) 4. One long plastic envelope 		<ol style="list-style-type: none"> 1. Management Office 2. School the applicant from 3. Applicant 4. Applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The parent/guardian presents the required documentation for their child's enrollment and requests an enrollment form.	1. The assigned teacher reviews the pupil's records, including birth certificate, to verify age eligibility for the designated grade level.	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
2. Submit Completed Enrollment Form for Fee Assessment	2. The teacher reviews the completed forms for accuracy and assesses the fees.	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
3. Proceed to the Cashier's Office and pay the authorized school fees	3. Acceptance of payment by the cashier's office.	Registration Fee Php 2500.00 Monthly Due Php 900.00	5 minutes	UEP Cahier (Kiddie Learning Center)



		ID Card Php 90.00		
4. Submit the Enrolment Form and Official Receipts to the Recorder	4. Assigned teacher records OR numbers	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
5. Parent/Guardian reports to Manager's office for a pledge	5. Project Manager takes lead in the oath	None	5 minutes	Project Manager (Kiddie Learning Center)
6. Submit the Enrolment Form to the Project Manager for approval	6. The Project Manager approves the enrolment of the pupils	None	2 minutes	Project Manager (Kiddie Learning Center)
	6.1 The official list of enrolled pupils will be posted on the school's bulletin board	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
Total		Php 3,490.00	22 minutes	



UEP KIDDIE LEARNING CENTER

Internal Services



1. Enrolment of New/Old Pupils

Office or Division	UEP Kiddie Learning Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Enrollees <ol style="list-style-type: none"> 1. Accomplished Application/ Enrolment Form 2. PSA Certificate of Live Birth (original copy) 1 3. ID pictures (2 pcs. 2x2 with name tag) 4. One long plastic envelope 		<ol style="list-style-type: none"> 1. Management Office 2. Philippine Statistics Authority 3. Applicant 4. Applicant 		
For Old Pupils (Kinder 1 & 2) <ol style="list-style-type: none"> 1. Accomplished Application/ Enrolment Form 2. Report Card (Form 138) (original copy 1 3. ID pictures (2 pcs. 2x2 with name tag) 4. One long plastic envelope 		<ol style="list-style-type: none"> 1. Management Office 2. School the applicant from 3. Applicant 4. Applicant 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The parent/guardian presents the required documentation for their child's enrollment and requests an enrollment form.	1. The assigned teacher reviews the pupil's records, including birth certificate, to verify age eligibility for the designated grade level.	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
2. Submit Completed Enrollment Form for Fee Assessment	2. The teacher reviews the completed forms for accuracy and assesses the fees.	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
3. Proceed to the Cashier's Office and pay the authorized school fees	3. Acceptance of payment by the cashier's office.	Regis- tration Fee Php 2500.00 Monthly Due Php 900.00	5 minutes	UEP Cahier (Kiddie Learning Center)



		ID Card Php 90.00		
4. Submit the Enrolment Form and Official Receipts to the Recorder	4. Assigned teacher records OR numbers	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
5. Parent/Guardian reports to Manager's office for a pledge	5. Project Manager takes lead in the oath	None	5 minutes	Project Manager (Kiddie Learning Center)
6. Submit the Enrolment Form to the Project Manager for approval	6. The Project Manager approves the enrolment of the pupils	None	2 minutes	Project Manager (Kiddie Learning Center)
	6.1 The official list of enrolled pupils will be posted on the school's bulletin board	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
Total		Php 3,490.00	22 minutes	

2. Order of Payment

Office or Division	UEP Kiddie Learning Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement		1. KLC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The parent/guardian presents proof of previous payment to obtain the current month's billing	1.1 Verification of Payment: The assigned teacher verifies the proof to ensure its validity and alignment with the previous payment record.	None	5 minutes	Teacher-in-charge (Kiddie Learning Center)



	1.2 Issuance of Current Billing: Upon verification of payment, the assigned teacher provides the parent/guardian with the current month's billing statement.			
2. The parent/guardian will go to the accounting office and present the billing statement to request the order of payment	2. Issuance of Payment Order: The assigned employee provides the order of payment	None	5 minutes	Accounting Office
3. Upon receiving the payment order, the parent/guardian will proceed to the cashier's office to make the payment.	3. Issuance of Official Receipt: The cashier's office issues an official receipt as proof of payment	Php 900.00	5 minutes	UEP Cashier
4. Guardian will present the official receipt at the KLC office for recording.	4. Recording of Official Receipt: The assigned teacher records the official receipt number.	None	3 minutes	Teacher-in-charge (Kiddie Learning Center)
Total		Php 900.00	18 minutes	



**UNIVERSITY OF EASTERN PHILIPPINES
LABORATORY ELEMENTARY SCHOOL
External Services**



1. Admission of New Pupils and Transferees

Office or Division	UEP Laboratory Elementary School	
Classification	Complex	
Type of Transaction	G2C – Government to Citizens	
Who may avail	New Pupils and Transferees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>For New Pupils (Incoming Grade 1)</p> <ul style="list-style-type: none"> • Must have complete Kindergarten from DepEd accredited schools and centers, preferably from UEP-KLC, and have valid credentials with GPAT of 85% and above. • Legitimate or legally adopted children of UEP main campus faculty members and employees who have been in the service for at least two (2) years whether on temporary or permanent status or at least five (5) years of continuous service as casual employees are the first priority • Must be six (6) years old and above by October 31st of the school year they will enroll in. <ol style="list-style-type: none"> 1. Kindergarten Report Card with LRN (original copy) 2. Kindergarten Certificate of Completion (original copy) 3. PSA Certificate of Live Birth (original copy) 4. Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees) 		<ol style="list-style-type: none"> 1. Kindergarten school attended 2. Kindergarten school attended 3. Philippine Statistics Authority 4. HRMO
<p>For Transferees</p> <ul style="list-style-type: none"> • Must have a GWA of 85% in the last grade attended (for none dependent child) • Legitimate or legally adopted children of UEP main campus faculty members and employees who have been in the service for at least two (2) years whether on temporary or permanent status or at least five (5) years of continuous service as casual employees are the first priority. 		



1. Report Card with LRN (original cop) 2. PSA Certificate of live birth (original copy) 3. Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees)		1. Previous School attended 2. Philippine Statistics Authority 3. HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Incoming Grade One and Transferees 1. The parents/guardians will submit the needed requirements.	1. Acceptance by the Guidance Councilor of the following requirements: <ul style="list-style-type: none"> • Report Card • Certificate of Completion • PSA • Latest Service Record 	None	5 minutes	Guidance Councilor
	1.1 The Admission Committee will assess the documents submitted	None	1 hour	Admission Committee Chairperson
2. List of admitted pupils will be posted at the UEPLS bulletin board and Facebook page for UEPLS	2. The Guidance Councilor will post in Facebook page and UEPLS Bulletin	None	5 minutes	Guidance Councilor
Total		None	1 hour and 10 minutes	

2. Enrolment of New Pupils and Transferees

Office or Division	UEP Laboratory Elementary School
Classification	Simple
Type of Transaction	G2C – Government to Citizens
Who may avail	New Pupils and Transferees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Enrollees (Grade 1)				
1. Accomplished Application/Enrolment Form		1. Management Office		
2. Kindergarten Report Card with LRN (1 original copy)		2. Kindergarten school attended		
3. Kindergarten Certificate of Completion (1 original copy)		3. Kindergarten school attended		
4. PSA Certificate of Live Birth (1 original copy)		4. Philippine Statistics Authority		
5. Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees)		5. HRMO		
6. Recent Medical Certificate (conducted by any Government Physician from the applicant's place of origin)		6. Government Physician		
7. ID pictures (2 pcs. 2x2 with name tag)		7. Applicant		
8. One long brown		8. Applicant		
For Transferees				
1. Accomplished Application/Enrolment Form		1. Management Office		
2. Report Card with LRN (1 original copy)		2. School the applicant from		
3. PSA Certificate of Live Birth (1 original copy)		3. Philippine Statistics Authority		
4. Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees)		4. HRMO		
5. Recent Medical Certificate (conducted by any Government Physician from the applicant's place of origin)		5. Government Physician		
6. ID pictures (2 pcs. 2x2 with name tag)		6. Applicant		
7. One long brown		7. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Incoming Grades 1-6 and Transferees Pupils</i>				
1. Parent/Guardian presents their pupil's school I.D. and Form 138	1. Assigned faculty checks the requirements	None	5 minutes	Faculty-in-charge Grade Adviser



and ask for an enrolment form				
2. Submit the filled-out Enrolment Form to assessment Committee for Assessment of Fees	2. Assigned faculty checks the correctness of filled out forms and assess the fees	None	3 minutes	Faculty-in-charge
3. Proceed to the Cashier's Office and pay the authorized school fees	3. Acceptance of payment by the cashier office.	Entrance Fee P 100 Registration (new enrollees) P 100 Library Fee P 50 Charity Fee P 20 Medical/ Dental Fee P 150 Sports Development Fee P 100 Cultural Fee P 50 ID Card P 90 Insurance P 50	5 minutes	Cahier
4. Pupils report to Guidance office for a pledge	4. Guidance Councilor takes lead in the oath	None	5 minutes	Guidance Councilor
5. Submit the Enrolment Slip to the Secretary for Verification	5. Secretary verifies payment done and records official receipt numbers.	None	5 minutes	Secretary



	5.1. The principal approves the enrolment of the pupils	None	2 minutes	Assigned Personnel
	5.2. The official list of enrolled pupils will be posted on the school's bulletin board	None	5 minutes	Elementary Principal
Total		Php 760.00	30 minutes	

3. Request for Form 137

Office or Division	UEP Laboratory Elementary School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEPLES Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from School 2. Valid ID 3. Authorization Letter (1 original copy)		Requesting Agency Requestee Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Pupils present ID, request from school and request for issuance of a copy of Form 137. For parents and siblings entrusted to claim the said document, s/he presents authorization letter and the request from school. Other than parents and siblings present Special Power of Attorney and the request for school	1. The office will check the request and other relevant documents.	None	3 minutes	Secretary



	1.1. The Secretary will check the documents processed.	None	5 minutes	Secretary
	1.2. The principal approves the certification	None		School Principal
2. Pupils/Client receives the certification by affixing his/her signature in the Logbook	2. Secretary releases the documents to the Client.	None	3 minutes	Secretary
Total		None	11 minutes	

4. Issuance of Certification of Loyalty

Office or Division	UEP Laboratory Elementary School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEPLES Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form, Valid ID Authorization Letter (1 original copy) SPA		UEPLES Management Requestee Requestee Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pupils present ID and request for issuance of certification. For parents and siblings entrusted to claim the said document, s/he presents authorization letter, other than parents and siblings present	1. The office will check the request and other relevant documents	None	3 minutes	Requestee



special power of attorney				
	1.1. The secretary will process the documents	None	5 minutes	Requestee
	1.2. The principal approves the certification	None	5 minutes	Secretary
2. Pupils/Client receives the certification by affixing his/her signature in the Logbook	2. Releasing of Approved Certificate to the client	None	5 minutes	School Principal
Total		None	18 minutes	



**UNIVERSITY OF EASTERN PHILIPPINES
LABORATORY ELEMENTARY SCHOOL
Internal Services**



1. Enrolment of Continuing Students

Office or Division	UEP Laboratory Elementary School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Old Pupils (Grades 2-6)				
1. Accomplished Application/Enrolment Form 2. Report Card with LRN (1 original copy) 3. ID pictures (2 pcs. 2x2 with name tag) 4. One long brown envelope		1. Management Office 2. Previous School Attended 3. Applicant 4. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Incoming Grades 1-6 and Transferees Pupils</i>				
1. Parent/Guardian presents their pupil's school I.D. and Form 138 and ask for an enrolment form	1. Assigned faculty checks the requirements	None	5 minutes	Faculty-in-charge Grade Adviser
2. Submit the filled-out Enrolment Form to assessment Committee for Assessment of Fees	2. Assigned faculty checks the correctness of filled out forms and assess the fees	None	3 minutes	Faculty-in-charge
3. Proceed to the Cashier's Office and pay the authorized school fees	3. Acceptance of payment by the cashier office.	Entrance Fee P 100 Registration (new enrollees) P 100 Library Fee P 50 Charity Fee	5 minutes	Cahier



		P 20 Medical/ Dental Fee P 150 Sports Develop- ment Fee P 100 Cultural Fee P 50 ID Card P 90 Insurance P 50		
4. Pupils report to Guidance office for a pledge	4. Guidance Councilor takes lead in the oath	None	5 minutes	Guidance Councilor
5. Submit the Enrolment Slip to the Secretary for Verification	5. Secretary verifies payment done and records official receipt numbers.	None	5 minutes	Secretary
	5.1. The principal approves the enrolment of the pupils	None	2 minutes	Assigned Personnel
	5.2. The official list of enrolled pupils will be posted on the school's bulletin board	None	5 minutes	Elementary Principal
Total		Php 760.00	30 minutes	



2. Request for Form 137

Office or Division	UEP Laboratory Elementary School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEPLES Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from School 2. Valid ID 3. Authorization Letter (1 original copy)		Requesting Agency Requestee Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Pupils present ID, request from school and request for issuance of a copy of Form 137. For parents and siblings entrusted to claim the said document, s/he presents authorization letter and the request from school. Other than parents and siblings present Special Power of Attorney and the request for school	1. The office will check the request and other relevant documents.	None	3 minutes	Secretary
	1.1. The Secretary will check the documents processed.	None	5 minutes	Secretary
	1.2. The principal approves the certification	None		School Principal
2. Pupils/Client receives the certification by affixing his/her signature in the Logbook	2. Secretary releases the documents to the Client.	None	3 minutes	Secretary
Total		None	11 minutes	



3. Issuance of Certification of Loyalty

Office or Division	UEP Laboratory Elementary School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	UEPLES pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form, Valid ID Authorization Letter (1 original copy) SPA		UEPLES Management Requestee Requestee Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pupils present ID and request for issuance of certification. For parents and siblings entrusted to claim the said document, s/he presents authorization letter, other than parents and siblings present special power of attorney	1. The office will check the request and other relevant documents	None	3 minutes	Requestee
	1.1. The secretary will process the documents	None	5 minutes	Requestee
	1.2. The principal approves the certification	None	5 minutes	Secretary
2. Pupils/Client receives the certification by affixing his/her signature in the Logbook	2. Releasing of Approved Certificate to the client	None	5 minutes	School Principal
Total		None	18 minutes	



**UNIVERSITY OF EASTERN PHILIPPINES
LABORATORY HIGH SCHOOL
External Services**



1. Issuance of Form 137/Permanent Record

Issuance of Form 137/ Permanent Record to the UEPLHS students and graduation.

Office or Division	UEPLHS Management Office			
Classification	Simple			
Type of Transaction	G2G – Government to Citizens			
Who may avail	UEPLHS Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from School/University (1 original copy)		Requesting School/Agency		
2. Valid ID		Applicant		
3. Authorization Letter (1 original copy)		Applicant		
4. Special Power of Attorney (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student present documentary requirements. For parents and siblings entrusted to claim the said documents, s/he presents authorization letter and the Request from School/ University. Other than parents and siblings, must present Special Power of Attorney and the Request from School/ University.	1. Check the completeness of documentary requirements	None	10 minutes	UEPLHS Secretary (UEPLHS Management Office)
	1.1. Clerk will process and print the document.	None	10 minutes	Office Clerk-in-Charge (UEPLHS Management Office)
	1.2. Checking and verification of the documents	None	5 minutes	UEPLHS Secretary (UEPLHS Management Office)
	1.3. Approval of documents	None	5 minutes	UEPLHS Principal
2. Student/client received the	2. Record the release of the document	None	5 minutes	ULHS Secretary



certification by affixing his/her signature in the Logbook	and processes the documents.			(UEPLHS Management Office)
TOTAL		None	35 minutes	

2. Admission of Incoming Grade 7

Screening of incoming Grade 7 students from UEPLHS graduates, UEP dependents and from different schools.

Office or Division	UEPLHS Management Office			
Classification	Complex			
Type of Transaction	G2G – Government to Citizen			
Who may avail	Grade 6 graduates of different Elementary Schools			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Form 138 (card) (1 original copy)		Applicant		
2. Certificate of Good Moral Character (1 original copy)		Applicant		
3. Rank List (1 original copy)		Applicant		
4. Certification of Upper 10% (1 original copy)		Applicant		
5. Service Record of dependent of UEP Employee (1 original copy)		HRMO Office		
6. PSA Birth Certificate (1 Photocopy)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian submit required documents for assessment	1. Check the completeness of documentary requirements	None	15 minutes	Designated Guidance Counselor Faculty-in-Charge (UEPLHS Management Office)
	1.1 The Admission Committee will assess the documents submitted.	None	5 days	Admission Committee (UEPLHS Management Office)
	1.2 The Guidance Counselor will post in the Facebook page and UEPLHS Bulletin	None	30 minutes	Guidance Counselor (UEPLHS Management Office)



2. Acknowledgment of the Applicant	2. Send confirmation message for a successful admission of the student applicant.	None	5 minutes	
TOTAL		None	5 days and 50 minutes	



**UNIVERSITY OF EASTERN PHILIPPINES
LABORATORY HIGH SCHOOL
Internal Services**



1. Issuance of Form 137/Permanent Record

Issuance of Form 137/ Permanent Record to the UEPLHS students and graduation.

Office or Division	UEPLHS Management Office			
Classification	Simple			
Type of Transaction	G2G – Government to Citizen			
Who may avail	UEPLHS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from School/University (1 original copy)		Requesting School/Agency		
2. Valid ID		Applicant		
3. Authorization Letter (1 original copy)		Applicant		
4. Special Power of Attorney (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student present documentary requirements. For parents and siblings entrusted to claim the said documents, s/he presents authorization letter and the Request from School/ University. Other than parents and siblings, must present Special Power of Attorney and the Request from School/ University.	1. Check the completeness of documentary requirements	None	10 minutes	UEPLHS Secretary (UEPLHS Management Office)
	1.1. Clerk will process and print the document.	None	10 minutes	Office Clerk-in-Charge (UEPLHS Management Office)
	1.2. Checking and verification of the documents	None	5 minutes	UEPLHS Secretary (UEPLHS Management Office)
	1.3. Approval of documents	None	5 minutes	UEPLHS Principal
2. Student/client received the	2. Record the release of the document	None	5 minutes	ULHS Secretary



certification by affixing his/her signature in the Logbook	and processes the documents.			(UEPLHS Management Office)
TOTAL		None	35 minutes	

2. Admission to Incoming Grade 7

Screening of incoming Grade 7 students from UEPLHS graduates, UEP dependents and from different schools.

Office or Division	UEPLHS Management Office			
Classification	Complex			
Type of Transaction	G2G – Government to Citizen			
Who may avail	Grade 6 graduates of different Elementary Schools			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Form 138 (card) (1 original copy)		Applicant		
2. Certificate of Good Moral Character (1 original copy)		Applicant		
3. Rank List (1 original copy)		Applicant		
4. Certification of Upper 10% (1 original copy)		Applicant		
5. Service Record of dependent of UEP Employee (1 original copy)		HRMO Office		
6. PSA Birth Certificate (1 Photocopy)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian submit required documents for assessment	1. Check the completeness of documentary requirements	None	15 minutes	Designated Guidance Counselor Faculty-in-Charge (UEPLHS Management Office)
	1.1 The Admission Committee will assess the documents submitted.	None	5 days	Admission Committee (UEPLHS Management Office)
	1.2 The Guidance Counselor will post in the Facebook page and UEPLHS Bulletin	None	30 minutes	Guidance Counselor (UEPLHS Management Office)



2. Acknowledgment of the Applicant	2. Send confirmation message for a successful admission of the student applicant.	None	5 minutes	
TOTAL		None	5 days and 50 minutes	

3. Enrollment

The school conducts enrolment process to ensure continued access to learning opportunities and facilitate the enrolment of learners in basic education.

Office or Division	UEPLHS Management Office			
Classification	Simple			
Type of Transaction	G2G – Government to Citizen			
Who may avail	All UEPLHS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 (Report Card) (1 original copy)		School the applicant graduated from		
2. 2 pcs 2x2 ID Picture		Applicant		
3. 4 pcs 1x1 ID Picture		Applicant		
4. Birth Certificate (1 photocopy)		Philippine Statistics Authority		
5. Form 137 (1 original copy)		School the applicant graduated from		
6. Enrolment Form		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian presents the requirements.	1. Assigned Faculty checks the requirements.	None	5 minutes	Assigned Faculty (UEPLHS Management Office)
	1.1. Assigned faculty checks the correctness of filled out forms and issue the order of payment.	None	5 minutes	Assigned Faculty (UEPLHS Management Office)
2. Proceed to the Cashier's Office and pay the authorized school fees.	2. Acceptance of payment and issuance of Official Receipt (OR) by the Cashier's Office	For Children for Non-UEP Employees Grade 7 Php 770 Old Students	30 minutes	Collection Officer (Cashier's Office)



		(Grades 8-10) Php 620 Dependents of UEP Employees Grade 7 Php 670 Old Students (Grades 8-10) Php 520		
3. Submit the Enrolment form and Official receipt to the UEPLHS Secretary	3. UEPLHS Secretary received the enrolment form and check/verify payment.	None	5 minutes	Faculty In-charge (UEPLHS Management Office)
4. Students together with their Parents/Guardian reports to the Guidance Office for a Pledge.	4. Guidance Counselor takes lead in the oath	None	5 minutes	Designated Guidance Counselor
	4.1. ICT Coordinator collects enrolment form and encodes the Learner's Information to DepEd Online System.	None	20 minutes	ICT Coordinator
	4.2. ICT Coordinator Endorse to the Principal for Approval.	None	5 minutes	ICT Coordinator
	4.3. The principal approves the Enrolment of the student.	None	5 minutes	ULHS Principal (UEPLHS Management Office)
5. Acknowledgment of the student.	5. Send confirmation message for successful enrolment to the student applicant.			Class Adviser
TOTAL		For Children for Non-UEP Employee	1 Hour 25 minutes	



	s Grade 7 Php 770 Old Students (Grades 8-10) PhP 620 Dependen ts of UEP Employee s Grade 7 Php 670 Old Students (Grades 8-10) Php 520		
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4. Request for Certificate of Enrolment

Certificate of Enrolment is an official document that confirms attendance and current enrolment and other academic records of a learner.

Office or Division	UEPLHS Management Office			
Classification	Simple			
Type of Transaction	G2G – Government to Citizen			
Who may avail	All UEPLHS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 (Report Card)		UEPLHS Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request form.	1. Received and checked the duly filled out request form	None	2 minutes	ULHS Secretary (UEPLHS Management Office)
2. Submit approval of documents	2. Process the request	None	10 minutes	Office Clerk-in-Charge (UEPLHS Management Office)
3. Accept the document and sign the logbook	3. Record and release the document	None	2 minutes	ULHS Secretary (UEPLHS Management Office)
TOTAL		None	14 minutes	



COLLEGE OF ENGINEERING

External Services



1. Request for Expert Services

Partner Agencies or Collaborators may request from the College of Engineering Expert Services from among the faculty members.

Office or Division	College of Engineering			
Classification	High Technical			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	Partner Agencies/ LGUs/ NGOs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Partner Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to the Office of the President thru the college.	1. Receipt of the Letter request and recording in the logbook.	None	2 minutes	College Secretary/Clerk (College of Engineering)
	1.1. Review the request and transmit it to the respective college coordinator concerned.	None	5 minutes	College Dean (College of Engineering)
	1.2. Identification of faculty member/s to be assigned of the request	None	30 minutes	College Dean (College of Engineering)
	1.3. Transmittal of the request to the identified faculty members to be assigned	None	1 day	College Dean (College of Engineering)
2. Coordinating with the college on the updates of the request	2. Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Coordinator concerned (College of Engineering)
3. Coordinating with the faculty assigned to conduct the expert services	3. Coordination with the requested client for further details of the expert service requested	None	1 day	Faculty members (College of Engineering)



	3.1. Planning and preparation of materials and other resources for use in the conduct of expert services	None	10 days depending on the amount of time before the actual conduct	Faculty members (College of Engineering)
	3.2. Preparation of MOA on the expert services to be conducted and facilitate signing of it of the concerned agencies.	None	10 days	Faculty members (College of Engineering)
4. The client received actual expert services conducted	4. Actual conduct of expert services	None	1 day or more depending on the kind of expert services requested	Faculty members (College of Engineering)
5. Provide feedback/evaluation of the expert services conducted	5. Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty members (College of Engineering)
	5.1. Preparation and submission of reports pertaining to the expert services	None	1 day	College Coordinator (Office of the Dean)
Total		None	13 days 37 minutes	



COLLEGE OF ENGINEERING

Internal Services



1. Request for Reprinting of COR

Students may request reprinting of the COR for other purposes.

Office or Division	College of Engineering			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID or Report of Grades 2. Student Number		UEP ID Production Office (in case student has no school ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students contact his/her respective Department Chair and request for reprinting of COR.	1. Acceptance of the request and recording in the logbook	None	2 minutes	Department Chair (College of Engineering)
	1.1. Retrieval of the student's record in the system and printing of the COR	None	3 minutes	Department Chair (College of Engineering)
2. Receipt of the reprinted COR.	2. Hard copy of the COR is sent through University Link/ (some of students received their reprinted COR personally)	None	10 minutes	Department Chair (College of Engineering)
Total		None	15 minutes	



2. Request for Copies of the Evaluation of Grades / Report of Grades

Students may request a copy of the Evaluation of Grades or Report of Grades for other purposes.

Office or Division	College of Engineering			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Student Number		<ul style="list-style-type: none"> - UEP ID Production Office (in case student has no school ID yet) - MIS 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the Office of the College of Engineering and makes a request for a copy of his/her evaluation or reports of grades.	1. Acceptance of the request and recording in the logbook	None	2 minutes	<ul style="list-style-type: none"> - Department Chairman - College Secretary
	1.1. Retrieval of the student's record in the system and printing of the evaluation of grades or report of grades	None	5 minutes	<ul style="list-style-type: none"> - Department Chairman
2. Receipt requested document and signing in the acknowledgement in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	3 minutes	3. Department Chairman
Total		None	10 minutes	



3. Request for Subject/Course Offering

Students may request the offering of the behind or pre-requisite courses reflected in the Program of Study.

Office or Division	College of Engineering			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request approved by the University President		Office of the President (for the approval of the letter request)		
2. Copy of the Evaluation/Report of Grades		Department Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a letter request for offering of course with attached evaluation of grades	1. Acceptance of request	None	5 minutes	College Secretary (College of Engineering)
	1.1. Evaluation and approval of the request based on university guidelines	None	2 hours	Department Chair (College of Engineering)
	1.2. The Dean will verify whether all conditions are satisfied and endorse the letter request to the VPAA.	None	30 minutes	College Dean (Office of the Dean)
	1.3. The Vice President for Academic Affairs endorses the request for the Office of the President for approval	None	5 minutes	VP for Academic Affairs (Office of the VP for Academic Affairs)
	1.4. Review, evaluate and approve/disapprove the request.	None	25 minutes	University President (Office of the University President)
	1.5. Return the approved/disapproved	None	3 minutes	OP Staff



	request to the OVPA			(Office of the University President)
	1.6. Receive the approved/disapproved document and forward to the college.	None	3 minutes	VP for Academic Affairs Staff (Office of the VP for Academic Affairs)
	1.7. Receive document and for inclusion in the plotting and scheduling	None	15 minutes	College Secretary (College of Engineering)
	1.8. Assigning of Class ID of the approved requested courses.	None	6 minutes	College Secretary (College of Engineering)
2. The student is informed of the details of the requested courses.	2. Encoding of the requested course/s and printing of the COR.	None	5 minutes	Department Chair (College of Engineering)
Total		None	3 hours 36 minutes	



COLLEGE OF LAW

External Services



1. Request for Certificate of No Derogatory Record/ Joint Testimonial of Good Moral Character

Office or Division	College of Law			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID		<ul style="list-style-type: none"> Office of the University Registrar 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports to the Office of the Dean and makes a request for issuance of the certification	1. Accepts the request and records in the logbook	None	2 minutes	College Secretary Admin. Aide I (College of Law)
	1.1. Verifies the student's record to ensure there is no pending disciplinary case	None	15 minutes	College Secretary Admin. Aide I (College of Law)
	1.2. Encodes the information in the certification template and printing of the document	None	5 minutes	College Secretary Admin. Aide I (College of Law)
	1.3. Dean affixes signature of the in the certification.	None	3 minutes	College Dean (College of Law)
	1.4. Records of the certification issued in the college logbook	None	3 minutes	College Secretary Admin. Aide I (College of Law)
2. Receipt of the Certificate	2. Releases the certification to the requested party.	None	1 minute	College Secretary Admin. Aide I (College of Law)
TOTAL		None	29 minutes	



COLLEGE OF LAW

Internal Services



1. Request for Reprinting of Certificate of Registration (COR)

Office or Division	College of Law			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID (in case student has no student ID yet)		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Office of the Dean and makes a request for reprinting of COR	1. Accepts of the request and recording in the logbook	None	2 minutes	College Secretary Admin. Aide I
	1.1. Transmittal/ Referral of the request to concerned Department Chairperson	None	2 minutes	College Secretary Admin. Aide I
	1.2. Retrieves the student's record in the system and printing of the COR	None	3 minutes	College Secretary Admin. Aide I
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	3 minutes	College Secretary Admin. Aide I
TOTAL		None	10 minutes	



2. Request for Certificate of No Derogatory Record/ Joint Testimonial of Good Moral Character

Office or Division	College of Law			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID		<ul style="list-style-type: none"> Office of the University Registrar 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports to the Office of the Dean and makes a request for issuance of the certification	1. Accepts the request and records in the logbook	None	2 minutes	College Secretary Admin. Aide I (College of Law)
	1.1. Verifies the student's record to ensure there is no pending disciplinary case	None	15 minutes	College Secretary Admin. Aide I (College of Law)
	1.2. Encodes the information in the certification template and printing of the document	None	5 minutes	College Secretary Admin. Aide I (College of Law)
	1.3. Dean affixes signature of the in the certification.	None	3 minutes	College Dean (College of Law)
	1.4. Records of the certification issued in the college logbook	None	3 minutes	College Secretary Admin. Aide I (College of Law)
2. Receipt of the Certificate	2. Releases the certification to the requested party.	None	1 minute	College Secretary Admin. Aide I (College of Law)
TOTAL		None	29 minutes	



3. Request for Copies of Evaluation of Grades/Report of Grades

Office or Division	College of Law			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the College of Law and makes a request for a copy of his/her evaluation or report of grades	1. Accepts the request and records in the logbook	None	2 minutes	College Secretary Admin. Aide I (College of Law)
	1.1. Retrieves the student's record in the system and prints the Evaluation of Grades or Report of Grades	None	5 minutes	College Secretary (College of Law)
2. Receipt requested document and signing the acknowledgment in the logbook	2. Releases the printed COR to the requesting student and makes him/her sign the acknowledgement in the logbook	None	3 minutes	College Secretary (College of Law)
TOTAL		None	10 minutes	



**COLLEGE OF NURSING AND ALLIED
HEALTH SCIENCES**
External Services



1. Request for Surgical and Medical Mission Services

Office or Division	College of Nursing and Allied Health Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The partners foundation requested assistance in the conduct of the surgical and medical mission based on scheduled date	1. Acceptance of the request and recording in the logbook. The Dean forwards request the Extension Coordinator for the extension services request.	None	2 minutes	College Clerk/Secretary (College of Nursing and Allied Health Sciences)
	1.1. The Dean requests the Clinical Coordinator to prepare the assignment, and the schedule of the students and faculty concerned.	None	1 day	Clinical Coordinator (College of Nursing and Allied Health Sciences)
	1.2. Encoding of the schedule	None	10 minutes	College Clerk (College of Nursing and Allied Health Sciences)
	1.3. Submission and approval of the schedule by the Dean	None	2 minutes	College Dean (College of Nursing and Allied Health Sciences)
	1.4. Recording of the schedule	None	1 minute	College Clerk (College of Nursing and Allied Health Sciences)
	1.5. Distribution of the schedule to the students and	None	5 minutes	Clinical Coordinator (College of Nursing and Allied Health Sciences)



	faculty concerned by the Clinical Coordinator			Sciences)
	1.6. Students and faculty concerned report to the venue of the mission	None	45 minutes	College Clerk/Secretary (College of Nursing and Allied Health Sciences)
2. Receive the services requested	2.1. Assist in the conduct of the screening of clients for the surgical and medical mission	None	10 days	Faculty and Student Concerns (College of Nursing and Allied Health Sciences)
	2.2. Completion of extension customer feedback form	None	60 minutes	Faculty and Student Concerns (College of Nursing and Allied Health Sciences)
	2.3. Submission of Extension Completion Report	None	1 hour	Faculty and Student Concerns (College of Nursing and Allied Health Sciences)
TOTAL		None	15 days 5 minutes	



**COLLEGE OF NURSING AND ALLIED
HEALTH SCIENCES**
Internal Services



1. Request for Reprinting of Certificate of Registration (COR)

Office or Division	College of Nursing and Allied Health Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts his/her respective Department Chairperson and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairperson (College of Nursing and Allied Health Sciences)
	1.1. Retrieval of the student's record in the system and printing of the COR	None	3 minutes	Department Chairperson (College of Nursing and Allied Health Sciences)
2. Receipt of the reprinted COR and acknowledgment of receipt	2. An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	None	10 minutes	Department Chairperson (College of Nursing and Allied Health Sciences)
TOTAL		None	15 minutes	



COLLEGE OF SCIENCE

External Services



1. Request for Recommendation Letter

Office or Division	College of Science			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID 3. Accomplished Request Form		Office of the Registrar (in case student has no ID) College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a letter of recommendation.	1. Receipt request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (College of Science)
	1.1. Referring to the Department Chairperson concerned or/program coordinator to the College Dean depending on the requested recommendation	None	2minutes	College clerk/Secretary (College of Science)
	1.2. Preparation, encoding and signing of the Recommendation letter	None	1 day	College Dean or Department Chairperson (College of Science)
2. The client receives the document requested	2. Releasing the Recommendation letter and recording of the receipt in the logbook or sending through email or other online means in the case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Science)
Total		None	1 day 9 minutes	



COLLEGE OF SCIENCE

Internal Services



1. Re-issuance of Certificate of Registration (COR)

The service should assist students in obtaining additional copies of the Certificate of Registration for the purpose of scholarship application and in the event of loss and damage, this service ensures that individuals can request and receive reprints of their certificates in a timely and secure manner.

Office or Division	College of Science			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts his/her respective Department Chairperson and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (College of Science)
	1.1. Retrieval of the students record in the system and printing of the COR	None	3 minutes	Department Chairperson (College of Science)
2. Receipt of the reprinted COR and acknowledgement of receipt	2. An e-copy is sent through email, messenger or its equivalent	None	10 minutes	Department Chairperson (College of Science)
Total		None	15 minutes	



2. Evaluation of Grades/Report of Grades

Office or Division	College of Science			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case students has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student makes a request for a copy of his/her evaluation or report of grades	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk (College of Science)
	1.1. Transmittal/ Referral of the request to concerned Department Chairperson	None	1 minute	College Clerk/College Secretary (College of Science)
	1.2. Retrieval of the student's record in the system and the printing of the Evaluation of Grades or Report of Grades	None	5 minutes	Department Chairperson (College of Science)
2. Receipt requested document and signing the acknowledgement in the logbook	2. The reprinted evaluation of grades or report of grades is handed to the requesting student and makes his/her sign the acknowledgement in the logbook	None	2 minutes	Department Chairperson (College of Science)
Total		None	10 minutes	



3. Request for Subject Offering

Office or Division	College of Science			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Students, Departments from other Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students: 1. Evaluation of Grades 2. Request Form for Subject Offering For other Departments: 1. Letter Requests 2. Class Details (size, course, year level)		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a letter request for the offering of subject he/she wishes to enroll with valid justification to the College thru the respective Department Chairpersons	1. Receiving of the request and checking the completeness of the attachments	None	5 minutes	College Secretary (College of Science)
	1.1. Routing of the letter request to the concerned department chairs	None	2 hours	College Dean (College of Science)
	1.2. The request for offering of subject is evaluated by the respective department chairperson based on the justification provided by the student.	None	2 hours	Department Chair (College of Science)
	1.3. The department chair endorses for the approval/disapproval of the request based on the validity of the	None	30 minutes	Department Chair (College of Science)



	justification presented and in accordance with the existing policies on the offering of requested subjects.			
	1.4. The Dean reviews the indorsement from the Department Chair, then recommends the approval/ disapproval of the request and forwarded to the Office of the Vice President for Academic Affairs	None	30 minutes	College Dean (College of Science)
	1.5. The Vice President for Academic Affairs endorses the request to the Office of the President for approval	None	5 minutes	Vice President for Academic Affairs (Office of the VP for Academic Affairs)
	1.6. The President approves/ disapproves the request	None	2 hours	University President Office of the University President)
	1.7. Upon approval by the University President, the subject requested is included in the plotting and scheduling	None	1 hour	College Secretary (College of Science)
2. The client is informed of the action on the result	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	College Secretary/Clerk (College of Science)
Total		None	10 hours 35 minutes	



4. Request for Recommendation Letter

Office or Division	College of Science			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Valid ID 3. Accomplished Request Form		Office of the Registrar (in case student has no ID) College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for a letter of recommendation.	1. Receipt request and recording in the appropriate logbook	None	2 minutes	College Clerk/Secretary (College of Science)
	1.1. Referring to the Department Chairperson concerned or/program coordinator to the College Dean depending on the requested recommendation	None	2minutes	College clerk/Secretary (College of Science)
	1.2. Preparation, encoding and signing of the Recommendation letter	None	1 day	College Dean or Department Chairperson (College of Science)
2. The client receives the document requested	2. Releasing the Recommendation letter and recording of the receipt in the logbook or sending through email or other online means in the case the request is an e-copy	None	5 minutes	College Clerk/Secretary (College of Science)
Total		None	1 day 9 minutes	



COLLEGE OF VETERINARY MEDICINE

External Services



1. Request for Rabies Vaccination of Dogs and Cats at the Veterinary Teaching Hospital Through the UEP- CVM Extension Office

Rabies vaccination is conducted at the College of Veterinary Medicine for rabies prevention and control program in the community.

Office or Division	College of Veterinary Medicine			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card of Pets		Pet Owners		
2. Pets Medical Record Booklets				
3. Accomplished Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client reports to the College of Veterinary Medicine and fill up a request for Rabies vaccination of their pets (dogs and cats)	1. Student Clinicians receive requests from clients/pet owners, log in to the basic information received. Forward request to Extension Coordinator	None	15 minutes	Extension Coordinator Junior and Senior Clinicians
	1.1. Health assessment of pets for vaccination	None	30 minutes	Student Clinicians Clinical Instructor (CI) on duty
	1.2. Only eligible and apparently healthy pets are vaccinated	None	10 minutes	Student Clinicians Clinical Instructor (CI) on duty
	1.3. Post vaccination care and teaching on responsible pet ownership	None	10 minutes	Student Clinicians
	1.4. Registration of pets to the Vaccination Record Report	None	5 minutes	Student Clinicians Extension Coordinator
	1.5. Issuance of Vaccination Card	None	5 minutes	CI



2. Receipt of Vaccination card	2. Duly signed vaccination card will be given to pet owner	None	5 minutes	CI
	2.1. Completion of Extension Customer Feedback Form	None	10 minutes	Student Clinicians
	2.2. Submission of Extension Completion Report	None	1 hour	Extension Coordinator and Extension Staff
Total		None	2 hours 30 minutes	

2. Request for Necropsy Summary Report

The Necropsy summary report is the narrative report of gross pathological findings of the cause of death of animals.

Office or Division	College of Veterinary Medicine			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UEP Animal Projects, Community Livestock and Poultry Owners, Other government animal projects or Canine Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Agency ID		Clients		
2. Accomplished Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills in the CVM request form.	1. Student Clinicians receive the request form. Student Clinicians log in the basic information, health history of animals for necropsy	None	15 minutes	Veterinarian/ CI Student Clinicians
	1.1. Necropsy performed by Veterinarian,	None	2 hours	Veterinarian/ Veterinary Pathologist



	assisted by student clinicians			Laboratory staff Student Clinicians
2. Receives Necropsy Summary Report	2. Release of Necropsy Report	None	30 minutes	Laboratory staff Student Clinicians
	2.1. Compilation and recording of necropsy report	None	15 minutes	Laboratory staff Student Clinicians
Total		None	3 hours	

*P 500.00 for outside clients and None for University based animal projects.

3. Request for Mortality Report

This is an alternative procedure in the absence or failure to conduct a Necropsy Reports of animal projects in the University.

Office or Division	College of Veterinary Medicine			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Animal Project In-charge, Animal care takers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		CVM Office College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up the Request form	1. The Clinical instructor/ Student Clinicians receives and log in the information provided by the Project In-charge or the animal caretaker about the basic information like medical history prior to death of the animal	None	5 minutes	Clinical Instructor / Student Clinicians on duty



2. Presentation and registration of the dead animal	2. Postmortem Examination and history taking by the Clinical Instructor and Student Clinicians on duty	None	25 minutes	Clinical Instructor and Student Clinicians on duty
	2.1. Preparation of written mortality report based on the history, gross lesions and other significant information that led to cause of death	None	20 minutes	Clinical Instructor on duty Student Clinicians on duty Laboratory Aide
3. Receives the Mortality Report	3. Release of Mortality Report	None	5 minutes	Clinical Instructor Student Clinicians on duty Laboratory Aide
	3.1. Compilation of Mortality Report	None	5 minutes	Laboratory Aide
Total		None	60 minutes	



COLLEGE OF VETERINARY MEDICINE

Internal Services



1. Request for Reprinting of Certificate of Registration (COR)

The service should assist students in obtaining additional copies of the Certificate of Registration for the purpose of scholarship application and in the event of loss and damage, this service ensures that individuals can request and receive reprints of their certificates in a timely and secure manner.

Office or Division	College of Veterinary Medicine			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Office of the College of Veterinary Medicine and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (College of Veterinary Medicine)
	1.1. Transmittal/ Referral of the request to concerned Department Chairperson	None	2 minutes	College Clerk/College Secretary (College of Veterinary Medicine)
	1.2. Retrieval of the student's record in the system and printing of the COR	None	5 minutes	College Chairperson (College of Veterinary Medicine)
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	1 minute	College Chairperson (College of Veterinary Medicine)
TOTAL		None	10 minutes	



2. Request for Copies of Evaluation of Grades/Report of Grades

This service provides students with prompt assistance to obtain printed copies of grad evaluation/ report of grades intended for scholarship application and other academic requirements.

Office or Division	College of Veterinary Medicine			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a request for a copy of his/her evaluation or report of grades	1.1 Acceptance of the request and recording in the logbook	None	2 minutes	College Clerk/Secretary (College of Veterinary Medicine)
	1.2 Transmittal/ Referral of the request to concerned Department Chairperson	None	1 minute	College Clerk/College Secretary (College of Veterinary Medicine)
	1.3 Retrieval of the student's record in the system and printing of the Evaluation of Grades or Report of Grades	None	5 minutes	College Chairperson (College of Veterinary Medicine)
2. Receipt requested document and signing the acknowledgment in the logbook	2.1 The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson (College of Veterinary Medicine)
TOTAL		None	10 minutes	



Expanded Tertiary Education and Equivalency Accreditation Program External Services



1. Application for a Degree through ETEEAP

Facilitating the application process for individuals seeking a degree through the Expanded Tertiary Education Equivalency and Accreditation Program (ETEEAP), under the established guidelines and procedures, to support lifelong learners to earn a degree.

Office or Division	Expanded Tertiary Education and Equivalency Accreditation Program			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Filipino who has at least 5 years of work experience/ High School Graduate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent addressed to the University President thru the ETEEAP Director (1 original Copy)		Client		
2. Accomplished ETEEAP Application letter (1 original Copy)		CHED Website		
3. Curriculum Vitae (1 original Copy)		Client		
4. OTR or Form 137 for HS Graduates (1 original Copy)		Previous School Attended		
5. Certificate of Employment (1 original Copy)		Previous or Current Employer		
6. Certificate as Consultant, Resource Person, Guest Speaker, Trainer, Organizer or Coordinator		Client		
7. Certificate of Trainings/ Seminars/ Workshops Attended, Membership in Professional/ Government Organization		Client		
8. Eligibility Certificate (CSC,PRC, TESDA, etc.)		Client		
INQUIRY ABOUT THE ETEEAP PROGRAM				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries about ETEEAP	1.1. Answers, explains and orients the clients about ETEEAP	None	10 minutes	Director, ETEEAP
	1.2. Give/Send UEP ETEEAP Brochure (through email)	None	3 minutes	Director, ETEEAP



2. Ask about the ETEEAP Application Form	2. Gives out and guides the applicants in filling the application form	None	5 minutes	Director, ETEEAP
Total		None	18 minutes	

SUBMISSION OF APPLICATION FORM				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Application Form with the corresponding documents	1.1. Evaluates initially the application form and documents	None	10 minutes	Director, ETEEAP
	1.2. Conduct preliminary interview of the applicant	None	10 minutes	Director, ETEEAP
	1.3 Schedule the Panel Interview Assessment	None	2 minutes	Director, ETEEAP
2.Interview with the Panel of Assessors	2.1. Interview the applicant	None	1 hour	Panel of Assessors
	2.2. Assessment Result	None	15 minutes	Panel of Assessors
3. Pays the Assessment Fee	3.1 Issue Statement of Account	None	3 minutes	Director, ETEEAP
	3.2 Receives Payment for Assessment Fee	P 8,000	c/o Cashier	Cashiers Office
TOTAL		P 8,000	1 hour 50 minutes	

ENROLLMENT OF THE REQUIRED COURSES				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures student number from the Office of Admission	1. Generate student number	None	10 minutes	Office of the Admission
2.Secure Enrollment Form from Department Chair	2. Gives the enrollment form	None	3 minutes	Department Chair



3. Plot the required subject for enrollment	3.1 Determination of the student's academic load to be enrolled by the student	None	5 minutes	Department Chair
	3.2 Dean's approval of the subjects to be enrolled	None	3 minutes	College Dean
4. Student confirms the enrolled subjects	4.1. Verification of the enrolled subject with the concerned student	None	10 minutes	Department Chair
	4.2. Encoding of subjects	None	3 minutes	Department Chair
	4.3 Printing of the Certificate of Registration (COR)	None	1 minute	Department Chair
5. Student accept the COR	5. Issuance of the COR	None	1 minute	Department Chair
TOTAL		None	36 minutes	

PAYMENT OF ETEEAP FEE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student secure Statement of Account	1. Issue statement of account	Depend on the student	3 minutes	Director, ETEEAP
2. Pays the ETEEAP Fee	2. Issue Official Receipt	None	3 minutes	Cashiers Office
3. Submit photocopy of Official Receipt to ETEEAP Office	3.1 Record and File Photocopied official receipt of ETEEAP Fee	None	5 minutes	Director, ETEEAP
TOTAL		None	11 minutes	



GRADUATE STUDIES

External Services



1. Enrolment of New Students

The enrollment process for new students at the UEP Graduate School involves the submission and verification of admission credentials, followed by assessment and approval.

Office or Division	Graduate Studies
Classification	Complex
Type of Transaction	G2C – Government to Citizens
Who may Avail	New Students (Master's and Doctoral Level)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Students <ol style="list-style-type: none"> 1. Transcript of Records (1 Original and 2 Photocopies) 2. GWA Certification (1 Original and 2 Photocopies) 3. Certificate of Good Moral Character 4. Letter of Intent for Admission 5. ID (3 pcs Passport size) 6. Long Brown Envelope (3 pcs) 	<p>Registrar of the school last attended by the applicant</p> <p>Registrar of the school last attended by the applicant</p> <p>GS Office (Signed by the GS Dean)</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>
New Students (for Probationary Status or those with grades lower than 2.0 for Master's and 1.75 for Doctoral) <ol style="list-style-type: none"> 1. Transcript of Records (1 Original and 2 Photocopies) 2. GWA Certification (1 Original and 2 Photocopies) 3. Certificate of Good Moral Character 4. Letter of Intent for Admission 5. ID (3 pcs Passport size) 6. Long Brown Envelope (3 pcs) 	<p>Registrar of the school last attended by the applicant</p> <p>Registrar of the school last attended by the applicant</p> <p>GS Office (Signed by GS Dean)</p> <p>Applicant</p> <p>Applicant</p> <p>Applicant</p>



7. Board Exam Results (if applicable) 8. Certificates of Trainings/Seminars (1 Photocopy) 9. Service Record (1 Original) *Additional Requirements only for applicants with non-qualifying GWA) 10. Written Essay (1 original) 11. Interview		Professional Regulation Commission (PRC) Sponsor/Host agencies of training/seminars attended Applicant's employer Applicant GS Dean		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
ADMISSION (for INCOMING STUDENT WITH QUALIFYING GWA)				
1. Check the GS Facebook Page and /or the Bulletin Board for the requirements and schedule	1. Post all the requirements and schedules on the Facebook page and GS bulletin board	None	10 minutes	<i>Technical Staff</i> Office of the GS Dean
2. Proceed to the GS Office for submission of the documents	2. Accept submissions		10 minutes	<i>Technical Staff</i> Office of the GS Dean
3. Accomplish all the GS forms and submit.	3. Evaluate the documents		15 minutes	<i>Technical Staff</i> Office of the GS Dean
4. Secure the result of the evaluation	4. Post the results of the evaluation in the bulletin board and on GS Facebook page	None	15 minutes	<i>GS Technical Staff</i> Office of the Dean
ENROLLMENT (for INCOMING STUDENTS WITH QUALIFYING GWA)				
5. Fill out the following forms: Information form, Program of Study, Plotting Form	5. Provide all the forms and instructions either online or at the GS Office	None	30 minutes	<i>GS Technical Staff</i> Office of the Dean



6. Submit the completed forms	6. Receive the completed forms		5 minutes	GS Technical Staff Office of the Dean
7. Pay College Fees	7. Accept payment for college fees	Admission fee for Master's Degree (P150.00 and Doctoral Degree (P200.00)	5 minutes	Cashier's Office
8. Pay tuition and miscellaneous fees to the Cashier's Office	8. Payment of tuition fees and miscellaneous fees	GSSA Membership fee (P100.00) and Development Fee (P300.00) for new and continuing students Per unit cost for Master's Degree (P500.00) and Doctoral Degree (P750.00) Assessment depending on the number of units enrolled	10 minutes	Cashier's Office
9. Obtain printed Certificate of Registration (COR)	9. GS Office or the Registrar's Office prints Certificate of Registration (COR)	None	5 minutes	GS Technical Staff/Administrative Staff Office of the Dean/ Registrar Office
TOTAL			2 days 1 hour and 55 minutes	
ADMISSION (for INCOMING STUDENTS WITH NON-QUALIFYING GWA)				



1. Check the GS Facebook Page and /or the Bulletin Board for the requirements and schedule 2. Proceed to the GS Office for submission of the documents 3. Accomplish and submit all GS forms	1. Post all the requirements and schedules on the Facebook page and GS bulletin board	None	10 minutes	GS Technical Staff Office of the GS Dean
	2. Accept submissions		10 minutes	GS Technical Staff Office of the GS Dean
	3. Evaluate the documents		15 minutes	GS Technical Staff and Office of the GS Dean
4. Receive notification of provisional admission	4. Notify applicants on their provisional admission	None	2 days	GS Technical Staff Office of the GS Dean
	4.1. Inform applicants to submit online or in-person; have the interview and submission additional documents			GS Technical Staff Office of the GS Dean
5. Present his/herself for interview	5. Conduct online or in-person interview	None	1 hour	GS Technical Staff Office of the GS Dean
6. Submit the additional requirements to the GS Office	6. Receive the additional documents		10 minutes	GS Technical Staff Office of the GS Dean
7. Secure the result of the evaluation	7. Post the results of the evaluation in the bulletin board and on GS Facebook page	None	15 minutes	GS Technical Staff Office of the GS Dean



ENROLLMENT (for INCOMING STUDENTS WITH QUALIFYING GWA)				
8. Fill out the following forms: Information form, Program of Study, Plotting Form 9. Submit the completed forms	8. Provide all the forms and instructions either online or at the GS Office 9. Receive the completed forms	None	30 minutes 10 minutes	<i>GS Technical Staff</i> Office of the GS Dean <i>GS Technical Staff</i> Office of the GS Dean
10. Pay College fees	10. Accept payment for college fees	Admission fee for Master's Degree (P150.00) and Doctoral Degree (P200.00)	20 mins	Cashier's Office
11. Pay tuition and miscellaneous fees to the Cashier's office	11. Accept payment for tuition and miscellaneous fees	GSSA Membership fee (P100.00) and Development Fee (P300.00) for new and continuing student Per unit cost for Master's Degree (P500.00) and Doctoral Degree (P750.00) <i>Assessment depending on the number of units enrolled</i>	30 minutes	Cashier's Office
12. Student obtain printed Certificate of	12. GS Office or the Registrar Office prints	None	1 day	<i>GS Technical Staff</i> Office of the GS Dean



Registration (COR)	Certificate of Registration (COR)			
TOTAL			4 days 3 hours and 5 minutes	



GRADUATE STUDIES

Internal Services



1. Enrolment of Continuing Students

Continuing graduate students must complete course registration, obtain necessary approvals, and settle required fees within the prescribed period to ensure official enrollment.

Office or Division		Graduate Studies		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		Continuing Students (Master's and Doctoral Levels)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Continuing Students</i> <ol style="list-style-type: none"> Students Clearance Grade Evaluation Comprehensive Examination Results of New Enrollees (for Thesis/Dissertation Writing) COR of previous enrollment of Old or Continuing enrollees (for Thesis/Dissertation Writing) 		Office of the GS Dean Office of the GS Dean Office of the GS Dean Office of the GS Dean		
CLIENTS' STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
ENROLMENT				
1. Get and complete clearance form	1. Release clearance forms	None	1 day	GS Technical Staff Office of the Dean
2. Submit signed clearance	2. Check the completeness	None	15 minutes	GS Technical Staff Office of the Dean
3. Enroll the subjects for the semester	3. Check the subject enrolled and determine the number of units	None	2 hours	GS Technical Staff Office of the Dean
4. Pay GSSAI Membership fee, Development fee	Receive payment	GSSA Membership fee (P100.00) and Development Fee (P300.00) for new and continuing student	30 minutes	GS Technical Staff Office of the Dean



*For Thesis/ Dissertation Writing Students:		(P500.00 - 6 units for thesis and P750.00 - 12 units for dissertation) and other miscellaneous fees		
5. Get the result of Comprehensive Examinations *For Continuing Re-enrolment of Thesis/ Dissertation Writing –	5. Release results of comprehensive examinations	None	1 week	<i>GS Technical Staff Office of the Dean</i>
6. Upload COR or Comprehensive Report of Result of previous enrolment	6. Release copy of COR	None	1 hour	<i>GS Technical Staff Office of the Dean</i>
TOTAL			1 week 1 day 3 hours 45 minutes	



2. Request for Administration of Comprehensive Examinations

The process involves organizing and overseeing assessments to evaluate candidates' mastery of their field in accordance with academic standards.

Office or Division		Graduate Studies		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		Students who have completed all the academic units leading to the program (Both for the master's and the doctoral levels)		
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
Continuing students 1. Secure and accomplished Clearance Form 2. Certification from the office of the registrar that all courses leading to the degree are taken and with grades that qualify for the taking of comprehensive Examination (GWA 2.0)		University Registrar		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS TIME	PERSONNEL RESPONSIBLE
1. Apply for examination	1. Inform applicants on the schedule of exams and the requirements	None	1 hour	GS Technical Staff Office of the Dean
2. Secure and submit evaluation and certification of GWA of previous semester/s	2. Receive the evaluation and certification of GWA	None	1 day	Administrative Staff Office of the Registrar
3. Fill out the following forms: Program of Study, Application for	3. Provide all the forms for Comprehensive Examination (Program of	None	10 minutes	GS Technical Staff Office of the Dean



Examination	Study and Application for Examination)			
4. Qualified examinees are notified	4. Post the results on the Fb page and bulletin boards	None	5 days	GS Technical Staff Office of the Dean
5. Pay the required fees	5. Direct the students to pay at the Cashier's Office	Examination fees P250.00 - For Master Degree Programs P250.00 - For Doctoral Programs	10 minutes	Administrative Staff Cashier's Office
6. Attend orientation for Comprehensive Examination test	6. Conduct orientation to examinees	None	3 hours	GS Technical Staff, Secretary and Graduate Studies Dean
7. Join the GS group chat after being notified	7. Prepare GC per program to facilitate sending of information	None	1 day	GS Technical Staff Office of the Dean
8. Pay the comprehensive exam fees	8. Receive fees	Comprehensive Examination fee P2,450.00 - For Master Degree Programs (all master program) P5,350.00 - For Doctoral Programs (all doctoral program) (Amount depending on the designated committee member chair/member)	5 minutes	GS Technical Staff Office of the Dean



9. Take the comprehensive examination	9. Supervise the conduct of examinations Master's Degree Doctoral Degree	None	2 days 3 days	GS Technical Staff Office of the Dean
10. Get the results of the examinations	10. Check examinations 10.1. Release the results of the exam after the committee's report	None	1 month	GS Examination Committee GS Technical Staff Office of the Dean
TOTAL			1 month 14 days 3 hours	

3. Request for Administration of Qualifying Examinations

Organizing and overseeing assessments to determine candidates' readiness for advanced study or research in their field.

Office or Division		Graduate Studies		
Classification		Simple		
Type of Transaction		G2C – Government to Citizens		
Who may Avail		Doctoral students who have completed 12- or 18-units’ academic courses with GWA of not lower than 2.0		
CHECKLIST OF REQUIRMENTS		WHERE TO SECURE		
1. Secure and accomplished Clearance Form		Registrar’s Office		
2. Certification of 9 to 12 Units of Coursework leading to the degree (1 original copy)				
CLIENTS STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE



1. Apply for examination and submit evaluation and certification of GWA of courses taken	1. Post the schedules of exam and its requirements 1.1. Receive evaluation and certification of GWA	None	15 minutes 15 minutes	GS Technical Staff Office of the Dean Administrative Staff Office of the Registrar
2. Pay the required fees	4. Received fees	Examination fee (P200.00) P4,000.00 - Qualifying Exam Fee (for the committee) (Amount depending on the designated committee member chair/member)	5 minutes 5 minutes	Administrative Staff Cashier's Office GS Technical Staff Office of the Dean
3. Attend orientation	3. Conduct orientation	None	2 hours	GS Technical Staff Office of the Dean
4. Take the examination	4. Administer the qualifying examination	None	4 hours	Qualifying Committee, GS Dean and support staff
5. Get results of the examination	5. Release results of the exam	None	30 minutes	GS Technical Staff Office of the Dean
TOTAL			1 day 3 hours 20 minutes	

4. Request for the Approval of Title and Pre-Oral and Final Examination / Defense of Thesis/Dissertation

Involves evaluating and endorsing research titles, coordinating and overseeing pre-oral and final defenses to ensure academic rigor and compliance with institutional standards.

Office Division	Graduate Studies
Classification	Highly Technical



Type of Transaction		G2C -Government to Citizens		
Who may Avail		Students who passed the Comprehensive Examination		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*For new enrollees: 1. Results of comprehensive examination (1 original copy)		GS Office		
*For students who will re-enroll 1. COR of previous semester		GS Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Apply for approval of Thesis/ Dissertation Title and Adviser	1. Receive application	None	5 minutes	GS Technical Staff Office of the Dean
2. Schedule for the title presentation	2. Inform applicants on the schedule of title presentation	None	5 minutes	GS Technical Staff Office of the Dean
3. Title presentation	3. Conduct interview	None	20 minutes	GS Dean Office of the Dean
4. In case of revision, submit revised title	4.1. Approve title and signed by the adviser 4.2. Receive and approve the revised title	None	10 minutes	GS Technical Staff Office of the Dean
5. Submit thesis/ dissertation proposal and apply for pre-oral defense	5. Check completeness of paper 5.1. Schedule proposal or final defense	None	10 minutes	GS technical staff/GS Secretary Office of the Dean
6. Fill out the Application for Examination	6. Provide all the forms for application for Examination	None	10 minutes	GS Technical Staff
7. Pay the required fees	7. Receive fees	Examination fee P400.00 - For	10 minutes	GS Technical Staff Cashier's Office



		Master Degree Programs P700.00 - For Doctoral Programs		
8. If qualified, pay fees	8. Accept examination fees	Thesis/Dissertation Examination fee P6,400.00 - For Master Degree Programs (all master program) P9,000.00 - For Doctoral Programs (all doctoral program)	20 minutes	<i>GS technical Staff Office of the Dean</i>
9. Undergo pre-oral defense	9. Conduct pre-oral/final defense	None	3 hours	<i>GS Dean with the Panel Committee</i>
10. Make necessary revisions based on the minutes of the proceedings 10.1. Submit revised manuscript	10. Check revised manuscript after the review of panel members	None	1 month	<i>Panel Committee members, GS Secretary and GS Dean</i>
11. Gather data	11. Inform student/s to proceed with the data gathering	None	10 minutes	<i>GS Secretary Office of the Dean</i>
12. Present paper for Final Oral Defense	12. Conduct final oral defense	None	3 hours	<i>Panel Committee members, GS Secretary and GS Dean</i>
13. Make necessary revisions based on the minutes of the proceedings	13. Receive and check revised manuscript	None	1 week	<i>GS Student</i>



14. Submit revised manuscript for editing and proofreading	14. Assign editor and proofreader	Editing fee PHP15 per page Proofreading fee P900 for Master's P1,000 for Doctoral	5 minutes	GS Dean Office of the Dean
15. Finalize paper and print final copy	15. Inform students to proceed with the printing of the final copy	None	10 minutes	GS Dean Office of the Dean
15.1. Submit required number of hard bound and e-copy of the research	15.1. Receive and record the hard-bound and e-copies of the research		5 minutes	GS Technical Staff
16. Request for certification on the submission	16. Issue certification on the submission of hard bound and e-copies of Thesis or Dissertation	None	1 hour	GS Technical Staff/GS Secretary Office of the Dean
TOTAL			42 days 9 hours	



OFFICE OF THE DIRECTOR FOR ADMISSION (ODA)

External Services



1. Application for Incoming Freshmen

A formal application for incoming freshmen applicants

Office or Division	Office of the Director for Admission (ODA)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Student from another school or any representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Expression of Intent for Admission		ODA and/or FB page (for downloadable copies)		
2. Student Personal Data Sheet		ODA and/or FB page (for downloadable copies)		
3. Essay		ODA and/or FB page (for downloadable copies)		
4. 3 copies of OLSAT/University Exam Result (1 original and 2 authenticated photocopies)		University Guidance and Testing Center		
5. 3 copies of Form 138 or its equivalent (1 original and 2 authenticated photocopies)		Client's previous school		
6. 3 copies of Good Moral Certificate (1 original and 2 authenticated photocopies)		Client's previous school		
7. 3 copies of Transcript of Records for Second Coursers (1 original and 2 photocopies)		Client's previous school		
8. 3 copies of School Principal Certification as a Candidate for Graduation (1 original and 2 authenticated photocopies)		Client's previous school		
9. 3 copies of PSA certified Birth Certificate (1 original and 2 photocopies)		PSA Office		
10. 3 copies of Physical/Medical Examination (1 original and 2 photocopies)		Licensed Physician		
11. 2 pcs 2x2 ID Picture		Client		
12. 3 long brown envelopes		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the documentary	1. Check the completeness of the documents.	None	3 minutes	ODA staff (Office of the Director for Admission)



requirements for admission	1.1. Inform the student with lacking documents for immediate compliance.	None	3 minutes	ODA staff (Office of the Director for Admission)
	1.2. Codes the student documents with complete documentary requirements.	None	5 minutes	ODA staff (Office of the Director for Admission)
	1.3. Transmits the application to the Admission Committee (AdCom) for evaluation	None	7 days	ODA staff (Office of the Director for Admission)
2. The student receives text/call/e-mail from the AdCom interview, exam, and other requirements.	2. Initially evaluates the documents of the student	None	10 minutes	AdCom
	2.1. Calls and schedules of the student for exam/interview	None	3 minutes	AdCom
	2.2. Assesses the applicant's qualification through written and/or oral tests	None	1 hour	AdCom
3. The student receives the result.	3. Calls/texts/e-mails the student on the result of his/her application	None	3 minutes	AdCom
4. The student submits the required admission documents (original copies enclosed in a brown envelope)	4. Receives and checks the submitted documents.	None	3 minutes	ODA staff (Office of the Director for Admission)
5. The student receives the notice of admission	5. Issues the notice of admission	None	2 minutes	ODA staff (Office of the Director for Admission)
Total		None	7 days, 1 hour 32 minutes	



2. Application for Transfer

Office or Division	Office of the Director for Admission (ODA)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Student from another school or any representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Expression of Intent to Transfer		ODA and/or FB page (for downloadable copies)		
2. Student Personal Data Sheet		ODA and/or FB page (for downloadable copies)		
3. Essay		ODA and/or FB page (for downloadable copies)		
4. 3 copies of OLSAT/University Exam Result (1 original and 2 photocopies)		University Guidance and Testing Center		
5. 3 copies of Transcript of Records (1 original and 2 photocopies)		Client's previous school		
6. 3 copies of Honorable Dismissal (1 original and 2 photocopies)		Client's previous school		
7. 3 copies of Good Moral Certificate (1 original and 2 authenticated photocopies)		Client's previous school		
8. 3 copies of Physical/Medical Examination (1 original and 2 photocopies)		Licensed Physician		
9. 2 pcs 2x2 ID Picture		Client		
10. 3 long brown envelopes		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the documentary requirements for admission	1. Check the completeness of the documents.	None	3 minutes	ODA staff (Office of the Director for Admission)
	1.1. Inform the student with lacking documents for immediate compliance.	None	3 minutes	ODA staff (Office of the Director for Admission)
	1.2. Codes the student documents with complete documentary requirements.	None	5 minutes	ODA staff (Office of the Director for Admission)



	1.3. Transmits the application to the Admission Committee (AdCom) for evaluation	None	5 days	ODA staff (Office of the Director for Admission)
2. The student receives text/call/e-mail from the AdCom interview, exam, and other requirements.	2. Initially evaluates the documents of the student	None	10 minutes	AdCom
	2.1. Calls and schedules of the student for exam/interview	None	3 minutes	AdCom
	2.2. Assesses the applicant's qualification through written and/or oral tests	None	1 hour	AdCom
5. The student receives the result.	3. Calls/texts/e-mails the student on the result of his/her application	None	3 minutes	AdCom
6. The student submits the required admission documents (original copies enclosed in a brown envelope)	4. Receives and checks the submitted documents.	None	3 minutes	ODA staff (Office of the Director for Admission)
6. The student receives the notice of admission	5. Issues the notice of admission	None	2 minutes	ODA staff (Office of the Director for Admission)
Total		None	5 days 1 hour 32 minutes	



OFFICE OF THE DIRECTOR FOR ADMISSION (ODA)

Internal Services



1. Application for Re-Admission and Shift to Other Course

A formal application for readmission and shift to other course applicants.

Office or Division	Office of the Director for Admission (ODA)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		ODA		
2. Student Personal Data Sheet		ODA		
3. Essay		ODA		
4. Complete Copy of Grades		Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the documentary requirements to apply for readmission/shift to another course	1. Check the completeness of the documents.	None	2 minutes	ODA staff (Office of the Director for Admission)
	1.1. Informs the student with lacking documents for immediate compliance	None	2 minutes	ODA staff (Office of the Director for Admission)
	1.2. Codes the application of the student with complete documentary requirements	None	3 minutes	ODA staff (Office of the Director for Admission)
	1.3. Submits the application to the Admission Committee (AdCom) for evaluation	None	10 minutes	Student
2. The student receives text/call/e-mail from the	2. Initially evaluates the documents of the student	None	10 minutes	AdCom



AdCom interview and other requirements.	2.1. Calls and schedules the applicant for exam/interview	None	5 minutes	AdCom
	2.2. Assesses the applicant's qualification through written and/or oral tests	None	1 hour	AdCom
3. The student receives the result.	3. Calls/texts/e-mails the student on the result of his/her application	None	3 minutes	AdCom
	3.1. Gives the notice of acceptance	None	3 minutes	ODA (Office of the Director for Admission)
Total		None	1 hour and 38 minutes	



OFFICE OF THE DIRECTOR FOR INSTRUCTION

External Services



1. Request of Documents

This transaction ensures accessibility and transparency by facilitating the formal request and retrieval of documents under the responsibility of the ODFI.

Office or Division	Office of the Director for Instruction			
Classification	Simple			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 original copy)		ODFI		
2. Letter of request (1 original copy)		The requesting entity/ requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the request form and/or submits letter of request	1. Reviews the request form	None	5 minutes	Director of Instruction (Office of the Director for Instruction)
	1.1 Approves the request form	None	5 minutes	ODFI Staff (Office of the Director for Instruction)
2. Client signs the acknowledgment receipt/logbook confirming s/he received the requested document	2. ODFI prepares and releases the requested document	None	15 minutes	ODFI Staff (Office of the Director for Instruction)
Total		None	25 minutes	



OFFICE OF THE DIRECTOR FOR INSTRUCTION

Internal Services



1. Review of Faculty Actual Workload Form and Faculty Workload Computation

This transaction entails a thorough examination of submitted Faculty Actual Workload forms to ensure data accuracy and compliance to the University's guidelines. The computed workload is reviewed and verified to guarantee its fair and consistent representation of the faculty's instructional, research, extension, and/or administrative activities.

Office or Division	Office of the Director for Instruction			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Regular Faculty Members, Special, and Part Time Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Actual Teaching Load		Regular Faculty Members, Special, and Part Time Lecturers		
2. System Generated Faculty Schedule		Regular Faculty Members, Special, and Part Time Lecturers / College		
3. Copy of the Office Order (OO) and Special Order (SO) of the faculty member's instructional, research, extension, and/or administrative activities.		Regular Faculty Members/ College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Colleges submit completed Faculty Actual Workload forms and Faculty Workload Computation to the Office of the University Registrar	1. The Office of the University Registrar Staff checks the submitted ATL	None	1 day	Registrar's Staff (Office of the Registrar)
	1.2 The University Registrar signs the checked ATL	None		Registrar's Staff (Office of the Registrar)
2. The Registrar transmits the forms to the Office of the Director for Instruction (ODFI) for comprehensive review.	2. The ODFI reviews the completed Faculty Actual Workload and the Faculty Workload computation.	None	3 days	Director for Instruction (Office of the Director for Instruction)
	2.1 The ODFI forwards error-free workload forms and workload computation to the Office of the Vice President for Academic Affairs	None		VP for Academic Affairs (Office of the VP for Academic Affairs)



	(OVPA) for recommendation.			
	2.2 If the ATL found errors, the ODFI returns the reviewed workload forms and workload computation to the respective colleges with identified errors requiring corrections.	None		ODFI Technical Staff (Office of the Director for Instruction)
Total		None	4 days	

2. Students Evaluation of Faculty Teaching Performance

This transaction provides anonymous rating and feedback on the faculty teaching performance using the Google Form evaluation link/ student's portal.

Office or Division	Office of the Director for Instruction			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	Students, Regular Faculty, Special and Part Time Lecturers, College Instruction Coordinators, Deans			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's portal/ google forms link		CCS or any area in the university with free internet connection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College Instruction Coordinators (CICs) attend a briefing on the process, procedures, and their key responsibilities on the upcoming student evaluation	1. Director for Instruction (DFI) organizes a briefing for all CICs on the upcoming student evaluation on faculty teaching performance.	None	3 days	Director for Instruction (Office of the Director for Instruction)



	1.1 Generates a Google Form link on student evaluation to be shared with CICs during the briefing.	None		College Instruction Coordinators (CICs)
2. Academic Deans and Campus Directors inform the college of the upcoming conduct of the student evaluation.	2. Send a letter to all Academic Deans and Campus Directors to inform them about the upcoming student evaluation.	None	1 day	ODFI Technical Staff (Office of the Director for Instruction)
3. Students evaluate and provide feedback on their faculty's teaching performance by completing the Google Form.	3. ODFI staff Administer the evaluation process by sharing the evaluation link to students through preferred communication channels like email and group chat/ Announce the student portal link which will be accessed via cellular phone.	None	7 days	ODFI Technical Staff (Office of the Director for Instruction)
	3.1 DFI Provides updates on faculty evaluation data with CICs. CICs then relay the updates to the college.	None		ODFI Technical Staff (Office of the Director for Instruction)
4. Academic Deans and Campus Director reviews and distributes individual student evaluation of teaching performance to all faculty within their colleges/ campuses.	4. ODFI prepares the system generated individual evaluation result	None	3 days	Director for Instruction (Office of the Director for Instruction)
Total		None	14 days	



3. Review of SIPP and Local-Off Campus Documentary Requirements

This process requires a meticulous examination of all submitted documents pertaining to the SIPP and local-off campus activities to ensure complete adherence to established guidelines in CMO 104 and CMO 63

Office or Division	Office of the Director for Instruction
Classification	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Citizens
Who may avail	Student Interns, SIPP Coordinators, Colleges
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. CMO 104 1. Letter to CHED 2. Request Approval 3. Board Resolution Approving the Program Offering 4. Certificate of Program Compliance (COPC) 5. Internship Plan (Annex “A”) 6. MOA/Training Contract (Annex “B”) 7. Annual report in the implementation of SIPP (Annex “C”) 8. HEI Report of the List of HTEs and Students Interns (Annex “D”) 9. Internship Contract Agreement (Annex “E”) 10. Parent’s Meeting to present the itinerary and fees for their approval 11. Conduct of Student Orientation (include work ethics and laws against sexual harassment) 12. Confirmation/Acceptance by the HTE. 13. Course Syllabus 14. Copy of the Curriculum 15. Duly Notarized Affidavit of Waiver and Consent 16. COR Proof of Enrolment 17. List of Students enrolled in Practicum 18. Copy of the Training/Practicum Manual 19. Medical Clearance of each student duly signed 20. First Aid Kit/Provision of Medicines 21. Risk Assessment Plan 22. Itinerary and Budgetary Requirements 23. S.O. for Personnel-in-Charge 24. Insurance (group or individual) II. CMO 63 (Local Off-Campus) 1. Letter to CHED 2. Request Approval	College/ SIPP Coordinators



<p>3. Prepared Itinerary 4. Call for Bids from interested Travel and Tour Agencies (if necessary) 5. Parents Meeting for presentation and approval of the itinerary and of the fees 6. Conduct student orientation (include work ethics and laws against sexual harassment) 7. List of Students 8. Confirmation/Acceptance by the HTE 9. Invitation from HTE 10. Course Syllabus 11. Duly Notarized Affidavit of Waiver and Consent 12. Itinerary and Budgetary Requirements 13. Student handbook 14. Medical Clearance of each student duly signed by a government physician 15. First Aid Kit/Provisions of Medicines 16. S.O. for Personnel-in-charge 17. Risk Assessment Plan 18. Insurance (group or individual) 19. Annex A – Certificate of Compliance (CHED) 20. Annex B – Report of Compliance (CHED) 21. Proof of Safety and Registration of vehicle to be used If the vehicle is owned by UEP, attach the following: updated COR, insurance coverage driver's license, and assurance of road worthiness If the vehicle is sub-contracted-certification form the LTFRB if transportation is out- of- line, updated COR insurance, driver's license, and assurance of road worthiness. Note: All documentary requirements must be received by the CHED Regional Office VIII 15 days prior to the student-intern deployment date.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SIPP Coordinators submit complete SIPP communications and documents	1. ODFI reviews the documents for completeness and authenticity. In case of missing documents and/or any discrepancies are found, clients are notified.	None	1 day	ODFI Staff (Office of the Director for Instruction)



2. Client submits the complete and revised SIPP documents and secures the signature of the DFI.	2. The DFI signs the processing sheet and the approval letter if documentary requirements are complete.	None	30 minutes	Director of Instruction (Office of the Director for Instruction)
	2.1 ODFI Staff forward the documents to the OVPA	None	5 minutes	ODFI Staff (Office of the Director for Instruction)
Total		None	1 day and 35 minutes	

4. Request of Documents

This transaction ensures accessibility and transparency by facilitating the formal request and retrieval of documents under the responsibility of the ODFI.

Office or Division	Office of the Director for Instruction			
Classification	Simple			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (1 original copy)		ODFI		
2. Letter of request (1 original copy)		The requesting entity/ requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the request form and/or submits letter of request	1. Reviews the request form	None	5 minutes	Director of Instruction (Office of the Director for Instruction)
	1.1 Approves the request form	None	5 minutes	ODFI Staff (Office of the Director for Instruction)
2. Client signs the acknowledgment receipt/logbook confirming s/he	2. ODFI prepares and releases the requested document	None	15 minutes	ODFI Staff (Office of the Director for Instruction)



received the requested document				
Total		None	25 minutes	



OFFICE OF THE REGISTRAR

External Services



1. APPLICATION AND RECEIVING OF APPLICATION FOR GRADUATION

A formal application to request an official change of civil status.

Office or Division	Registrar's Office			
Classification	Highly technical			
Type of Transaction	G2C			
Who may avail	Graduating students or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Evaluation of grades		Registrar's office		
2. SF 10/Form 137/TOR from previous school copy for UEP 1 original copy		Client		
3. Live birth from PSA 1 original and 1 photocopy		Client		
4. 2X2 ID picture 1 original		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the clerk in charge and requests for the application form for graduation	1. Checks the evaluation of the applicant	None	1.5 hours	Clerk in Charge (Registrar's Office)
	1.1 Gives the application form for graduation	None	10 mins	Clerk in Charge (Registrar's Office)
2. Fill up the form accurately and submit it to the clerk in charge	2. Receive and verify the accuracy of the information.	None	19 days	Clerk in Charge (Registrar's Office)
	2.1 Check the envelope for the completeness of requirements.			Clerk in Charge (Registrar's Office)
	2.2 Endorse to the College Dean for his/her approval/disapproval.			
	2.3 Receive and endorse the request to the College Dean			College Secretary (Concern College)
	2.4 Review and evaluate the request and approve/disapprove			College Dean (Concern College)



	2.5 Endorse to the registrar's approval/disapproval			College Secretary (Concern College)
	2.6 Receive the approval/disapproval of college dean			Clerk in Charge (Registrar's Office)
3. Receipt of the result of the request	3. Inform the client of the result of the request	None	10 minutes	Clerk in Charge (Registrar's Office)
	3.1 If approved, add the applicant's name to the list of candidates for graduation.	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		None	19 days 2 hours	

2. REQUEST FOR AUTHENTICATION OF ACADEMIC RECORDS

A formal application to obtain official authentication of academic documents

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student/former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of the academic documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	10 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	1. Process payment and issue Official Receipt (OR)	₱ 30.00/ set	10 minutes	Collection officer (Cashier's Office)



3. Presents the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Checks the OR and receives the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepare/check and authenticate the documents	None	3 hours	Clerk in Charge (Registrar's Office)
4. Receives the requested document(s) and signs the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 30.00/ set	4 hours 30 minutes	

3. REQUEST FOR CERTIFICATION OF ACADEMIC RECORDS

A formal application to obtain official Certification for academic records.

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student/former student/alumni, or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment slip		Registrar's office		
2. Official Receipt		UEP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)



2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 50.00	10 minutes	Collection officer (Cashier's Office)
3. Presents the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	2.1 Prepares the CAV (college/GS/ JD)	None	2 hours	Clerk in Charge (Registrar's Office)
4. Receives the requested document(s) and signs the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 50.00	3 hours 30 minutes	

4. REQUEST FOR Certification Authentication and verification (CAV).

A formal application to obtain official Certification Authentication and verification (CAV).

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student/Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance (1 original copy)		Registrar's office		
2. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
3. Original Diploma and TOR and 1 Certified True Copy of the documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)



requirements	1.1. Give instructions and payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	3. Process payment and issue Official Receipt (OR)	₱ 100.00/ page/college	10 minutes	Collection officer (Cashier's Office)
4. Presents the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Prepares the CAV (college/GS/JD)	None	2 days	Clerk in Charge (Registrar's Office)
	3.1 Checks the OR and receives the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
4. Receives the requested document(s) and signs the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 100.00/ page	2 days 1 hour 30 minutes	

5. REQUEST FOR CHANGE, EDIT OF ERRONEOUS ENCODED GRADES

This service is available exclusively to faculty members for submitting requests to correct inaccurately encoded grades.

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form to change/edit grades		Registrar's office		
2. Corrected grades		Client/faculty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the registrar to request the form for editing grades	1. Gives the needed form	None	25 minutes	Clerk in Charge (Registrar's Office)



2. Fill-ups the form and signs	2. Checks the entry and change/edit the grades from the database and keeps the form	None	2 hours	Clerk in Charge (Registrar's Office)
3. Receive information/ confirmation	3. Inform the client after change/edit has been completed	None	5 minutes	Clerk in Charge (Registrar's Office)
Total		None	2 hours 30 minute	

6. REQUEST FOR AUTHENTICATION OF GRADES, COR, ID & ID VALIDATION

This is a formal process to verify the authenticity of the academic records and the Identification card of the students currently enrolled.

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Currently enrolled student or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Grades/COR/ID 1 original and 1 photocopy		Client/student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the clerk in charge and requests for authentication or ID for validation	1. Receives the documents and ask the client to logbook	None	30 minutes	Clerk in Charge (Registrar's Office)
2. Presents the needed document(s) or ID to be validated	2. Check the authenticity of the documents and authenticate the documents or validate the ID	None	2 hours	Clerk in Charge (Registrar's Office)
3. Receives the documents or ID	3. Release the documents or ID	None	30 minutes	Clerk in Charge (Registrar's Office)
Total		None	3 hours	



7. REQUEST FOR CHANGE OF CIVIL STATUS

A formal application to request an official change of civil status.

Office or Division	Registrar's Office			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for change of marital status		Registrar's office		
2. Marriage Contract from PSA (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and request the needed document(s) along with the documentary requirements	1. Receive and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1. Provide instructions and payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 100.00	10 minutes	Collection officer (Cashier's Office)
3. Present the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1. Change the civil status from the database	None	2 hours	Clerk in Charge (Registrar's Office)
4. Signs the logbook	4. Check and keep the logbook	None	30 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 100.00	3 hours 30 minute	



8. REQUEST FOR HONORABLE DISMISSAL

A formal application to obtain official Honorable Dismissal (HD)

Office or Division	Registrar's Office			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance (1 original copy)		Registrar's office		
2. SF 10/Form 137/Record from other school for UEP (1 original)		Client's previous school		
3. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and issue payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 50.00	10 minutes	Collection officer (Cashier's Office)
3. Presents the Official Receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepares of Honorable Dismissal	None	6-day	Clerk in Charge (Registrar's Office)
4. Receipt of Honorable Dismissal and sign the logbook and sign the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 50.00	6 days 1 hour 30 minutes	



9. Request for the Issuance of Certificate of Good Moral Character (CGMC)

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Client		
2. Request form		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request to the registrar's office.	1. Receive the request form and issue an order of payment (if applicable)	None	5 minutes	Registrar's Staff (Registrar's Office)
2. Client pays the required processing fee (if applicable).	2. Receive payment and issue Cashier issues OR	Php 50.00	5 minutes	Collection Officer (Cashier's Office)
3. Client will submit the OR to the registrar's office.	3. Request will be forwarded to the College Guidance Coordinator (CGC) for initial verification.	None	30 minutes	Registrar Staff (Registrar's Office)
	3.1. CGC checks the student record for any derogatory incidents.	None	1 day	College Guidance Coordinator (Concern College/School)
	3.1.1. If there is a record, the CGC may call the student for clarification or require clearance from the appropriate office before proceeding	None	(Time Freeze)	College Guidance Coordinator (Concern College/School)
	3.1.2. If there is no derogatory record, the CGC signs the verification section and	None	30 minutes	College Guidance Coordinator (Concern College/School)



	forwards the request to the University Guidance Counsellor (UGC)			
	3.2. UGC cross-checks with central records for review and approval	None	1 day	Guidance Staff (Guidance Office)
	3.2.1. If issues arise, further clearance or justification may be required.	None	(Time Freeze)	University Guidance Counselor (University Guidance Office)
	3.2.2. If verified, UGC signs the Certificate of Good Moral Character.	None	10 minutes	University Guidance Counselor (University Guidance Office)
	3.2.3. Transmit the CGMC to the Registrar's Office	None	15 minutes	University Guidance Counselor (University Guidance Office)
	3.3. The Registrar's Office receives the signed document from UGC.	None	2 minutes	Registrar Staff (Registrar's Office)
	3.4. Registrar prepares the official Certificate of Good Moral Character, affixes the university seal.	None	15 minutes	University Registrar (Registrar's Office)
4. Receipt of the CGMC and signing receipt logbook	4. Issuance of the requested CGMC.	None	1 minute	Registrar Staff (Registrar's Office)
Total		Php 50.00	2 days 1 hour 53 minutes	



10. REQUEST FOR THE ISSUANCE OF DIPLOMA

A formal application to obtain official 2nd copy of Diploma for Graduate Studies (GS) and Juris Doctor (JD)

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
2. Affidavit of lost (for 2 nd copy of Diploma)		Lawyer		
3. Documentary Stamp		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 230.00/ college	10 minutes	Collection officer (Cashier's Office)
3. Presents the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Checks the OR and receives the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepares the 2 nd copy of Diploma	None	1 day	Clerk in Charge (Registrar's Office)
4. Receives the requested document(s) and signs the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱230.00/ college	1 day 1 hour 30 minutes	



11. REQUEST FOR THE ISSUANCE OF GRADUATE STUDIES AND JURIS DOCTOR TRANSCRIPT OF RECORDS

A formal application to obtain an official Transcript of Records (TOR) for Graduate Studies (GS) and Juris Doctor (JD) during the initial release.

Office or Division	Registrar's Office			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	Student, Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance (1 original copy)		Registrar's office		
2. Transcript of Record from previous school with remarks "copy for UEP" (1 copy original)		Client's previous school		
3. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
4. Documentary Stamp (for TOR)		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and issue payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 200.00/ set/ college	10 minutes	Collection officer (Cashier's Office)
3. Presents the Official Receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepare the TOR (1 st release GS/JD)	None	3 days	Clerk in Charge (Registrar's Office)
4. Receipt of TOR/ RLE and sign the logbook and sign the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 200.00/	3 days	



	set	1 hour 30 minutes	
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12. REQUEST FOR THE ISSUANCE OF SUBSEQUENT DIPLOMA

A formal application to obtain official 2nd copy of Diploma for college

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
2. Affidavit of lost (for 2 nd copy of Diploma)		Lawyer		
3. Documentary Stamp		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 150.00 Doc stamp 30.00	10 minutes	Collection officer (Cashier's Office)
3. Presents the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Checks the OR and receives the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepares the 2 nd copy of Diploma	None	1 day	Clerk in Charge (Registrar's Office)
4. Receives the requested document(s) and signs the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge Registrar
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)



Total	₱180.00	1day 1 hour 30 minutes	
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13. REQUEST FOR THE ISSUANCE OF SUBSEQUENT TRANSCRIPT OF RECORD

A formal application to obtain an official Transcript of Records (TOR) for college and for the subsequent releases.

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student, Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
2. Documentary Stamp (for TOR)		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	10 minutes	Clerk in charge (Registrar's Office)
	1.1 Give instructions and issue payment slip	None	20 minutes	Clerk in charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 75.00/ page	10 minutes	Collection officer (Cashier's Office)
3. Presents the Official Receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	30 minutes	Clerk in charge (Registrar's Office)
	3.1 Prepare the TOR/RLE (Subsequent releases)	None	2 hours	Clerk in charge (Registrar's Office)
4. Receipt of TOR/RLE and sign the logbook and	4. Release the requested document/s	None	20 minutes	Clerk in charge (Registrar's Office)



sign the logbook	4.1 Check and keep the logbook	None	10 minutes	Clerk in charge (Registrar's Office)
Total		₱ 75.00/ page	3 hours 30 minutes	

14. REQUEST FOR THE ISSUANCE OF SUBSEQUENT TRANSCRIPT OF RECORDS FOR GRADUATE STUDIES AND JURIS DOCTOR

A formal application to obtain an official Transcript of Records (TOR) for Graduate Studies (GS) and Juris Doctor (JD) for subsequent releases.

Office or Division	Registrar's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Student, Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
2. Documentary Stamp (for TOR)		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and requests the needed document(s) along with documentary requirements	1. Receive requests and review the completeness of documents against the checklist of requirements.	None	20 minutes	Clerk in Charge (Registrar's Office)
	1.1 Give instructions and issue payment slip	None	10 minutes	Clerk in Charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 100.00/ page	10 minutes	Collection officer (Cashier's Office)
3. Presents the Official Receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	20 minutes	Clerk in Charge (Registrar's Office)
	3.1 Prepares the TOR (Subsequent release GS/JD)	None	2 hours	Clerk in Charge (Registrar's Office)



4. Receipt of TOR/RLE and sign the logbook and sign the logbook	4. Release the requested document/s	None	20 minutes	Clerk in Charge (Registrar's Office)
	4.1 Checks and keeps the logbook	None	10 minutes	Clerk in Charge (Registrar's Office)
Total		₱ 100.00/ page	3 hours 30 minutes	

15. REQUEST FOR THE ISSUANCE OF TRANSCRIPT OF RECORDS

A formal application to obtain an official Transcript of Records (TOR) for college for the initial release.

Office or Division	Registrar's Office			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	Student, Former student/alumni, or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance (1 original copy)		Registrar's office		
2. SF 10/Form 137 (1 original copy)		Client's previous school		
3. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
4. Documentary Stamp (for TOR)		Registrar's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the registrar's and request the needed document(s) along with the documentary requirements	1. Receive request and review the completeness of documents against the checklist of requirements.	None	10 minutes	Clerk in charge (Registrar's Office)
	1.1 Give instructions and issue payment slip	None	20 mins	Clerk in charge (Registrar's Office)
2. Pay the applicable fees	2. Process payment and issue Official Receipt (OR)	₱ 150.00/ set	20 mins	Collection officer (Cashier's Office)



3. Present the official receipt (OR) and the payment slip to the clerk or registrar's office.	3. Check the OR and receive the payment slip	None	10 mins	Clerk in charge (Registrar's Office)
	3.1 Prepare the TOR/RLE • (1 st release college)	None	5 days	Clerk in charge (Registrar's Office)
4. Receipt of TOR/RLE and sign the logbook	4. Release the requested document/s	None	30 minutes	Clerk in charge (Registrar's Office)
	4.1 Check and keep the logbook	None	30 minutes	Clerk in charge (Registrar's Office)
Total		₱ 150.00/ set	5 days 2 hours	

16. REQUEST FOR ONLINE ACADEMIC RECORD VERIFICATION

This is a formal process initiated by third-party verification companies or employers seeking to confirm the validity and authenticity of an individual's academic information. This request enables the verification entities to assess the accuracy of academic records, including transcripts, degrees, and enrollment status, thereby ensuring that the credentials presented by their client are legitimate and reliable.

Office or Division	Registrar's Office			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	Verifier companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verification form		Verifier company		
2. Academic record if presented by the client		Verifier company		
3. Authorization from their client		Verifier company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the verification via email	1. Check the email and download the verification form	None	7 days	Clerk in Charge (Registrar's Office)
	1.1. Check the record from the database and fill in the form	None		Clerk in Charge (Registrar's Office)



2. Receipt of form via email	2. Send back the form to the verifier company	None		Clerk in Charge (Registrar's Office)
Total		None	7 days	

17. REQUEST FOR RELATED LEARNING EXPERIENCE (RLE) FOR ABROAD

A formal application to request an official related learning experience (RLE) for initial release.

Office or Division	Registrar's Office			
Classification	Highly technical			
Type of Transaction	G2G, G2C			
Who may avail	Student/former student/alumni, verifier company or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verification form (original)		Client /verifier company		
2. TOR/diploma/RLE		Registrar's office		
3. Authorization letter (for representative) 1 original copy		Authorizer or grantor		
4. 1 brown envelop		Client		
5. Official Receipt		UEP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the clerk in charge, presents the documents, and requests any additional documents needed along with the authorization letter (for representative).	1. Receive request along with the documentary requirements and issue payment slip	None	3 days	Clerk in Charge (Registrar's Office)
	1.1. Prepare the needed documents			
2. Pay the required fee at the cashier's office.	Collect payment and issue Official Receipt (OR)	₱ 150.00/ set	2 hours	Collection Officer (Cashier's Office)



Presents to the college documents and ask for other needed documents	2. Checks the OR and receives the payment slip			Clerk in Charge (Registrar's Office)
	3. Prepares the copy of the syllabus/ Related Learning Experience (RLE)	None	15 days	College dean (Concern College)
4. Seek the signature of the dean of the college	Signs the documents	None	2 hours	College dean (Concern College)
5. Return to the registrar for final encoding and packing	Encode other needed data and pack the documents	None		Clerk in Charge (Registrar's Office)
Total		₱ 150.00/ set	18 days 4 hours	



UNIVERSITY LIBRARY

Internal Services



1. BORROWING OF BOOKS

This service allows students, faculty and UEP employees and other researchers to borrow and use books and other materials from the library.

Office or Division	Circulation Section			
Classification	Simple			
Type of Transaction:	G2C			
Who may avail:	All Bonafide students, Faculty and Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/ UEP ID		2. Provided by Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Logbook at the Baggage Counter	1. Check the library ID /Agency ID of client.	None	1 minute	Information desk In-charge. (University Library)
2. Present the book/library material to be borrowed together with your updated library ID / Agency ID at the circulation desk.	2. Write date due slip	None	1 minute	Library staff (University Library)
3. Sign the borrower's card and give it to the circulation desk In-charge together with the updated library ID / Agency ID	3. Charging of the book/library materials borrowed by the client.	None	1 minute	Head, Librarian (University Library)
TOTAL		None	3 minutes	

2. CIRCULATION SERVICES

The Circulation Section is center of borrowing and returning of library materials.

Office or Division	Library / Circulation Section
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Classification	Simple			
Type of Transaction:	G2C			
Who may avail:	All Bonafide students, Faculty and Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/ UEP ID		Provided by Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Logbook at the Baggage Counter	1. Check the library ID /Agency ID of client.	None	1 minute	Circulation desk In-charge. (University Library)
2. Present the book/library material to be borrowed together with your updated library ID / Agency ID at the circulation desk.	2. Write date due slip.	None	1 minute	Library staff (University Library)
3. Sign the borrower's card and give it to the circulation desk In-charge together with your updated library ID / Agency ID.	3. Charging of the book/library materials borrowed by the client.	None	1 minute	Head, Librarian (University Library)
TOTAL		None	3 minutes	

3. LIBRARY ORIENTATION/ INSTRUCTION

Library instruction is one of the services that aims to familiarize the clients with the library services and collections by giving library tour and orientation on different section of the library and explaining the library rules and regulations.

Office or Division	Library / Office of the Librarian
Classification	Simple
Type of Transaction:	G2C



Who may avail:	All Bonafide students, Faculty and Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original copy)		Requesting Party		
Duly Accomplished Library Orientation Request Form		Office of the Librarian		
Valid ID/ UEP ID		Provided by Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the Office of the Librarian and fill in the details and present valid ID/ UEP ID.	1. Receive the Library Orientation Request Form to the clients.	None	1 minute	Information Desk Officer (University Library)
	1.1 Check the entered data and act on the request.	None	3 minutes	Head, Librarian (University Library)
Receive confirmation schedule of the library orientation.	2. Release the request form to the clients.	None	1 minute	Library staff (University Library)
	TOTAL	None	5 minutes	

4. REFERENCE SERVICE

To give assistance to the library clients when requested for reference queries.

Office or Division	Library / Information Desk In-charge, Circulation Desk In-charge,			
Classification	Simple			
Type of Transaction:	G2C			
Who may avail:	All Bonafide students, Faculty and Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/ UEP ID		Provided by Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Logbook at the	1.Direct clients to the resources available.	None	5 minutes	Information desk / Circulation Desk In



Baggage Counter				charge.
2. Ask the Information Desk or Circulation Desk In-charge about your reference queries.				
TOTAL		None	5 minutes	



**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION AND FINANCE**

External Services



1. Endorsement of Memorandum of Agreements (MOA)

The office checks, reviews, and endorses the Memorandum of Agreement entered into by the university, such as but not limited to extension services, internship, and partnerships.

Office or Division	Office of the Vice President for Administration and Finance			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Agreement (6 original copies)		Client		
2. Letter Request/Letter of Intent (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the MOA and the letter request/ LOI	1. Receive the submitted documents.	None	1 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1 Check the completeness and authenticity of the documents.	None	3 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1.1 If incomplete, return the documents to the client.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
2. Receive a copy of the documents stamped "received" by the Office Staff.	2. If complete, releases stamped "received" copy of the documents. Endorse to the VP for Administration and Finance	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.1 Review the documents as to their validity and legality.	None	5 days	VP for Administration and Finance (Office of the Vice President for



				<i>Administration & Finance)</i>
	2.2 If void, non-compliant, and without merit returned the documents for correction and compliance.	None	2 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.3 If complete, valid, and found merit for approval, VPAF will affix countersign.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.4 Endorsed to the Office of the President for approval.	None	5 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.5 Review and evaluate the documents.	None	5 days	University President (Office of the University President)
	2.6 If approved, the President affix signature.	None	2 minutes	University President (Office of the University President)
3. Secure the copy of the approved/ signed and/or disapproved documents.	3. Releases to the client and/or forwards to the office concern the approved/signed and/or disapproved documents.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration and Finance)
Total			10 days 21 minutes	

**Multi-stage processing*



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

Internal Services



1. Endorsement of Memorandum of Agreements (MOA)

The office checks, reviews, and endorses the Memorandum of Agreement entered into by the university, such as but not limited to extension services, internship, and partnerships.

Office or Division	Office of the Vice President for Administration and Finance			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Agreement (6 original copies)		Client		
2. Letter Request/Letter of Intent (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the MOA and the letter request/ LOI	1. Receive the submitted documents.	None	1 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1 Check the completeness and authenticity of the documents.	None	3 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1.1 If incomplete, return the documents to the client.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
2. Receive a copy of the documents stamped "received" by the Office Staff.	2. If complete, releases stamped "received" copy of the documents. Endorse to the VP for Administration and Finance	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.1 Review the documents as to their validity and legality.	None	5 days	VP for Administration and Finance (Office of the Vice President for



				<i>Administration & Finance)</i>
	2.2 If void, non-compliant, and without merit returned the documents for correction and compliance.	None	2 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.3 If complete, valid, and found merit for approval, VPAF will affix countersign.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.4 Endorsed to the Office of the President for approval.	None	5 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.5 Review and evaluate the documents.	None	5 days	University President (Office of the University President)
	2.6 If approved, the President affix signature.	None	2 minutes	University President (Office of the University President)
3. Secure the copy of the approved/ signed and/or disapproved documents.	3. Releases to the client and/or forwards to the office concern the approved/signed and/or disapproved documents.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration and Finance)
Total			10 days 21 minutes	

**Multi-stage processing*



OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

External Services



1. Endorsement of Memorandum of Agreements (MOA)

The office checks, reviews, and endorses the Memorandum of Agreement entered into by the university, such as but not limited to extension services, internship, and partnerships.

Office or Division	Office of the Vice President for Administration and Finance			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Memorandum of Agreement (6 original copy)		Client		
2. Letter Request/Letter of Intent (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the MOA and the letter request/ LOI	1. Receive the submitted documents.	None	1 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1 Check the completeness and authenticity of the documents.	None	3 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	1.1.1 If incomplete, return the documents to the client.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
2. Receive a copy of the documents stamped "received" by the Office Staff.	2. If complete, releases stamped "received" copy of the documents. Endorse to the VP for Administration and Finance	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.1 Review the documents as to their validity and legality.	None	5 days	VP for Administration and Finance



				(Office of the Vice President for Administration & Finance)
	2.2 If void, non-compliant, and without merit returned the documents for correction and compliance.	None	2 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.3 If complete, valid, and found merit for approval, VPAF will affix countersign.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration & Finance)
	2.4 Endorsed to the Office of the President for approval.	None	5 minutes	VP for Administration and Finance (Office of the Vice President for Administration & Finance)
	2.5 Review and evaluate the documents.	None	5 days	University President (Office of the University President)
	2.6 If approved, the President affix signature.	None	2 minutes	University President (Office of the University President)
3. Secure the copy of the approved/ signed and/or disapproved documents.	3. Releases to the client and/or forwards to the office concern the approved/signed and/or disapproved documents.	None	2 minutes	Administrative Officer V (Office of the Vice President for Administration and Finance)
Total			10 days 21 minutes	

*Multi-stage processing



ACCOUNTING OFFICE

External Services



1. ISSUANCE OF ORDER OF PAYMENT

This is for the issuance of Order of Payment to the clients' ordering payment, except for the payment of tuition and other school fees of senior high school students not covered by Senior Voucher Program, undergraduate students, and graduate programs students.

Office or Division	Accounting Office
Classification	Simple
Type of Transaction	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen
Who may avail	All internal and external clients (students, employees, lessees, other NGAs and all other clients)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For refund of Advances to Officers and Employees and Advances to Special Disbursing Officers 1.1 Liquidation Report (2 copies)	Accounting Office
2. For refund of Advances for Payroll 2.1 Report of Cash Disbursements (2 copies) 2.2 Authenticated Photocopy of Payroll (2 copies)	Cashier's Office
3. For settlement of Receivables-Disallowances/Charges, Due from Officers and Employees, and Other Receivables 3.1 Statement of Account (2 copies)	Accounting Office
4. For non-tuition school fees such as for school uniforms and school IDs 4.1 Billing Statement (2 copies)	Garments and Textile Center/ID Production
5. For school fees for Kiddie Learning Center 5.1 Statement of Account (2 copies)	Kiddie Learning Center (KLC)
6. For rental, room accommodation and electricity charges 6.1 Billing Statement (2 copies)	Hostel/Farmers Training Center/Kapihan/White Beach/ASBA
7. Remittance of canteen sales and sale of various agricultural products 7.1 Sales Report (2 copies)	Kapihan/ASBA/Project-in-Charge
8. For reservation fee 8.1 Billing Statement (2 copies) 8.2 Reservation Slip (2 copies)	Hostel/Farmers Training Center/Kapihan/White Beach/ASBA
9. Remittance of collections from cash tickets and other business income 9.1 Report of Collection (2 copies) 9.2 Issued Cash Tickets (1 copy)	White Beach Resort
10. For bid documents fee 10.1 Billing Statement (2 copies)	Office of the BAC Secretariat



11. For service fee for loans 11.1 Billing Statement (2 copies) 11.2 Such other pertinent supporting documents as are required by the nature of transaction		11.1 Accounting Office 11.2 Lending Institution		
12. For fund transfer from other NGAs for implementation of programs/projects 12.1 Authenticated photocopy of Memorandum of Agreement (1 copy) 12.2 Such other pertinent supporting documents as are required by the nature of transaction		Project-in-Charge/Project Leader		
13. For performance bond 13.1 Authenticated photocopy of Notice of Award 13.2 Such other pertinent supporting documents as are required by the nature of transaction		Supply Office		
14. For electricity charges to contractors 14.1 Billing Statement (1 copy) 14.2 Monthly Reading of Electric Consumption (1 copy) 14.3 Authenticated copy of Contract of Agreement between the University and the Contractor (1 copy) 14.4 Such other pertinent supporting documents as are required by the nature of transaction		14.1 Electrical Services Division 14.2 Physical Plant Development Office 14.3 Contractor/Electrical Services Division 14.4 Electrical Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Billing Statement/Statement of Account/Contract to the AO Receiving Staff	1. Receives the documentary requirement/s from the client and forward to the AO Processing Staff.	None	2 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	1.1. Prepares the Order of Payment and forward to the Head of the Accounting Office or Authorized Representative for signature	None	8 minutes	Administrative Aide (Accounting Office)
	1.2. Reviews the Order of Payment based on the supporting document/s.	None	2 minutes	Accountant II (For General Fund) (Accounting Office) Accountant III



	<p>If in order, signs the Order of Payment and forward to the AO Releasing Staff</p> <p>If with correction, returns the OP to the Processing Staff for correction. (Proceed to Step 1.)</p>			<p>(For Business Related Fund and Trust Fund) (Accounting Office)</p> <p>Accountant II (For Internally Generated Fund) (Accounting Office)</p>
2. Receipt of Order of Payment	2. Records in the logbook the release of the signed Order of Payment and retains the file copy of the signed Order of Payment and its supporting document/s	None	3 minutes	Administrative Aide (Accounting Office)
Total		None	15 minutes	

2. ISSUANCE OF STUDENT STATEMENT OF ACCOUNT

This is for the issuance of the Statement of Account to all students.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration or Student Identification Card (ID)		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Service Request Form and present the Certificate of Registration or ID	1. Receives the Service Request Form and Certificate of Registration or Identification Card	None	2 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)



to the Accounting Office Staff				
	1.1. Checks the student's account balance in the ledger or university's student account assessment system	None	2 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	1.2. Prepares and prints the Statement of Account and forward to the Head of the Accounting Office or Authorized Representative for signature	None	7 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	1.3. Reviews the Statement of Account 1.3.1. If correct, signs the Statement of Account and forward to the Releasing staff 1.3.2. If with correction, returns the SOA to the AO staff for correction (Proceed to Step 1.)	None	2 minutes	Accountant II Officer-In-Charge (Accounting Office)
2. Receives the Statement of Account and signs the logbook	2. Records in the logbook the release of the Statement of Account and retains the file copy of the issued SOA	None	2 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
Total		None	15 minutes	



3. PAYMENT THRU ADVICE TO DEBIT ACCOUNT (ADA)

This service refers to the direct payment of obligations thru bank.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen			
Who may avail	All internal and external clients (employees, students, suppliers, contractors, and all other customers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Approved Disbursement Voucher (5 original copies)		Proponent		
1.2 Approved Payroll, if applicable (5 original copies)		Proponent		
1.3 Obligation and Request Status/Budget Utilization Request Status (2 original copies)		Proponent		
1.4 Documentary Requirements under COA Circular No. 2023-004 (1 original copy or authenticated copy, as required)		Proponent		
1.5 Other supporting documents peculiar to the nature of transaction necessary in the evaluation of the claim, as required (1 original copy or authenticated copy, as required)		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the approved Disbursement Vouchers and its supporting documents to the Accounting Office	1. Receives the approved Disbursement Vouchers and its supporting documents and records the approved DV in the logbook and forward to the Processing Staff	None	10 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	1.1 Prepares proof list using the DBP Pay Cash (for payroll transactions), LLDAP-ADA, SLIEE, and ADAIC and forward to the	None	1 hour, 30 minutes	Administrative / Administrative Aide (Accounting Office)



	Head of the Accounting Office for signing			
	<p>1.2 Reviews the Proof List, LLDAP-ADA, SLIEE, and ADAIC based on the approved Disbursement Voucher and its supporting documents, and:</p> <p>If with no correction, signs the documents and forward to the Releasing Staff</p> <p>If with correction, returns the documents to the Processing Staff and proceed to Step 1.1</p>	None	30 minutes	Accountant II OIC, Accounting (Accounting Office)
	1.3 Records in the logbook the release of the signed LLDAP-ADA to the Cashiers Office and Office of the President for signature	None	10 minutes	Administrative Assistant II (Accounting Office)
2. Transmit the approved LLDAP-ADA and its supporting documents to the Accounting Office	2. Receives and records in the logbook the approved LLDAP-ADA	None	10 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	2.1. Transmits the approved LLDAP-ADA, SLIIE, ADAIC, and Proof List to the bank for validation and payment	None	60 minutes	Administrative Assistant II (Accounting Office)
	2.2. Files a copy of the validated LLDAP-ADA, approved Disbursement	None	10 minutes	Administrative Assistant II (Accounting Office)



	Voucher, and its supporting documents			
Total		None	3 hours, 40 minutes	

4. PROCESSING OF DISBURSEMENT VOUCHERS

This shall apply to all requests for payments of obligations and payables pertaining to Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE), and Capital Outlay (CO) of the university under all funds (Regular Agency Fund and Off Budgetary and Custodial Funds).

Office or Division	Accounting Office		
Classification	Simple		
Type of Transaction	G2G – Government to Government, G2B – Government to Business, and/or G2C – Government to Citizen		
Who may avail	All internal and external clients (employees, students, suppliers, contractors, and all other clients)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For payroll: 1.1 Obligation and Request Status/Budget Utilization Request Status (2 original copies) 1.2 Payroll (5 original copies) 1.3 Documentatry Requirements under COA Circular No. 2023-004 (1 original or authenticated copy) 1.4 Other supporting documents peculiar to the nature of transaction necessary in the evaluation of the claim, as required (1 original or authenticated copy)		1.1 Budget Office 1.2 Human Resource Management Office 1.3 Proponent 1.4 Proponent	
For other claims: 1.1 Obligation and Request Status/Budget Utilization Request Status (2 original copies) 1.2 Request for Payment, if applicable 1.3 Documentary Requirements under COA Circular No. 2023-004 (1 original or authenticated copy, as required) 1.4 Other supporting documents peculiar to the nature of transaction necessary in the evaluation of the claim, as required (1 original or authenticated copy, as required)		1.1 Budget Office 1.2 Proponent 1.3 Proponent 1.4 Proponent	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete set of the supporting documents to the AO Receiving Staff	1. Records in the logbook the receipt the documents and forward to Processing Staff	None	5 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	1.1. Evaluates the completeness and propriety of the supporting documents If in order, proceed to Step 1.2 If not in order, returns the claim and its supporting documents together with the DVER to the AO Releasing Staff and proceed to Step 1.3	None	2 days, 4 hours	Administrative Assistant IV (For Special Trust Fund and Business Related) (Accounting Office) Administrative Assistant II (For Regular Agency Fund and Trust Fund) (Accounting Office)
	1.2. Prepares Disbursement Vouchers and forwards the DV and its supporting documents to the AO Releasing Staff	None	60 minutes	Administrative Assistant IV (For Special Trust Fund and Business Related) Administrative Assistant II (For Regular Agency Fund and Trust Fund) (Accounting Office)
	1.3. Records in the logbook the release of the documents and, For the Disbursement Vouchers, delivers the documents to the Office of the Vice President for signing of the	None	10 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)



	<p>Disbursement Voucher</p> <p>For the claims to be returned, delivers the documents to concerned units/payees for compliance</p>			
2. Transmit the signed Disbursement Vouchers and its supporting documents to the Accounting Office	3. Receives the signed Disbursement Voucher and its supporting documents and forward to the Head of the Accounting Unit for signing of the Disbursement Voucher	None	10 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)
	<p>3.1. Verifies the completeness and propriety of the supporting documents</p> <p>3.2. If accurate, signs the Disbursement Vouchers and forwards the DV to the Releasing Staff</p> <p>If not accurate, returns the DV to the Processing Staff for re-evaluation and compliance and proceed to Step 3.1</p>	None	2 hours	Accountant II OIC, Accounting Office (Accounting Office)
	3.3. Records in the logbook the release of the signed Disbursement Voucher and its supporting documents to the	None	5 minutes	Receiving and Releasing Officer/ Administrative Aide (Accounting Office)



	Office of the Internal Auditor for pre-audit and retains the file copy of the signed DV and its supporting documents			
Total		None	2 days, 7 hours, and 30 minutes	



BUDGET OFFICE

Internal Services



1. Certifying Fund Allocation

Certifying funds allocation for every budgetary requirement presented necessary in the performance of functions.

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Internal Clients (UEP employees, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Provided by client/end-user		
2. Purchase Request (1 original copy)		Supply Office/BAC		
3. Travel Order (1 original copy)		HRMO		
4. Letter endorsement by President		Office of the President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request/ Complete Documents for Fund Allocation	1.1 Received and Record documents	None	10 minutes	Budget Staff (Budget Office)
	1.2 Endorsed to Budget Officer for Certification of Availability of Funds	None	5 minutes	Budget Staff (Budget Office)
	1.3 Review and certify	None	15 minutes	Budget Officer (Budget Office)
2. Receive of funded request by Client	2.1 Released the signed documents to client	None	10 minutes	Budget Staff (Budget Office)
Total		None	40 minutes	



2. Processing of Obligation

Preparation of BURs or ORs

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Internal Clients (UEP employees, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Orders		Supply Office		
2. Payrolls		HRMO		
3. Contract of Services		HRMO		
4. Funded Requests		Provided by the clients/End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for the preparation of BURs or Ors	1. Received and records documents	None	10 minutes	Budget Staff
	1.1 Endorsed to the Office of the Vice President for Administration and Finance for certification	None	5 minutes	Budget Staff
	1.2 Review and Certifies (VPAF)	None	15 minutes	VPAF
	1.3 Received and recorded the documents from VPAF	None	10 minutes	Budget Staff
	1.4 Endorsed to Budget Officer for certification	None	5 minutes	Budget Staff
	1.5 Certification of BURS/ORS	None	15 minutes	Budget Officer
	1.6 Records certified BURS/ORS	None	10 minutes	Budget Staff



2. Received by client	2.1 Released of signed BURS/ORS to client	None	10 minutes	Budget Staff
	2.2 Filing and Recording of the BURS/ORS	None	10 minutes	Budget Staff
Total		None	90 minutes	



UEP CASHIER'S OFFICE

External Services



1. Claiming of Cash Benefits Over the Counter

Students with cash benefits from allowances, assistant wages, refunds and scholarships.

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	University Student/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		The student will provide		
For authorized representative: 1. Authorization or Special Power of Attorney 2. Valid ID of representative (1 photocopy) 3. Valid ID of payee (1 photocopy)		The authorized representative will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID /requirements of the authorized representative	1. Check requirements	None	5 minutes	Releasing Staff (Cashier Office)
2. Sign payroll	2. Make the student sign the payroll	None	5 minutes	Releasing Staff (Cashier Office)
3. Claim Cash	3. Give Cash to the student or representative	None	5 minutes	Releasing Staff (Cashier Office)
Total		None	15 minutes	

2. Claiming of Checks

Payment of obligations thru check.

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		The payee will provide.		



For authorized representative: 1. Authorization or Special Power of Attorney (1 original copy) 2. Valid ID of representative 3. Valid ID of payee (1 photocopy)		The authorized representative will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID/ requirements of the authorized representative	1. Check requirements	None	9 minutes	Releasing Staff, (Cashier Office)
2. Issue an Official receipt	2. Issues an Official receipt	None	5 minutes	Releasing Staff, (Cashier Office)
3. Sign on the Disbursement Voucher	3. Sign on the Disbursement Voucher	None	3 minutes	Releasing Staff, (Cashier Office)
4. Receipt of check and tax certificate	4. Claim check & tax certificate for suppliers	None	3 minutes	Releasing Staff, (Cashier Office)
Total		None	20 inutes	

3. Payment of Fees

Payment of students for their outstanding balance to the University and issued an Official Receipt

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	University Student/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		UEP Accounting Office		
2. Student ID Number		The authorized representative will provide		
3. Official Receipt		UEP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment and Student ID Number	1. Receive Order of Payment and Student ID Number	None	1 minute	Collecting Staff (Cashier Office)
2. Pay in cash necessary amount	2. Accept cash amount	Outstanding Balance	3 minutes	Collecting Staff (Cashier Office)



3. Claim Official Receipt (O.R.)	3. Give the Official Receipt (O.R.) to the client	None	1 minute	Collecting Staff (Cashier Office)
Total		Outstanding Balance	5 minutes	

4. Payment through Checks

Payment of obligation through MDS.

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business Entities G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		UEP Accounting Office		
2. ACIC Form		UEP Cashier's Office		
3. Official Receipt		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff from the Office of the President] Give Disbursement Voucher to Receiving Staff	1. Receive approved Disbursement Voucher	None	5 minutes	Receiving Staff (Cashier Office)
	1.1 Prepare check/s and Advice of Check/s Issued and Cancelled (ACIC)	None	10 minutes	Disbursing Staff (Cashier Office)
	1.2 Forward check/s and ACIC to Office of the President	None	5 minutes	Receiving Staff (Cashier Office)
2. Staff from the Office of the President] Give check/s and ACIC to Receiving Staff	2. Receive approved check/s and ACIC	None	5 minutes	Receiving Staff (Cashier Office)
	2.1 Transmit ACIC to Government Servicing Bank	None	25 minutes	Disbursing Staff (Cashier Office)
	2.2 Notify payee of the payment	None	5 minutes	Disbursing Staff (Cashier Office)
3. Receipt of Official Receipt and claim Tax Certificate	3. Check the Official receipt and release the Tax Certificate	None	5 minutes	Disbursing Staff (Cashier Office)



	to the client			
Total		None	1 hour	

5. Receipt of Other Fees

This includes Related Learning Experience (RLE), College of Law Bar Fees, Income Generating Projects, sale of products and services where the university may cater to outside clients.

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2B – Government to Business Entities G2G - Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		UEP Accounting Office		
2. Student ID Number		The authorized representative will provide		
3. Official Receipt		UEP Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	1. Receive Order of Payment	None	15 seconds	Collecting Staff, Cashier Office
2. Pay in cash necessary amount	2. Accept cash amount	Outstanding Balance	3 minutes	Collecting Staff, Cashier Office
3. Claim Official Receipt (O.R.)	3. Give the Official Receipt (O.R.) to the client	None	15 seconds	Collecting Staff, Cashier Office
	4. Retain the Order of Payment to be attached to the duplicate copy of issued Official Receipt (O.R.) for submission to Commission on Audit	None	15 seconds	Collecting Staff, Cashier Office
Total		Outstanding Balance	3 minutes & 45 seconds	



6. Signing of Clearances

All students must pay their outstanding balance, if there is any, before the signing of their student clearance.

Office or Division	UEP Cashier's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	University Student/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		UEP Registrar Office		
2. Student ID Number		The authorized representative will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance Form	1. Verify if the student has unpaid balance	None	1 minute	Collecting Staff, Cashier Office
2. Pay in cash unpaid amount	2. Accept cash amount	Outstanding balance	3 minutes	Collecting Staff, Cashier Office
3. Claim Signed Clearance Form	3. Head / OIC of Cashier Office signs Clearance Form	None	1 minute	Collecting Staff, Cashier Office
Total		Outstanding Balance	5 minutes	



FINANCIAL MANAGEMENT OFFICE

Internal Service



1. Certifying Clearance and Signing of Financial Reports

Office or Division	Financial Management Office			
Classification	Simple			
Type of Transaction	G2G (Government to Government)			
WHO MAY AVAIL	Faculty & Employees, Contractual Personnel, Concerned Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form 2. Financial Reports		HRMO Accounting, Budget, and Cashier Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Clearance/ Financial Reports for signing	1. Review of submitted Accountability Clearance Form or Financial Reports, (BEDs, BARs, FARs, etc.) for accuracy, authenticity, and completeness of information and signatures of concerned officials	None	10 minutes	Administrative Staff (<i>Financial Management Office</i>)
	2. Double checking of reviewed clearance or financial reports and signing	None	5 minutes	Financial Management Officer (<i>Financial Management Office</i>)
Total		None	15 Minutes	



GENERAL SERVICE OFFICE

Internal Service



1. PROCESSING OF JOB REQUEST FOR REPAIR, MAINTENANCE AND UTILITY WORKS

The General Services Unit provides excellent service as custodian of the University physical plants and facilities and effectively maintain the cleanliness and beautification of the surroundings. The unit is divided into seven sections, namely: Administrative, Carpentry/Masonry, Arts and Signs, Painting, Welding, Electrical and Utility.

Office or Division	General Services Unit			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	UEP Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Job Request Form (1 photocopy)		GSU		
3. Job Order Form for Specific Work (1 photocopy)		GSU		
4. Client Satisfaction Feedback Form (1 photocopy)		GSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will submit/provide the GSU Staff the approved letter request	1. The GSU Staff receives and stamp the letter request "RECEIVED" indicating the date, time, and signature of receiving staff.	None	3 minutes	Admin. Staff (General Services Unit)
2. The Client will receive the stamped "RECEIVED" letter request	2. The GSU Staff releases the stamped "RECEIVED" copy of letter request to the Client.	None	3 minutes	Admin. Staff (General Services Unit)
3. The Client will fill up the form provided by the GSU Staff then affix the signature.	3. The GSU Staff receives the letter will instruct the client to fill up the form that will be provided.	None	3 minutes	Admin. Staff (General Services Unit)
	3.1. The GSU Staff will forward the request letter to the GSU Head for evaluation,	None	3 minutes	Admin. Staff (General Services Unit)



	assessment and approval.			
	3.2. GSU Head will identifies the type of work to be done and check the needed materials.	None	3 minutes	GSU Head (General Services Unit)
	3.3. GSU Head will call the attention of the fitted service crew for the Job Request.	None	3 minutes	GSU Head (General Services Unit)
	3.4. The service personnel assigned for the specific job request will coordinate with the client/requisitioner.	None	3 minutes	Skilled Personnel (General Services Unit)
	3.5. The assigned service personnel will proceed to site for the implementation of the required work.	None	7 days	Skilled Personnel (General Services Unit)
4. Client will fill up the receive form and placed a remark indicating whether the end-user is satisfied or not on the Job done by the service crew.	4. After the work is done, the service personnel will let the client to sign the form indicating that the Job request was complied.	None	3 minutes	Skilled Personnel (General Services Unit)
Total		None	7 days, 24 minutes	



2. PROCESSING OF REQUESTED OFFICIAL DOCUMENTS VIA ELECTRONIC MAIL

The General Services Unit being the service unit of the university facilitate the request of the different requesting office/unit/colleges for the official documents from the office via electronic mail.

Office or Division	General Services Office			
Classification	Simple			
Type of Transaction	G2G G2C			
Who may avail	UEP Students, faculty, staff, alumni and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and other document (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will send a copy of the letter request/document signed by head of requesting office/unit via official e-mail of the office	1. The GSU Staff will check the request letter/document sent via e-mail and stamp the document "RECEIVED" indicating the date, time, and signature of receiving staff.	None	5 minutes	Admin. Staff (General Services Unit)
	1.1. The GSU Staff will print the sent request/document via email and stamp "RECEIVED" indicating the date, time and signature of receiving staff	None	5 minutes	Admin. Staff (General Services Unit)
	1.2. The GSU Staff will forward the printed copy of request/document to the GSU Head for evaluation, assessment and approval.	None	5 minutes	Admin. Staff (General Services Unit)
	1.3. GSU Head will identify, check and approve the release of request	None	5 minutes	GSU Head (General Services Unit)



	documents.			
	1.4. GSU Head will call the attention of the GSU Staff to prepare the requested documents.	None	10 minutes	GSU Head (General Services Unit)
	1.5. The GSU Staff will send the document to the client via e-mail.	None	5 minutes	Admin. Staff (General Services Unit)
2. The Client will confirm the received the document by sending acknowledgement receipt via e-mail.	2. The GSU Staff will record the release of the requested document in the office logbook.	None	5 minutes	Admin. Staff (General Services Unit)
Total		None	40 minutes	

3. PROCESSING OF REQUESTED OFFICIAL DOCUMENTS VIA FACE-TO-FACE TRANSACTIONS

The General Services Unit being service unit of the university facilitate and respond to the request of different offices/colleges/unit for the release of requested official documents of the office via face-to-face transactions.

Office or Division	General Services Office			
Classification	Simple			
Type of Transaction	G2G G2C			
Who may avail	UEP Students, faculty, staff, alumni and stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and other documents (1 original copy)		Client		
2. Job request Form (1 photocopy)		GSU		
3. Client Satisfaction Feedback Form (1 photocopy)		GSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will submit/provide the GSU Staff a copy	1. The GSU Staff receives and stamp the letter request	None	5 minutes	Admin. Staff (GSU)



of request letter signed by the head of requesting unit/office	"RECEIVED" indicating the date, time, and signature of receiving staff.			
2. The Client will receive the stamped "RECEIVED" letter request	2. The GSU Staff releases the stamped "RECEIVED" copy of letter request to the Client.	None	5 minutes	Admin. Staff (GSU)
3. The Client will fill in the form provided by the GSU Staff then affix the signature.	3. The GSU Staff who receives the letter request will instruct the client to fill up the request form.	None	5 minutes	Admin. Staff (GSU)
	3.1. The GSU Staff will forward the request letter/form to the GSU Head for evaluation, assessment and approval.	None	5 minutes	GSU Head
	3.2. GSU Head will identify, check and approve the release of the requested documents.	None	5 minutes	GSU Head
	3.3. GSU Staff will prepare the requested document	None	15 minutes	Admin. Staff (GSU)
4. Clients will fill up the receive form and placed a remark indicating whether the end-user is satisfied or not on the work done by the GSU Staff.	4. Upon the release of the request document, the GSU Staff will let the client sign the form indicating that the request letter/document was complied.	None	5 minutes	Admin. Staff (GSU)
Total		None	45 minutes	



HUMAN RESOURCE AND MANAGEMENT OFFICE

Internal Services



1. Assistance for Salary Loan Applications and Confirmation of GSIS Loan Applications

To facilitate documents as to the completeness of documents for Loan Applications

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel with Plantilla positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Loan addressed to the President (1 original copy)		Client		
2. Tentative Loan Computation from Lending Agency or Printed Picture of the GSIS Kiosk Generated Computation (1 original copy)		Client		
3. Duly accomplished Request Form for HRMO Services (1 original copy)		Human Resource Management Office		
4. Letter of Authorization to Request for HRMO Services (for authorized representatives) (1 original copy)		Client		
5. Pay Slip (previous 2 months) (1 original copy)		Human Resource Management Office		
6. Certification of Net Take Home Pay (current month) (1 original copy)		Human Resource Management Office		
7. Salary Certification (current month) (1 original copy)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills out HRMO Request Form for the documents needed for Loan Application.	1. HRMO Staff checks the request form and the completeness of Client documents, prepares the requested documents, and releases the documents for Loan Application to Client or authorized representative.	None	20 minutes	Admin. Aide (HRMO) Supervising Administrative Officer (HRMO)
2. Receives pertinent documents given by the HRMO	2. HRMO Staff files the processed request form.	None	5 minutes	Admin. Aide (HRMO)



Staff and affix signature on the request form upon receipt of documents.				
3. Submits documents for approval to concerned offices.	3. Concerned office staff processes documents for approval.	None		(Cashier's Office, Accounting Office, and the Office of the University President)
4. Client submits University President approved applications to the HRMO Staff.	4. HRMO Staff checks the completeness of Client documents, processes the documents, confirms the application and files the processed documents.	None	10 minutes	<i>Admin. Aide (HRMO)</i>
Total		None	35 minutes	

2. Assistance with the request for Salary Deductions

To facilitate documents as to the request for Salary Deductions

Office or Division	Human Resource Management Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Personnel with Plantilla positions, casual, contractual and job order employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request for Loan addressed to the President (1 original copy)		Copy of requesting Client or from the Human Resource Management Office
2. Duly accomplished Request Form for HRMO Services (1 original copy)		Human Resource Management Office
3. For authorized representatives: Letter of Authorization to Request for HRMO Services (1 original copy)		Copy of requesting Client
4. Pay Slip (for plantilla position applicants; previous 2 months) 1 original copy		Human Resource Management Office
5. Certification of Net Take Home Pay (for plantilla position applicants; current month) 1 original copy		Human Resource Management Office
6. Salary Certification		Human Resource Management Office



7. (current month) 1 original copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client fills out HRMO Request Form for the documents needed for request for salary Deductions.	HRMO Staff checks the request form, and the completeness of Client documents, prepares the requested documents, and releases the documents for the request for salary Deductions to Client or authorized representative.	None	20 minutes	Admin. Aide (HRMO)
1. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of documents.	1. HRMO Staff files the processed request form.	None	10 minutes	Admin. Asst. (HRMO) Supervising Administrative Officer (HRMO)
2. Submits the documents for approval to concerned offices.	2. Concerning office staff processes documents for approval.	None	10 minutes	Admin. Aide (HRMO) Admin. Aide (HRMO) Admin. Asst. (HRMO) Admin. Officer (HRMO)
3. Client submits University President approved applications to the HRMO Staff.	3. HRMO Staff checks the completeness of Client documents, processes the documents, confirms the application and files the processed documents.	None		(Property Management Office, Accounting Office, Office of the University President)
Total		None	45 minutes	



3. Issuance of Service Records

Requests of external and internal clients for various purposes

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for HRMO Services 1 copy		Human Resource Management Office		
2. Letter of Authorization to Request for HRMO Services (for authorized representatives) 1 copy		Copy of requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up pertinent information in the HRMO Request Form.	1. HRMO Staff checks the request form, prepares the requested document, and releases the service record to Client or authorized representative.	None	20 minutes	Senior Admin. Asst. (HRMO) Supervising Administrative Officer (HRMO)
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of the service record.	2. HRMO Staff files the processed request form.	None	15 minutes	Senior Admin. Asst. (HRMO)
Total		None	35 minutes	



4. Issuance of Notice of Salary Adjustment (NOSA) and Notice of Step Increment (NOSI)

Requests of internal clients for various purposes

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for HRMO Services 1 copy		Human Resource Management Office		
2. Letter of Authorization to Request for HRMO Services (for authorized representatives) 1 copy		Copy of requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up pertinent information in the HRMO Request Form.	1. HRMO Staff checks the request form, prepares the requested document, and releases the NOSA / NOSI to Client or authorized representative.	None	20 minutes	Senior Admin. Asst. (HRMO)
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of the NOSA/ NOSI.	2. HRMO Staff files the processed request form.	None	5 minutes	Senior Admin. Asst. II (HRMO)
Total		None	25 minutes	



5. Issuance of Various Certifications

Requests of external and internal clients for various purposes

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for HRMO Services 1 copy		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up pertinent information in the HRMO Request Form.	1. Checks the request logbook, processes the requested document, and releases the requested certification.	None	20 minutes	<i>Admin. Asst. II (HRMO)</i> <i>Admin. Asst. (HRMO)</i> <i>Admin. Officer (HRMO)</i> <i>Admin. Officer (HRMO)</i> <i>Supervising Administrative Officer (HRMO)</i>
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of the service record.	2. HRMO Staff files the processed request form.	None	10 minutes	<i>Admin. Asst. (HRMO)</i> <i>Admin. Officer (HRMO)</i>
Total		None	30 minutes	



6. Preparation for Pay Slip

To facilitate the requirement for loan applications to government and private lending entities

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel with Plantilla positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for Issuance of Pay Slip 1 copy		Human Resource Management Office		
2. Letter of Authorization to Request for HRMO Services (for authorized representatives) 1 copy		Copy of requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the HRMO Request Form for the issuance of pay slip.	1. HRMO Staff checks the request form, generates the Pay Slip from the Payroll System, and releases the Pay Slip to Client or authorized representative.	None	15 minutes	<i>Admin. Aide (HRMO)</i> <i>Supervising Administrative Officer (HRMO)</i>
2. Receives the duly signed Pay Slip and affix signature on the request form upon receipt of document.	2. HRMO Staff files the processed request form.	None	10 minutes	<i>Admin. Aide (HRMO)</i>
Total		None	25 minutes	



7. Preparation for Terminal Leave Benefits

To facilitate payment of terminal leave benefits of Regular and Casual employees for government services

Office or Division	Human Resource Management Office
Classification	Complex
Type of Transaction	G2C
Who may avail	UEP Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and Approved Retirement Application Form (CSC Form No. 6) 3 copies	Accomplished by Client
2. Letter of Intent to Retire 3 copies	Accomplished by Client
3. Approved Application Letter for Retirement	Accomplished by Client
4. 3 copies	
5. Statement of Assets, Liabilities and Net Worth 3 copies	Accomplished by Client
6. Clearance 3 copies	Accomplished by Client
7. Declaration of Pendency/ Non-Pendency of Case 3 copies	Accomplished by Client
8. Applicant's Authorization to deduct all financial obligation with employer (if applicable) 3 copies	Accomplished by Client
9. Latest Notice of Salary Adjustment/Notice of Step Increment 3 copies	Human Resource Management Office
10. Certified Statement of Leave Credits Earned	Human Resource Management Office
11. 3 copies	
12. Service Record 3 copies	Human Resource Management Office
13. List of Actual Retirees to be Paid 3 copies	Human Resource Management Office
14. Agency Request signed by the Agency Head/Authorized Representative 3 copies	Human Resource Management Office
15. Certificate of Non-Availability of Funds 3 copies	Human Resource Management Office
16. Monthly Disbursement Program (BED3)	Human Resource Management Office
17. 3 copies	
18. Affidavit of Undertaking (for NBC 461, if applicable) 3 copies	Human Resource Management Office
19. Copy of Deceased Retiree's / Employee's Death Certificate 3 copies	Accomplished by Client
20. Marriage Contract (if applicable) 3 copies	Accomplished by Client
21. Duly Notarized Judicial and Extra-Judicial Settlement of Estate 3 copies	Accomplished by Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all pertinent documents for Claim of Terminal Leave Benefits to the HRMO.	1.1 HRMO Staff receives and reviews the documents.	None	20 minutes	Senior Admin. Asst. (HRMO)
	1.2 The Staff ensures completeness of documents needed for the claims and processes the same for the endorsement by the HRMO.	None	5 days	Senior Admin. Asst. (HRMO) Supervising Administrative Officer (HRMO)
	1.3 The Staff forwards the documents to the Office of the University President for approval.	None	5 minutes	Senior Admin. Asst. I (HRMO)
	1.4 Documents reviewed, approved and transmitted back to the HRMO.	None		(Office of the University President)
	1.5 HRMO Staff receives the documents and files them accordingly.	None	1 day	Senior Admin. Asst. (HRMO)
2. Client secures ccopy of documents from the HRMO Staff.	2. The HRMO Staff provides personal copy of the documents to the Client and the other copies for the HRMO files.	None	20 minutes	Senior Admin. Asst. (HRMO)
Total		None	6 days and 50 minutes	



8. Assistance for GSIS Retirement Claims

To facilitate payment of GSIS Retirement Claims of Regular and Casual employees for government services

Office or Division	Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UEP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished GSIS Form for Retirement Claims 6 copies		GSIS and Accomplished by Client		
2. Duly Accomplished Request Form 1 copy		Human Resource Management Office and Accomplished by Client		
3. Service Record 6 copies		Human Resource Management Office		
4. Endorsement to GSIS 2 copies		Human Resource Management Office Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished GSIS Form and HRMO Request Form for GSIS Retirement Claims to the HRMO.	1.1 HRMO Staff receives and reviews the documents.	None	20 minutes	Senior Admin. Asst. (HRMO)
	1.2 The Staff ensures completeness of documents needed for the claim and processes the same for the endorsement by the HRMO.	None	3 days	Senior Admin. Asst. (HRMO) Supervising Administrative Officer (HRMO)
	1.3 The Staff forwards the documents to the Office of the University President for approval.	None	10 minutes	Senior Admin. Asst. (HRMO)
	1.4 Documents reviewed, approved and transmitted back to the HRMO.	None		(Office of the University President)



	1.5 HRMO Staff receives the documents and files them accordingly.	None	15 minutes	Senior Admin. Asst. (HRMO)
2. Client secures copy of documents from the HRMO Staff.	2. The HRMO Staff provides personal copy of the documents to the Client for submission to GSIS and the other copy for the HRMO files.	None	15 minutes	Senior Admin. Asst. (HRMO)
3. Client submits documents to the GSIS.		None		Client (GSIS)
Total		None	3 days and 60 minutes	



MACHINERY DEPARTMENT

External Services



1. Requests for Use of University Vehicles

The University vehicles are requested by UEP employees, students, and other stakeholders for their transportation needs related to the delivery of their official functions, i.e. instruction, research, production and extension. Dispatch of vehicles will also require that the operations unit prioritizes the utilization of the limited vehicles of the university. The service allows university clients to request and set schedule for transport vehicles to reach their destination safely and on time.

Office or Division	Machinery Section			
Classification	Simple			
Type of Transaction	G2G - Government to Government G2C - Government to Citizen			
Who may avail	UEP Students, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Request Form (1 copy) (UEP-MAC-FM-001)		Machinery Section		
3. Vehicle Trip Ticket (2 copies) (UEP-MAC-FM-002)		Machinery Section		
4. Inspection Form (1 copy) (UEP-MAC-FM-003)		Machinery Section		
5. Logbook		Machinery Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Visitor's / Client's Logbook.	1. The Machinery Section Staff provide logbooks and usher the client to register	None	1 minute	Staff (Machinery Section)
2. Client submits letter requests to the Machinery Section Staff.	2. The Machinery Section Staff receives the letter request stamps on the top right portion of the document "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	Staff (Machinery Section)
3. Receives the stamped "RECEIVED" letter and affix signature on the logbook.	3. The Machinery Section Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	1 minute	Staff (Machinery Section)



	3.1. The Machinery Section Staff records the received letter request in the designated Incoming Logbook.	None	1 minute	<i>Staff</i> (Machinery Section)
	3.2. The Machinery Section Staff endorses the letter request to the Head, Machinery Section, for evaluation.	None	1 minute	<i>Staff</i> (Machinery Section)
	3.3. Machinery Section Head evaluates the letter and instructs the Machinery Section Staff to issue Request Form for Client to fill-up.	None	5 minutes	<i>Head, Machinery Section</i> (Machinery Section)
4. Client receives and duly fill out the Request Form.	4. The Machinery Section Staff usher the Client to fill out the Request Form.	None	3 minutes	<i>Staff</i> (Machinery Section)
5. Client submits to the Machinery Section Staff the duly accomplished Request Form.	5. The Machinery Section Staff receives the accomplished Request Form, checks for the completeness of information and endorses it to the Head, Machinery Section for approval.	None	3 minutes	<i>Staff</i> (Machinery Section)
	5.1. The Head, Machinery Section evaluates the request and checks for the availability of the vehicles and submits request letter to the Office of the President for approval.	None	15 minutes	<i>Restie A. Balasta</i> <i>Head, Machinery Section</i> (Machinery Section)



	<p>5.2. Machinery Section Staff receives documents from the OP and endorses the same to the Head, Machinery Section for action.</p> <p>Section Head assigns a vehicle type and plate number, and driver to the requesting party, and confirms the departure time and destination, and endorses the same to the Staff for processing.</p>	None	15 minutes	<i>Staff</i> (Machinery Section)
	5.3. The Head of the Machinery Section prepares and signs the Vehicle Trip Ticket and endorses the same to the Office of the President for approval.	None	15 minutes	<i>Head, Machinery Section</i> (Machinery Section)
	5.4. Machinery Section Staff receives documents from the OP and endorses the same to the Head, Machinery Section for action.	None	2 minutes	<i>Staff</i> (Machinery Section)
	5.5. The Head, Machinery Section instructs the Machinery Section Staff to inform the requesting party of the action taken by the University President.	None	3 minutes	<i>Head, Machinery Section</i> (Machinery Section)
6. The client receives feedback on the request.	6. Machinery Section Staff Informs the requested party of	None	5 minutes	<i>Staff</i> (Machinery Section)



	the action taken.			
	6.1. The Machinery Section assigned driver, and mechanic performs maintenance check on the condition of the assigned vehicle, prepare and submit inspection report as evidence of the condition of the vehicle, and prepare for travel.	None	1 hour	<i>Driver</i> (Machinery Section) <i>Mechanic</i> (Machinery Section)
7. Client coordinates with the Machinery Section for the travel.	7. Designated Driver and Machinery Section Head coordinates with the Client regarding the travel.	None	10 minutes	<i>Head, Machinery Section</i> (Machinery Section) <i>Driver</i> (Machinery Section)
	7.1 Machinery Section Staff files the documents in designated filing area.	None	5 minutes	<i>Staff</i> (Machinery Section)
	7.2 Dispatch of vehicle as scheduled.			
Total		None	2 hours, 26 minutes	



MACHINERY DEPARTMENT

Internal Services



1. Requests for Use of University Vehicles

The University vehicles are requested by UEP employees, students, and other stakeholders for their transportation needs related to the delivery of their official functions, i.e. instruction, research, production and extension. Dispatch of vehicles will also require that the operations unit prioritizes the utilization of the limited vehicles of the university. The service allows university clients to request and set schedule for transport vehicles to reach their destination safely and on time.

Office or Division	Machinery Section			
Classification	Simple			
Type of Transaction	G2G - Government to Government G2C - Government to Citizen			
Who may avail	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Request Form (1 copy) (UEP-MAC-FM-001)		Machinery Section		
3. Vehicle Trip Ticket (2 copies) (UEP-MAC-FM-002)		Machinery Section		
4. Inspection Form (1 copy) (UEP-MAC-FM-003)		Machinery Section		
5. Logbook		Machinery Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Visitor's / Client's Logbook.	1. The Machinery Section Staff provide logbooks and usher the client to register	None	1 minute	Staff (Machinery Section)
2. The client submits letter requests to the Machinery Section Staff.	2. The Machinery Section Staff receives the letter request stamps on the top right portion of the document "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	Staff (Machinery Section)
3. Receives the stamped "RECEIVED" letter and affix signature on the logbook.	3. The Machinery Section Staff releases the stamped "RECEIVED" copy of the document to	None	1 minute	Staff (Machinery Section)



	the Client.			
	3.1. The Machinery Section Staff records the received letter request in the designated Incoming Logbook.	None	1 minute	Staff (Machinery Section)
	3.2. The Machinery Section Staff endorses the letter request to the Head, Machinery Section, for evaluation.	None	1 minute	Staff (Machinery Section)
	3.3. Machinery Section Head evaluates the letter and instructs the Machinery Section Staff to issue Request Form for Client to fill-up.	None	5 minutes	Head, Machinery Section (Machinery Section)
4. Client receives and duly fill out the Request Form.	4. The Machinery Section Staff usher the Client to fill out the Request Form.	None	3 minutes	Staff (Machinery Section)
5. Client submits to the Machinery Section Staff the duly accomplished Request Form.	5. The Machinery Section Staff receives the accomplished Request Form, checks for the completeness of information and endorses it to the Head, Machinery Section for approval.	None	3 minutes	Staff (Machinery Section)
	5.1. The Head, Machinery Section evaluates the request and checks for the availability of the vehicles and submits request letter to the Office of the President	None	15 minutes	Restie A. Balasta Head, Machinery Section (Machinery Section)



	for approval.			
	<p>5.2. Machinery Section Staff receives documents from the OP and endorses the same to the Head, Machinery Section for action.</p> <p>Section Head assigns a vehicle type and plate number, and driver to the requesting party, and confirms the departure time and destination, and endorses the same to the Staff for processing.</p>	None	15 minutes	Staff (Machinery Section)
	5.3. The Head of the Machinery Section prepares and signs the Vehicle Trip Ticket and endorses the same to the Office of the President for approval.	None	15 minutes	Head, Machinery Section (Machinery Section)
	5.4. Machinery Section Staff receives documents from the OP and endorses the same to the Head, Machinery Section for action.	None	2 minutes	Staff (Machinery Section)
	5.5. The Head, Machinery Section instructs the Machinery Section Staff to inform the requesting party of the action taken by the University President.	None	3 minutes	Head, Machinery Section (Machinery Section)
6. The client receives feedback on the	6. Machinery Section Staff Informs the	None	5 minutes	Staff (Machinery Section)



request.	requested party of the action taken.			
	6.1. The Machinery Section assigned driver, and mechanic performs maintenance check on the condition of the assigned vehicle, prepare and submit inspection report as evidence of the condition of the vehicle, and prepare for travel.	None	1 hour	<i>Driver</i> (Machinery Section) <i>Mechanic</i> (Machinery Section)
7. Client coordinates with the Machinery Section for the travel.	7. Designated Driver and Machinery Section Head coordinates with the Client regarding the travel.	None	10 minutes	<i>Head, Machinery Section</i> (Machinery Section) <i>Driver</i> (Machinery Section)
	7.1 Machinery Section Staff files the documents in designated filing area.	None	5 minutes	<i>Staff</i> (Machinery Section)
	7.2 Dispatch of vehicle as scheduled.			
Total		None	2 hours, 26 minutes	



MEDICAL AND DENTAL HEALTH SERVICES UNIT

Internal Services



1. Consultation, Treatment and Referral – Online Consultation

The process by which medical personnel examines the client or any symptomatic and asymptomatic signs of certain medical conditions.

Office or Division	MEDICAL HEALTH SERVICES			
Classification	TECHNICAL			
Type of Transaction	G2G; G2C			
Who may avail	Students, Teaching and Non-teaching and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact and get in touch with medical clinic personnel through Facebook page/cellphone	1. Provide contact number (cellphone) of the medical services through Facebook page/messenger 2. Screen cases and ask the following: 2.1. Personal data: (name, age, sex, address, marital status and occupation) 2.2. Chief complaint 2.3. History taking 3. From the data in number 2, assess if the condition of the client is manageable through online consultation, if the client's case requires physical examination, appointment of consultation can be arranged, if client's case needs further	None	8 hours (Case to case basis)	University Physician University Nurse Medical Aide (University Clinic)



	physical examination and diagnostic laboratory examination and work up, referral to hospital/medical/surgical experts is advised			
Total		None	8hours	

2. Consultation, Treatment and Referral – Face to face Consultation

The process by which medical personnel examine the client or any symptomatic and asymptomatic signs of certain medical conditions.

Office or Division		MEDICAL HEALTH SERVICES		
Classification		TECHNICAL		
Type of Transaction		G2G; G2C		
Who may avail		Students, Teaching and Non-teaching and Dependents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/enrollment form for validation	1. Check and validate ID/enrollment form	None	5 minutes	University Nurse Medical Aide
2. Fill up consultation and treatment form	2. For new clients, make a new medical record. For old clients, retrieve medical records	None	5 minutes	University Physician University Nurse Medical Aide
3. Submit oneself for consultation and treatment/services	3. Extract personal data for new clients: Name, age, sex, race, place of birth, marital status, occupation and religion 3.1 Ask the client why they are seeking medical consultation/care 3.2 Ask the client is/her	None	10 minutes	University Physician University Nurse Medical Aide



	chief complaint 3.3 Determine client if with past history of any disease/illness			
4. Medical Consultation/ Examination	4. Conduct a general survey of the client by looking at and listening to the client to secure a general impression of the client (e.g. Does the patient look strong or weak, acutely ill and others 4.1 Take vital signs (Blood pressure, heart rate, oxygen saturation, respiratory rate, temperature, height and weight) 4.2 Family history of illness (If family members have history of diabetes, hypertension, heart disease, cancer and others) 4.3 Look at the patient as a whole and listen to the patient	None	20 minutes	University Physician University Nurse Medical Aide
5. Treatment	5. Physical examination 5.1 From the chief complaint and physical examination, diagnosis of the case can be determined 5.2 Due care treatment and management 5.3 If the client's case is not manageable in the clinic setting, referral to the hospital is advised.	None	20 minutes	University Physician
6. Physical examination of freshmen students during enrollment, field trips, conventions, seminars, trainings,	6. Fill up data asked in the medical record 6.1 Take vital signs 6.2 Physical assessment 6.3 If with complaints, due treatment and management advised	None	30 minutes	University Physician University Nurse Medical Aide



conferences and study missions, UEPAA Games, SCUAA Games and National SCUAA	6.4 Clients are advised for laboratory work up if needed			
7. Minor surgical procedure/ interventions 7.1 Injuries / Wounds 7.2 Wound Suturing	7. Make new record for new clients. Then retrieve records for old clients. 7.1 Take vital signs And assess client 7.2 Prepare surgical instruments and explain to the client that surgical intervention is necessary 7.5 Secure consent to care 7.6 Wound dressing 7.7 Injection of anesthesia to the site of the wound followed by suturing of wound 7.8 Dressing of the wound 7.9 Inform the client to submit daily dressing of the wound, ATS injection and the schedule of removal of suture after 7 days 7.10 Due medications prescribed	None	1 hour	University Physician University Nurse Medical Aide
7.3 Removal of Suture	7.3 Assess if the wound has no signs of infection and well-coaptated		20 minutes	University Physician University Nurse
7.4 Removal of Foreign Body	7.4 Retrieve medical record (old) 7.4.1 Take vital signs and assess the client 7.4.2 Explain to the patient the procedure to be done 7.4.3 Prepare surgical set 7.4.4 Clean the area/ part of the body with foreign body		20 minutes	University Physician University Nurse



	7.4.5 Removal of foreign body 7.4.6 Due medications given to the client			
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8. Follow up check up	8. Retrieve record (old client) Make medical record (new client) 8.1 Assess patient if with improved condition/no improvement of condition. If with no improvement of condition – re-assess and give due care and management	None	30 minutes	University Physician University Nurse Medical Aide
9. Pre-natal Check up	9. Retrieve medical record (old). Make medical record (New) 9.1 Take vital signs and assess the client 9.2 History taking 9.3 Physical examination of the pregnant client (Leopold's maneuver) 9.4 Provide and advise client due care and management 9.5 Advise client of her next prenatal check up	None	30 minutes	University Physician University Nurse Medical Aide
10. Observation of patients with the following conditions: 10.1 High blood Pressure 10.2 Diarrhea	10. Make medical record for new client. Retrieve medical record for old client. Then take vital signs, assess the client 10.1 BP monitoring and due medication given 10.2 Hydrate if with signs of dehydration and for close monitoring for any signs and symp-	None	3 hours	University Physician University Nurse Medical Aide



10.3 Dyspnea secondary to Bronchial Asthma 10.4 Dysmenorrhea 10.5 Fainting Spells 10.6 Febrile cases	toms. Dehydration and vital signs are monitored 10.3 Nebulization and closed monitoring 10.4 Due medications given 10.5 For close monitoring 10.6 Give due medications and perform Tepid Sponge Bath (TSB) 10.8.1 For cases not manageable in the clinic – referred and transported to a more equipped facility with accompanying UEP Health Services Nurse			
Total		None	7 hours	

3. Medical Certificate

ISSUANCE OF Medical Certificate after Physical Examination/ Consultation/ Health History

Office or Division	MEDICAL HEALTH SERVICES			
Classification	TECHNICAL			
Type of Transaction	G2G; G2C			
Who may avail	Students, Teaching and Non-teaching and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up logbook for Medical Certificate	1. For clients with medical complaints. Fill up the medical certificate form indicating the	None	10 minutes	University Physician University Nurse Medical Aide (University Clinic)



	following: 1.1.Name 1.2.Age 1.3.Address 1.4.Date of medical consultation 1.5.Diagnosis if fit to work/not fit to work			
2. Submit oneself to physical examination	2. Retrieve medical record of client 2.1Ask client the purpose of the medical certificate 2.2History taking and conducting physical assessments 2.3Take vital sign (BP, Temp, PR, O2Sat & RR) 2.4Take height & weight	None	30 minutes	University Physician University Nurse Medical Aide <i>(University Clinic)</i>
3. Receipt of medical certificate	3. Issue/release of medical certificate 3.1Sick Leave 3.2Absent from classes due to illness 3.3Requirement for employment, driver's license, fit to travel, fit to return to work and to refrain from strenuous activities	None	15 minutes	University Physician <i>(University Clinic)</i>
Total		None	55 minutes	

4. Consultation, Oral examination, Treatment and Referral – Online Consultation

The process by which dental personnel examine the client or any symptomatic and asymptomatic signs of certain dental conditions.

Office or Division	DENTAL HEALTH SERVICES
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Classification	TECHNICAL			
Type of Transaction	G2G; G2C			
Who may avail	Students, Teaching and Non-teaching and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact and get in touch with dental clinic personnel through Facebook page/ cellphone	1. Provide contact number (cellphone) of the Dental services through Facebook page/ messenger 2. Screen cases and ask the following: 2.1 Personal data (name, age, sex, address, marital status and occupation) 2.2 Chief complaint status (toothache, severe infection or facial swelling). 2.3 History taking 3. Record the oral status permanent and temporary teeth. • Issue clearance for: ➤ Freshmen students ➤ Working students ➤ Athletes for SCU-AA, EVRAA and SCOUTING	None	30 minutes (Case to case basis)	University Dentist Dental Aide (Dental Health Services)
Total		None	30 minutes	

5. Consultation, Oral Examination, Treatment and Referral – Face to face Consultation

The process by which medical personnel examines the client or any symptomatic and asymptomatic signs of certain medical conditions.



Office or Division	DENTAL HEALTH SERVICES			
Classification	TECHNICAL			
Type of Transaction	G2G; G2C			
Who may avail	Students, Teaching and Non-teaching and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/Enrollment form for validation	1. Check and validate ID and enrollment for form for clients.	None	5 minutes	University Dentist Dental Aide
2. Fill up Consultation and Treatment	2. Retrieve records for old clients. 2.1 Make a record for new clients.	None	30 minutes	University Dentist Dental Aide
3. Submit oneself to undergo dental treatment.	3. Extract personal data for new clients: (Name, Age, Sex, Address, Marital status, Religion, Occupation) 3.1 Ask clients why they are seeking dental consultation and treatment. 3.2 Ask client his/her chief complain (It is pain, trauma, sever infection or facial swelling).	None	30 minutes	University Dentist Dental Aide
4. Submit oneself to undergo dental services: 4.1 ORAL EXAMINATION	4. Fill up the data required in the dental record. 4.1 Dental assessment of oral cavities 4.2 Record the status of	None	30 minutes	University Dentist Dental Aide



4.2 ORAL PROPHYLAXIS	<p>permanent teeth/temporary teeth.</p> <p>4.3 Retrieve record for old clients.</p> <p>4.4 Make records for new clients.</p> <p>4.5 Prepare dental instruments.</p> <p>4.6 Follow up oral prophylaxis at least every (6) six months or twice a year.</p> <p>4.7 Inform clients about the replacement of toothbrush every three (3) months.</p>	None	30 minutes (Depending upon the severity of calcular deposits)	University Dentist Dental Aide
4.3 TOOTH EXTRACTION	<p>4.8 Inform clients to visit the dentist regularly.</p> <p>4.9 Retrieve record for old clients.</p> <p>4.4 Make a record for new clients</p> <p>4.5 Take vital signs (Blood pressure, Temperature, Height & Weight).</p> <p>4.6 Ask client if any passive bleeding, chronic ailment, allergies and drugs being taken.</p> <p>4.7 Prepare dental instruments for extraction.</p> <p>4.8 Observation of clients after tooth extraction for 30 minutes to avoid hemorrhage.</p> <p>4.9 If the bleeding persist, suture the extractions site.</p> <p>4.10 Removal of</p>	None	30 minutes (Depending upon the extraction case)	University Dentist Dental Aide
4.4 FILL UP LOG BOOK FOR				



MEDICINES DISPENSED, DENTAL ANESTHESIA AND NEEDLE.	suture after seven (7) days. 4.11 Instruct clients about post extraction care.	None	10 minutes	University Dentist Dental Aide
4.5 TEMPORARY FILLING	4.4 Issuance of medicines after tooth extraction, dental consultation and temporary filling.	None	10 minutes	University Dentist Dental Aide
4.6 CONDUCT DISSEMINATION ABOUT ORAL HEALTH AWARENESS	4.5 Retrieve record for old clients. 4.6 Make a record for new clients. 4.7 Ask clients his/her chief complain. 4.8 Prepare dental instruments. 4.6 Distribution of dental fliers to students and employee, film showing and bench lecture about oral health awareness.	None	10 minutes	University Dentist Dental Aide
Total		None	3 hours & 5 minutes	

6. Dental Certificate

Issuance of Dental Certificate after oral examination, dental consultation and dental treatment (per request)

Office or Division	DENTAL HEALTH SERVICES
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Classification	TECHNICAL			
Type of Transaction	G2G; G2C			
Who may avail	Students, Teaching and Non-teaching and Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up logbook for dental certificate	1. For clients with dental complaints. 1.1 Fill up the dental certificate form indicating the following: 1.2 Name 1.3 Age 1.4 Address 1.5 Date of dental consultation	None	10 minutes	University Dentist Dental Aide
2. Submit oneself to oral examination	2. Retrieve dental record of client. 2.1 Ask client the purpose of the dental certificate 2.2 History taking and conducting oral assessment. 2.3 Take vital signs.	None	30 minutes	University Dentist Dental Aide
3. Wait for issuance of dental certificate.	3.1 Record the oral status permanent and temporary teeth. 3.2 Issue clearance for: 3.3 Freshmen students 3.4 Working students 3.5 Athletes for SCUAA, EVRAA and SCOUTING.	None	10 minutes	University Dentist Dental Aide
Total		None	50 minutes	



OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER ADMINISTRATIVE SERVICES DIVISION

Internal Services



1. ISSUANCE OF SCANNED COPY OF ATTENDANCE RECORD

To facilitate the issuance of Attendance Records to employees with overtime services or excess loads for honorarium claims.

Office or Division	Office of the Chief Administrative Officer, Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	UEP Faculties and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the activity log indicating the details of requested Attendance Records: <ul style="list-style-type: none"> • Period covered • Type of documents • No. of scanned copies • Name of requesting employee 	1. Retrieves and print the Attendance Records from the archived files.	None	1 hour	OCAO-ASD Staff (Office of the Chief Administrative Officer)
2. Receipt of requested documents	2. Release the requested documents and let the client sign in the activity log to acknowledge the receipt thereof.	None	1 hour	OCAO-ASD Staff (Office of the Chief Administrative Officer)
Total		None	1 hour	



2. MIMEOGRAPHING AND DUPLICATING SERVICES

To facilitate the mimeographing/photocopying of office files, examination questionnaires and other official documents for circulation.

Office or Division	Office of the Chief Administrative Officer, Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	UEP Employees, Colleges and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents to be reproduced		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly filled in PCU Form 1 (request for mimeographing/ Photocopying services) and submit the same to Mimeo machine operator	1. Filed/Records PCU Form 1 in the activity log.	None	1 hour	Mimeo machine operator (Office of the Chief Administrative Officer)
	1.1 Accomplish the requested services	None		Mimeo machine operator (Office of the Chief Administrative Officer)
2. Received the printed materials and affix signature to the activity log.	2. Released the printed materials to client and records the same to the activity log.	None	10 minutes	Mimeo machine operator (Office of the Chief Administrative Officer)
Total		None	1 hour and 10 minutes	



PHYSICAL PLANT DEVELOPMENT OFFICE

External Services



1. Advance/Progress/Final Billing and release of Retention Fee

To facilitate the disbursement of Advance/Progress/Final Payment for Infrastructure Projects and Release of Retention Fee.

Office or Division	Physical Plant Development Office			
Classification	Highly Technical Transaction			
Type of Transaction	G2C – External clients			
Who may avail	Infrastructure Project Contractors – External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary requirements under the “DISBURSEMENT VOUCHER EVALUATION REPORT” checklist (5 sets)		Client/PPDO/BAC/Inspectorate Team		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and log onto the ClintVisitor’s logbook.	1. Check and receive the documents.	None	1 minute	Project Development Officer or Office Clerk (Physical Plant Development Office)
2. Acknowledges receipt of documents and affixes signature on logbook.	2. Endorse the documents to the Accounting Office.	None	5 minutes	Project Development Officer (Physical Plant Development Office)
	2.1. Endorse the documents to the PPDO Director for evaluation after preliminary evaluation.	None	15 minutes	Project Development Officer (Physical Plant Development Office)
	2.2. Evaluate the contents of the document set.	None	1 day	PPDO Director (Physical Plant Development Office)
	2.3. Transmit documents to the Accounting Office.	None	5 minutes	Project Development Officer or Office Clerk (Physical Plant Development Office)
3. Receives feedback on the status of the billing.	3. Informs clients of the status of the billing.	None	1 minute	Project Development Officer or Office Clerk (Physical Plant Development Office)
TOTAL		None	1 day and 27minutes	



2. Final Inspection of Infrastructure Projects

Request the Final Inspection of a Project as a requirement for Final Billing.

Office or Division	Physical Plant Development Office			
Classification	Technical Transaction			
Type of Transaction	G2C – External clients			
Who may avail	Infrastructure Project Contractors – External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for Final Inspection with the Inspectorate Team (1 original, 1 photocopy) 2. Punchlist (3 copies) 3. Statement of Work Accomplishment (SWA) (1 copy)		Client PPDO Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and logs onto the Client/Visitor's logbook.	1. PPDO Staff checks, receives, and stamps the letter request "received".	None	1 minute	Project Development Officer or Office Clerk (Physical Plant Development Office)
2. Receives stamped copy of letter request and affix signature on logbook.	2. PPDO staff releases stamped copy of letter request to client.	None	1 minute	Project Development Officer (Physical Plant Development Office)
	2.1. PPDO staff endorses the documents to the PPDO Director for evaluation.	None	1 minute	Project Development Officer (Physical Plant Development Office)
	2.2. The PPDO Director evaluates the letter, informs the Inspectorate Team, and sets date and time of inspection.	None	30 minutes	PPDO Director (Physical Plant Development Office)
	2.3. PPDO staff informs Contractor of the set date and time of inspection.	None	5 minutes	Project Development Officer or Office Clerk (Physical Plant Development Office)
3. Final Inspection	3.1. PPDO staff together with the Contractor and the Inspectorate Team	None	4 hours	Inspectorate Team, PPDO staff, Client



	conduct Ocular Site Inspection.			
	3.1.1. The Inspectorate Team may issue additional punch lists based on ocular inspection.			Inspectorate Team
	3.1.2. If the Inspectorate team issued additional punch list items, Contractor shall rectify punch list items.	None	(Time freeze)	Client
	3.2. Reinspection of rectified punch list items.	None	4 hours	Inspectorate Team, PPDO staff, Client
4. Receives Final Inspection Report	3. PPDO staff releases the Final Inspection Report to the client.	None	1 minute	Project Development Officer or Office Clerk (Physical Plant Development Office)
	4.1. The Inspectorate Team prepares the Final Inspection Report.	None	1 day	Inspectorate Team
	4.2. Inspectorate Team releases Final Inspection Report to PPDO.	None	1 minute	Inspectorate Team
TOTAL		None	2 days and 40 minutes	

3. Issuance of Building Plans, Vicinity Map, other Technical Drawings

Requests of internal clients for various purposes, i.e. accreditation.

Office or Division	Physical Plant Development Office
Classification	Technical Transaction
Type of Transaction	G2G – Internal clients
Who may avail	UEP Offices/Units – Internal Clients
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



1. Request Letter for Documents. (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and logs onto the Client/Visitor's logbook.	1. PPDO Staff checks, receives, and stamps the letter request with a router slip from the Univ. Pres. "received".	None	1 minute	Project Development Officer or Office Clerk (Physical Plant Development Office)
2. Receives stamped copy of letter request and affixes signature on logbook.	2. PPDO staff releases stamped copy of letter request to client.	None	1 minute	Project Development Officer (Physical Plant Development Office)
	2.1. PPDO staff endorses the letter request to the PPDO Director for evaluation.	None	1 minute	Project Development Officer (Physical Plant Development Office)
	2.2. The PPDO Director evaluates the letter, assigns tasks to PPDO staff.	None	5 minutes	PPDO Director (Physical Plant Development Office)
	2.3. PPDO staff prepares documents.	None	1 day	Project Development Officer (Physical Plant Development Office)
3. Receives requested document and affixes signature on logbook.	3. PPDO staff releases requested documents to Client after being signed by the PPDO Director.	None	1 minute	Project Development Officer (Physical Plant Development Office)
TOTAL		None	2 days and 9 minutes	

4. Issuance of Building Plans, Vicinity Map, other Technical Drawings for Academic Purposes

Requests of internal clients for academic purposes.

Office or Division	Physical Plant Development Office
Classification	Technical Transaction
Type of Transaction	G2G – Internal clients



Who may avail		Students, Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Documents addressed to the Office of the President. (1 original, 1 photocopy)		Client, Office of the President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to the Office of the President and logs on the Client/Visitor's logbook.	1. Office of the President Staff checks, receives, and stamps the letter request "received".	None	1 minute	<i>(Office of the University President)</i>
2. Receives stamped copy of letter request and affixes signature on logbook.	2. Office of the President Staff releases stamped copy of letter request to client.	None	1 minute	<i>Office of the President staff</i>
	2.1. Office of the President Staff endorses the letter request to the University President for evaluation and Approval.	None	1 minute	<i>Office of the President staff</i>
	2.2. The University President evaluates then approves of the letter, assigns task to PPDO.	None	1 day	<i>The University President</i>
	2.3. PPDO Director tasks PPDO staff to prepare the requested documents.	None	1 day	<i>Project Development Officer (Physical Plant Development Office)</i>
3. Receives requested document and affixes signature on logbook.	3. PPDO staff releases requested documents to Client after being signed by the PPDO Director.	None	5 minutes	<i>Project Development Officer (Physical Plant Development Office)</i>
TOTAL		None	2 days and 8 minutes	



RECORDS' OFFICE

Internal Services



1. REQUEST FOR COPY OF RECORDS

Office or Division	Records Office			
Classification	Complex Transaction			
Type of Transaction	G2G			
Who may avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Requests/Fills-in File Retrieval Form		Records Office/Clerk-in-Charge		
2. Valid Proof of identification or authorization		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and Fill-in the completely, legibly, and sign a request retrieval form listing down the needed documents.	1. Provide the FOI form	None	2 minutes	Office Staff (Records Office)
	1.1. Sign and endorse request (FOI form 2) to the office/unit/college who can provide the information needed.	None	3 minutes	Head Records (Records Office)
2. Proceed and submit the approved/signed request form to the staff in-charge of the office/unit/departm ent/colleges where the requested information/docum ent is available.	2. Receives the requests from the bearer/client	None	1 minute	Office/unit/departme nt/college sec/staff
	2.1. Give instructions to the clientele to claim the requested documents at the Records Office.	None		



	2.2. Locate/retrieve the requested documents from the files & recopy/photocopy the same.	None	14 minutes	
	2.3. Certifies the requested docs & forward it to the RO for release.	None	2 minutes	Office/unit/departme nt/college sec/staff
3. Receive the requested documents.	3. Record and release the requested documents.	None	3 minutes	Office Staff (Records Office)
Total		None	25 minutes	

2. REQUEST FOR COPY OF RECORDS/INFORMATION FROM THE UNIVERSITY PURSUANT TO THE FREEDOM OF INFORMATION

Office or Division	Records Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request with contact information about the requested party. 2. Valid Proof of the identification or authorization		Office Staff Records Office/Clerk-in-Charge Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request listing down the needed documents and state reason/purpose of the request.	1. Provide reasonable assistance to the requesting party/ies to comply with the request requirements.	None	5 minutes	Records Officer/SAO (Records Office)
	1.1 Initial evaluation & determination of the request whether it falls under any exceptions under	None	3 minutes	Records Officer/SAO (Records Office)



	existing laws.			
	The request shall be stamped by the receiving office staff indicating his/her signature & date of receipt & a copy thereof furnished to the requesting party.	None	2 minutes	Office Staff (Records Office)
2. Fill-in/accomplish FOI Form 1	2. Indorse the same Using FOI Form 2 to the Office of the President for approval & returned to the RO.	None	10 minutes	Records Officer (Records Office)
	2.1. Furnish a copy of the approved request at the office in the Univ. where requested information comes from.	None	5 minutes	Concerned Office
3. Receive the requested documents	3. The requested info shall be forwarded by the concerned office to the RO for release to the requesting party & notify for the availability of the request.	None	5 minutes	Office Staff (Records Office)
Total		None	30 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE

Internal Services



1. Purchase Order/Contract of Agreement/Notice to Proceed

Preparation of Purchase Order for Goods/Contract of Agreement & Notice to Proceed for Services

Office or Division	Supply and Property Management Office			
Classification	Complex			
Type of Transaction	G2B-Government to Business entity/ies			
Who may avail	Business Enterprises			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (6 original copies)/PPMP (1 original copy)		Bids and Awards Committee Secretariat		
2. Complete Bidding Documents (2 original copy)		Qualified External Providers		
3. Notice of Award/Abstract of BID (2 original copy)		Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received and checked the complete bidding documents procured	1. Prepare Purchase Order/Contract of Agreement/Notice to Proceed and route to Office of the Head of Procuring Entity for approval	None	30 minutes	Head of SPMO/SPMO Staff (Supply & Property Management Office)
2. Served approved PO/Contract of Agreement/NTP to external provider	2. Route/call the External Provider for Contract Signing	None	1 hour	Head of SPMO/SPMO Staff (Supply & Property Management Office)
Total		None	1 hour 30 minutes	



2. Receiving delivery of Supplies, Materials and Equipment

Supply and Property Management Office actively receipts the delivery of procured Supplies, Materials and Equipment.

Office or Division	Supply & Property Management Office Receiving & Inspection Section			
Classification	Complex			
Type of Transaction	G2B-Government to Business entity/ies			
Who may avail	External Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order – 5 original copies		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and check the required documents for the delivery of items.	1. Check/evaluate the approved Purchase Order/Contract and other supporting documents	None	30 minutes	Head of SPMO/SPMO Staff (Supply & Property Management Office)
2. Delivery of Supplies, Materials and Equipment	2. Check and count the delivered items for the conformity of the specifications and quantity indicated in the contract/purchase order.	None	45 minutes	Storekeeper/Head, SPMO (Supply & Property Management Office)
3. Completion of the delivery of Supplies, Materials and equipment	3. Conduct inspection and acceptance of the delivered items. Posting to Stock card/inventory ledger both hard copy and soft copy	None	45 minutes	Storekeeper/Inspect orate Team/Head, SPMO (Supply & Property Management Office)
	3.1. Prepares Order of Payment for complete delivery/ies forward to Accounting Office DV preparation	None	30 minutes	SPMO Staff (Supply & Property Management Office)
Total		None	2 hours 30 minutes	



3. Issuance of Supplies, Materials and Equipment

Issuances of supplies, materials and equipment to end-user/s

Office or Division	Supply & Property Management Office Issuance Section			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may avail	End users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Requisition and Issue Slip (4 original copies)		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notice of availability of the Supplies, Materials and Equipment	1. Prepares Requisition and Issue Slip and route to Office of the President for approval	None	30 minutes	SPMO Staff (Supply & Property Management Office)
	1.1. Receive approved Requisition and Issue Slip	None	5 minutes	SPMO Staff (Supply & Property Management Office)
	1.2. Prepares supplies, materials and equipment, for issuance to requesting unit	None	45 minutes	Storekeeper SPMO (Supply & Property Management Office)
2. Receive item/s requested	2. Validate the accuracy of numbers and items accordingly and issue the item/s to end user/s	None	1 hour	Head, SPMO (Supply & Property Management Office)
	2.1. Post the issued items to stock card and inventory ledger	None	5 minutes	Storekeeper/SPMO (Supply & Property Management Office)
Total		None	2 hours 25 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE EXTERNAL SERVICES



1. Disposal of unserviceable Equipment

The process involved the collecting and inspection of unserviceable equipment

Office or Division	Supply & Property Management Office Property Custodian Section			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Accountable Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inspection and Inventory of unserviceable equipment. 3 photocopies		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the SPMO of the unserviceable equipment.	1. Inspect and collect the unserviceable equipment.	None	1 hour	Property Custodian Officer/SPMO Staff (Supply & Property Management Office)
	2. Prepare Inspection and Inventory of Unserviceable Equipment (IIRUP). Submit to COA subject for evaluation for disposal.	None	45 minutes	Property Custodian (Supply & Property Management Office)
Total		None	1 hour 45 minutes	



**OFFICE OF THE VICE PRESIDENT FOR
EXTERNAL AFFAIRS**

External Services



1. Evaluation and Approval of Proposals for Alumni Affairs

To facilitate alumni activities, the office receives, processes, and evaluates requests, coordinating approvals and document release with the VPEA and the University President.

Office or Division	Office of the Vice President for External Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Alumni Director, UEP Alumni Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Duly accomplished Request Form for Office of the Vice President for External Affairs Services (1 original copy)		Office of the Vice President for External Affairs (Form)		
3. Visitor's Log		Office of the Vice President for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Activity Proposal for Alumni activities	1. Checks and receives the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	1.1 Stamps "received" on the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
2. Logs on the Visitor's logbook	2. Facilitates logbook entry	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
3. Receives the Request Form and fills out the form	3. Issues the Office Request Form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
4. Submits duly accomplished Request Form to the staff for processing	4. Receives the duly accomplished form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.1 Endorses the letter request/activity proposal to the VPEA for evaluation	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.2 Reviews and evaluates the letter request/activity proposal	None	10 minutes	<i>Vice President for External Affairs</i> (Office of the President)



	4.3 Recommends approval to the University President	None	5 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	4.4 Submits letter recommendation with the letter request or activity proposal to the Office of the President	None	15 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.5 The University President gives directive to the VPEA	None	2 days	<i>University President</i> (Office of the President)
5. Receives the approved letter request/activity proposal by the University President	5.1 Coordinates instruction or directive of the University President	None	15 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	5.2 Releases the approved letter request/activity proposal and reminds client to submit status/ accomplishment report	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	5.3 Files the copy of the approved letter request/activity proposal	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
Total		None	2 days 85 minutes	



**OFFICE OF THE VICE PRESIDENT FOR
EXTERNAL AFFAIRS**

Internal Services



1. Evaluation and Approval of Proposals for Alumni Affairs

To facilitate alumni activities, the office receives, processes, and evaluates requests, coordinating approvals and document release with the VPEA and the University President.

Office or Division	Office of the Vice President for External Affairs			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Campus/College External Affairs Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Duly accomplished Request Form for Office of the Vice President for External Affairs Services (1 original copy)		Office of the Vice President for External Affairs (Form)		
3. Visitor's Log		Office of the Vice President for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Activity Proposal for Alumni activities	1. Checks and receives the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	1.1 Stamps "received" on the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
2. Logs on the Visitor's logbook	2. Facilitates logbook entry	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
3. Receives the Request Form and fills out the form	3. Issues the Office Request Form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
4. Submits duly accomplished Request Form to the staff for processing	4. Receives the duly accomplished form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.1 Endorses the letter request/activity proposal to the VPEA for evaluation	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.2 Reviews and evaluates the letter request/activity proposal	None	10 minutes	<i>Vice President for External Affairs</i> (Office of the President)



	4.3 Recommends approval to the University President	None	5 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	4.4 Submits letter recommendation with the letter request or activity proposal to the Office of the President	None	15 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.5 The University President gives directive to the VPEA	None	2 days	<i>University President</i> (Office of the President)
5. Receives the approved letter request/activity proposal by the University President	5.1 Coordinates instruction or directive of the University President	None	15 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	5.2 Releases the approved letter request/activity proposal and reminds client to submit status/ accomplishment report	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	5.3 Files the copy of the approved letter request/activity proposal	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
Total		None	2 days 85 minutes	

2. Request for Data on Employability of Graduates

To facilitate requests for University of Eastern Philippines graduates, employability data/report.

Office or Division	Office of the Vice President for External Affairs
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	Campus/College External Affairs Coordinators and Program Planning Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (1 original copy)	Client



2. Duly accomplished Request Form for Office of the Vice President for External Affairs Services (1 original copy)		Office of the Vice President for External Affairs (Form)		
3. Visitor's Log		Office of the Vice President for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for data on graduates' employability	1. Checks and receives the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	1.1 Stamps "received" on the letter request	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
2. Logs on the Visitor's logbook	2. Facilitates logbook entry	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
3. Receives the Request Form and fills out the form	3. Issues the Office Request Form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
4. Submits duly accomplished Request Form to the staff for processing	4. Receives the duly accomplished form	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.1 Prepare the report	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.2 Endorses the report to the VPEA for evaluation	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	4.3 Evaluates the employability report	None	10 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	4.4 Reviews completeness and accuracy of the employability data/report	None	5 minutes	<i>Vice President for External Affairs</i> (Office of the President)
	4.5 The VPEA approves/disapproves the request.	None	5 minutes	<i>Vice President for External Affairs</i> (Office of the President)



5. Receives the employability data/report and affixes signature on the request form upon receipt of documents	5. Releases the Employability Data/Report to Client	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
	5.1 Files the copy of the letter request and the document released	None	5 minutes	<i>Admin. Aide VI</i> (Office of the Vice President for External Affairs)
Total		None	65 minutes	



**OFFICE OF THE VICE PRESIDENT FOR RESEARCH,
DEVELOPMENT, AND EXTENSION**

External Services



1. Endorsement of Research / Extension Projects for Payment of Honorarium

This describes the procedure for payment of honorarium through an endorsement letter forwarded to the University President. This applies to research/extension projects that have been funded by the university which include but not limited to university and college-based research/extension projects.

Office or Division	Office of the Vice President for Research, Development, and Extension			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Evaluators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Endorsement (from the Directors of R&E)		URDS / UES		
3. Special Order		Records Office		
4. Terminal Report		Forms can be accessed at the office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit the Endorsement (from Directors of R&E), Terminal Report and Special Order of Research / Extension projects to the office.	1. Office Staff receives and reviews the completeness of the documents submitted	None	20 minutes per project	Office Staff
	1.1. Staff endorses the documents to the Vice President for evaluation	None	5 minutes	VPRDE
	1.2. If approved, the Vice President requests the Staff to prepare the endorsement for payment and forwards the documents to the Office of the University President.	None	30 minutes	Office Staff
	1.3. The Office of the University President receives the endorsement.	None	20 minutes	OP Staff
	1.4. Once evaluated and approved, the	None	1 day	HRMO



	OP Staff will forward the documents to HR for payroll.			
Total		None	1 day 1 hour 15 min	



**OFFICE OF THE VICE PRESIDENT FOR RESEARCH,
DEVELOPMENT, AND EXTENSION**

Internal Services



1. Claim of Awards and Other Incentives

This applies to research recognized by the university which includes but not limited to University and college-based research papers, which won in R&D/E competition and conferences, were published, cited, patented, and registered as utility models.

Office or Division	Office of the Vice President for Research, Development, and Extension			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation Form 2. Recommendation Citation of Research Publication in Peer Reviewed Journals 3. Recommendation Research Publication in Peer Reviewed Journals 4. Recommendation Oral/Poster Presentation for Research or Research Contest Awards 5. Recommendation Patent/ Utility Model Registration 6. Extension/ Development Activity Accomplishment Report		Forms can be accessed at the office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits pertinent documents for incentives claims of duly recognized projects of the university.	1. The college / campus evaluates and endorses the granting of incentives.	None	1 day	Research or Extension Coordinator and Dean or Campus Director
2. The researcher submits the documents to the research unit for endorsement	2. The research unit receives and validates the documents submitted.	None	1 hour	Research Director
	2.1. The Research Director endorses the documents to the Committee on Research Incentives and Awards for review and recommendation.	None	30 minutes	Research Director



	2.2. The Committee on Research Incentives and Awards review and recommend the request.	None	30 minutes	OVRPDE
	2.3. The OVRPDE submits the recommendation to the Office of the President.	None	30 minutes	OVRPDE
	2.4. he University President reviews and approved the documents	None	5 days	University President
	2.5. Once approved, the OP forwards the documents to the HRMO	None	30 minutes	OP Staff
	2.6. The HRMO prepares the Special Order	None	5 days	HRMO Staff
	2.7. Once Special Order is approved, The HRMO forwards the documents and the approved SO to the Records Office	None	1 hour	HRMO Staff
	2.8. The Records Office will furnish a copy of SO to the client/s and concerned offices and forward the documents back to the HRMO for payroll.	None	1 day	Record Office Staff
TOTAL		None	11 days 4 hours	



2. Endorsement of Research / Extension Projects for Payment of Honorarium

This describes the procedure for payment of honorarium through an endorsement letter forwarded to the University President. This applies to research/extension projects that have been funded by the university which include but not limited to university and college-based research/extension projects.

Office or Division	Office of the Vice President for Research, Development, and Extension			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	University Students, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Endorsement (from the Directors of R&E)		URDS / UES		
3. Special Order		Records Office		
4. Terminal Report		Forms can be accessed at the office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit the Endorsement (from Directors of R&E), Terminal Report and Special Order of Research / Extension projects to the office.	1. Office Staff receives and reviews the completeness of the documents submitted	None	20 minutes per project	Office Staff
	1.1. Staff endorses the documents to the Vice President for evaluation	None	5 minutes	VPRDE
	1.2. If approved, the Vice President requests the Staff to prepare the endorsement for payment and forwards the documents to the Office of the University President.	None	30 minutes	Office Staff
	1.3. The Office of the University President receives the endorsement.	None	20 minutes	OP Staff
	1.4. Once evaluated and approved, the	None	1 day	HRMO



	OP Staff will forward the documents to HR for payroll.			
Total		None	1 day 1 hour 15 min	

3. Endorsement of Research Papers for Presentations at the Scientific Fora

This describes the process of presenting at scientific conferences. This includes research outputs that have passed the evaluation process and is qualified for presentations (oral / poster) at different local, and international scientific conferences.

Office or Division	Office of the Vice President for Research, Development, and Extension			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client		
2. Notice of Acceptance		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and Notice of acceptance	1. The college / campus recommends the letter request	None	1 day	Dean or Campus Director
2. Submits the pertinent documents to the OVRDE	2. The OVRDE Staff receives the documents submitted.	None	5 minutes	OVRDE Staff
	2.1. The VPRDE reviews the credibility of the conference where the research paper is being submitted.	None	30 minutes	OVRDE Staff
	2.2. Once validated, the staff will make an endorsement letter containing the favorable recommendations	None	5 minutes	OVRDE Staff



	to attend the conference.			
	2.3. the OVRDE submits the endorsement and pertinent documents to the Office of the President for approval	None	5 minutes	OP Staff
	2.4. The OP Staff receives the documents	None	2 days	University President
	2.5. The University President review and approved the documents	None	10 minutes	OP Staff
	2.6. Once approved, the OP staff will return the approved documents to the OVRDE	None	5 minutes	OVRDE Staff
	2.7. The OVRDE forwards the approved documents to the client for preparation of the Travel Order.			
TOTAL		None	2 days 1 hour 30 minutes	



4. Procedure for Drafting and Filing of Patent, Utility Model, and Industrial Design

This procedure describes the legal process of filling for an Intellectual Property such as patent, utility model, and industrial design. It aims to guide the researchers and innovators of the University on how to file their patent, UM, and ID applications.

Office or Division	Intellectual Property Unit – Innovation, Technology and Support Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	UEP Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Patent/UM/ID registration form (3 original copies) 2. Invention Disclosure Form (3 original copies) 3. Terminal Report Form (3 original copy)		Forms can be accessed at the IPU-ITSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty/ client discloses IP following the invention Disclosure Format or a Terminal Report **If external client, pay required fees for patent, UM, and ID applications	1. Reviews disclosure for completeness. (Returns to faculty if incomplete and if there are corrections and recommendations)	None	1 day	IPO Head IPO Technical Experts
	1.1. Evaluates commercial potential and likelihood of licensing, strength of IP and other IP protection.	None	1 day	IPO Head IPO Technical Experts
	1.2. Conducts patent search to determine patentability and the available priority arts.	None	2 days	IPO Technical Experts
	1.3. Decides whether to file a patent or a utility model or an industrial design	None	1 day	IPO Technical Experts



	1.4. Drafts a patent or a utility model application	None	3 days	IPO Technical Experts
2. The faculty or client selects ownership of the IP according to IP policy through IP disclosure document.	2. Files and facilitates the payment of necessary fees for the filing of IP application at IPOPHL.	None	2 days	IPO Head
TOTAL		None	10 days	



UEP LAOANG CAMPUS

CITIZEN'S CHARTER

2025 1st Edition



OFFICE OF THE CAMPUS DIRECTOR

External Services



1. ACTION ON CONTRACTS AND EXTERNAL AGREEMENTS

To ensure that complete staff work is properly observed prior to the approval of the Campus Director.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Communication/ Draft MOA/ Proposal with appropriate/related attachments to support the document		End-user/ Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the physical document or scanned copy for approval	1. Acknowledge receipt of the document	None	1 minute	Staff (Office of the Campus Director)
	1.1 Review the documents as to content and attachments	None	2 minutes	Staff (Office of the Campus Director)
	1.1.1. If found incomplete, return to the end user/origin or send it back via email and notify the end user through SMS or messenger	None	1 minute	Staff (Office of the Campus Director)
	1.1.2. If the document is clear and complete, encode the details to the document log for recording and easy tracking	None	2 minutes	Staff (Office of the Campus Director)
	1.2. Once evaluated, endorse the document to the Campus Director	None	1 minute	Staff (Office of the Campus Director)
	1.3. Approval of the document	None	2 minutes	Campus Director (Office of the Campus Director)
	1.4. Once approved / disapproved, scan the document and encode the comments on the	None	2 minutes	Staff (Office of the Campus Director)



	logbook for proper documentation			
	1.5. If needed, forward to the Office of the President for evaluation and approval	None	5 minutes	Campus Director (Office of the Campus Director)
	1.5.1. Once evaluated by the Campus Director, the MOA may be endorsed to the University President for further evaluation and approval			
	1.5.2. Transmittal letter will be written and attached to the MOA and will be forwarded to the Office of the President	None	5 minutes	Campus Director (Office of the Campus Director)
	1.6. The Office of the President will receive the transmittal letter and return a receiving copy to the Office of the Campus Director	None	1 Hour	Staff (Office of the President)
2. End-user /origin/Records Office to receive the document by indicating in the logbook his/her name, signature and date received to acknowledge properly the receipt of the copy.	2. Release to the end-user/ origin/ Records Office and note it in the logbook or provide them with a copy and ask them to acknowledge once received	None	5 Minutes	Staff (Office of the Campus Director)
	2.1. Provide clients with client satisfaction measurement form	None	1 Minute	Staff (Office of the Campus Director)
3. Fill out and return the Client Satisfaction Measurement (CSM) Form	3. Receive the Client Satisfaction Measurement (CSM) Form	None	1 minute	Staff (Office of the Campus Director)
Total		None	1 Hour and 28 minutes	



OFFICE OF THE CAMPUS DIRECTOR

Internal Services



1. ACTION/APPROVAL OF LETTERS/ COMMUNICATIONS FROM DIFFERENT COLLEGES/ OFFICES OF THE CAMPUS

To ensure that complete staff work is properly observed prior to the approval of the Campus Director.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Communication		Concerned issuing agency(ies)		
2. Appropriate/related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the physical document or scanned copy for approval	1. Acknowledge receipt of the document	None	1 minute	Staff (Office of the Campus Director)
	1.1. Review the documents as to content and attachments	None	2 minutes	Staff (Office of the Campus Director)
	1.2. Receive the document once complied with all the attachments needed or acknowledge properly the receipt of the copy if it is via email.	None	2 minute	Staff (Office of the Campus Director)
	1.2.1. If found incomplete, return to the end user/origin or send it back via email and notify the end user through SMS or messenger	None	1 minute	Staff (Office of the Campus Director)
	1.2.2. If the document is clear and complete,	None	2 minutes	Staff (Office of the Campus Director)



	encode the details to the document log for recording and easy tracking			
	1.3. Once evaluated, endorse the document to the Campus Director	None	1 minute	Staff (Office of the Campus Director)
	1.4. Approval of the document	None	2 minutes	Campus Director (Office of the Campus Director)
	1.5. Once approved / disapproved, scan the document and encode the comments on the logbook for proper documentation	None	2 minutes	Staff (Office of the Campus Director)
	1.6. If needed, forward to the Office of the President for evaluation and approval	None	5 minutes	Campus Director (Office of the Campus Director)
	1.6.1. Once evaluated by the Campus Director, the document may be endorsed to the University President for further evaluation and approval			
	1.6.2. Transmittal letter will be written and attached to the letter/ communication along with its attachments and will be forwarded to the Office of the President	None	5 minutes	Campus Director (Office of the Campus Director)
	1.7. Receive the transmittal letter	None	1 Hour	Staff



	and return a receiving copy to the Office of the Campus Director			(Office of the President)
2. End-user /origin/Records Office to receive the document by indicating in the logbook his/her name, signature and date received to acknowledge properly the receipt of the copy.	2. Release to the end-user/ origin/ Records Office and note it in the logbook or provide them with a copy and ask them to acknowledge once received	None	5 minutes	Staff (Office of the Campus Director)
	2.1. Provide clients with client satisfaction measurement form	None	1 minute	Staff (Office of the Campus Director)
3. Fill out and return the Client Satisfaction Measurement (CSM) Form	3. Receive the Client Satisfaction Measurement (CSM) Form	None	1 minute	Staff (Office of the Campus Director)
Total		None	1 Hour and 30 minutes	

2. RECEIVING AND RELEASING OF FINANCIAL DOCUMENTS

To ensure the effective recording of financial documents for easy tracking and fast retrieval.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appropriate/related attachments to support the document.		End-user/proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the physical document	1.1 Acknowledge receipt of the document	None	1 minute	Staff (Office of the Campus Director)



or scanned copy for approval	1.2 Review the documents as to content and attachments, and signature of the approving officials.	None	2 minutes	Staff (Office of the Campus Director)
	1.2.1. If found incomplete, return to the end user/origin	None	1 minute	Staff (Office of the Campus Director)
	1.2.2. If document is clear and complete, encode the details to the document log for recording and easy tracking	None	2 minutes	Staff (Office of the Campus Director)
	1.3. Once evaluated, endorse the document to the Campus Director	None	1 minute	Staff (Office of the Campus Director)
	1.4. Approval of the document	None	1 Hour	Campus Director (Office of the Campus Director)
	1.5. Once approved/disproved, encode the comments on the logbook for proper documentation	None	5 minutes	Staff (Office of the Campus Director)
	1.6. If needed, forward to the Office of the President for evaluation and approval	None	5 minutes	Campus Director (Office of the Campus Director)
	1.6.1. Once evaluated by the Campus Director, the Financial Documents may be endorsed to the University President for			



	further evaluation and approval			
	1.6.2. Transmittal letter will be written and attached to the financial documents and will be forwarded to the Office of the President	None	5 minutes	Staff (Office of the Campus Director)
	1.7. The Office of the President will receive the transmittal letter and return a receiving copy to the Office of the Campus Director	None	1 Hour	Staff (Office of the Campus Director)
2. End-user /origin/Supply/Accounting to receive the document by indicating in the logbook his/her name, signature and date received to acknowledge properly the receipt of the copy.	2. Release to the end-user/origin/Supply Accounting and note it in the logbook or provide them a copy and ask them to acknowledge once received	None	5 Minutes	Staff (Office of the Campus Director)
	2.1. Provide client with Client Satisfaction Measurement (CSM) Form	None	1 Minute	Staff (Office of the Campus Director)
3. Fill out and return the Client Satisfaction Measurement (CSM) Form	3. Receive the Client Satisfaction Measurement (CSM) Form	None	1 minute	Staff (Office of the Campus Director)
Total		None	2 Hours and 29 minutes	



GUIDANCE AND TESTING OFFICE

External Services



1. TESTING SERVICES

The GTC conducts the Entrance Examination using the OLSAT to the students entering the university from the laboratory high school to college. The unit do the screening of the students who want to study in the university in the two levels and determine the students' inclination and readiness on what to pursue in a certain grade level or course.

Office or Division	Guidance and Testing Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new entrants/Incoming 1st Year: 1. Application for Examination 2. Expression of Intent for Incoming Freshmen (Form 1) 3. Student Personal Data (Form 2) 4. Essay (Form 3) 5. School ID (original and photocopy) 6. First Semester Grades (original and photocopy) 7. Certificate of Enrolment for the 2nd Semester (original) For transferees/returning students: 1. Application for Examination 2. Expression of Intent for Transfer (Form 1) 3. Student Personal Data (Form 2) 4. Essay (Form 3) 5. Photocopy of Transcript of Records 6. Certificate of Good Moral Character		Requirements accomplished by applicants University Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished Application Forms with attached requirements	1. Receive accomplished Application form for entrance examination for college and high school. And check completeness form.	None	3 minutes	Guidance and Testing Staff Students/Client
	1.1. University psychometrician	None	3 minutes	Guidance and Testing Staff



	schedules the date and venue of the examination.			Students/Client
2. Examination Proper	2. Examination is administered as scheduled. Standardized test, Otis-Lennon School Ability Test (OLSAT) is utilized in the examination administered by the psychometrician.	None	1 hour	Guidance and Testing Psychometrician
	2.1. Answer sheets are manually checked and interpreted by the university psychometrician.	None	10 minutes	Guidance and Testing Psychometrician
	2.2. The results are prepared in the examinee's Examination Result Form and encoded			
3. Release of Result	3. Examination results are released to the examinees according to their release of result schedule.	None	5 days	Guidance and Testing Psychometrician and Staff
Total			5 days, 1 hour and 16 minutes	



2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

The GTC issued the Certificate of Good Moral Character in order to affirm that a former student/enrollee or alumnus/alumna has shown exemplary behavior during the time of his/her enrolment in the university.

Office or Division	Guidance and Testing Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All alumni and former students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance/Request Slip		University Guidance & Testing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and present request slip	1. Receive and check for the completeness of the slip	None	2 minutes	Guidance and Testing Staff Students/Client
2. Wait for the issuance of the certificate	2. Prepare the certification then affix signature.	None	3 minutes	Guidance and Testing Staff Guidance Counselor
3. Sign the log sheet for the release of the certification	3. Give the log sheet, receive fee if applicable, and release the certification	None for present and former; Php50 for alumni (amount collected will then be remitted to the Cashier's Office by page on the log sheet for Service Invoice issuance)	3 minutes	Guidance and Testing Staff
Total		Php50.00	8 minutes	



GUIDANCE AND TESTING OFFICE

Internal Services



1. COUNSELING SERVICES

Counseling is among the services offered by the UEP Laoang Campus Guidance and Testing Office and is the heart of any guidance program. It is a helping relationship between the counselor and the counselee where the former seeks to assist latter to understand himself/herself and his/her environment, so that s/he can be helped to achieve his/her maximum potential thru self-knowledge, self-realization and self-development.

Office or Division	Guidance and Testing Center			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Counseling Session Appointment Slip 2. Counseling Intake Form		University Counselling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeking counselor's appointment	1.1 Students, faculty and employees visit the Counseling Office to make an appointment with the guidance counselor. 1.2 Accomplish the Counseling Appointment Slip for the GC to confirm the date and time.	None	3 minutes	Guidance Counselor Students/Client
2. Accomplishment of the Counseling Intake Form	2.1 Client accomplishes the intake form with utmost confidentiality to commence the counseling session.	None	10 minutes	Guidance Counselor Students/Client
3. Client visits the counseling office as scheduled	3.1 Relationship building, though crucial, establishing a trusting and supportive relationship with the client should take place.	None	30 minutes	Guidance Counselor Students/Client
4. Client shares his/her concern	4.1 Problem/ Concern Assessment involves	None	30 minutes	Guidance Counselor Students/Client



	understanding the clients' concerns, challenges, and strengths through open-ended questions, observations and potentially using assessments needed.			
5. Clients collaboratively identify achievable and meaningful goals of the counseling session	5.1 GC collaborates with the client's goal setting	None	15 minutes	Guidance Counselor Students/Client
6. Client visits the counseling office for the counseling sessions as agreed with the GC	6.1 Implements appropriate counseling techniques and strategies to help the client achieve their goals, which might include techniques like active listening, reframing, or mindfulness techniques.	None	30 minutes	Guidance Counselor Students/Client
7. Client updates the GC of the progress s/he is making along the process	7.1 Evaluation and Termination Regularly assess progress towards goals and determine when counseling is no longer needed, with a plan for follow-up if necessary.	None	15 minutes	Guidance Counselor Students/Client
Total			2 hours & 22 minutes	

REMARKS: The client will undergo counseling session. The duration of the session is dependent on the case as evaluated by the guidance counselor.



MANAGEMENT AND INFORMATION SYSTEM

Internal Services



1. ENROLMENT SYSTEM OPERATION

Enrolment services are provided to department chairs, coordinators, teachers and students every semester. Enrolment operation includes plotting of subjects, encoding of subjects, encoding of grades, creating accounts, drafting of billing and the like that helps complete the flow of operation before, during and after enrolment period.

Office or Division	Management and Information System (MIS)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form for MIS services		Office Staff / MIS Office		
Stamped Received Request form		All concerned units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients fill out the request form for the needed services	1.1 Office staff check the request form and endorse the same for evaluation of the head of Management and Information System (MIS) office	None	3 minutes	Staff – MIS Office
	1.2 Head of Management and Information System office approves the request in preparation for Office staff.	None	3 minutes	<i>Head of MIS Office</i>
	1.3 Staff prepare the documents/units/ materials needed for the request	None	30 minutes	Staff – MIS Office
	1.4 The Head of MIS office ensures completeness and accuracy of services	None	3 days	<i>Head of MIS Office</i>



	1.5 The Head of MIS office provides feedback/ report.	None	1 hour	<i>Head of MIS Office</i>
2. Received feedback given by the MIS staff and affix signature on the logbook upon receipt of the report	2.1 Staff releases the feedback or report to the client	None	2 minutes	Staff – MIS Office
	2.2 Staff files the copy of the feedback or report and processed request form	None	3 minutes	Staff – MIS Office
Total		None	3 days, 1 hour, 41 minutes	



OFFICE OF SPORTS AFFAIRS

External Services



1. SELECTION OF UNIVERSITY VARSITY ATHLETES AND REQUEST OF SERVICES FOR SPORTS DEVELOPMENT

This help students to develop their talent, skills, leadership, camaraderie, discipline, and sportsmanship in support of the university's effort to promote the holistic development of its students through sports. It also encourages to organize sports clubs, design sports programs, and participate in sports events in which they can compete and advance in the next level of competitions.

Office or Division	Office of Sports Affairs			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Students, Coaches and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of recruitment of athletes (1 copy) Athletes Profile Form (1 copy) Performance evaluation form (1 copy) Core Team endorsement Form (1 copy) Athletes Eligibility Form (1 Copy) Athletes Training Monitoring Form (1 copy)		Office of Sports Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recruitment Senior secondary school Student	1. Scout potential athletes in the Provincial Meet & Open Competition	None	5 days	Head of Sports Affairs
	1.1. Gather information of athletes' performances in their school	None	30 minutes	Head of Sports Affairs Coaches and Trainer
	1.2. Encourage senior high school student athletes to enroll in the university	None	30 minutes	Head of Sports Affairs
.	1.3. Encourage to join the Varsity Athletes during orientation	None	10 minutes	Head of Sports Affairs
	1.4. Assist athletes to present themselves/	None	15 minutes	Head of Sports Affairs



	herself to college/ unit for a try-out			
	1.5. Encouraged to participate actively in the UEPLAA & UEPAAG Games	None	10 minutes	Head of Sports Affairs
	1.6. Evaluate performance of athletes	None	30 minutes	Head of Sports Affairs
2. Membership in training pool	2. Provide and Fill-up Athletes Profile Form	None	10 minutes	Head of Sports Affairs
	2.1. Monitor training attendance	None	15 minutes	Coaches/Trainer
	2.2. Training performance assessment	None	30 minutes	Coaches/Trainer
	2.3. Submission of list of core team members	None	5 minutes	Coaches/Trainer
	2.4. 4.2 Fill-up and submit eligibility form	None	5 minutes	Head of Sports Affairs
	2.5. Screening and evaluation of the eligibility of athlete	None	20 minutes	Head of Sports Affairs
3. Receive notification of Varsity selection	3. Notification of selected Varsity athletes through posting of list in messenger group chats	None	15 minutes	Head of Sports Affairs
	3.1. Participation in Regional/National Competitions	None	5 days	Head of Sports Affairs/ Coaches
	3.2. Joining off- season competition/	None	5 days (or depending upon on the type of competition)	Head of Sports Affairs/Coaches



	invitational tournaments			
Total		None	15 days 3 hours and 45 minutes	

2. REQUEST FOR SPORTS-RELATED SERVICES

This service is for individual or group of individuals who wish to avail sports development activities/training/program. The Office of Sports Affairs of UEP Laoang campus facilitates any sports trainings to individual and selecting athletes in the locality. Assists in organizing different sporting events. It also extends support to the other educational institution through accommodating them to utilize the sports facilities available in the campus during their inter-school sports competition.

Office or Division	Office of Sports Affairs			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Students, Coaches and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sports Development Services Request Form (1 copy) 2. Evaluation / Feedback form (1 copy)		Office of Sports Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting Party/organization fill up request for services form	1. Determine the request, either external or internal	None	5 minutes	Head of Sports Affairs
	1.1 Assess immediately the request for services.	None	3 minutes	Head of Sports Affairs
	1.2 Determine the availability of resources	None	3 minutes	Head of Sports Affairs
	1.3 Identify concerned staff/personnel who will be involved in the request of services.	None	5 minutes	Head of Sports Affairs
	1.4 Communicate to the staff/personnel	None	10 minutes	Head of Sports Affairs



	for their availability and willingness.			
2. Orientation meeting/briefing	2. Meeting with the personnel concerned and requesting party	None	30 minutes	Head of Sports Affairs
.	2.1 Establish a terms and conditions of services requested	None	20 minutes	Head of Sports Affairs
	2.2 Develop a plan for the services requested.	None	30 minutes	Head of Sports Affairs
	2.3 Endorse the request for services for approval to higher authorities, if necessary.	None	15 minutes	Campus Director
4. Deliver services	4. Implement the services requested.	None	5 days	Head of Office Sports Affairs Coaches involved
5. Evaluation of the Services delivered.	5. Requesting party/organization to fill up evaluation and feedback of the services rendered.	None	5 minutes	Head of Sports Affairs Coaches involved
Total		None	5 days, 2 hours and 6 minutes	



OFFICE OF THE STUDENT AFFAIRS

External Services



1. TESTING SERVICES

Testing serves all students entering the University from pre-school to college. The unit do the screening of students who would want to enter to the University in all levels and determining the student's ability or readiness to pursue a certain grade level or course.

Office or Division	Office of Student Affairs – University Testing Center			
Classification	Complex			
Type of Transaction	G2C			
Who May Avail	Students			
Checklist of Requirements		Where to Secure		
1. Application for Examination 2. 2 pcs 1 x 1 ID picture 3. 2 pcs pencils		Accomplished by applicant: University Testing Center		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Receive Accomplished Application Form or List of Qualified Examinees.	1. Receive accomplished application form for examination for Colleges and Senior High School.	None	3 minutes	UTC Clerk Students/Client
	1.1. Scheduling Examination and venue for the exam. 1.2. Inform respective Colleges and concerned Students/Clients about the schedule and venue 1.3. Examinees will secure examination permits in order for them to take the exam.	None	3 minutes	UTC Clerk Students/Client
2. Examination Proper.	2. Examinations are administered on time. Standardized Tests are used in the examination	None	3 hours (time depends on the type of examination)	UTC Psychometrician



	administered by the Psychometrician.			
3. Checking, Recording and Encoding	<p>3. Answer sheets are manually checked and interpreted by UTC Psychometricians.</p> <p>The results are prepared in the clients' Examination Result Form and encoded in the computer.</p>	None	8 minutes (<i>time depends on the type of examination</i>)	UTC Psychometrician
4. Release of Results	4. The examination results are released to the clients according to their released date schedule.	None	3 minutes	UTC Personnel Guidance Counselors for HS, UEPLHS, and UEPLHS.
TOTAL		None	3 hours and 17 minutes	



OFFICE OF THE STUDENT AFFAIRS

Internal Services



1. ACCREDITATION AND RE-ACCREDITATION OF CAMPUS STUDENT ORGANIZATION

The purpose of this procedure is to ensure smooth processing of application for operation or renewal of operation of student organizations.

Office or Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C			
Who May Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Receipt		Office of Student Affairs		
2. Set of Application for Operation /Renewal of Operation				
3. Bound copy of documents for Operation/Renewal of Organization				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submission of Requirements.	1.Receives the requirements submitted by the student organization.	None	5 minutes	OSA Staff
2. Evaluation of Requirements.	2.Checks the completeness of documents.	None	10 minutes	OSA Head
	2.1. Verifies/evaluates the documents thru a meeting with the COSUA.			COSUA Member
3. Approval of the application.	3. Deliberation as to the approval to operate and renew a certain student organization.	None	3 days	OSA Head
	3.1. Signing of the application form to indicate that application has been approved.			COSUA Member
4. Release of Certificate of Recognition	4. Release of Certificate of Recognition to the recognize clubs and organization	None	10 minutes	OSA Head Campus Director
TOTAL		None	3 days	



**OFFICE OF THE ASSISTANT DIRECTOR
FOR ACADEMIC AFFAIRS
Internal Services**



1. CURRICULUM REVIEW AND DEVELOPMENT

Our curriculum review process describes a structured series of learning objectives and outcomes for a given subject area. It includes a specification of what should be learned, how it should be effectively taught, and the plan for implementing and assessing the learning. The curriculum development process includes preparing for the duties of teaching, deciding upon goals and emphases, determining curriculum content, selecting learning resources and classrooms procedures, evaluating progress, and looking forward up to the submission to the Campus Director and to the Assistant Director for Academic Affairs.

Office or Division	Office of the Assistant Director for Academic Affairs			
Classification	Highly Technical			
Type of Transaction	G2G, G2C			
Who may avail	Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Matrix On the Proposed Curriculum in Comparison with CHED PSG		Office of the Vice President for Academic Affairs		
Program of Study		Office of the Vice President for Academic Affairs		
Course Description		Office of the Vice President for Academic Affairs		
Curriculum Checklist		Office of the Vice President for Academic Affairs		
Request for curricular revision/offering		Office of the Vice President for Academic Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the curriculum to CHED for notation as endorsed by the President	The Office of the Vice President for Academic Affairs forwards the curriculum for CHED Notation.	None	5 days	Asst. Director for Academic Affairs
2. Submission of the CHED noted curriculum to the Office of the Vice President for Academic Affairs for filing	Submit CHED noted curriculum to the Office of the Vice President for Student Affairs.	None	1 day	Asst. Director for Academic Affairs
Total		None	6 days	



2. OUTSOURCING OF SPECIAL LECTURERS

The College Chair needs to create a letter request to the Assistant Director for Academic Affairs and Campus Director for the approval of the subject offering. This request should be submitted before an agreement begins. Outsourcing of Special/Part-Time lecturers begin.

Office or Division	Office of the Assistant Director for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Outsourcing of Special/Part-time Lecturer		Office of the Vice President for Academic Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request of the College Chairs for hiring of special lecturer.	1. The Office of the Campus Director receives and evaluates the request.	None	1 day	Asst. Director for Academic Affairs
2. Submission of the request to the Office of the Campus Director	2. Submit reports for applicants of the special lecturers to the Office of the Campus Director	None	1 day	Asst. Director for Academic Affairs
3. Submission of the Summary of Faculty Teaching Assignment to the Office of the Vice President for Academic Affairs	3. The Office of the Vice President for Academic Affairs receives the summary of Faculty Teaching Assignment.	None	1 day	Asst. Director for Academic Affairs
4. Consolidation of the Summary of Faculty Teaching Assignment and verification on the need to hire Special/Part-time Lecturers	4. The Office of Academic Affairs consolidates the Summary of Faculty Teaching Assignment verifies for the need of Special/Part-Time Lecturers	None	1 day	Asst. Director for Academic Affairs
5. VPAA reviews and recommends to the President the approval of the request	5. If there is a need for Special/Part-Time Lecturer, VPAA recommends the hiring to the University President	None	1 day	Asst. Director for Academic Affairs



6. VPAA reviews/ evaluates and recommends to the President the approval of the request for hiring	6. The VPAA recommends the approval of hiring of the successful applicants to the Office of the President.	None	1 day	Asst. Director for Academic Affairs
Total		None	6 days	



DEPARTMENT OF CRIMINAL JUSTICE

External Services



1. EVALUATION ON THE ADMISSION OF NEW STUDENTS, RETURNEES, TRANSFEREES AND SHIFTERS

The services include filling out an application form, taking the entrance examination, submitting required documents, and receiving an admission slip.

Office or Division	Department of Criminal Justice	
Classification	Simple	
Type of Transaction	G2B	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>For New Students</u>		
Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: Expression of Intent for Admission (1 copy) Personal Data Sheet (1 copy) Authenticated Copy of Form 138 Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation Photocopy of NSO/PSA/Local Birth Certificate 2 copies of latest and colored 2x2 ID picture 1 Long Brown Envelope		Office of Admission
<u>For Shifters</u>		
Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Approved Shifting Form Evaluation of Grades		Office of Admission Office of the Registrar/Previous Department
<u>For Transferees</u>		
Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Expression of Intent to Transfer Personal Data Sheet Photocopy of Certificate of Honorable Dismissal Photocopy of Certificate of Good Moral Character		Office of Admission



Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) 2 copies of latest and colored 2x2 ID pictures 1 long brown envelope				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. The applicant's documents are transmitted from the Office of Admission to the Department Chair	The Department receives the documents and forward to program chair	None	10 minutes	Office of the Chair - Program Chair - Office Staff
	The Chairperson instructs the program chair to undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
	The Department Chairperson contact to program chair the applicants to confirm his/her interest in enrolling for the respective program	None	1 day	Department Chairperson
	The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
	5.1 The department chairperson instructs the program chair to prepare a report of qualified students	None	1 hour	Department Chairperson



	and submits it to the Admissions Committee Chair			
	5.2 Reports on Qualified Applicants are collected and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office	None	30 minutes	Admissions Committee Chair
2. Students' Profile and Student Identification Card Number is generated for the qualified applicants	Encoding of the basic profile of the qualified students and generation of Student ID Number	None	15 minutes	Department Chairperson
Total			1 day, 2 hours, and 15 minutes	
For Transferees, Shifters, and Returnees				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the Department	The Department receives the documents and forwarded to Program Chair	None	10 minutes	Office of the Chairperson - Program Chair - Office Staff
2. The applicant's documents are evaluated	The Department Chairperson instruct the program chair to conduct an evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined	The applicant is determined if he is	None	3 hours	Department Chairperson



if accepted or otherwise	accepted or otherwise in the program and submits a report on this to the Office of Admissions			
Total		None	1 hour and 25 minutes	

2. ENROLMENT OF STUDENTS

The enrollment process involves presenting an admission slip, receiving a plotting form, having the plotting form approved, subject encoding, and printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Criminal Justice			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For New Students/Transferees/Shifters/Returnees</u> Proof of Admission or Acceptance in the Program		Office of Admission		
<u>For Old Students</u> Evaluation of Grades				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. Applicant submits his/her enrolment requirements to College Office	1. Acceptance of the applicant's enrolment requirements Release of plotting form	none	5 minutes	Department Chairperson/Program Chair -
2. Students plot subjects and submit accomplished plotting form to the Enrolling Instructor	2. Evaluation and determination of student's academic load, approval and encoding of subjects to be	None	20 minutes	Enrolling Instructor - Department Chairperson/Program Chair



	enrolled by the new students			
3. Submit approved and signed plotting forms to the Office of the Registrar	3. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
4. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	4. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	- Department Chair
5. Students accept the Certificate of Registration from the Office of Department Chair	5. Release the COR to the student and had her/him sign in the logbook	None	5 minutes	Department Chairperson
Total		None	1 day and 33 minutes	
For Old Students				
1. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	1. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	none	15 minutes	Program Chair Office Staff
2. Present the updated student checklist to the enrolling instructor and secure plotting form	2. Receive and evaluate the updated student checklist and release to student plotting form and have his/her signature in the logbook	none	10 minutes	Enrolling Instructor
3. The students select and plot the subjects they intend to enroll in their respective plotting forms based on the class	3. The enrolling instructor checks the accomplished plotting form. The program chair determines the load of each	none	5 minutes	Program Chair Enrolling Instructor



schedule posted and submit to	student and recommend for approval.			
	3.1. The Chair approves of the subjects enrolled by the students.	None	1 minute	Department Chairperson
	3.2. The determined subjects are encoded by the enrolment encoder	None	3 minutes	Program Chair Enrolment Encoder
4. Submit the approved and signed plotting forms to the Office of the Registrar	4. Collect and review the accomplished plotting forms, prepare transmittal and submit to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
5. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	5. Receives the duly signed Certificates of Registration. Department Chair signs the Certificates of Registration	None	3 minutes	Department Chair
6. Students accept the Certificate of Registration	6. The Department Chairperson print and distribute the printed Certificate of Registration (COR) to their respective students.	None	5 minutes	Department Chairperson
7. Secure evaluation of grades of the previous semester and submit them to the College Department Office to update their student checklist	7. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	none	15 minutes	Program Chair Office Staff
Total		None	1 day and 39 minutes	



3. REQUEST FOR EXPERT SERVICES

Inquire or request for technical assistance, consultancy services, and actual conduct of expert services.

Office or Division	Department of Criminal Justice			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to the Office of the President thru the College	1. Receipt of Letter request and recording in the logbook	none	3 minutes	Department chair
	1.1. Review of request and transmittal to the concerned faculty member/s to be assigned of the request	none	30 minutes	Department chair
	1.2. Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	Department chair
2. Coordinating with the College on the updates of the request	2. Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Department chair
3. Coordinating with the faculty assigned to conduct the expert service	3. Coordination with the requested client for further details of the expert service requested	None	1 day	Faculty Member identified to conduct expert service



	3.1. Preparation of materials and other resources for use in the conduct of expert service	None	5 days	Faculty Member identified to conduct expert service
4. The client received actual expert service conducted	4. Actual conduct of expert service	None	1 day	Faculty Member identified to conduct expert service
5. Provides feedback /evaluation of the expert services conducted	5. Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
	5.1. Preparation and submission of reports pertaining to the expert service conducted	None	1 day	Department Chair
Total		None	11 days and 33 minutes	



DEPARTMENT OF CRIMINAL JUSTICE

Internal Services



1. REQUEST FOR REPRINTING OF COR

The service includes requesting for re-printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Criminal Justice			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts the Department Chairperson/ Program Chair and makes a request for reprinting of COR	1. Acceptance of the request and recording in the logbook	none	3 minutes	Department Chairperson/program chair
	1.1. Retrieval of the student's record in the system and printing of the COR	none	5 minutes	Department Chairperson/program chair
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
Total		None	10 minutes	



2. REQUEST FOR SUBJECT OFFERINGS

The service includes the requesting for subjects be offered in consideration for graduating students with behind subject/s. it includes evaluation of grades and determining the class details of the subject.

Office or Division	Department of Criminal Justice			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	Students, Program Coordinator from other Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: <ul style="list-style-type: none"> • Evaluation of Grades • Letter Request For Other Departments <ul style="list-style-type: none"> • Letter Request • Class Details (size, course, year level) 		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/ department chairperson/program chair submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	1.1 Acceptance of request	None	3 minutes	<i>Program Chair</i>
	1.2 Evaluation and approval of the request based on university guidelines	None	30 minutes	<i>Department Chair</i>
	1.3 Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	None	1 day	<i>Program Chair</i>
2. The client is informed of the details of the requested subject	Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	<i>Program Chair Office Staff</i>
Total		None	1 day, 1 hour and 3 minutes	



DEPARTMENT OF ENGINEERING

External Services



1. EVALUATION ON THE ADMISSION OF NEW STUDENTS, RETURNEES, TRANSFEREES AND SHIFTERS

The services include filling out an application form, taking the entrance examination, submitting required documents, and receiving an admission slip.

Office or Division	Department of Engineering	
Classification	Complex	
Type of Transaction	G2C	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>For New Students</u>		
Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: Expression of Intent for Admission (1 copy) Personal Data Sheet (1 copy) Authenticated Copy of Form 138 Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation Photocopy of NSO/PSA/Local Birth Certificate 2 copies of the latest and colored 2x2 ID picture 1 Long Brown Envelope		Office of Admission
<u>For Shifters</u>		
Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Approved Shifting Form Evaluation of Grades		Office of Admission Office of the Registrar/Previous Department
<u>For Transferees</u>		
Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Expression of Intent to Transfer Personal Data Sheet Photocopy of Certificate of Honorable Dismissal Photocopy of Certificate of Good Moral Character		Office of Admission



Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) 2 copies of latest and colored 2x2 ID pictures 1 long brown envelope				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. The applicant's documents are transmitted from the Office of Admission to the Department Chair	1. The Department receives the documents and forwards to program chair	None	10 minutes	Office of the Chair - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Chairperson instructs the program chair to undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
3. The applicants are called for confirmation if they are still interested to apply for the program	3. The Department Chairperson contact to program chair the applicants to confirm his/her interest in enrolling for the respective program	None	1 day	Department Chairperson
4. The documents of the disqualified applicants are submitted back to the Admissions Office	4. The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
5. The accepted applicants are determined	5. The department chairperson instructs the program chair to prepare a report of qualified students and submits it to the	None	1 hour	Department Chairperson



	Admissions Committee Chair			
	5.1. Reports on Qualified Applicants are collected, and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office	None	30 minutes	Admissions Committee Chair
6. Students' Profile and Student Identification Card Number is generated for the qualified applicants	6. Encoding of the basic profile of the qualified students and generation of Student ID Number	None	15 minutes	Department Chairperson
Total			1 day, 2 hours, and 15 minutes	
For Transferees, Shifters, and Returnees				
1. The applicants' documents are transmitted from the Office of the Director for Admissions to the Department	1. The Department receives the documents and forwards them to Program Chair	None	10 minutes	Office of the Chairperson - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Department Chairperson instructs the program chair to conduct an evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined if	3. The applicant is determined if he is	None	3 hours	Department Chairperson



accepted or otherwise	accepted or otherwise in the program and submits a report on this to the Office of Admissions			
Total		None	1 hour and 25 minutes	

2. ENROLMENT OF STUDENTS

The enrollment process involves presenting an admission slip, receiving a plotting form, having the plotting form approved, subject encoding, and printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Engineering			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For New Students/Transferees/Shifters/Returnees</u> Proof of Admission or Acceptance in the Program		Office of Admission		
<u>For Old Students</u> Evaluation of Grades				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. Applicant submits his/her enrolment requirements to College Office	1. Acceptance of the applicant's enrolment requirements Release of plotting form	None	5 minutes	Department Chairperson/Program Chair -
2. Students plot subjects and submit accomplished plotting form to	2. Evaluation and determination of student's academic load, approval and encoding of	None	20 minutes	Enrolling Instructor - Department Chairperson/Program Chair



the Enrolling Instructor	subjects to be enrolled by the new students			
3. Submit approved and signed plotting forms to the Office of the Registrar	3. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
4. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	4. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	- Department Chair
5. Students accept the Certificate of Registration from the Office of Department Chair	5. Release the COR to the student and have her/him sign in the logbook	None	5 minutes	Department Chairperson
Total		None	1 day and 33 minutes	
For Old Students				
1. Secure evaluation of grades of the previous semester and submit them to the College Department Office to update their student checklist	1. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
2. Present the updated student checklist to the enrolling instructor and secure plotting form	2. Receive and evaluate the updated student checklist and release to student plotting form and have his/her signature in the logbook	None	10 minutes	Enrolling Instructor
3. The students select and plot the subjects they intend to enroll in	3. The enrolling instructor checks the accomplished plotting form. The	None	5 minutes	Program Chair Enrolling Instructor



their respective plotting forms based on the class schedule posted and submit to	program chair determines the load of each student and recommends it for approval.			
	3.1. The Chair approves of the subjects enrolled by the students.	None	1 minute	Department Chairperson
	3.2. The determined subjects are encoded by the enrolment encoder	None	3 minutes	Program Chair Enrolment Encoder
4. Submit the approved and signed plotting forms to the Office of the Registrar	4. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
5. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	5. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	Department Chair
6. Students accept the Certificate of Registration	6. The Department Chairperson print and distribute the printed Certificate of Registration (COR) to their respective students.	None	5 minutes	Department Chairperson
7. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	7. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
Total		None	1 day and 39 minutes	



3. REQUEST FOR EXPERT SERVICES

Inquire or request for technical assistance, consultancy services, and actual conduct of expert services.

Office or Division	Department of Engineering			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to the Office of the President thru the College	1. Receipt of Letter request and recording in the logbook	None	3 minutes	Department chair
	1.1. Review of request and transmittal to the concerned faculty member/s to be assigned of the request	None	30 minutes	Department chair
	1.2. Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	Department chair
2. Coordinating with the College on the updates of the request	2. Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Department chair
3. Coordinating with the faculty assigned to conduct the expert service	3. Coordination with the client requested further details of the expert service requested	None	1 day	Faculty Member identified to conduct expert service



	3.1. Preparation of materials and other resources for use in the conduct of expert service	None	5 days	Faculty Member identified to conduct expert service
4. The client received actual expert service conducted	4. Actual conduct of expert service	None	1 day	Faculty Member identified to conduct expert service
5. Provides feedback /evaluation of the expert services conducted	5. Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
	5.1. Preparation and submission of reports pertaining to the expert service conducted	None	1 day	Department Chair
Total		None	11 days and 33 minutes	



DEPARTMENT OF ENGINEERING

Internal Services



1. REQUEST FOR REPRINTING OF COR

The service includes requesting for re-printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Engineering			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts the Department Chairperson/ Program Chair and makes a request for reprinting of COR	1.1 Acceptance of the request and recording in the logbook	None	3 minutes	Department Chairperson/program chair
	1.2 Retrieval of the student's record in the system and printing of the COR	None	5 minutes	Department Chairperson/program chair
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
Total		None	10 minutes	

2. REQUEST FOR SUBJECT OFFERINGS

The service includes the requesting for subjects be offered in consideration for graduating students with behind subject/s. it includes evaluation of grades and determining the class details of the subject.

Office or Division	Department of Engineering			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	Students, Program Coordinator from other Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



For Students: <ul style="list-style-type: none"> Evaluation of Grades Letter Request For Other Departments <ul style="list-style-type: none"> Letter Request Class Details (size, course, year level) 		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/department chairperson/program chair submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	1.1 Acceptance of request	None	3 minutes	Program Chair
	1.2 Evaluation and approval of the request based on university guidelines	None	30 minutes	Department Chair
	1.3 Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	None	1 day	Program Chair
2. The client is informed of the details of the requested subject	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	Program Chair Office Staff
Total		None	1 day, 1 hour, and 3 minutes	



DEPARTMENT OF INDUSTRIAL TECHNOLOGY

External Services



1. EVALUATION ON THE ADMISSION OF NEW STUDENTS, RETURNEES, TRANSFEREES AND SHIFTERS

The services include filling out an application form, taking the entrance examination, submitting required documents, and receiving an admission slip.

Office or Division	Department of Industrial Technology	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>For New Students</u> Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: Expression of Intent for Admission (1 copy) Personal Data Sheet (1 copy) Authenticated Copy of Form 138 Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation Photocopy of NSO/PSA/Local Birth Certificate 2 copies of latest and colored 2x2 ID picture 1 Long Brown Envelope		Office of Admission
<u>For Shifters</u> Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Approved Shifting Form Evaluation of Grades		Office of Admission Office of the Registrar/Previous Department
<u>For Transferees</u> Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Expression of Intent to Transfer Personal Data Sheet Photocopy of Certificate of Honorable Dismissal Photocopy of Certificate of Good Moral Character Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) 2 copies of latest and colored 2x2 ID pictures		Office of Admission



1 long brown envelope				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. The applicant's documents are transmitted from the Office of Admission to the Department Chair	1. The Department receives the documents and forwards to program chair	None	10 minutes	Office of the Chair - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Chairperson instructs the program chair to undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
3. The applicants are called for confirmation if they are still interested to apply for the program	3. The Department Chairperson contact to program chair the applicants to confirm his/her interest in enrolling for the respective program	None	1 day	Department Chairperson
4. The documents of the disqualified applicants are submitted back to the Admissions Office	4. The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
5. The accepted applicants are determined	5. The department chairperson instructs the program chair to prepare a report of qualified students and submits it to the Admissions Committee Chair	None	1 hour	Department Chairperson



	5.1. Reports on Qualified Applicants are collected, and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office	None	30 minutes	Admissions Committee Chair
6. Students' Profile and Student Identification Card Number is generated for the qualified applicants	6. Encoding of the basic profile of the qualified students and generation of Student ID Number	None	15 minutes	Department Chairperson
Total		None	1 day, 2 hours, and 15 minutes	
For Transferees, Shifters, and Returnees				
1. The applicants' documents are transmitted from the Office of the Director for Admissions to the Department	1. The Department receives the documents and forwards them to Program Chair	None	10 minutes	Office of the Chairperson - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Department Chairperson instructs the program chair to conduct an evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined if accepted or otherwise	3. The applicant is determined if he is accepted or otherwise in the program and submits a report on	None	3 hours	Department Chairperson



	this to the Office of Admissions			
Total		None	4 hours and 10 minutes	

2. ENROLMENT OF STUDENTS

The enrollment process involves presenting an admission slip, receiving a plotting form, having the plotting form approved, subject encoding, and printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Industrial Technology			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For New Students/Transferees/Shifters/Returnees</u> Proof of Admission or Acceptance in the Program		Office of Admission		
<u>For Old Students</u> Evaluation of Grades				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. Applicant submits his/her enrolment requirements to College Office	1. Acceptance of the applicant's enrolment requirements Release of plotting form	None	5 minutes	Department Chairperson/Program Chair -
2. Students plot subjects and submit accomplished plotting forms to the Enrolling Instructor	2. Evaluation and determination of student's academic load, approval and encoding of subjects to be enrolled by the new students	None	20 minutes	Enrolling Instructor - Department Chairperson/Program Chair



3. Submit approved and signed plotting forms to the Office of the Registrar	3. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
4. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	4. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	- Department Chair
5. Students accept the Certificate of Registration from the Office of Department Chair	5. Release the COR to the student and have her/him sign in the logbook	None	5 minutes	Department Chairperson
Total		None	1 day and 33 minutes	
For Old Students				
1. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	1. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
2. Present the updated student checklist to the enrolling instructor and secure plotting form	2. Receive and evaluate the updated student checklist and release to student plotting form and have his/her signature in the logbook	None	10 minutes	Enrolling Instructor
3. The students select and plot the subjects they intend to enroll in their respective plotting forms based on the class schedule posted and submit to	3. The enrolling instructor checks the accomplished plotting form. The program chair determines the load of each student and recommends it for approval.	None	5 minutes	Program Chair Enrolling Instructor



	3.1. The Chair approves the subjects enrolled by the students.	None	1 minute	Department Chairperson
	3.2. The determined subjects are encoded by the enrolment encoder	None	3 minutes	Program Chair Enrolment Encoder
4. Submit the approved and signed plotting forms to the Office of the Registrar	4. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
5. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	5. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	Department Chair
6. Students accept the Certificate of Registration	6. The Department Chairperson print and distribute the printed Certificate of Registration (COR) to their respective students.	None	5 minutes	Department Chairperson
7. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	7. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
Total		None	1 day and 39 minutes	



3. REQUEST FOR EXPERT SERVICES

Inquire or request for technical assistance, consultancy services, and actual conduct of expert services.

Office or Division	Department of Industrial Technology			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to the Office of the President thru the College	1. Receipt of Letter request and recording in the logbook	None	3 minutes	Department chair
	1.1. Review of request and transmittal to the concerned faculty member/s to be assigned of the request	None	30 minutes	Department chair
	1.2. Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	Department chair
2. Coordinating with the College on the updates of the request	2. Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Department chair
3. Coordinating with the faculty assigned to conduct the expert service	3. Coordination with the requested client for further details of the expert service requested	None	1 day	Faculty Member identified to conduct expert service



	3.1. Preparation of materials and other resources for use in the conduct of expert service	None	5 days	Faculty Member identified to conduct expert service
4. The client received actual expert service conducted	4. Actual conduct of expert service	None	1 day	Faculty Member identified to conduct expert service
5. Provides feedback /evaluation of the expert services conducted	5. Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
	5.1. Preparation and submission of reports pertaining to the expert service conducted	None	1 day	Department Chair
Total		None	11 days and 33 minutes	



DEPARTMENT OF INDUSTRIAL TECHNOLOGY

Internal Services



1. REQUEST FOR REPRINTING OF COR

The service includes requesting for re-printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Industrial Technology			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts the Department Chairperson/ Program Chair and makes a request for reprinting of COR	1.1 Acceptance of the request and recording in the logbook	None	3 minutes	Department Chairperson/program chair
	1.2 Retrieval of the student's record in the system and printing of the COR	None	5 minutes	Department Chairperson/program chair
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	2. The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
Total		None	10 minutes	

2. REQUEST FOR SUBJECT OFFERINGS

The service includes the requesting for subjects be offered in consideration for graduating students with behind subject/s. it includes evaluation of grades and determining the class details of the subject.

Office or Division	Department of Industrial Technology			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students, Program Coordinator from other Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



For Students: <ul style="list-style-type: none"> • Evaluation of Grades • Letter Request For Other Departments <ul style="list-style-type: none"> • Letter Request • Class Details (size, course, year level) 		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/ department chairperson/program chair submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	1.1 Acceptance of request	None	3 minutes	<i>Program Chair</i>
	1.2 Evaluation and approval of the request based on university guidelines	None	30 minutes	<i>Department Chair</i>
	1.3 Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	None	1 day	<i>Program Chair</i>
2. The client is informed of the details of the requested subject	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	<i>Program Chair Office Staff</i>
Total		None	1 day, 1 hour, and 3 minutes	



DEPARTMENT OF TEACHER EDUCATION

External Services



1. EVALUATION ON THE ADMISSION OF NEW STUDENTS, RETURNEES, TRANSFEREES AND SHIFTERS

The services include filling out an application form, taking the entrance examination, submitting required documents, and receiving an admission slip.

Office or Division	Department of Teacher Education	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>For New Students</u> Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: Expression of Intent for Admission (1 copy) Personal Data Sheet (1 copy) Authenticated Copy of Form 138 Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation Photocopy of NSO/PSA/Local Birth Certificate 2 copies of latest and colored 2x2 ID picture 1 Long Brown Envelope		Office of Admission
<u>For Shifters</u> Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Approved Shifting Form Evaluation of Grades		Office of Admission Office of the Registrar/Previous Department
<u>For Transferees</u> Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: Expression of Intent to Transfer Personal Data Sheet Photocopy of Certificate of Honorable Dismissal Photocopy of Certificate of Good Moral Character Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) 2 copies of latest and colored 2x2 ID pictures 1 long brown envelope		Office of Admission



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. The applicant's documents are transmitted from the Office of Admission to the Department Chair	1. The Department receives the documents and forwards to program chair	None	10 minutes	Office of the Chair - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Chairperson instructs the program chair to undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
3. The applicants are called for confirmation if they are still interested to apply for the program	3. The Department Chairperson contact to program chair the applicants to confirm his/her interest in enrolling for the respective program	None	1 day	Department Chairperson
4. The documents of the disqualified applicants are submitted back to the Admissions Office	4. The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	10 minutes	Admissions Committee - Department Chairperson - Program Chair
5. The accepted applicants are determined	5. The department chairperson instructs the program chair to prepare a report of qualified students and submits it to the Admissions Committee Chair	None	1 hour	Department Chairperson
	5.1. Reports on Qualified Applicants are collected and a transmittal is prepared together	None	30 minutes	Admissions Committee Chair



	with the documents of the applicants admitted for submission to the Admissions Office			
6. Students' Profile and Student Identification Card Number is generated for the qualified applicants	6. Encoding of the basic profile of the qualified students and generation of Student ID Number	None	15 minutes	Department Chairperson
Total		None	1 day, 2 hours, and 15 minutes	
For Transferees, Shifters, and Returnees				
1. The applicants' documents are transmitted from the Office of the Director for Admissions to the Department	1. The Department receives the documents and forwards to Program Chair	None	10 minutes	Office of the Chairperson - Program Chair - Office Staff
2. The applicant's documents are evaluated	2. The Department Chairperson instructs the program chair to conduct an evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined if they are accepted or otherwise	3. The applicant is determined if he is accepted or otherwise in the program and submits a report on this to the Office of Admissions	None	3 hours	Department Chairperson
Total		None	4 hours and 10 minutes	



2. ENROLMENT OF STUDENTS

The enrollment process involves presenting an admission slip, receiving a plotting form, having the plotting form approved, subject encoding, and printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Teacher Education			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For New Students/Transferees/Shifters/Returnees</u> Proof of Admission or Acceptance in the Program		Office of Admission		
<u>For Old Students</u> Evaluation of Grades				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For New Students				
1. Applicant submits his/her enrolment requirements to College Office	1. Acceptance of the applicant's enrolment requirements Release of plotting form	none	5 minutes	Department Chairperson/Program Chair -
2. Students plot subjects and submit accomplished plotting form to the Enrolling Instructor	2. Evaluation and determination of student's academic load, approval and encoding of subjects to be enrolled by the new students	None	20 minutes	Enrolling Instructor - Department Chairperson/Program Chair
3. Submit approved and signed plotting forms to the Office of the Registrar	3. Collect and review the accomplished plotting forms, prepare transmittal and submit it to the Office of the Registrar	None	1 day	Department Chairperson/Program Chair
4. Copies of the duly signed Certificates of Registration are	4. Receives the duly signed Certificates of Registration	None	3 minutes	- Department Chair



transmitted back from the Office of the Registrar	Department Chair signs the Certificates of Registration			
5. Students accept the Certificate of Registration from the Office of Department Chair	5. Release the COR to the student and have her/him sign in the logbook	None	5 minutes	Department Chairperson
Total			1 day and 33 minutes	
For Old Students				
1. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	1. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
2. Present the updated student checklist to the enrolling instructor and secure plotting form	2. Receive and evaluate the updated student checklist and release to student plotting form and have his/her signature in the logbook	None	10 minutes	Enrolling Instructor
3. The students select and plot the subjects they intend to enroll in their respective plotting forms based on the class schedule posted and submit to	3. The enrolling instructor checks the accomplished plotting form. The program chair determines the load of each student and recommends it for approval.	None	5 minutes	Program Chair Enrolling Instructor
	3.1. The Chair approves of the subjects enrolled by the students.	None	3 minutes	Department Chairperson
	3.2. The determined subjects are encoded by the enrolment encoder	None	3 minutes	Program Chair Enrolment Encoder
4. Submit the approved and signed plotting	4. Collect and review the accomplished plotting forms,	None	1 day	Department Chairperson/Program Chair



forms to the Office of the Registrar	prepare transmittal and submit it to the Office of the Registrar			
5. Copies of the duly signed Certificates of Registration are transmitted back from the Office of the Registrar	5. Receives the duly signed Certificates of Registration Department Chair signs the Certificates of Registration	None	3 minutes	Department Chair
6. Students accept the Certificate of Registration	6. The Department Chairperson print and distribute the printed Certificate of Registration (COR) to their respective students.	None	5 minutes	Department Chairperson
7. Secure evaluation of grades of the previous semester and submit it to the College Department Office to update their student checklist	7. The program chair instructs the office staff will update the student checklist and provide copy to the student for enrolment	None	15 minutes	Program Chair Office Staff
Total		None	1 day and 59 minutes	

3. REQUEST FOR EXPERT SERVICES

Inquire or request for technical assistance, consultancy services, and actual conduct of expert services.

Office or Division	Department of Teacher Education			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		From the requesting agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client sends a letter request to the Office of the President thru the College	1. Receipt of Letter request and recording in the logbook	None	3 minutes	Department chair
	1.1. Review of request and transmittal to the concerned faculty member/s to be assigned of the request	None	30 minutes	Department chair
	1.2. Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	Department chair
2. Coordinating with the College on the updates of the request	2. Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Department chair
3. Coordinating with the faculty assigned to conduct the expert service	3. Coordination with the client requesting further details of the expert service requested	None	1 day	Faculty Member identified to conduct expert service
	3.1. Preparation of materials and other resources for us in the conduct of expert service	None	5 days	Faculty Member identified to conduct expert service
4. The client received actual expert service conducted	4. Actual conduct of expert service	None	1 day	Faculty Member identified to conduct expert service
5. Provides feedback /evaluation of the expert services conducted	5. Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
	5.1. Preparation and submission of reports pertaining to the expert service conducted	None	1 day	Department Chair
Total		None	11 days and 33 minutes	



DEPARTMENT OF TEACHER EDUCATION

Internal Services



1. REQUEST FOR REPRINTING OF COR

The service includes requesting for re-printing and releasing of the Certificate of Registration (COR).

Office or Division	Department of Teacher Education			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Office of the Registrar (in case student has no ID yet)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student contacts the Department Chairperson/ Program Chair and makes a request for reprinting of COR	1.1 Acceptance of the request and recording in the logbook	None	3 minutes	Department Chairperson/program chair
	1.2 Retrieval of the student's record in the system and printing of the COR	None	5 minutes	Department Chairperson/program chair
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
Total		None	10 minutes	

2. REQUEST FOR SUBJECT OFFERINGS

The service includes the requesting for subjects be offered in consideration for graduating students with behind subject/s. it includes evaluation of grades and determining the class details of the subject.

Office or Division	Department of Teacher Education
Classification	Simple
Type of Transaction	G2C
Who may avail	Students, Program Coordinator from other Departments



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: <ul style="list-style-type: none"> Evaluation of Grades Letter Request For Other Departments <ul style="list-style-type: none"> Letter Request Class Details (size, course, year level) 		Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student/ department chairperson/program chair submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	1. Acceptance of request	None	3 minutes	Program Chair
	1.1. Evaluation and approval of the request based on university guidelines	None	30 minutes	Department Chair
	1.2. Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	None	1 day	Program Chair
2. The client is informed of the details of the requested subject	2. Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	Program Chair Office Staff
Total		None	1 day and 33 minutes	



OFFICE OF THE REGISTRAR

External Services



1. REQUEST FOR TRANSCRIPT OF RECORDS (TOR)

Release of Transcript of Records (TOR) (AY: 1960-2018- Manual Preparations)

Office or Division	Office of the Registrar			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Students, Alumni or their Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance (2 copies) 2. Evaluation of Academic Grades (2 copies) 3. Live birth Certificate-Philippine Statistics Authority (1 Original copy) 4. Authorization Letter (1 copy) (if authorized by the client)		Office of the Registrar/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the clerk-in-charge and tells his/her purpose. Then signs the logbook at the clerk's window. 2. If processed personally, the client fills out the request and claim forms and proceeds to the cashier's office for payment. -If processed by an authorized representative, the representative presents an authorization letter, fills up the request and claim forms and proceeds to the cashier's office for payment.	1.1 Issue payment slip	Transcript of Records Original copy ₱ 150.00	1 minute	Registrar / Staff
	2.1 Instruct the clients to pay at the Cashier's Office	- Undergraduate ₱ 200.00 - Graduate Studies	5 minutes	Cashier
	3.1 Receive the Official Receipt presents by the clients	Original 2 nd copy ₱ 150.00 - Undergraduate ₱ 200.00 - Graduate Studies	1 minute	Registrar / Staff
	4.1 Prepares the document/s requested by the client/s 4.2 Encode Transcript of Records (TOR)			



<p>3. Clients present the accomplished form with the Official Receipt to the Registrar/Staff.</p> <p>4. For personal transactions, s/he proceeds to the releasing officer's logbook for the details of the documents (the date, Official Receipt No., name of the client, purpose), signs the logbook, and receives the requested document/s.</p> <p>For the authorized representative, s/he signs the releasing logbook in the registrar's office and proceeds to the Records Office to receive his/her requested document/s.</p> <p>5. Clients receive the document/s</p>	4.3 Releases the TOR		2 hours	Registrar / Staff
TOTAL			2 hours & 7 minutes	

2. REQUEST FOR TRANSCRIPT OF RECORDS (TOR)

Release of Transcript of Records (TOR) (Students Records from AY: 2019-Present- Computer Generated from the system)

Office or Division	Office of the Registrar
Classification	Complex
Type of Transaction	G2B



Who may avail	Students, Alumni or their Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Student's Clearance (2 copies) 2.Evaluation of Academic Grades (2 copies) 3.Live birth certificate -Philippine Statistics Authority (1 Original copy) 4.Authorization Letter (1 copy)-if authorized by the client.		Office of the Registrar/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the clerk-in-charge and tells his/her purpose. Then signs the logbook at the clerk's window. 2. If processed personally, the client fills out the request and claim forms and proceeds to the cashier's office for payment. -If processed by an authorized representative, the representative presents an authorization letter, fills up the request and claim forms and proceeds to the cashier's office for payment. 3. Clients present the accomplished form with the Official Receipt to the Registrar/Staff. 4. For personal transactions, s/he proceeds to the	1.1 Issue payment slip	Transcript of Records Original copy ₱ 150.00	1 minute	Registrar / Staff
	2.1 Instruct the clients to pay at the Cashier's Office	- Undergraduate ₱ 200.00 - Graduate Studies	5 minutes	Cashier
	3.1 Receive the Official Receipt presents by the clients	Original 2 nd copy ₱ 150.00 - Undergraduate ₱ 200.00 - Graduate Studies	1 minute	Registrar / Staff
	4.1 Prepares the document/s requested by the client/s 4.2 Encode Transcript of Records (TOR) 4.3 Releases the TOR		5 minutes	Registrar / Staff



<p>releasing officer's logbook for the details of the documents (the date, Official Receipt No., name of the client, purpose), signs the logbook, and receives the requested document/s.</p> <p>For the authorized representative, s/he signs the releasing logbook in the registrar's office and proceeds to the Records Office to receive his/her requested document/s.</p> <p>5. Clients receive the document/s</p>				
TOTAL			12 minutes	

3. REQUEST FOR TRANSCRIPT OF RECORDS WITH HONORABLE DISMISSAL

Release of Transcript of Records (TOR) with honorable dismissal

Office or Division	Office of the Registrar		
Classification	Complex		
Type of Transaction	G2B		
Who may avail	Students, Alumni or their Authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Student's Clearance (2 copies) 2.Evaluation of Academic Grades (2 copies) 3.Live birth certificate -Philippine Statistics Authority (1 Original copy) 4.Authorization Letter (1 copy)-if authorized by the client.		Office of the Registrar/Staff	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the clerk-in-charge and tells his/her purpose. Then signs the logbook at the clerk's window.	1.1 Issue payment slip	Transcript of Records Original copy with honorable dismissal ₱ 200.00	1 minute	Registrar / Staff
2. If processed personally, the client fills out the request and claim forms and proceeds to the cashier's office for payment.	2.1 Instruct the clients to pay at the Cashier's Office		5 minutes	Cashier
-If processed by an authorized representative, the representative presents an authorization letter, fills up the request and claim forms and proceeds to the cashier's office for payment.	3.1 Receive the Official Receipt presents by the clients		1 minute	Registrar / Staff
3. Clients present the accomplished form with the Official Receipt to the Registrar/Staff.	4.1 Prepares the document/s requested by the client/s 4.2 Encode Transcript of Records (TOR) 4.3 Releases the TOR		5 minutes	Registrar / Staff
4. For personal transactions, s/he proceeds to the releasing officer's logbook for the details of the documents (the date, Official Receipt No., name of the client, purpose), signs the logbook, and receives the				



<p>requested document/s.</p> <p>For the authorized representative, s/he signs the releasing logbook in the registrar's office and proceeds to the Records Office to receive his/her requested document/s.</p> <p>5. Clients receive the document/s</p>				
TOTAL			12 minutes	

4. REQUEST FOR AUTHENTICATION OF ACADEMIC RECORDS

Release of authenticated Academic Records (TOR, CAV, Diploma)

Office or Division	Office of the Registrar			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	Students, Alumni or their Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copy of documents (TOR, CAV, Diploma) 2. Photocopy of documents to be authenticated		Office of the Registrar/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the clerk-in-charge and tells his/her purpose. Then signs the logbook at the clerk's window.	1.1 Issues payment slip	Authentication Fee ₱ 30.00	1 minute	Registrar / Staff
2. If processed personally, the client fills out the request and claim	2.1 Instructs the clients to pay at the Cashier's Office		5 minutes	Cashier



<p>forms and proceeds to the cashier's office for payment.</p> <p>-If processed by an authorized representative, the representative presents an authorization letter, fills up the request and claim forms and proceeds to the cashier's office for payment.</p> <p>3. Clients present the accomplished form with the Official Receipt to the Registrar/Staff.</p> <p>4. For personal transactions, s/he proceeds to the releasing officer's logbook for the details of the documents (the date, Official Receipt No., name of the client, purpose), signs the logbook, and receives the requested document/s.</p> <p>For the authorized representative, s/he signs the releasing logbook in the registrar's office and proceeds to the Records Office to receive his/her requested document/s.</p>	<p>3.1 Receives the Official Receipt presents by the clients</p> <p>4.1 Prepares the document/s requested by the client/s</p> <p>4. 2 Releases the Authenticated Document</p>		<p>1 minute</p> <p>1 minute</p>	<p>Registrar / Staff</p> <p>Registrar / Staff</p>
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5. Clients receive the document/s				
TOTAL			8 minutes	

5. REQUEST FOR AUTHENTICATION OF REPORTS OF GRADES, CERTIFICATE OF REGISTRATION (COR)

Processing for the authentication of

Office or Division		Office of the registrar		
Classification		Simple		
Type of Transaction		G2B		
Who may avail		Enrolled Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Certificate of Registration and photocopy 2. Original Copy of Grades and photocopy		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The student approaches the clerk in charge and presents the document/s and or his/her	1.1 Receives the documents, evaluates/checks the authenticity of the photocopy by comparing it with the original document/s and authenticates the document/s 2.1 Releases the authenticated documents	None	2 minutes	Registrar / Staff
2.Students receive the authenticated document/s		None	15 seconds	
Total		None	1 minutes and 15 secs	



6. EDUCATIONAL RECORD VERIFICATION

Enquiries and verification of other companies or agency the authenticity of the submitted documents by alumni

Office or Division	Office of the Registrar			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Verifier companies, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent from the client 2. Request from the verifier company 3. Verification form		Verifier company Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For online transactions: 1. Client sends request to the official email add: ueplaoangcampus2000@gmail.com	1.1 Checks the official email for possible communication/s from verifier company/ies	None	1 minute	Registrar
	1.2 Downloads and prints the verification form from the requesting company/agency	None	1 minute	Registrar
	1.3 Verifies the records of the student and fills out the verification form	None	1 minute	Registrar
	1.4 Scans the verification form and sends the same back thru email to the verifier company.	None	1 minute	Registrar
	1.5 The hard copy will be kept by the responsible staff.			



<p>For Walk-in clients</p> <p>1 .The Clients/Verifier company's Employee/Representative visits the Registrar's Office and approaches the Registrar or Staff and presents the document/s to be verified.</p> <p>2.The signs the logbook at the clerk's window.</p>	<p>2.1 Verifies the records of the student and fills out the verification form.</p>	None	3 minutes	Registrar
	<p>2.1 The accomplished and signed form by the Registrar are released to the Clients/Verifier company's Employee/Representative.</p>	None	1 minute	Staff
Total		None	8 minutes	

7. ISSUANCE OF ACADEMIC RECORD, AND OTHER DOCUMENTS FOR ABROAD

This process will be done by request by the requesting authority/ies

Office or Division	Office of the registrar			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Alumni and Undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Academic record (Transcript of Records) (1 copy)		2 Registrar's office (Registrar/Staff)		
2. Verification form/Form from the company (original). (1 copy)		3 From the company		
3. Authorization letter (if not personal) (1 copy)		4 From the Client		
4. One brown long envelop.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.The client approaches the Registrar or Staff and presents the documents and requests for the issuance of the academic records.</p> <p>2.The client presents the accomplished form with the Official Receipt to the Registrar/Staff</p> <p>3.Receive the document/s</p>	1.1 Issue payment slip	Php75.00 per page	2 minutes	Registrar / Staff
	2.1 Prepares the needed documents		2 minutes	Staff
	3.1 Release the requested document/s			
Total		Php 75.00	4 minutes	



OFFICE OF THE REGISTRAR

Internal Services



1. APPLICATION AND RECEIVING OF APPLICATION, APPROVAL UP TO FINAL RELEASE OF LIST OF GRADUATES

Application for Graduation of Graduating Students

Office or Division	Office of the registrar			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation (2 copies) 2. Reviewed and cross-checked Evaluation of Grades and Credentials to conform with the Academic requirements for graduation.		Office of the Registrar (Registrar/Staff)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The graduating student approaches the Registrar or Staff and tells his/her purpose. Then sign the logbook.	1.1 Release the Application for Graduation Form	None	3 minutes	Staff
2. Fill up the application form for graduation and return the said form to the clerk	2. Evaluates the academic records of the graduating student. Then, if s/he still has deficiency/ies in his/her previous subject/s s/s s/he will be advised to settle them first.			



	<p>2.1. Once the academic records are complete, the student will be given the application for graduation form.</p> <p>2.2. Submit the application for graduation to the college dean for signature/ approval.</p> <p>2.3. Prepares the list of the candidates for graduation for the approval of the academic council and to the UEP Board of Regents.</p> <p>2.4. The Staff files and keeps the record of the students. Within fifteen (15) days after graduation the clerk and the registrar prepares the final list, have it notarized, and submit the documents to Philippine Regulatory Commission for reference of those who applied for board exam. Same list will be forwarded to the Management</p>	None	Within the allotted time for application for graduation (33 working days)	Registrar / Staff
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	Information System Office to update those students in the database as graduates and the list also will be forwarded to the Management Information System Coordinator			
TOTAL		None	33 days and 3 minutes	

2. REQUEST FOR CHANGE OR EDIT OF GRADES

Processing for changing or editing of encoded grades by the faculty

Office or Division	Office of the Registrar			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students and Teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to edit/change grades (2 copies)		Office of the Registrar/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The faculty member accomplishes the form intended for editing/changing the grades and signed the logbook	1.1 Receives the form and executes the editing of grades	None	5 minutes	Registrar
2.The faculty member accomplishes the form and seeks the approval of the College Dean.	2.1 Receives the form, verifies the entry and the signatures and presents it to the registrar for signature and enters the grades to the grading system. Files the forms.	None	5 minutes	Registrar
TOTAL		None	10 minutes	



3. REQUEST FOR COMPLETION OF INCOMPLETE GRADES (INC)

Processing of Incomplete (INC) grades by the students

Office or Division	Office of the Registrar			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Students and Teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Signed Incomplete/Completion form (4 copies)		Office of the Registrar/Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student accomplishes the completion form and signed the logbook. Seeks the approval of the subject teacher and the Department Head. 2.Proceeds to the Cashiers Office for payment. 3.Present the Accomplished Form and the Official Receipt to the Registrar’s Office Staff	1.1 Issues payment slip	P 50.00 per subject	3 minutes	Registrar / Staff
	3.1. Receives the form, verifies the entry and the signatures and present it to the registrar for signature and enters the grades to the grading system. Files the forms.		5 minutes	Cashier
			2 minutes	Staff
TOTAL		Php 50.00	10 minutes	



**UEP LAOANG LABORATORY
HIGH SCHOOL (UEPLLHS)
External Services**



1. ADMISSION OF NEW STUDENTS

This process aims to welcome students into the school while ensuring that they meet the necessary academic and behavioral standards required for admission. Each step is carefully organized to guide students and their families through the requirements and procedures involved in securing a slot at the institution.

Office or Division	UEP Laoang Laboratory High School			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Interested incoming Grade 7 and Grade 11 students from other schools /UEPLLHS Grade 10 Completers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Form 9 (Report Card)		School the applicant graduated from		
Certificate of Good Moral Character		School the applicant graduated from		
Service Record of dependent of UEP Laoang Employee		UEPL– Human Resource Management Office		
Expression of Intent Form		UEPLLHS		
Entrance Examination Application Form		UEPLLHS		
2 pcs. Passport-sized ID picture		Applicant		
1 long brown envelope		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian/ Student submits the required documents for assessment	1. The submitted documents are accepted by the Administrative Aide	None	2 minutes	Administrative Aide Office of the Principal
2. Assessment of Committee on Admissions and Announcement of qualified applicants for entrance examination and interview	2. The Admissions Committee evaluates the documents submitted and prepares the list of qualified applicants for the next admission phase. Announcement of qualified applicants for interview and entrance examination.	None	5 days	UEPLLHS Admissions Committee



3. Payment of non-refundable entrance examination fee at the Cashier's Office.	3. Once the qualified applicants have been identified, the student-applicant shall pay a non-refundable entrance examination fee at the Cashier's Office. Then, the student-applicant submits the official receipt to the administrative aide at the Office of the Principal	PHP 150.00	10 minutes	Cashier's Office and Administrative Aide Office of the Principal
4. Securing schedule of entrance examination and interview	4. The Office of the Principal sets the schedule of the interview and entrance examination in consultation with the Admission Committee and the University Guidance and Testing Center.	None	3 minutes	Administrative Aide Office of the Principal
5. Attend the scheduled entrance examination	5. The entrance examination is conducted by the University Guidance and Testing Center.	None	60 minutes	In-Charge, Guidance and Testing Center
6. Attend the scheduled interview	6. The Admissions Committee conducts the interview.	None	20 minutes	UEPLLHS Admissions Committee
7. Announcement of Qualified Applicants for Enrollment	7. The Office of the Principal will post in the school's Facebook page and Bulletin Board.	None	10 minutes	Principal
Total		PHP 150.00	5 days 1 hour 40 minutes	



2. ENROLMENT

The enrollment process at the University of Eastern Philippines Laoang Laboratory High School (UEPLLHS) is carefully structured to accommodate returning students, new students, and transferees, ensuring a smooth and organized procedure for all learners. Each group follows a distinct process tailored to their specific needs, while the school maintains a standardized system that upholds efficiency and accuracy in managing student records.

Office or Division	UEP Laoang Laboratory High School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Ongoing Students, New Students, and Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Clearance		UEPLLHS (returning student sonly)		
School Form 9 (Report Card)		UEPLLHS/Formal School		
2 pcs. Passport-sized ID pictures		Students		
Birth Certificate		Philippine Statistics Authority/Students		
Form 137/School Form 10		Former School (new/transferee)		
Enrolment Form		UEPLLHS		
Good Moral Character Certification		UEPLLHS/Formal School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits all enrollment documents to the assigned faculty member	1. Assigned faculty member checks the enrolment documents.	None	5 minutes	Administrative Aide Office of the Principal
2. Student reports to the Principal's Office for the Student's Pledge.	2. Principal takes lead in the oath.	None	5 minutes	Principal
3. Student proceeds to Cashier's Office to pay the authorized school fees.	3. Acceptance of payment by the cashier's office.	PHP 1,200.00	15 minutes	University Cashier
4. Submit a photocopy of the Official Receipt to the Junior High School or Senior High School Coordinator.	4. Assigned faculty member records Official Receipt numbers and release enrolment slip.	None	5 minutes	Junior High School or Senior High School Coordinators



5. Submit the Enrolment Slip to the School Principal for approval.	5. The principal approves the enrollment of the student.	None	5 minutes	Principal
Total		PHP 1,200.00	35 minutes	

3. ISSUANCE OF CERTIFICATION AND FORM 137/SCHOOL FORM 10/ STUDENT'S PERMANENT RECORDS

These records serve as official documentation of a student's academic journey and are essential for various purposes, such as school transfers, employment, further education, and legal or government transactions. The school recognizes the importance of these documents in verifying a student's educational background and maintaining the integrity of academic records.

Office or Division	UEP Laoang Laboratory High School			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen, G2G – Government to Government			
Who may avail	Students, graduates, other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification, Authorization letter or Special Power of Attorney, Request Form		Respective requestee/ Staff, Principal's Office		
Request Form from other School/University		School/University enrolled in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students present Identification and request for issuance of certification. For parents and siblings entrusted to claim the said document, s/he presents authorization letter; other than parents and siblings present special power of attorney.	1. The office will check the request and other relevant documents. The office issues the request form and processes the document.	None	5 minutes	Administrative Aide Office of the Principal
2. Fill out the Request Form and	2. The office verifies the form and	None	15 minutes	Administrative Aide



submit for retrieval/verification of school records and preparation of documents.	prepares the document.			Office of the Principal
3. Checking, Verification, Approval of documents	3. The principal checks, verifies, and approves the document.	None	3 minutes	Principal
4. Student/client receives the document by affixing his/her signature in the Logbook.	4. The office secure that the client has filled out the logbook correctly.	None	3 minutes	Administrative Aide Office of the Principal
Total		None	16 minutes	



**OFFICE OF THE ASSISTANT DIRECTOR FOR
ADMINISTRATION AND FINANCE**
Internal Services



1. APPROVING APPLICATION FOR LEAVE OF EMPLOYEES (NON-TEACHING PERSONNEL)

Request for the approval of the Assistant Director for Administration and Finance on the Application for Leave of Absence of the Non-Teaching Employees.

Office or Division	Office of the Assistant Director for Administration and Finance			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Filled out Application for Leave Form		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits documents to the Office of the Assistant Director for Administration and Finance Application for Leave	1.1 Office of the Assistant Director for Administration and Finance checks and receives the filled-up forms.	None	3 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.2 Receives pertinent documents given by the Non-Teaching Personnel and affix signature on the logbook upon receipt of the received documents.	None	2 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.3 Staff endorses the forms to the ADAF for signature.	None	1 minute	Staff (Office of the Assistant Director for Administration and Finance)
	1.4 Assistant Director for Administration and Finance evaluates the documents and approves/signs or disapproves the filled forms.	None	3 minutes	Assistant Director for Administration and Finance (Office of the Assistant Director for Administration and Finance)



	1.5 Office of the Assistant Director for Administration and Finance Staff release approved/disapproved documents to clients.	None	2 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.6 Assistant Director for Administration and Finance Staff receives the documents from the ADAF.	None	1 minute	Staff (Office of the Assistant Director for Administration and Finance)
2. Client receives and secures copy of approved/disapproved documents from the Office of the Assistant Director for Administration and Finance and affix signature on the logbook upon receipt of documents.	2. OADAF Staff releases approved/disapproved documents to client.	None	3 minutes	Staff (Office of the Assistant Director for Administration and Finance)
Total		None	15 minutes	

2. SIGNING COMMUNICATION, MONITORING REPORTS, and ENDORSEMENT DOCUMENTS.

The Assistant Director for Administration and Finance signs communication letters, monitoring reports of the units/offices under his/her supervision, endorsement letters for the services needed by the units/offices, accomplishment reports, and Project Procurement Management Plan (PPMP).

Office or Division	Office of the Assistant Director for Administration and Finance	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	UEP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Clearance: signature of the Administrative and Finance assistant Director before the Campus Director's signature as proof of compliance and submission of documentary requirements		Human Resource Management Office



2. Endorsement of Renewal of Job Order Personnel under the supervision of the Assistant Director for Administration and Finance: Secure letter for renewal, detailed work plan, accomplished evaluation sheet, and contract of service of the previous period.		Job Order Personnel, HRMO		
3. PPMP: signature of the head of unit/office/end-user		All units shall submit		
4. Other Communication: the requirement will be in accordance with the policy stipulated in the University Code and other existing laws, rules, and regulations.		Concerned office/unit/personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits communication letter, requests, and accomplishment report to the Office of Assistant Director for Administration and Finance	1.1 Receives communication letter, requests, and accomplishment report and records the same in the logbook sheet or other means of recording.	None	1 minute	Staff (Office of the Assistant Director for Administration and Finance)
	1.2 Reviews the documents as to the completeness and authenticity of supporting documents, signatories, computation, and other required data.	None	30 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.2.1 If the document is found to be incomplete, incorrect, and needs to be authenticated, said document will be returned to client concern and attach note on what is/are lacking for easy compliance thereof.	None	1 minute	Staff (Office of the Assistant Director for Administration and Finance)
	1.2.2 If the document is assessed as complete, valid and found merit for approval and recommendation, the Assistant Director for	None	1 minute	Assistant Director for Administration and Finance (Office of the Assistant Director for Administration and Finance)



	Administration and Finance will affix her signature.			
2. Receipt of the requested document/s	2. Thereafter, the document will be released to the client and/or forwards the same to subsequent office concern.	None	1 minute	Staff (Office of the Assistant Director for Administration and Finance)
Total		None	34 minutes	

3. SIGNING of DISBURSEMENT VOUCHER FOR CAPITAL OUTLAY (CO) EXPENDITURE

The Assistant Director for Administration and Finance affixing his signature on the Disbursement Voucher signifies its validity and correctness of claims of UEP personnel and other parties affiliated with the university as to Capital Outlay is concerned.

Office or Division	Office of the Assistant Director for Administration and Finance			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UEP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved/signed/correctly filled up documents:				
1. Disbursement Voucher		Accounting Office		
2. Documents required per R.A. 9184		BAC Secretary, clients		
3. Other supporting documents per RA 9184, GAM, COA Circular No. 2012-001 & its amendments, laws, rules and regulations.		Personnel concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (3) copies of Disbursement Voucher (DV), correctly filled out, duly signed, and with complete supporting	1. Receives and checks completeness and correctness of entries in the DV and the required supporting documents.	None	10 minutes	Staff Office of the Assistant Director for Administration and Finance



documents required per claim in the Office of the Assistant Director for Administration and Finance	1.1 If documents are incomplete and entries in DV are incorrect, they will be returned immediately to the client with a checklist of documentary requirements and/or notes on what is to be completed and corrected.	None	5 minutes	Staff Office of the Assistant Director for Administration and Finance
	1.2 If documents are found to be correct, complete, and valid, the same is subject to recording and signature of the VPAF.			
	2. Re-evaluates and revalidates the entries in the DV and its supporting documents and the Office of the Assistant Director for Administration and Finance will affix her signature if no error is found.	None	30 minutes	Staff Office of the Assistant Director for Administration and Finance
	3. Forwards the DVs to the accounting office or other offices concerned and have it received.	None	5 minutes	Staff Office of the Assistant Director for Administration and Finance
Total		None	50 minutes	

4. SIGNING OF DISBURSEMENT VOUCHER FOR PERSONNEL SERVICES (PS) EXPENDITURES

The Assistant Director for Administration and Finance affixing her signature on the Disbursement Voucher signifies its validity and propriety of claims of UEP personnel and other interested parties affiliated to the university for Personnel Services Expenditure (Salaries, PERA, Honorarium, Overtime Pay, and other personnel benefits) for all sources of funds of the university.



Office or Division	Office of the Assistant Director for Administration and Finance			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	UEP personnel, and students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Accounting Office		
2. Approved Payroll		HRMO		
3. Authority to render overtime services		HRMO		
4. Authority to handle excess teaching load		HRMO		
5. Signed DTRs		MIS and HRMO		
6. Accomplishment Reports with complete supporting documents		Accomplished by employee		
7. Other documents provided per GAAM and existing laws, rules, and regulations.		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (4) copies of Disbursement Voucher (DV), correctly filled out, duly signed, and with complete supporting documents required per claim in the Office of the Assistant Director for Administration and Finance.	1. Receives and checks completeness and correctness of entries in the DV and the required supporting documents.	None	10 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.1 If documents are incomplete and entries in DV are incorrect, it will be returned immediately to the client, attached with is a checklist of documentary requirements and/or note on what is to be completed and corrected.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.2 If documents are found to be correct, complete, and valid, the same is subject			Staff (Office of the Assistant Director



	to recording and recommended for approval.			<i>for Administration and Finance)</i>
	1.3 Re-evaluates and revalidates the entries in the DV and its supporting documents and the Assistant Director for Administration and Finance will affix her signature if no error is found.	None	30 minutes	Assistant Director for Administration and Finance (Office of the Assistant Director for Administration and Finance)
	2. Forwards the DVs to the accounting office or other offices concerned and have it received.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)
Total		None	50 minutes	

5. SIGNING THE OBLIGATION REQUEST AND STATUS (ORS)

The Assistant Director for Administration and Finance affixing her signature on the Obligation Request and Status (ORS) signifies its validity, correctness, and completeness in utilizing approved budget allocation per GAARD and other budget laws/authority.

Office or Division:	Office of the Assistant Director for Administration and Finance			
Classification:	Simple			
Type of Transaction	G2C/G2G			
Who may avail:	UEP personnel, students, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Status, Disbursement Voucher and its attachments as mentioned in the preceding numbers.		Budget Office		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits four (4) copies of Obligation Request and Status (ORS), correctly filled out, duly signed, and with complete supporting documents to the Office of the Assistant Director for Administration and Finance	1. Receives and checks completeness and correctness of entries in the ORS and the required supporting documents.	None	15 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.1 If documents are incomplete and entries in ORS are incorrect, it will be returned immediately to the client, attached with is a checklist of documentary requirements and/or notes on what is to be completed and corrected.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.2 If documents are found to be correct, complete, and valid, the same is subject to recording and recommended for signature of the Office of the Assistant Director for Administration and Finance			Staff (Office of the Assistant Director for Administration and Finance)
	2. Re-evaluates and revalidates the entries in the ORS and its supporting documents and the Assistant Director for Administration and Finance will affix her signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.	None	30 minutes	Assistant Director for Administration and Finance (Office of the Assistant Director for Administration and Finance)



	3. Forwards the ORS to the budget office or other offices concerned and have it received.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)
TOTAL		None	50 minutes	

6. SIGNING THE BUDGET UTILIZATION REQUEST AND STATUS (BURS)

The Assistant Director for Administration and Finance affixing her signature on the Budget Utilization Request and Status (BURS) signifies its validity, correctness, and completeness in the utilization of approved budget allocation for off budgetary and custodial funds such as SAGF, Internally Generated Funds, Business Related Funds, and Trust Funds.

Office or Division:	Office of the Assistant Director for Administration and Finance			
Classification:	Simple			
Type of Transaction	G2C/G2G			
Who may avail:	UEP personnel, students, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Utilization Request and Status, Disbursement Voucher, and its attachments as mentioned in the preceding numbers.		Budget Office		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (4) copies of Budget Utilization Request and Status (BURS), correctly filled out, duly signed, and with complete supporting documents required per claim in the Office of the Assistant Director for Administration and Finance	1.1 Receives and checks completeness and correctness of entries in the BURS and the required supporting documents.	None	10 minutes	Staff (Office of the Assistant Director for Administration and Finance)
	1.2 If documents are incomplete and entries in ORS are incorrect, it will be returned immediately to the client, with a checklist of documentary requirements and/or note on what is to be completed and corrected.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)



	1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and recommended for signature of the Office of the Assistant Director for Administration and Finance.			Staff (Office of the Assistant Director for Administration and Finance)
	1. 3 Re-evaluates and revalidates the entries in the BURS and its supporting documents and the Assistant Director for Administration and Finance will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.	None	30 minutes	Assistant Director for Administration and Finance (Office of the Assistant Director for Administration and Finance)
	1. 4 Forwards the BURS to the budget office or other offices concerned and have it received.	None	5 minutes	Staff (Office of the Assistant Director for Administration and Finance)
TOTAL		None	50 minutes	



ACCOUNTING OFFICE

External Services



1. ISSUANCE OF ORDER OF PAYMENT

This is for the issuance of Order of Payment to the client's ordering payment, except for the payment of tuition and other school fees of senior high school students not covered by Senior School Voucher Program, and undergraduate students.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2G, G2B, and/or G2C			
Who may avail	All internal and external clients (students, employees, lessees, other NGAs and all clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report (2 copies)		Accounting Office		
Report on Cash Disbursements (2 copies)		Cashier's Office		
Authenticated Photocopy of Payroll (2 copies)		Cashier's Office		
Statement of Account (2 copies)		Accounting Office		
Billing Statement (2 copies)		Production Office		
Sales Report (2 copies)		Project-in-Charge/Production Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Billing Statement/ Statement of Account/Contract to the Office/ Receiving Staff	1. Receives and reviews the documentary requirement/s from the client and forwards to the Office/ Processing Staff.	None	5 minutes	Administrative Aide
	2. Prepares the Order of Payment and forward to the Head of the Accounting Office or Authorized Representative for signature	None	10 minutes	Administrative Aide
	3. Reviews the Order of Payment based on the supporting document/s. If in order, signs the	None	5 minutes	Accountant



	Order of Payment and forward to the Releasing Staff If with correction, returns the Order of Payment to the Processing Staff for correction. (Proceed to Step 1.1)			
2. Receipt of the signed Order of Payment	4. Records in the logbook the release of the signed Order of Payment and retains the file copy of the signed Order of Payment and its supporting document/s	None	5 minutes	Administrative Aide
Total		None	25 minutes	

2. ISSUANCE OF STUDENT STATEMENT OF ACCOUNT

This is for the issuance of the Student of Account to all students.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration or Student Identification Card (ID)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Service Request Form and present the Certificate of	1. Receives the Service Request Form and Certificate of	None	2 minutes	Administrative Aide



Registration or ID to the Accounting Office Staff	Registration or Identification Card			
	2. Checks the student's account balance in the ledger or university's student account assessment system	None	10 minutes	Administrative Aide
	3. Prepares and prints the Statement of Account and forward to the Head of the Accounting Office or Authorized Representative for signature	None	5 minutes	Administrative Aide
	4. Reviews the Statement of Account If correct, signs the Statement of Account and forward to the Releasing staff If with correction, returns the Statement of Account to the Office staff for correction (Proceed to Step 1.1)	None	5 minutes	Accountant
5. Receives the Statement of Account and signs the logbook	5. Records in the logbook the release of the Statement of Account and retains the file copy of the issued Statement of Account	None	2 minutes	Administrative Aide
Total		None	24 minutes	



3. PROCESSING OF DISBURSEMENT VOUCHERS

This shall apply to all requests for payments of obligations and payables pertaining to Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE), and Capital Outlay (CO) of the university under all funds (Regular Agency Fund and Internally Generated Fund).

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2G, G2B, and/or G2C			
Who may avail	All internal and external clients (employees, students, suppliers, contractors, and all other clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
. For payroll				
1.1 Obligation and Request Status/Budget Utilization Request Status (2 original copies)		Budget Office		
1.2 Payroll (5 original copies)		Human Resource Management Office		
1.3 Documentary Requirements under COA Circular No. 2012-001 (1 original and/or 1 authenticated copy)		Proponent		
1.4 Other supporting documents peculiar to the nature of transaction necessary in the evaluation of the claim, as required (1 original and/or 1 authenticated copy)		Proponent		
. For other claims				
2.1 Disbursement Voucher (4 original copies)		Proponent		
2.2 Obligation and Request Status/Budget Utilization Request Status (2 original copies)		Budget Office		
2.3 Request for Payment, if applicable		Proponent		
2.4 Documentary Requirements under COA Circular No. 2012-001 (1 original and/or 1 authenticated copy, as required)		Proponent		
2.5 Other supporting documents peculiar to the nature of transaction necessary in the evaluation of the claim, as required (1 original and/or 1 authenticated copy, as required)		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete set of the supporting	1. Records in the logbook of the receipt of the	None	5 minutes	Administrative Aide



documents to the Receiving Staff	documents and forwards to Processing Staff			
	<p>1.1 Evaluates the completeness and propriety of the supporting documents</p> <p>If in order, proceed to Step 1.2</p> <p>If not, return the claim and its supporting documents together with the Disbursement Voucher to the Releasing Staff and proceed to Step 1.3</p>	None	1 day	Administrative Assistant
	<p>1.2 Verifies the completeness and propriety of the supporting documents</p> <p>If accurate, signs the Disbursement Voucher and forwards the Disbursement Voucher to the Releasing Staff</p> <p>If it is not accurate, return the Disbursement Voucher to the Processing Staff for re-evaluation and compliance and proceed to Step 1.1</p>	None	1 day	Accountant
	<p>1.3 Records in the logbook the release of the documents and,</p> <p>For the Disbursement</p>	None	1 hour	Administrative Aide



	<p>Voucher, delivers the documents to the Office of the Campus Director or to the Office of the President (if the amount is above the threshold limit) for the signing of the Disbursement Voucher</p> <p>For the claims to be returned, delivers the documents to concerned units/payees for compliance</p>			
2. Receipt of the signed Disbursement Voucher	2. Records in the logbook the release of the signed Disbursement Voucher and its supporting documents to the Office of the Internal Auditor for pre-audit (for DVs above the threshold) and retains the file copy of the signed DV and its supporting documents	None	5 minutes	Administrative Aide
Total		None	2 days 1 hour 10 minutes	



BUDGET OFFICE

Internal Services



1. CERTIFYING AVAILABILITY OF FUNDS TO JOB ORDERS, CONTRACT OF SERVICE, TRAVEL REQUESTS, PURCHASE AND JOB REQUESTS

This is for the certification as to the availability of funds for the transactions to be entered into by the University.

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G, G2B, and/or G2C			
Who may avail	All internal and external clients (students, employees, lessees, other NGAs and all clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract 2. Travel Order 3. Travel Itinerary 4. Request Letter 5. Purchase Request		Human Resource Management Office Human Resource Management Office Proponent Proponent Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit obligation request and supporting documents	1.1 Receives the Job Orders/ Contract of Services, Travel Request, and Purchase/Job Request	None	3 minutes	Administrative Aide
	1.2 Certifies as to availability of funds	None	5 minutes	Budget Officer
	1.3 Releases to the client the Job Orders/Contract of Services, Travel Request, and Purchase/Job Request and retains one copy	None	4 minutes	Administrative Aide
Total		None	12 minutes	



2. PROCESSING OF OBLIGATION OR BUDGET UTILIZATION

This is formally requested to incur a liability (obligation) and tracks the status of the obligation, from initial request to final payment, ensuring that expenditures are within approved budget allocations and comply with legal requirements.

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G, G2B, and/or G2C			
Who may avail	All internal and external clients (students, employees, lessees, other NGAs and all clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payrolls		Human Resource Management Office		
2. Approved Travel Order		Human Resource Management Office		
3. Approved Itinerary of Travel		Proponent		
4. Request Letter		Proponent		
5. Purchase Order		Supply Office		
6. Other Supporting Documents		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit obligation request and supporting documents	1.1 Receives obligation request with complete documents necessary to the transaction	None	5 minutes	Administrative Aide
	1.2 Reviews/ Checks allotment availability, otherwise return documents to the office concerned	None	30 minutes	Administrative Aide
	1.3 Posts the Obligation Request in the Registry of Allotments and Obligations (RAO) and ascertain availability of appropriations	None	10minutes	Administrative Aide
	1.4 Verifies the completeness of documents and	None	15 minutes	Budget Officer



	signs box B of Obligation Request			
	1.5 Forwards the complete set of documents to Accounting Office	None	10 minutes	Administrative Aide
Total		None	1 hour and 10 minutes	



CASHIER'S OFFICE

Internal Services



1. CASH DISBURSEMENT

This is for payment of claims through payroll and in the form of cash such as student refund or stipend, honorarium/salary, financial assistance/allowances, prizes, etc.

Office or Division	Cashier's Office			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Employees, Students, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card 2. Special Power of Attorney		Accomplished by Client Accomplished by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and photocopy of the ID For representatives: Provides Special Power of Attorney, Valid ID of authorized person and valid ID of the payee, photocopy of IDs presented.	1. Verify the authenticity of documents presented	None	10 minutes	Disbursing Officer
	1.1. After signing the payroll, releases the cash to the claimant or his/her authorized representative	None	10 minutes	Disbursing Officer
Total		None	20 minutes	



2. CHECK DISBURSEMENTS

This is for payment of claims through Checks such as reimbursement and prepayments of travelling allowances, salaries/honorarium/wages, cash advances, remittances, and payments of electric consumption.

Office or Division	Cashier's Office			
Classification	Simple			
Type of Transaction	G2G, G2B, and/or G2C			
Who may avail	All internal and external clients (employees, students, suppliers, contractors, and all other clients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Accomplished by Client		
2. Special Power of Attorney		Accomplished by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID Presents SPA, valid ID of claimant/ payee, valid ID of representative and photocopies of said IDs	1. Verify the authenticity of documents presented	None	10 minutes	Disbursing Officer
2. Client issues Official Receipt (OR), if necessary	2. Have the DV signed by the client or his/her authorized representative, and release check together with BIR Tax Certificate of the external client	None	10 minutes	Disbursing Officer
Total		None	20 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. ISSUANCE OF SERVICE RECORDS

Request of external and internal clients for various purposes

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – External and Internal Clients			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for HRMO Services		Human Resource Management Office		
2. Letter of Authorization to Request for HRMO Services (for authorized representatives)		Copy of Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills out pertinent information in the HRMO Request Form.	1. HRMO Staff checks the request form, prepares the requested document, and releases the service record to Client or authorized representative.	None	15 minutes	HRMO Staff
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of the service record.	2. HRMO Staff files the processed request form.	None	3 minutes	HRMO Staff
Total		None	18 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. ASSISTANCE FOR GSIS RETIREMENT CLAIMS

To facilitate payment of GSIS Retirement Claims of Regular and Casual employees for government services

Office or Division	Human Resource Management Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UEP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished GSIS Form for Retirement Claims		GSIS and Accomplished by Client		
2. Duly Accomplished Request Form		Human Resource Management Office and Accomplished by Client		
3. Service Record		Human Resource Management Office		
4. Endorsement to GSIS		Human Resource Management Office Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished GSIS Form and HRMO Request Form for GSIS Retirement Claims to the HRMO.	1. HRMO Staff receives and reviews the documents.	None	15 minutes	HRMO Staff
	1.1 The Staff ensures completeness of documents needed for the claim and processes the same for the endorsement by the HRMO.	None	3 days	HRMO Staff
	1.2 The Staff forwards the documents to the Office of the Campus Director and endorses to the office of the University President for approval.	None	5 minutes	HRMO Staff
	1.3 Documents reviewed, approved	None	1 day	(Office of the University President)



	and transmitted back to the HRMO.			
	1.4 HRMO Staff receive the documents and files accordingly.	None	15 minutes	HRMO Staff
2. Client secures copy of documents from the HRMO Staff.	2. The HRMO Staff provides a personal copy of the documents to the Client for submission to GSIS and the other copy for the HRMO files.	None	15 minutes	HRMO II
Total		None	4 days and 50 minutes	

2. ASSISTANCE FOR SALARY LOAN APPLICATIONS

To facilitate documents as to the completeness of documents for Loan Applications

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel with Plantilla positions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out for a loan application form		Copy of requesting Client or from the Human Resource Management Office		
2. Duly accomplished Request Form for HRMO Services		Human Resource Management Office		
3. Certification of Leave Credits		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills out HRMO Request Form for the documents needed for Loan Application.	1. HRMO Staff checks the request form, and the completeness of Client documents, prepares the requested documents, and	None	15 minutes	HRMO Staff



	releases the documents for Loan Application to Client or authorized representative.			
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of documents.	2. HRMO Staff files the processed request form.	None	3 minutes	HRMO Staff
3. Submits documents for approval to concerned offices.	3. Concerning office staff processing documents for approval.	None	3 minutes	(Cashier's Office, Accounting Office, and the Office of the Campus Director)
Total		None	21 minutes	

3. ISSUANCE OF NOTICE OF SALARY ADJUSTMENT (NOSA) AND NOTICE OF STEP INCREMENT (NOSI)

Requests of internal clients for various purposes

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C – External and Internal Clients			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form for HRMO Services		Human Resource Management Office		
2. Letter of Authorization to Request for HRMO Services (for authorized representatives)		Copy of Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client fills out pertinent information in the HRMO Request Form.	1. HRMO Staff checks the request form, prepares the requested document, and releases the NOSA / NOSI to Client or	None	15 minutes	HRMO Staff



	authorized representative.			
2. Receives pertinent documents given by the HRMO Staff and affix signature on the request form upon receipt of the NOSA/ NOSI.	2. HRMO Staff files the processed request form.	None	3 minutes	HRMO Staff
Total		None	18 minutes	

1. PREPARATION OF TERMINAL LEAVE BENEFITS

To facilitate payment of terminal leave benefits of Regular and Casual employees for government Services

Office or Division	Human Resource Management Office
Classification	Complex
Type of Transaction	G2C
Who may avail	All Personnel of the University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and Approved Retirement Application Form (CSC Form No. 6)	Accomplished by Client
2. Letter of Intent to Retire	Accomplished by Client
3. Approved Application Letter for Retirement	Accomplished by Client
4. Statement of Assets, Liabilities and Net Worth	Accomplished by Client
5. Clearance	Accomplished by Client
6. Declaration of Pendency/ Non-Pendency of Case	Accomplished by Client
7. Applicant's Authorization to deduct all financial obligations with employer (if applicable)	Accomplished by Client
8. Latest Notice of Salary Adjustment/Notice of Step Increment	Human Resource Management Office
9. Certified Statement of Leave Credits Earned	Human Resource Management Office
10. Service Record	Human Resource Management Office
11. List of Actual Retirees to be Paid	Human Resource Management Office



12. Agency Request signed by the Agency Head/Authorized Representative	Human Resource Management Office			
13. Certificate of Non-Availability of Funds	Human Resource Management Office			
14. Monthly Disbursement Program (BED3)	Human Resource Management Office			
15. Affidavit of Undertaking (for NBC 461, if applicable)	Human Resource Management Office			
16. Copy of Deceased Retiree's / Employee's Death Certificate	Accomplished by Client			
17. Marriage Contract (if applicable)	Accomplished by Client			
18. Duly Notarized Judicial and Extra-Judicial Settlement of Estate	Accomplished by client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all pertinent documents for Claim of Terminal Leave Benefits to the HRMO.	1.1 HRMO Staff receive and review the documents.	None	15 minutes	HRMO Staff
	1.2 The Staff ensures completeness of documents needed for the claims and processes the same for the endorsement by the HRMO.	None	5 days	HRMO Staff
	1.3 The Staff forwards the documents to the Office of the Campus Director then to the office of the University President for approval.	None	5 minutes	HRMO Staff
	1.4 Documents reviewed, approved and routed to HRMO main.	None		(Office of the University President)
	1.5 HRMO Staff receive the documents and files accordingly and are transmitted to UEP Laoang.	None	1 day	HRMO Main Campus (RMO II)
2. Client secures copy of documents from the HRMO	2.1 The HRMO Staff provides personal copy of the documents to the Client and the other copies for the HRMO files.	None	15 minutes	HRMO Staff
	2.2 Documents are forwarded to FMO for payment	None	3 minutes	Finance Management Office



Total	None	6 days and 28 minutes	
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5. PROCESSING OF LEAVE APPLICATION

All personnel of the University are required to file their leave of absence in the CSC prescribed form

Office or Division	Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All Personnel of the University			
CHECKLIST OF DOCUMENTS		WHERE TO SECURE		
1. Leave Application Form		Accomplished by Client		
2. Photocopy of previous approved application for leave		Accomplished by Client		
3. Pertinent documents related to the leave being applied for		Accomplished by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures Application for Leave Form from the HRMO.	1. Provides Leave Application Form.	None	2 minutes	HRMO Staff
2. Client submits application to his/her immediate supervisor for approval.	2. Receive a leave application form and act on the request.	None	5 minutes	(College/ Department/Unit concerned)
3. The application form is submitted to the HRMO for Certification.	3.1 The HRMO Staff reviews the documents submitted for completeness and receives the leave application.	None	3 minutes	HRMO Staff
	3.2 The HRMO Staff then fills out the Certification portion of the leave application and signifies as to the leave	None	10 minutes	HRMO Staff



	credits balance of the applicant and have it signed by the HRMO.			
	3.3 Forwards the leave application to the Office of the Campus Director for approval.	None	5 minutes	HRMO Staff
	3.4 Leave application is processed at the Office of the Campus Director. Once approved, is transmitted back to the HRMO.	None	15 minutes	(Office of the Campus Director)
	3.5 HRMO Staff receives the leave application acted by the Campus Director and organize files for release/filing.	None	5 minutes	HRMO Staff
4. Client secures copy of approved leave application from the HRMO.	4.1 The HRMO Staff provides personal copy of the leave application to the Client and the other copy for the HRMO file.	None	5 minutes	HRMO Staff
Total		None	50 minutes	



ID PRODUCTION

Internal Services



1. PRODUCTION OF IDENTIFICATION CARDS

The School Identification Card is issued to individuals who are officially enrolled and employed in the school. This affirms that he/she is a bona fide student and or an employee of this institution.

Office or Division	ID Production			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Cards Application Form		Office Staff / ID Production Office		
2. Claim Slip		Office Staff / ID Production Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Students/ Employees: - Client fills out the application form for School IDs / Library Cards	1.1 Office staff checks the receipt for the application of school ID/Library Cards	None	2 minutes	Staff- ID Production
	1.2 Office staff checks the application form of school ID/Library Cards and endorse the same for evaluation of the manager of ID production	None	2 minutes	Staff – ID Production
	1.3 Manager of ID production checks and approves the application form in preparation for Office staff.	None	3 minutes	<i>Manager ID production</i>
	1.4 Staff prepares the documents/ materials needed for the production of school ID /Library Cards	None	30 minutes	Staff – ID production
	1.5 Staff process the layout, printing, cutting, laminating and cleaning of School ID/library cards	None	2 days	Staff – ID Production



	1.6 The manager of ID Production assesses and checks the production to ensure quality, completeness and accuracy of the School IDs/ Library Cards	None	1 hour	<i>Manager – ID Production</i>
	1.7 The manager approved the released of School IDs/ Library Cards	None	3 minutes	<i>Manager – ID Production</i>
2. Received School IDs/Library Cards given by the ID production staff and affix signature on the logbook upon receipt of the same.	2.0 Staff checks the claim slip and releases the School ID/ Library Cards to the client	None	2 minutes	Staff – ID Production
	2.1 Staff files the copy of the claim slip and application form	None	3 minutes	Staff – ID Production
Total		None	2 days, 1 hour, 45 minutes	



LIBRARY SERVICES

Internal Services



1. CIRCULATION SERVICES

Circulation services in the library facilitate access to materials by handling the borrowing, returning, and managing of library resources, including checking items in and out, renewals, and handling fines.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All bonafied students of the University, faculty, employees, visiting scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Library Card		• IGPO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the online Access Catalog (OPAC) and get the call number of the book.	Library staff will assist the needs of the student.	None	5 Minutes	Information desk/ Circulation desk in charge
2. Locate and retrieve the book from the shelves.		None		
3. Bring the book to the circular counter for proper check-out (Home use, room use, and photocopy).		None		
4. When returning the borrowed books, proceed to the circulation counter for check-in.		None		
5. Consult the online Access Catalog (OPAC) and get the call number of the book.	Library staff will assist the needs of the student.	None	5 Minutes	Information desk/ Circulation desk in charge
Total		None	10 minutes	



2. LIBRARY TOUR/ ORIENTATION

Library orientation is a program designed to introduce users, especially new students, to the library's resources, services, and facilities, equipping them with the skills to effectively locate and utilize information.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All bonafied students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter request		• University Library		
• Orientation form		• University Library		
• Log book		• University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher should filled out the request form to the University Librarian in conducting a library tour/orientation.	1. The university Librarian will schedule the date of the availability of the Library for the said matter.	None	5 Minutes	Information desk/ Circulation desk in charge
2. Students will visit the library on the date of the schedule for there orientation.	2. The library staff will assist the students regarding on the orientation proper.	None	5 Minutes	University Librarian
Total		None	10 minutes	

3. REFERENCE AND INFORMATION SERVICES

Reference and information services, a core function of libraries, provide personalized assistance to users seeking information, guiding them towards relevant resources and materials to meet their needs.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C
Who may avail	All bonafied students of the University, faculty, employees,visiting scholars



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Library Card 		<ul style="list-style-type: none"> IGPO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Students will inquire the specific information they need about the books.	Library staff will assist the needs of the student.	None	5 Minutes	Information desk/ Circulation desk in charge
Total		None	5 minutes	

4. REFERRAL TO OTHER INSTITUTION

A Library referral service helps users access resources and information in other libraries or research agencies when their local library cannot fulfill their needs, often through referral letter or consortium card.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All bonafied students of the University, faculty, employees, visiting scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral form 		<ul style="list-style-type: none"> University Library 		
<ul style="list-style-type: none"> Library Card 		<ul style="list-style-type: none"> IGP Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students will filled out the form	Library staff will assist the needs of the student.	None	5 Minutes	Information desk/ Circulation desk in charge
2. Learners will sign the log book				
Total		None	5 Minutes	



MEDICAL HEALTH SERVICES

Internal Services



1. CONSULTATION, TREATMENT AND REFERRAL

The process by which medical personnel examine the client of any symptomatic and asymptomatic sign/s of a certain medical condition with the aim of providing treatment, health advice and information exchange.

Office or Division	MEDICAL HEALTH SERVICES			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students, Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/Certificate of Registration	1. Check and validate ID/enrollment form	None	5 minutes	University Nurse
2. Fill up logbook	2.1 For new clients, make a new medical record 2.2 For old clients, retrieve medical records	None	5 minutes	University Nurse
3. Submit oneself for consultation and treatment/services	3.1 Extract personal data for clients: name, age, sex, course, year & section 3.2 Ask the client why they are seeking medical consultation /care 3.3 Ask the client his/her chief complaint	None	10 minutes	University Nurse
4. Medical Consultation/ Examination	4.1 Conduct a general survey of the client by looking and listening to the client to secure a general impression (e.g. Does the patient look strong or weak, acutely ill and others	None	20 minutes	University Nurse



	<p>4.2 Take vital signs (Blood pressure, heart rate, oxygen saturation, respiratory rate, temperature, height and weight)</p> <p>4.3 Gather family's health history (If family members have history of diabetes, hypertension, heart disease, cancer and others)</p> <p>4.4 Look at the patient as a whole and listen to the patient</p>			
5. Treatment	<p>5.1 Physical examination</p> <p>5.2 From the chief complaint and physical examination, diagnosis of the case can be determined</p> <p>5.3 Due care treatment and management</p> <p>5.4 If the client's case is not manageable in the clinic setting, referral to the hospital/Rural Health Unit is advised.</p>	None	20 minutes	University Nurse
6. Do minor interventions for Injuries / Wounds	<p>6.1 Explain to the patient the procedure to be done</p> <p>6.2 Prepare surgical set</p> <p>6.3 Perform wound care by cleaning wound and changing dressing</p> <p>6.4 Inform the client to submit daily dressing of the wound</p> <p>6.5 Refer client to the hospital or Rural Health Unit for possible ATS or TT injection</p>	None	30 minutes	University Nurse



7. Removal of Suture	<p>7.1 Assess if the wound has no signs of infection and well coapted</p> <p>7.2 Clean wound and cover with a dressing</p> <p>7.3 Instruct client to keep wound clean and dry and to keep wound covered with a dressing until completely healed</p>	None	30 minutes	University Nurse
8. Removal of Foreign Body	<p>8.1 Explain to the patient the procedure to be done</p> <p>8.2 Prepare surgical set</p> <p>8.3 Clean the area/part of the body with foreign body</p> <p>8.4 Removal of foreign body</p> <p>8.5 Due medications given to the client</p>	None	30 minutes	University Nurse
9. Follow up check up	<p>9.1 Retrieve record (old cases)</p> <p>9.2 Assess patient if with improved condition/no improvement of condition. If with no improvement of condition – re-assess and give due care and management</p>	None	30 minutes	University Nurse
10. Observation of patients with the following conditions	<p>10.1 Hypertension - BP monitoring</p> <p>10.2 Diarrhea - Hydrate if with signs of dehydration and for close monitoring</p> <p>10.3 Dyspnea</p>	None	2 hours	University Nurse



	secondary to Bronchial Asthma - Proper body positioning - Nebulization - For close monitoring 10.4 Dysmenorrhea - Due medications given 10.5 Fainting Spells - Bed rest and for close monitoring 10.6 Febrile cases - Give due medications, TSB			
11. Referral	For cases that needs further evaluation and management, client is referred to and is transported to a more equipped facility with accompanying UEP Health Services Nurse	None	20 minutes	University Nurse
Total		None	5 hours & 20 minutes	

2. PROVISION OF FIRST AID KITS

Provision of First Aid Kits to Student Teachers/Student Interns participating in student internship program to enable immediate and basic medical care for injuries or illness focusing on preventing further harm and stabilizing the situation.

Office or Division	MEDICAL HEALTH SERVICES
Classification	Simple
Types of Transaction	G2C – Government to Citizen
Who may avail	Students in internship program and competitions
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/ Certificate of Registration Submit list of Student interns participating in Student internship program	1. Check and validate ID/ enrollment form	None	5 minutes	University Nurse
2. Fill up consultation form	2. For new clients, make a new medical record • For old clients, retrieval medical records	None	5 minutes	University Nurse
3. Teach students on how to use first aid kit	3. Teach students the different uses of the first aid kit. Teach students how to clean and to dress wounds	None	30 minutes	University Nurse
4. Wait for the issuance of first aid kit	4. Issue/release of first aid kit	None	15 minutes	University Nurse
Total		None	55 minutes	

3. DISTRIBUTION OF VITAMIN C

The process by which medical personnel distributes Vitamin C supplement to students, teaching and non-teaching personnel of the university for the maintenance of a healthy immune system and for the growth and repair of tissues in all parts of the body

Office or Division	MEDICAL HEALTH SERVICES
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Students, Teaching and Non-teaching Personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID/Enrollment form		ICT – Publishing Center (ID) Office of the Registrar (Enrollment Form)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/Certificate of Registration	Check and validate ID/enrollment form	None	3 minutes	University Nurse
2. Fill up Vitamin C received form	2.1 Prepare Vitamins to be released to students 2.2 Proceed to college/ department for the distribution of vitamins	None	3 minutes	University Nurse
Total		None	6 minutes	



SUPPLY MANAGEMENT OFFICE

External Services



1. Awarding and Confirmation of Purchase Order

Approved purchase Order will be awarded and confirmed to the supplier who won the contract.

Office or Division	Supply Management Office			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Suppliers			
CHECKLIST OF REQUIREMENTS		Where to secure		
1. Approved Purchased Order		Supply Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Awards the Purchase to the winning bidder.	1. Serves the Purchase Order to the winning bidder/suppliers	None	1 day	Supply Officer
2. Receives, confirms, and approximately signs the PO from the Supply Management Office	2. Supply Management Office receives the signed PO and wait for the delivery	None	1 day	Staff Supply Management Office
Total		None	2 days	



SUPPLY MANAGEMENT OFFICE

Internal Services



1. Purchase Request

Purchase request is a document prepared by the end users to procure their respective supplies materials equipment to be used in their operation. It is based from Project Procurement Management Plan of every office.

Office or Division	Supply Management Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Internal clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved purchase request, with Stamp from Financial Management Office (FMO) and Approved by the Campus Director		Prepared by the Buyer in the Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Buyer submits the Purchase Request to the Supply Management Office	1.1 Staff receives the Purchase Request and record in the logbook and forward to the Supply Officer	None	3 minutes	Staff Supply Management Office
	1.2 The Supply Officer indicates the corresponding Purchase Request Number.	None	5 minutes	Supply Officer
	1.3 The staff released the purchase requests to the procurement offices	None	3 minutes	Staff Supply Management Office
Total		None	11 minutes	



2. Purchase Order

Purchase Order is a document prepared by the Supply Management Office wherein it contains supplies, devices and equipment that was procured by BAC and subject for the receipt of the supplier/bidder.

Office or Division	Supply Management Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Internal clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Approved Purchase Order		Supply Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After the Procurement Process in the main campus, the documents of the winning bidder will be forwarded to the Supply Management Office for preparation of Purchase Order	1.1 The BAC will forward the bidding documents of the winning bidder to the Supply Management Office	None	1 day	BAC Secretariat
	1.2 The Supply Management Office will prepare the Purchase Order and indicate the corresponding Purchase Order number	None	15mins	Supply Officer
	1.3 Office Staff forwards the Purchase Order to the budget officer for the fund's availability.	None	10 minutes	Staff Supply Management Office
	1.4 Budget officer approves the availability of funds of the Purchase Order.	None	15 minutes	Budget Officer
	1.5 Office staff receive the Purchase Order from the budget office	None	15 minutes	Staff Supply Management Office
	1.6 Office staff forward the Purchase Order to	None	10 minutes	Supply Officer



	the Supply Officer for checking.			
	1.7 Supply Management Office forwards the Purchase Order to the main campus for approval by the University President	None	2 days	Staff Supply Management Office
	1.8 The university President approves the Purchase Order	None	1 day	University President
	1.9 Staff records the approved Purchase Order from the university president office in the logbook	None	5 minutes	Staff Supply Management Office
Total		None	4 days, 1 hour & 10 minutes	

3. Inspection of supplies, Materials and Equipment

Delivery of supplies, materials and equipment will be received by the Supply Management Office, main campus and inspected by the Inspectorate team from the main campus and will be delivered to Laoang Campus and will be release to the end users.

Office or Division	Supply Management Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Internal and external clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Inspection and Acceptance Report		Inspectorate Team, Main Campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier delivered the supplies, materials and equipment to the Supply Management Office Main Campus.	1.1 The inspectorate team will check and evaluate the items/materials/equipment delivered in accordance with the specifications present in the purchase order.	None	1 day	Inspectorate Team Main Campus



	1.2 The inspectorate team approves and prepares the Inspection and Acceptance Report.	None	1 day	Inspectorate Team Main Campus
2. SMO receives and checks the delivered items based on the given documents.	2.1 Staff receive the items together with the necessary documents.	None	30 minutes	Staff Supply Management Office
	2.2 Staff records the documents in the logbook			
Total		None	2 days and 30 minutes	

4. Payment of Supplies, Materials and Equipment

Process the payment of the delivered supplies, materials and equipment.

Office or Division	Supply Management Office			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Internal clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
Complete Documents of Supplier required for payments including requisition and issuance slip and Inspection and Acceptance Report.		Supply Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the documents to the accounting unit for payment	1.1 Supply Management Office Evaluates the completeness of the needed documents.	None	20 minutes	Supply officer
	1.2 Supply Management Office forwards the documents to the accounting unit for payment.	None	15 minutes	Staff Supply Management Office



	1.3 Accounting staff receives the documents for payment	None	5 minutes	Staff Financial Management Office
Total		None	40 minutes	

5. Releasing Supplies, Materials and Equipment

The process involves the release of supplies, materials and equipment as per request from the end user in the campus.

Office or Division	Supply Management Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Internal clients			
CHECKLIST OF REQUIREMENTS		Where to secure		
. Requisition and Issuance Slip, Property Acknowledgment Report		Supply Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End users fill up the Requisition and issuance slip	1.1 Prepare the items for release based on the purchase request of end-users.	None	30 minutes	Staff Supply Management Office
	1.2 Supply Officer will prepare the Property Acknowledgement Receipt (PAR) or Inventory Custodian Receipt (ICS).	None	30 minutes	Supply Officer
	1.3 Delivers the items to the end user and signed the acknowledgement receipt.	None	1 hour	Staff Supply Management Office
	1.4 The Supply Management office receives signed RIS, PAR, ICS from end users and files them properly.		30 minutes	Staff Supply Management Office
Total		None	2 hours and 30 minutes	



**OFFICE OF THE ASSISTANT DIRECTOR
FOR EXTERNAL AFFAIRS
External Services**



1. ALUMNI AFFAIRS

This service is used to facilitate requests for Alumni activities.

Office or Division	Office of the Assistant Director for External Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request or Activity Proposal		Copy of requesting Client or from the Office of the Campus Director		
Duly accomplished Request Form for OADEA Services		Office of the Assistant Director for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out Request Form for the documents needed for Alumni activities.	1.1 Staff check the request form, letter request and/or activity proposal and endorses the same for evaluation of Assistant Director for External Affairs.	None	3 minutes	Staff (Office of the Assistant Director for External Affairs)
	1.2 The Assistant Director for External Affairs evaluates the content of the letter request or proposal and prepares recommendations/s to the Campus Director.	None	15 minutes	Assistant Director for External Affairs (Office of the Assistant Director for External Affairs)
	1.3 Staff submits letter of recommendation to the Office of the Campus Director.	None	3 minutes	Staff (Office of the Assistant Director for External Affairs)
	1.4 The Campus Director gives directives or instructions to the Assistant Director for External Affairs.	None	15 minutes	Campus Director (Office of the Campus Director)
	1.5 The Assistant Director for External	None	5 minutes	Assistant Director for External Affairs



	Affairs coordinates the instruction or directive of the Campus Director to the requested party.			<i>(Office of the Assistant Director for External Affairs)</i>
2. Receipt of the requested document/s	2. Staff releases the document for approval of request to Client.	None	1 minute	Staff <i>(Office of the Assistant Director for External Affairs)</i>
	2.1 Staff files the copy of letter request, activity proposal, recommendation and processed request form. Staff reminds the Client to submit Status Activity Report.	None	1 minute	Staff <i>(Office of the Assistant Director for External Affairs)</i>
Total		None	43 minutes	



**OFFICE OF THE STUDENT INTERNSHIP
PROGRAM OF THE PHILIPPINES**
Internal Services



1. PREPARATION AND SUBMISSION OF STUDENT INTERNSHIP DOCUMENTS

For students to undergo an internship program, internship documents are required to be prepared and submitted to the Office of the Director for Instruction (ODFI) and Office of the Vice President for Academic Affairs (VPAA) at the main campus through this office, the Student Internship Program of the Philippines (SIPP).

Office or Division	STUDENT INTERNSHIP PROGRAM OF THE PHILIPPINES (SIPP)			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student internship – related documents (2 copies per document – 1 original and 1 photocopy)		Student Internship Program of the Philippines (SIPP) and Concerned Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out, gathers, and submits student internship – related documents to the SIPP Office. This is done per program.	1.1 Receives and records (on the logbook) the submitted internship documents	None	2 minutes	Student Interns, Internship Professors / Instructors, and SIPP Coordinator
	1.2 Checks the submitted internship documents	None	3 hours (per program)	SIPP Coordinator
	1.3 Makes a report about the checked internship documents	None	1 hour (per program)	SIPP Coordinator
	1.4 Returns the internship documents to the program chair if there are still missing/lacking data	None	5 minutes	SIPP Coordinator
	1.5 Re-checks the returned internship documents	None	30 minutes (per program)	SIPP Coordinator
	1.6 Submits the checked / rechecked internship documents to the Office of the Director for Instruction at the main campus	None	1.5 hours (via usual physical mode of submission)	SIPP Coordinator
Total		None	6 hours and 7 minutes	



UEP CATUBIG CAMPUS

CITIZEN'S CHARTER

2025 1st Edition



OFFICE OF THE CAMPUS DIRECTOR

External Services



1. Coordinating Arts & Culture Participation Requests

Manages requests for university participation in external arts and cultural events.

Office or Division	Office of the Campus Director			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request outlining the event and specific role requested.	1.1 Receive requests.	None	5 minutes	Campus Director, Arts & Culture Coordinator, Department Chairs
	1.2 Assess university capacity to meet the request.	None	4 hours	Campus Director, Arts & Culture Coordinator, Department Chairs
	1.3 Coordinate with relevant departments (e.g., Arts & Culture, relevant academic departments).	None	4 hours	Campus Director, Arts & Culture Coordinator, Department Chairs
	1.4 Confirm performer availability (if applicable).	None	4 hours	Campus Director, Arts & Culture Coordinator, Department Chairs
	1.5 Approve or deny requests, providing justification for denials.	None	1 hour	Campus Director, Arts & Culture Coordinator, Department Chairs
2. Provide details about the university's potential contribution	2.1 Provide support for performers where feasible (e.g., logistics, technical support).	None	1 day	Campus Director, Arts & Culture Coordinator, Department Chairs
	2.2 Maintain accurate records of all requests,	None	1 hour	Campus Director, Arts & Culture



	approvals, and participation details.			Coordinator, Department Chairs
Total		None	2 days, 6 hours, 5 minutes	

2. Facilitating Invitations for Resource Speakers, Judges, Research Evaluators, and Expert Services

Coordinates invitations for faculty/staff to participate externally as speakers, judges, etc.

Office or Division	Office of the Campus Director			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitations/requests with complete event details.	1.1 Receive invitations/requests.	None	5 minutes	Campus Director, Department Chairs, Administrative Staff
	1.2 Review invitations for completeness and feasibility.	None	1 hour	Campus Director, Department Chairs, Administrative Staff
2. Specify the scope of the request and time commitment required.	2.1 Provide logistical support where possible (e.g., travel arrangements).	None	1 day	Campus Director, Department Chairs, Administrative Staff
	2.2 Maintain accurate records of all invitations and responses	None	1 hour	Campus Director, Department Chairs, Administrative



				Staff
3. Confirm faculty/staff availability.	3.1 Coordinate with faculty/staff to confirm availability and willingness to participate.	None	1 day	Campus Director, Department Chairs, Administrative Staff
	3.2 Approve or decline invitations based on university policies and availability	None	1 day	Campus Director, Department Chairs, Administrative Staff
Total		None	3 days, 2 hours, 5 minutes	

3. Request for Payment/Billing (Construction Projects and Supplies)

Processes payment or billing for construction projects and supplies related to campus facilities.

Office or Division	Office of the Campus Director			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payment requests or invoice with details (project, cost of materials, supporting documentation).	1.1 Receive payment requests and invoices.	None	5 days	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff



	1.2 Review payment requests and invoices for accuracy and completeness.	None	4 hours	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
2. Provide accurate payment information or invoice details	2.1 Verify all information against existing contracts and records	None	1 hour	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
	2.2 Process payments or generate invoices as appropriate	None	1 day	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
	2.3 Maintain accurate records of all transactions.	None	1 hour	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
	2.4 Obtain necessary approvals from relevant parties (e.g., Construction Management).	None	1 day	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
Total		None	6 days and 6 hours	



4. Request for Payment/Billing (Institutional Fees, Membership Fees Issuance, etc.)

Processes requests for payment or billing related to institutional fees and membership fees.

Office or Division	Office of the Campus Director			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a payment request or invoice with complete details (fees, payer, supporting documentation).	1.1 Receive payment requests and invoices.	None	5 days	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
	1.2 Review payment requests and invoices for accuracy and completeness.	None	4 hours	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
2. Provide accurate payment information or invoice details.	2.1 Verify all information against existing records.	None	1 hour	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
	2.2 Process payments or generate invoices as appropriate	None	1 day	Campus Director, Supply Officer, Budget & Accounting



				Officer, Cashier, Administrative Staff
	2.3 Maintain accurate records of all transactions.	None	1 hour	Campus Director, Supply Officer, Budget & Accounting Officer, Cashier, Administrative Staff
Total		None	6 days and 5 hours	

5. Request for Submission/Compliance

Facilitates the submission of required documents and ensures compliance with university policies and regulations.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents according to established deadlines and guidelines.	1.1 Receive submissions.	None	5 minutes	Campus Director, Administrative Staff
	1.2 Review submissions for completeness and accuracy.	None	1 day	Campus Director, Administrative Staff
	1.3 Verify compliance with relevant policies and regulations.	None	1 hour	Campus Director, Administrative Staff
	1.4 Provide feedback to the client, including	None	1 day	Campus Director,



	any necessary revisions or clarifications			Administrative Staff
2. Ensure that submissions are complete and accurate	2. Maintain accurate records of submissions and compliance status.	None	30 minutes	Campus Director, Administrative Staff
Total		None	2 days, 1 hour & 35 minutes	

6. Request for Utilization of University Facilities/Equipment/Venue

Processes requests for use of campus facilities, equipment, and venues.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request outlining the purpose, needs, dates/times, and audience size.	1.1 Receive requests.	None	5 minutes	Campus Director, Head, Business Affairs, Administrative Staff
	1.2 Review requests for completeness and feasibility.	None	1 hour	Campus Director, Head, Business Affairs, Administrative Staff
	1.3 Assess the availability of resources.	None	1 hour	Campus Director, Head, Business Affairs, Administrative Staff
	1.4 Approve or deny requests, providing	None	1 hour	Campus Director, Head, Business



	justification for denials			Affairs, Administrative Staff
2. Provide all necessary supporting documentation.	2.1 Coordinate with relevant departments (e.g., Facilities, Events).	None	1 hour	Campus Director, Head, Business Affairs, Administrative Staff
	2.3 Maintain accurate records of all requests and approvals.	None	1 hour	Campus Director, Head, Business Affairs, Administrative Staff
Total		None	4 hours and 5 minutes	

7. Responding to Various Inquiries

Handles inquiries from faculty, staff, students, visitors, and external stakeholders regarding university matters.

Office or Division	Office of the Campus Director			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly received letter request in 2 copies		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiries via email, phone, or in person.	1.1 Receive inquiries.	None	1 hour	Campus Director, Administrative Staff
2. Provide all relevant details in the inquiry.	2.1 Review inquiries for completeness and clarity.	None	1 hour	Campus Director, Administrative Staff
	2.2 Research necessary information (if required).	None	1 day	Campus Director, Administrative Staff



3. Received information about the inquiry.	2.3 Respond promptly and professionally with accurate information	None	1 hour	Campus Director, Administrative Staff
	2.4 Maintain a record of inquiries and responses.	None	30 minutes	Campus Director, Administrative Staff
Total		None	1 day, 3 hours, 30 minutes	



GUIDANCE AND TESTING CENTER OFFICE

External Services



1. COLLEGE ENTRANCE EXAMINATION

College entrance examinations play a crucial role in institutions. It helps to evaluate the academic ability of the students and provide a fair and transparent process.

Office or Division	Guidance and Testing Center			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for examination		Guidance and Testing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming college freshmen and transferee applicants shall download and fill out the entrance examination form through the link	1. The school information and communication technology coordinator provide links through the Facebook page of the school	None	5 minutes	Information and Communication Technology Coordinator
2. Student applicant submits the required documents for the entrance examination to the Guidance Office	2. The personnel from Guidance and Testing Center will schedule the date and time of the examination	None	5 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
	2.1. Student applicants take the entrance examination	None	45 minutes	Psychometrician
3. Clients waiting for entrance examination result	3. Scores are interpreted and evaluated	None	30 days	Psychometrician
4. Students' applicants claim entrance results at Guidance and Testing Center Office	4. Guidance and Testing Center personnel releases the result of entrance examination to student applicant	None	5 minutes	Guidance and Testing Center Personnel
Total			30 days and 60 minutes	



2. REQUEST FOR COUNSELLING SESSION

The core service that the Guidance and Testing Center offers that would give an opportunity to help the students in their social and emotional development is counselling. The goal of counselling is to have an opportunity to clarify dilemma, and gain insights to their emotions that would significantly help the counsel in handling the students' case.

Office or Division	Guidance and Testing Center			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 copy of Referral Form		Guidance and Testing Center		
2. 1 copy call slip				
3. 1 copy counselling log sheet				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A concerned individual or a faculty member who wishes to refer a student to the guidance and testing center must get the counselling referral form	1. Allow the referring individual to fill-out the counselling referral form	None	15 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
2. Referring person give the filled-out form to the Guidance Counsellor or any Guidance and Testing Center Personnel	2. Gives the referral form to the Guidance Counsellor for assessment of the urgency of referral	None	15 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
3. The student being referred receives a call slip indicating the counselling schedule	3. Issues the call slip to the student being referred for counselling session	None	15 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
4. The student being referred to visits the office based on the	4. The student is oriented on its process and is requested to sign	None	10 minutes	Guidance Counsellor or Any Guidance and Testing Center



	an informed consent if she/he agrees to continue with the counselling session			personnel
	4.1. Start counselling session	None	30 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
5. The student being referred continues to attend counselling session until such time that the case will be terminated	5. Student will be informed about the process and evaluation of the case	None	30 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
6. The student referred us to being asked to visit the office for follow-up sessions after the termination of the case	6. The student will be evaluated of his/her progress after the termination of the case	None	30 minutes	Guidance Counsellor or Any Guidance and Testing Center personnel
Total		None	2 hours and 25 minutes	



NATIONAL SERVICE TRAINING PROGRAM
UEP-PRMC
External Services



1. Application for Graduation / Clearance

The NSTP Office facilitates the application for graduation / clearance of NSTP Trainees in the University.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UEP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation/ Clearance Form (1 copy)		NSTP Office		
2. Incoming Logbook		NSTP Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff (NSTP)</i>
2. Client submits duly-filled out Application for Graduation/ Clearance to the NSTP Office Staff.	2.1. The NSTP Office Staff receives the Application Form and checks the completeness of the same.	None	1 minute	<i>NSTP Staff (NSTP)</i>
	2.2. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	<i>NSTP Staff (NSTP)</i>
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	3. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
	1.1.1. The NSTP Staff records the received official documents in	None	1 minute	<i>NSTP Staff (NSTP)</i>



	the designated Incoming Logbook.			
	1.1.2. The NSTP Staff verifies all information indicated on the application and endorses the document/s to the NSTP Coordinator for approval.	None	15 minutes	<i>NSTP Staff (NSTP)</i>
	1.1.3. The NSTP Coordinator counterchecks the information, approves the application and instructs the NSTP Staff to inform the Client and file the documents accordingly.	None	5 minutes	<i>NSTP Coordinator (NSTP)</i>
4. Client receives feedback from the NSTP Staff.	4. The NSTP Staff informs the Client of the action on his/her application.	None	3 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	29 minutes	

2. Request for Issuance of Serial Numbers

The NSTP Office facilitates the issuance of Serial Numbers of NSTP students.

Office or Division	National Service Training Program										
Classification	Simple Transaction										
Type of Transaction	G2C - Government to Citizen										
Who may avail	UEP-PRMC Students enrolled in the NSTP										
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Request of NSTP Documents Form</td><td>NSTP Office</td></tr> <tr> <td>2. Valid ID</td><td>Student</td></tr> <tr> <td>3. Certificate of Registration (1 photocopy)</td><td>Registrar's Office</td></tr> <tr> <td>4. Incoming Logbook</td><td>NSTP Office</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Request of NSTP Documents Form	NSTP Office	2. Valid ID	Student	3. Certificate of Registration (1 photocopy)	Registrar's Office	4. Incoming Logbook	NSTP Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE										
1. Request of NSTP Documents Form	NSTP Office										
2. Valid ID	Student										
3. Certificate of Registration (1 photocopy)	Registrar's Office										
4. Incoming Logbook	NSTP Office										



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	NSTP Staff (NSTP)
2. Client submits request form with complete documents to the NSTP Office Staff.	2. The NSTP Office Staff receives the request and document/s, and checks the completeness of files/documents.	None	1 minute	NSTP Staff (NSTP)
	3. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	2 minutes	NSTP Staff (NSTP)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	4. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	1 minute	NSTP Staff (NSTP)
	5. The NSTP Staff records the received official documents in the designated Incoming Logbook.	None	1 minute	NSTP Staff (NSTP)
	6. The NSTP Staff endorses the document/s to the NSTP Coordinator for action.	None	1 minute	NSTP Staff (NSTP)
	7. The NSTP Coordinator evaluates the documents, verifies the information, and assigns appropriate serial number to students.	None	5 minutes	NSTP Coordinator (NSTP)



	8. The NSTP Coordinator prepares certificate containing serial number.	None	15 minutes	<i>NSTP Coordinator (NSTP)</i>
4. Client claims the certificate containing the assigned serial number.	9. NSTP Office Staff Issues Certificate to student containing serial number.	None	3 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	30 minutes	

3. Request for NSTP Certification

The NSTP Office facilitates the processing of request for NSTP Certification.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UEP-PRMC Students, UEP-PRMC Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of NSTP Documents Form 2. Valid ID 3. Authorization Letter and Valid ID of Representative (1 photocopy) 4. Incoming Logbook		Client Client Client National Service Training Program Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Staff (NSTP)</i>
2. Client submits official document/s to the NSTP Office Staff.	2. The NSTP Office Staff receives the official document/s and checks the completeness of received official files/documents.	None	1 minute	<i>NSTP Staff (NSTP)</i>



	3. The NSTP Staff stamps on the top right portion of the documents "RECEIVED" indicating the date, time and signature of receiving staff.	None	1 minute	NSTP Staff (NSTP)
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	4. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	2 minutes	NSTP Staff (NSTP)
	5. The NSTP Staff records the received official documents in the designated Incoming Logbook.	None	1 minutes	NSTP Staff (NSTP)
	6. The NSTP Staff endorses the document/s to the NSTP Coordinator for action.	None	2 minutes	NSTP Staff (NSTP)
	7. The NSTP Coordinator evaluates the documents and endorses the same to the NSTP Staff for retrieval of records of the Client.	None	15 minutes	NSTP Coordinator (NSTP)
	8. NSTP Staff retrieves records from file and prepares certificate.	None	5 minutes	NSTP Staff (NSTP)
	9. The NSTP Staff endorses the certificate and records to the NSTP Coordinator for counterchecking and signature.	None	3 minutes	NSTP Staff (NSTP)
	10. ROTC Commandant or NSTP Coordinator checks and signs the certificate and	None	5 minutes	NSTP Coordinator (NSTP) ROTC Commandant (ROTC)



	endorses the same to the NSTP Staff for release.			
4. Client receives Certificate from NSTP Staff.	11. NSTP Staff releases the Certificate to Client.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	38 minutes	

4. Registration of NSTP Trainees

The NSTP Office facilitates the registration of NSTP Trainees in the University.

Office or Division	National Service Training Program			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UEP-PRMC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Registration Form 2. Valid ID 3. Certificate of Registration (1 copy) 4. Incoming Logbook		NSTP Office Student Registrar's Office National Service Training Program Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client signs in the Client's Logbook.	1. The National Service Training Program Staff provides logbook and ushers the Client to register.	None	1 minute	<i>NSTP Coordinator/ NSTP Staff</i>
2. Client submits Student Registration Form and other documents to the NSTP Office Staff.	2. The NSTP Office Staff receives the duly accomplished Student Registration Form and other documents and checks the completeness of the same.	None	3 minutes	<i>NSTP Staff</i>
	3. The NSTP Staff stamps on the top right portion of the documents	None	3 minutes	<i>NSTP Staff</i>



	"RECEIVED" indicating the date, time and signature of receiving staff.			
3. Receives the stamped "RECEIVED" document and affix signature on the logbook.	4. The NSTP Staff releases the stamped "RECEIVED" copy of the document to the Client.	None	1 minute	<i>NSTP Staff (NSTP)</i>
	5. The NSTP Staff records the received official documents in the designated Incoming Logbook.	None	3 minutes	<i>NSTP Staff (NSTP)</i>
	6. The NSTP Staff endorses the document/s to the NSTP Coordinator for action.	None	2 minutes	<i>NSTP Staff (NSTP)</i>
	7. The NSTP Coordinator evaluates the documents, verifies the information, and instructs the NSTP Staff to encode the data and file the documents accordingly.	None	15 minutes	<i>NSTP Coordinator (NSTP)</i>
	8. NSTP Office Staff process the documents and files them on designated filing area.	None	15 minutes	<i>NSTP Staff (NSTP)</i>
TOTAL		None	43 minutes	



OFFICE OF THE STUDENT AFFAIRS AND SERVICES

External Services



1. Accreditation and Re-Accreditation of Campus Student Organizations

This procedure describes the process involved in the accreditation and re-accreditation of campus student organizations in order to provide a set of student-centered activities and services in support of academic instruction and to further improve the quality of student affairs and services in support to students' development and welfare.

Office or Division	Office of Student Affairs and Services			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Receipt (2 copies)		Office of the Student of Student Affairs and Services, and downloadable forms through messenger, email, and link,		
2. Set of Accreditation (4 copies)/ Re-Accreditation forms (3 copies)				
3. Recommendation Letter for Re-Accreditation (3 copies)				
4. Certificate of Accreditation/ Re-Accreditation Status (3 copies)				
5. Bound Copy of Accomplished and Verified/Validated Accreditation/ Reaccreditation Documents for Return to the Organization (3 copies)				
6. Approved Board of Regents' Resolution for Accreditation of New Organization (3 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for downloadable Set of Accreditation/ Reaccreditation Forms through messenger, email, and link, or at the SAS office by appointment.	1. Releases needed forms. Acquaints client of the requirements	None	10 minutes	(Head, SAS)
2. Submit bound copies of accomplished documents at UEP-PRMC SAS Office	2.1 Checks completeness of documents	None	3 minutes	(Head, SAS)
	2.2 Verifies/ Evaluates the		25 minutes	(Head, SAS)



	documents			
	2.3 For Re-Accreditation: Submits recommendation letter to the Campus Director For Accreditation: Presents Proposal for Accreditation of Organization to UEP-PRMC Academic and Administrative Council for Endorsement to the Board of Regents		2 minutes	(head, SAS)
	2.4 Secures clearance certification of the organization from the National Intelligence Coordinating Agency, Region 8.		5 minutes	(head, SAS)
	2.5 Presents Proposal for Accreditation during BOR Finance Committee Meeting and at the Board of Regents' Meeting		5 days	(head, SAS)
3. Claim/Secure copy of Certification for Accreditation/ Reaccreditation and approved recommendation letter through messenger, email, and link, or at the SAS office by appointment.	3.1 Releases Certification and approved recommendation letter.	None	10 minutes	(Head, SAS)
	3.2 Returns one bound copy of Accomplished Accreditation/ Re-Accreditation	None	5 minutes	
	3.3 Files OSAS copy			
Total		None	5 days and 60 minutes	



2. Externally Funded Scholarship/ Financial Assistance Program Application

It provides a detailed instruction on externally funded scholarship/ financial assistance program application procedure to ensure that the application is processed in accordance with the existing scholarship/ financial assistance guidelines of various sponsoring agencies.

Office or Division:	Office of Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship/ Financial Assistance Program Endorsement:		Accomplished by applicant: Scholarship/financial assistance sponsoring agency		
1 original copy of Certificate of Rating		Accomplished by applicant: *Last school attended: freshmen *Office of the University Registrar: continuing students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits UEP-PRMC SAS page and looks for scholarship/ financial assistance program information	1. Provides scholarship/ financial assistance program information at the UEP-PRMC SAS page	None	2 minutes	<i>Scholarship Coordinator (SAS Office)</i>
2. Selects the externally funded scholarship / financial assistance program of interest	2. Checks for online response from the link provided	None	3 minutes	<i>Scholarship Coordinator (SAS Office)</i>
3. Fills out the online form and upload the documentary	3.1 Checks the attached documentary requirement	None	5 minutes	<i>Scholarship Coordinator (SAS Office)</i>



requirement/s	3.2 Ascertains whether the applicant is: <ul style="list-style-type: none"> • Officially enrolled • qualified/met scholarship criteria • with complete documentary requirement 	None	10 minutes	TES Focal Person (SAS Office)
	3.3 Reviews the online accomplished form and contact the applicant through phone calls or email the following: <ul style="list-style-type: none"> • notifies that his/her application was received • requests for any lacking information or verifies some data if necessary • orients scholarship/ financial assistance application procedure/ process • provides options for the submission of required documents 	None	10 minutes	TES Focal Person (SAS Office)
4. Submits documentary requirements	4.1 Receives the documentary requirement/s	None	10 minutes	Scholarship Coordinator (SAS Office)
through any of the following: <ul style="list-style-type: none"> <input type="checkbox"/> courier • drop box 	4.2 Registers name in the data system			TES Focal Person (SAS Office)



• by appointment	4.3 Advises student through call or email to wait for notification as to the availability of scholarship/ financial assistance			
5. Waits for the notification of the release of scholarship stipend	5.1 Prepares payroll documents and endorses to accounting office for payroll processing: • Statement of Account • Assessment • Refund Form • Payroll/ Voucher • Transmittal Letter	None	1 day	Scholarship Coordinator TES Focal Person (SAS Office)
	5.2 Payroll documents are then processed by the Accounting Office	None	5 days	Staff (Accounting Office)
6. Proceeds to the Cashier's Office and receives the scholarship/Financial assistance stipend	6.1 Notifies applicant on the availability of scholarship/ financial assistance	None	10 minutes	Scholarship Coordinator
	6.2 Releases the scholarship refund/stipend	None	10 minutes	Cashier/ Disbursing Officer (Cashier's Office)
Total		None	6 days and 1 hour	



3. Free Higher Education Program Application

It provides a detailed instruction on the Free Higher Education Program application to ensure that the application is processed in accordance with the R.A. 10931 guidelines.

Office or Division:	Office of the Head of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SSU-ODSAS-FR-044 (Free Higher Education Program Application Form) 1 copy		Office of the Vice President for Student Affairs and Services		
Certificate of Registration		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits OSAS page and selects the Free Higher Education Program	1. Provides Free Higher Education Program information at the OSAS page	None	2 minutes	TES Focal Person (SAS Office)
2. Fills out the Free Higher Education Application Form	2.1. Checks for online response from the link provided	None	5 minutes	TES Focal Person (SAS Office)
	2.2. Validates online responses and ascertain whether the applicant is: <ul style="list-style-type: none"> • Officially enrolled • Qualified for Free Higher Education 	None	5 minutes	
3. Receives notification of the application status and responds to queries if necessary	3.1. Notifies the applicant through call or email on his/her application status	None	3 minutes	TES Focal Person (SAS Office)
	3.2. Verifies information from the accomplished form if necessary	None	2 minutes	TES Focal Person (SAS Office)
4. Proceeds to the next step of the	4.1. Registers name in the data system	None	2 minutes	TES Focal Person (SAS Office)



enrollment procedure	4.2. Proceeds with the FRE billing procedure	None	1 minute	
Total		None	20 minutes	

4. Internally Funded Scholarship/Financial Assistance Program Application

It provides a detailed instruction on internally funded scholarship/ financial assistance program application procedure to ensure that the application is processed in accordance with the existing University scholarship/ financial assistance guidelines.

Office or Division:	Office of Student Affairs and Services			
Classification:	Complex			
Type of Transaction:	G2C			
Who may Avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SSU-VPSAS-FR-015 Application for Scholarship and Financial Assistance (1copy)		Office of Student Affairs and Services		
Scholarship/ Financial Assistance Program Endorsement: 1copy (original)		Accomplished by applicant: *Head of Sports Affairs (Athletic/Varsity Scholarship) * Head of Socio-Cultural Affairs *Adviser, Recognized/Accredited Campus Organization (University Student Council, The Consignor)		
Copy Certificate of Rating (1copy)		Accomplished by applicant: *Last school attended: freshmen *Office of the University Registrar: continuing students		
Copy of Prospectus (1copy)		Accomplished by applicant: Colleges/Department: new applicant		
Copy of Good Moral Certificate (1copy) Copy of Certificate of Honor(1copy) Copy of Letter of Recommendation (1copy)		Accomplished by applicant *Last school attended: Entrance Scholarship		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits UEP-PRMC SAS page and looks for scholarship/ financial assistance program and	1.1 Provides Free Higher Education Program information at the OSAS page	None	2 minutes	Scholarship Coordinator



Selects the internally funded scholarship / financial assistance program of interest	1.2 Checks for online response from the link provided	None	2 minutes	
2. Fills out the online form and upload the documentary requirement	2.1 Checks the attached documentary requirement/s	None	5 minutes	Scholarship Coordinator
	2.2 Ascertain whether the applicant is: • officially enrolled • qualified/met scholarship criteria • with complete documentary requirement		10 minutes	
	2.3 Reviews the online accomplished form and calls the applicant for the following: • notifies that the application was received • requests for any lacking information or verifies some data if necessary • orients scholarship/financial application procedure • provides options for the submission of required documents			
3. Submits documentary requirements through any of the following:	3.1 Receives and checks the documentary requirement/s	None	2 minutes	Scholarship Coordinator



□ courier	3.2 Secures approval from concerned University officials	None	1 day	
• drop box • by appointment	3.3 Registers name in the data system	None	1 minute	Scholarship Coordinator
4. Receives notice of approval through phone call or email	4. Notifies the applicant of the approved application and advises to wait for the notice of the availability of the scholarship claim	None	1 minute	Scholarship Coordinator
5. Waits for notification of release of scholarship stipend	5.1 Prepares payroll documents and endorses to accounting office for payroll processing: • Statement of Account • Assessment • Refund Form • Payroll/ Voucher • Transmittal Letter	None	1 day	Scholarship Coordinator TES Focal Person (SAS Office)
	5.2 Payroll documents are then processed by the Accounting Office	None	5 days	Staff ((Accounting Office))
6. Proceeds to Cashier's Office and receives the scholarship/ Financial assistance stipend	6.1 Notifies applicant on the availability of scholarship/ financial assistance stipend at the Cashier's office	None	10 minutes	Scholarship Coordinator TES Focal Person (SAS Office)
	6.2 Releases the scholarship refund/stipend	None	15 minutes	Cashier/ Disbursing Officer (Cashier's Office)
Total		None	6 days and 48 minutes	



5. Internship Deployment Process

To document provides student interns the process for them to create an opportunity to complement their formal learning with practical knowledge, skills and desirable attitudes and to gain hands-on experience in recognized Host Training Establishment.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents/guardian, HTE and other Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Internship Program Entry Forms (2 copies)		SIP Office and College PIC		
Student Internship Program Exit Forms (2 copies)		SIP Office and College PIC		
Narrative Report Forms (2 copies)		SIP Office and College PIC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Joins the online Official SIP Facebook Group and creates Zoom account for video and audio communications.	1. Creates an Official Facebook Group solely for Student Interns where videos of orientation topics will be uploaded, and Zoom account for video and audio communications	None	30 Minutes	SIPP Coordinator Department Chair
2. Secures/ Downloads SIP Forms through online SIP Facebook Page/ SSU Facebook Page, SSU Website. Other students may secure SIP forms at the SIP Office by appointment by following standard health protocol.	2. SIP Coordinator & SIP Staff uploads set of SIP Forms online	None	15 Minutes	SIPP Coordinator Department Chair



3. Consult the Program Internship Coordinator of each College on what learning activities and skills	3. SIP Coordinator and Program Internship Coordinator (PIC) utilizes blendedflexible teaching-	None	1 day	SIPP Coordinator Department Chair
enhancement is required to compensate for the desired competency/ outcomes as required by the course. Through Phone Call, Email and Messenger or Face-to-Face consultation with the PIC, Following health standard protocol.	learning activities delivery in the form of skill enhancement and learning activities online (e.g. case study, research, one on one mentoring, simulation and other methodology available)			SIPP Coordinator Department Chair
4. After completion of the skill learning activities requirements for flexible Internship, the students will submit the required documents for assessment and evaluation to the PIC and SIP Office following health standard protocol.	4. SIP Coordinator and PIC checks and verifies the completeness of the submitted documents and; accept Documents/ File copy.	None	1 day	SIPP Coordinator Department Chair
Total		None	2 days and 45 minutes	



6. Issuance of Certificate of No Scholarship

The Certificate of No Scholarship is issued upon request of the student as a documentary requirement to various scholarship/ financial assistance program being applied.

Office or Division:	Office Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students with no existing scholarship			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SSU-ODSAS-FR-014 (Transaction Slip) 1copy		Office of the Vice President for Student Affairs and Services		
Receipt of Payment (1 copy)		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits OSAS page and apply for the issuance of Certificate of No Scholarship	1. Checks for online response from the link provided	None	1 min.	Scholarship Coordinator
2. Fills out the application form	2.1. Checks if the form was properly accomplished	None	10 min.	Scholarship Coordinator
	2.2. Ascertain if the student is: <ul style="list-style-type: none"> • Officially enrolled • No existing scholarship program 			
3. Receives notification of approved/ disapproved request	3.1. Notifies the applicant whether request is approved or not	None	10 min.	Scholarship Coordinator
	3.2. Orients the applicant of the request procedure and provides information when to claim the certificate			
4. Waits for the certificate to be processed	4.1. Prepares the Certificate of No Scholarship	None	10 min.	Scholarship Coordinator



	4.2. Have it signed by the VPSAS			
	4.3. Seals the document			
	4.4. Notify applicant through phone call or email of the availability of the document			
5. Presents OR and receives the certificate	5. Releases the Certificate of No Scholarship	Php 50.00 (Cert. of No Scholarship)	4 min.	Scholarship Coordinator
Total		Php 50.00	35 minutes	

7. Publication of Newsletter and Special Publication

The purpose of this document is to give instructions for the steps on how clients could claim a copy of newsletter and special publication.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newsletter or special publication (printed or hard copy) Acknowledgement receipt		Office of Student Affairs and Services/ Students' Publication – The Consignor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student brings ID and proceeds to the Publication Office – The Consignor by appointment and following standard health protocols. Other students may download copy of magazine,	1.1 Circulation manager/ Adviser takes charge in releasing, downloading and disseminating copies to students and offices.	None	10 minutes	Circulation Manager, Adviser (OSAS)



tabloid and folio published at the UEP-PRMC website, The Consignor Facebook page, UEP-PRMC Facebook page, and link provided.	1.2 Checks ID and instructs students to sign on the logbook before releasing a printed or hard copy of the newsletter or special publication			
Total		None	10 minutes	

8. Socio-Cultural Affairs

This process describes the procedure to undertake the Selection of Chorale, Dance Troupe, Drama and Theatre Arts members which starts upon audition of the students up to their participation in the internal and external programs and activities. The Office of Socio-Cultural Affairs shall train and nurture talents in communicating experiences before a live audience through combinations of gesture, speech, song, music and dance. UEP-PRMC Chorale, Dance Troupe, Drama and Theatre Arts Faculty-in-charge strongly sees potential individuals in promoting UEP-PRMC through its Performing Arts in support to indigenous talents beneficial not only to the University but to the entire country.

Office or Division:	Office of Socio-Cultural Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Audition (1 copy), Screening schedule (1 copy), Application Form for Audition (1 copy), Rubrics in the Selection (1 copy), Summary of Analyze Results of applicants (1 copy), Monitored Attendance (1 copy) Minutes of Meetings (1 copy), Approved Permits and invitations (1 copy) Photos (1 copy), Copy of program (1 copy)		Office of Socio-Cultural Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Visits the page of UEP-PRMC Socio-Cultural Affairs Facebook page and secures/fillsup application form that can be downloaded from the page.	1. Posts on Facebook page, releases application form and orients student-applicant of the program and its requirements.	None	10 minutes	UPAO Adviser (Office of the Socio-Cultural Affairs)
2. Submits accomplished application form particularly in dance and music through sending on email and messenger.	2.1 Receives application form from email.	None	1 hour	UPAO Adviser Office of the (Socio-Cultural Affairs)
	2.2 Conducts audition through virtual/video chat, and identifies qualified students	None	1 hour	UPAO Adviser Office of the (Socio-Cultural Affairs)
3. Sends video clips or pictures in reporting for scheduled practice of training.	3.1 Verifies, selects and posts results of audition for the members of the Performing Arts in the official Facebook page	None	10 minutes	UPAO Adviser (Office of the Socio-Cultural Affairs)
	3.2 Conducts training/rehearsals through virtual, zoom and video chat.	None	1 day	UPAO Adviser Office of the (Socio-Cultural Affairs)
4. Participates in the university based, community, regional and national, and international competitions	4. Facilitates participation of students in the university based community, regional, national competitions, and international competition	None	5 days	UPAO Adviser (Office of the Socio-Cultural Affairs)
Total		None	6 days and 140 minutes	



9. Sports Affairs

This process will provide opportunities for physical fitness and wellness of students. To help athletes and coaches in their training activities in order to perform better in any athletic competitions that would bring pride to the university. The process describes the procedure to undertake the selection of athletes which starts upon submission of the list of athletes for UEP-PRMC Palaro up to the participation in the Regional SCUAA Meet.

Office or Division:	Office of Sports Affairs				
Classification:	Complex				
Type of Transaction:	G2C				
Who may avail:	Students and other stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Notice of Selection of Athletes (1 copy) 2. Application form with Eligibility (1 copy) 3. List of monitored potential athletes to			Office of the Sports Affairs		
4. participate in the Regional SCUAA Meet 5. (1 copy) and Official list of eligible athletes (2 copies)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Student participates in UEP-PRMC and UEPAA Games. If he/she will qualify to participate in Regional SQUAA Meet	1. Oversees athletes in their Sports	None	4 days	Head, Sports Affairs Coach, Unit Manager (Office of Sports Affairs)	
2. Qualified athletes in the Regional SCUA submits needed requirements.	2.1 Checks completeness and authenticity of accomplished eligibility requirement	None	15 minutes	Head, Sports Affairs (Office of Sports Affairs)	

	2.2 Unit athletic manager verifies the validity and authenticity of the eligibility of the requirements	None	15 minutes	Head, Sports Affairs Unit Manager (Office of Sports Affairs)
	2.3 Varsity Coach or Sports Manager submits lists of potential athletes for SCUAA Meet via email.	None	10 minutes	Head, Sports Affairs Coaches (Office of Sports Affairs)
	2.4 Pertinent documents will submit to CHED Office	None	1 day	Head, Sports Affairs (Office of Sports Affairs)
3. Athletes will receive notifications from the coaches	3. The concerned office will conduct orientations and trainings to the selected athletes in preparation for the Regional SCUAA Meet	None	1 day	Head, Sports Affairs (Office of Sports Affairs)
Total		None	6 days and 10 minutes	

10. Student Grievances

To subject students to disciplinary action for committing acts that violates the rules and regulations of the University, particularly on grave misconduct/major offense. One of the objectives of the University is to provide judicious implementation of its regulations governing student behavior and conduct .

Office or Division:	Office Student Affairs and Services	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Students, Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Copy of complaint or report (1 copy) Notices of meetings (1 copy per involved party) 2. Minutes of meetings (2 copies) 3. Investigation report (2 copies) 4. Acknowledgement receipts (2 copies)		Office of the Head of Student Affairs and Services Committee on Student Discipline		
5. Endorsement letter from the Campus Director on confirmation of merit to the investigation and its disciplinary action (2 copies)		Campus Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend face-to-face investigation session following standard health protocols	1.1 CSD investigates student respondent and concerned officials, if applicable.	None	1 day	CSD, Respondent, Concerned Officials
	1.2 Gathers information and facts.			
2. Complainant, respondent and parents receive notice of hearing/meeting via courier or personal delivery.	2. Serves notice of hearing/ meeting	None	1 day	CSD, Complainant, Respondent and Parents
3. Complainant, respondent and parents attend hearing/meeting through face-to face conference following standard health protocols.	3.1. CSD Investigates student respondent.	None	3 days (varies depending on the flow of deliberations)	CSD, Complainant, Respondent and Parents
	3.2. CSD informs parents of the violation/offense committed by the respondent.			
	3.3. CSD deliberates issues on violation/offense			
	3.4. CSD gathers more information and facts.			

4. Complainant, respondent and parents' follow-up for the decision of the merit of the complaints and notice of disciplinary action through mobile phone calls, email or messenger.	4.1. CSD deliberates findings of facts, conclusions and recommendations	None	15 days (Varies depending upon the flow of the investigation)	CSD, Campus Director, Complainant, Respondent, Parents
	4.2. CSD decides the merit of the complaint.			
	4.3. CSD formulates Fact-Finding Investigation Report reflected in it the facts, findings and recommendations for disciplinary action, with the committee affixed signatures.			
	4.4. SAS head transmits the report to the Campus Director.			
	4.5. Campus Director acts on the recommendation for less than one year or term suspension, otherwise, endorses the recommendation to the administrative council and the			
	Board of Regents for approval of the disciplinary action on suspension, expulsion and dropping from the roles.			

5. Complainants verify the Issuance of notice of disciplinary action through mobile phone calls, email or messenger	5. SAS Office serves notice of disciplinary action reflecting the effective date of the penalty to respondent, parents and complainant via courier or personal delivery. Likewise, security guards on duty and Department Chair where the student respondent is enrolled are given copy of the disciplinary action.	None	2 days	CSD, Complainant, Respondent, Parents, Security Guards, Department Chair
Total		None	24 days	

Note: Processing time for this service exceeds standard processing time for Highly Technical Transactions because of the sensitive and technical nature of the service. It goes through different channels and warrants further investigations to ascertain the merit of cases.



OFFICE OF THE MANEGEMENT INFORMATION SYSTEM

External Services



1. REQUEST FOR CCTV REVIEW AND DATA BACKUP

The ICT Office is responsible for maintaining CCTV data from cameras located in the administration building and strategic university locations. Requests for CCTV review and data backup require the recommending approval of the UEP Security Office Head and the final approval of the Office of the President. This process upholds security and privacy standards.

Office or Division	MIS Office			
Classification	Simple			
Type of Transaction	G2C,G2B,G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for CCTV Review and Data Backup form		MIS Office		
External drive/ Email address		Requesting Entity/ Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request of CCTV Review and Data Backup	1. The MIS personnel issue the form to the requesting entity/ requestor	None	10 minutes	Requesting Entity/ Requestor MIS personnel
2. The requesting entity seeks the recommending approval of the Head of the UEP-PRMC Security and the approval of the Office of the Campus Director	2.1 The Head of the UEP-PRMC Security Office examines the request and declines or recommends the approval to the president 2.2 The Office of the Campus Director examines the request and declines or approves the request	None	1 hour	Head of the UEP-PRMC Security Office and the Office of the Campus Director
3. The requested entity submits the approved request form to the ICT Office Staff and receives the requested CCTV Review and Data Backup services	3.1 The MIS personnel receive and verify the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor	4.1 The MIS personnel execute the request by	None	2 days	MIS personnel



receives feedback, or the result of the service rendered by the MIS personnel	performing CCTV review and data backup in external drive or send it through email of the requesting entity/ requestor 4.2 The MIS personnel file and keep the documents and records.			
Total		None	2 days, 1 hour, and 15 minutes	

2. REQUEST FOR ICT SERVICES

ICT Services requests, address the technical needs of university offices and departments. This includes equipment repair, network and internet restoration, operating system and software installation, component replacement, and other essential ICT support such as data management and user assistance. These services maintain the university's ICT functionality and efficiency.

Office or Division	MIS Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Head of Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for ICT Services Form		MIS Office		
2. The unit/item of the requested office or college		Requesting Office/Department		
3. Service Accomplishment Report		MIS Office		
4. Equipment Checklist/List of Equipment		MIS Office		
5. Equipment History		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Head of Office/Department accomplishes the form intended for the request of ICT equipment service	3. The MIS personnel issue the form to the requesting entity/ requestor	None	5 minutes	Head of Office/Department MIS personnel
2. The Head of Office/Department submits the properly	2.1 MIS personnel receive the properly accomplished Service	None	5 minutes	MIS personnel



accomplished Service Request form to the MIS Office	<p>Request form from the Head of Office/Department</p> <p>2.2 The MIS personnel checks whether the request requires preventive /corrective maintenance or not.</p> <p>2.3 The MIS personnel identify the kind of equipment to be serviced (Computers and computer peripherals, CCTV, Network equipment and biometrics).</p> <p>2.4 The MIS personnel refers and checks the list of equipment record of the client</p> <p>2.5 If the equipment is found operational, the MIS personnel proceed to the formulation of annual preventive maintenance schedule.</p> <p>2.6 If defective, the MIS personnel implement preventive and corrective maintenance</p>			
3. The Head of Office/College receives feedback or result of the service rendered by the MIS personnel	<p>3.1 MIS personnel staff performs the requested service and fill-out the ICT Service Accomplishment Report Form indicating therein the status of the service requested for monitoring purposes.</p> <p>3.2 The MIS personnel file and keep the documents and records.</p>	None	5 Minutes	MIS personnel
Total		None	15 inutes	



3. REQUEST FOR GRANT OF BIOMETRICS ACCESS

The ICT Office facilitates the processing of requests for biometric access, which is typically initiated by newly hired university employees.

Office or Division	MIS Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Head of Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Grant of Biometrics Access form		MIS Office		
Approved Contract/ Appointment		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request for the grant of biometrics access form	1.1 The MIS personnel issues the form to the requesting entity/ requestor 1.2 The MIS personnel check the Approved Contract/Appointment	None	20 minutes	Head of Office MIS personnel
2. The requesting entity/ requestor seeks the recommending approval to the Head of HRMO and approval of the Campus Director	2.1 The Head of HRMO signs the form for recommending approval 2.2 The Office of the Campus Director signs the form for approval	None	1 hour	Head of HRMO Campus Director
3. The requesting entity/ requestor submits the signed form to the MIS personnel	3. MIS personnel receive and verifies the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the MIS personnel	4.1 MIS personnel execute the grant of biometrics access 4.2 MIS personnel file and keep documents and records.	None	20 minutes	MIS personnel
Total		None	1 hour and 45 minutes	



4. REQUEST FOR LED WALL USE

The MIS Office manages the operation of the LED WALL, ensuring the functionality.

Office or Division	mis Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Head of Office and Student Leader			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for LED WALL Use form		MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for request for the Theater Hall use	1. 1 The MIS Office issues the form to the requesting entity/ requestor 1.2 The MIS personnel check the functionality of the LED Wall and report to the Campus Director the status of the facilities. 1.3 The Head, MIS reports the status of the LED WALL to the Office of the Campus Director	None	30 minutes	Head of Office/ Student Leader Head, MIS
2. The requesting entity/ requestor seeks the approval of the Campus Director	2. The Office of the Campus Director signs the form for approval	None	1 day	Office of the Camps Director
3. The requesting entity/ requestor submits the signed form to the MIS personnel	3. MIS personnel receive and verifies the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the MIS personnel	4.1 If the Theater Hall facilities are serviceable, they will prepare the venue for the said requested event. 4.2 The MIS personnel file and keep	None	1 hour	MIS personnel



	documents and records.			
Total		None	1 day, 1 hour, and 35 minutes	

5. REQUEST FOR PRINTING OF DATA

The ICT Office provides data printing and report generation services to support the university's internal and external reporting needs.

Office or Division	MIS Office			
Classification	Simple			
Type of Transaction	G2C, G2B, and G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Printing of Data Form		MIS Office		
External drive/ Email address		Requesting Entity/ Requestor (for internal unit)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request for the printing of data	1. The MIS Office issues the form to the requesting entity/ requestor	None	20 minutes	The requesting entity/ requestor MIS personnel
2. The requesting entity/ requestor seeks the recommending approval of the Head MIS and the Head of Records Office and the approval of the Office of the Campus Director	2.1 The Head, MIS and the Head of Records Office sign the form for recommending approval 2.2 The Office of the Campus Director signs the form for approval	None	1 day	Head, MIS Head of the Records Office Campus Director
3. The requesting entity/ requestor submits the signed form to the MIS Staff	3. MIS Staff receives and verifies the entries and the signatures in the form	None	5 minutes	MIS Staff
4. The requesting entity/ requestor receives feedback, or the result of the	4.1 The MIS Staff generates/prints the data being requested	None	1 day	MIS Staff



service rendered by the MIS Staff	4.2 The MIS Staff file and keep documents and records.			
Total		None	2 days and 25 minutes	

6. REQUEST FOR TRANSFER OF LOAD

Faculty Actual Teaching Loads (ATLs) must be accurately reflected in the university's central database to ensure correct system-generated reports and other connected processes.

Office or Division	MIS			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Department Chair, Faculty Member/ Special Lecturer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Transfer of Load form		MIS Office		
Approved Actual Teaching Load (ATL)		Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request for transfer of load	1.1 The MIS Office issues the form to the requesting entity/ requestor 1.2 The MIS personnel check the Approved ATL	None	20 Minutes	Faculty Member/ Special Lecturer Department Chair MIS personnel
2. The requesting entity/ requestor seeks the recommendation of the college chair and the ADAA and the approval of the Office of the Campus Director	2.1 The College Chair and the ADAA Sign the form for recommending approval 2.2 The Office of the Campus Director signs the form for approval	None	1 day	College Chair ADAA Campus Director
3. The requesting entity/ requestor submits the signed form to the ICT Staff	3. MIS personnel receive and verifies the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor	4.1 MIS personnel transfer the load for	None	5 minutes	MIS personnel



receives feedback, or the result of the service rendered by the MIS personnel	the following subject/s and professor/s specified in the form 4.2 MIS personnel file and keep documents and records.			
Total		None	1 day and 30 inutes	

7. REQUEST FOR WITHDRAWAL/CANCELLATION OF ENROLMENT FOR CURRENT SEMESTER

The ICT Office maintains student records and processes transactions like permanent withdrawal or enrollment cancellation, ensuring data security and integrity.

Office or Division	MIS Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Withdrawal/Cancellation of Enrolment for Current Semester form		MIS Office		
Approved COR		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request of withdrawal/cancellation of enrollment for the Current Semester	1.1 The MIS Office issues the form to the requesting entity/ requestor 1.2 The MIS personnel check the approved COR	None	20 minutes	Enrolled Students MIS personnel
2. The requesting entity/ requestor seeks the recommending approval of the registrar and their college dean and seeks the approval of the office of the president	2.1 The Office of the Registrar and the Department Chair sign the form for recommending approval 2.2 The Office of the Campus Director signs the form for approval	None	1 hour	Registrar Campus Director



3. The requesting entity/ requestor submits the signed form to the MIS personnel	3. MIS personnel receive and verifies the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor receives feedback, or the result of the service rendered by the MIS personnel	4.1 The MIS personnel mark the enrolled student withdrawn/cancelled from the system 4.2 The MIS personnel file and keep documents and records.	None	20 minutes	MIS personnel
Total		None	1 hour and 45 minutes	

8. REQUEST FOR WITHDRAWAL OF LOAD/SUBJECTS

The ICT Office maintains student records and securely processes subject withdrawals, ensuring data integrity.

Office or Division	MIS			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Withdrawal of load/subject's form		Registrar		
Approved COR		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity/ requestor accomplishes the form intended for the request of Withdrawal of load/subjects	1.1 The Registrar issues the form to the requesting entity/ requestor 1.2 The MIS personnel check the Approved COR	None	15 minutes	Enrolled Students MIS personnel
2. The requesting entity/ requestor seeks the recommending approval of the	2.1 The Office of the Registrar and the Department Chair sign the form for	None	1 hour	Registrar Department Chair Campus Director



registrar and their department chair and seeks the approval of the office of the Campus Director	recommending approval 2.2 The Office of the Campus Director signs the form for approval			
3. The requesting entity/ requestor submits the signed form to the MIS personnel	3. MIS personnel receive and verifies the entries and the signatures in the form	None	5 minutes	MIS personnel
4. The requesting entity/ requestor receives feedback or result of the service rendered by the MIS personnel	4.1 MIS personnel execute the withdrawal of load/subjects 4.2 MIS personnel file and keep documents and records.	None	10 minutes	MIS personnel
Total		None	1hour and 30 minutes	



ASSISTANT DIRECTOR FOR ACADEMIC AFFAIRS



AGRICULTURE DEPARTMENT

External Services



1. REQUEST FOR ISSUANCE OF A RECOMMENDATION FOR EMPLOYMENT

The process of requesting from a student or alumni to a former supervisor, mentor, or instructor a letter that vouches for their skills experience and sustainability for a specific job.

Office or Division	Agriculture Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Student ID			Applicant	
2. Valid ID			Applicant	
3. Letter of Request (1 original copy)			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Receive valid ID and letter of request for the issuance of Recommendation for Employment	None	1 minute	Department Chair Department Clerk
2. Submits a letter of request regarding the issuance of recommendation letter	2. Verify the client information	None	5 minutes	Department Chair
3. Client follows up the status of the request	3. Encoding of the recommendation letter	None	5 minutes	Department Chair
4. Client waits for the signing of the recommendation letter	4. Affixing signature of the department chair	None	1 minute	Department Chair
5. Client registers at the logbook	5. Recording of recommendation letter in the logbook	None	1 minute	Department Clerk
6. Receipt of the printed recommendation letter	6. Release of the recommendation for employment	None	1 minute	Department Clerk



Total	None	14 minutes	
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2. REQUEST FOR GOOD MORAL CHARACTER

The process of requesting a good moral character certificate often used for various purposes like employment or further education.

Office or Division	Agriculture Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Applicant		
2. Valid ID		Applicant		
3. Request form (Good Moral Certification)		Department Chairperson / Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Request the client to present a valid ID and provide the request form.	None	1 minute	Department Clerk
2. The client fills-out the request form and submits to the Department Clerk	2. Verification of the student's record to ensure there is no pending disciplinary case.	None	15 minutes	Department Chair Guidance Coordinator
3. Client follow-up the status of the request	3. Encoding the information in the certification template and printing of the document.	None	5 minutes	Department Clerk
4. Client waits for the signing of certification	4. Affixing of the signature of the Department Chair in the Certification.	None	1 minute	Department Chair
5. Client registers at the logbook for issuance of certification	5. Recording of the certification issued in the logbook.	None	1 minute	Department Clerk
6. Receipt of the printed	6. The requested certification is	None	1 minute	Department Clerk



certification of Good Moral Character	given to the requesting party			
Total		None	28 minutes	



CRIMINAL JUSTICE DEPARTMENT

External Services



1. REQUEST FOR ISSUANCE OF A RECOMMENDATION FOR EMPLOYMENT

The process of requesting from a student or alumni to a former supervisor, mentor, or instructor a letter that vouches for their skills experience and sustainability for a specific job.

Office or Division	Department Chairperson (Criminal Justice Department)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3. Letter of Request (1 original copy)		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents a valid ID and signs the visitor's logbook	1. Requesting the client to present a valid ID and letter of request for the issuance of Recommendation for Employment	None	1 minute	Department Chair Department Clerk
2.The client submits a letter of request regarding the issuance of recommendation letter	2. Verify the client information	None	5 minutes	Department Chair
3.Client follows up the status of the request	3. Encoding of the recommendation letter	None	5 minutes	Department Chair
	3.1. Affixing signature of the department chair	None	1 minute	Department Chair
4.Client registers at the logbook	4. Recording of recommendation letter in the logbook	None	1 minute	Department Clerk
5.Receipt of the printed recommendation letter	5. Release of the recommendation for employment	None	1 minute	Department Clerk
Total		None	14 minutes	



2. REQUEST FOR GOOD MORAL CHARACTER

The process of requesting a good moral character certificate is often used for various purposes like board examination, employment or further education.

Office or Division	Department Chairperson (Criminal Justice Department)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Client		
2. Valid ID		Client		
3. Request form (Good Moral Certification)		Department Chairperson / Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Request the client to present a valid ID and provide the request form.	None	1 minute	Department Clerk
2. The client fills-out the request form and submits to the Department Clerk	2. Verification of the student's record to ensure there is no pending disciplinary case.	None	15 minutes	Department Chair Guidance Coordinator
3. Client follow-up the status of the request	3. Encoding the information in the certification template and printing of the document.	None	5 minutes	Department Clerk
4. Client waits for the signing of certification	4. Affixing of the signature of the Department Chair in the Certification.	None	1 minute	Department Chair
5. Client registers at the logbook for issuance of certification	5. Recording of the certification issued in the logbook.	None	1 minute	Department Clerk
6. Receipt of the printed certification of Good Moral Character	6. The requested certification is given to the requesting party	None	1 minute	Department Clerk
Total		None	28 minutes	



EDUCATION DEPARTMENT

External Services



1. REQUEST FOR ISSUANCE OF A RECOMMENDATION FOR EMPLOYMENT

The process of requesting from a student or alumni to a former supervisor, mentor, or instructor a letter that vouches for their skills experience and sustainability for a specific job.

Office or Division	Education Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3. Letter of Request (1 original copy)		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Requesting the client to present a valid ID and letter of request for the issuance of Recommendation for Employment	None	1 minute	Department Chair Department Clerk
2. The client submits a letter of request regarding the issuance of recommendation letter	2. Verify the client information	None	5 minutes	Department Chair
3. Client follows up the status of the request	3. Encoding of the recommendation letter	None	5 minutes	Department Chair
	3.1. Affixing signature of the department chair	None	1 minute	Department Chair
4. Client registers at the logbook	4. Recording of recommendation letter in the logbook	None	1 minute	Department Clerk
5. Receipt of the printed recommendation letter	5. Release of the recommendation for employment	None	1 minute	Department Clerk
Total		None	14 minutes	



2. REQUEST FOR GOOD MORAL CHARACTER

The process of requesting a good moral character certificate often used for various purposes like employment or further education.

Office or Division	Education Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID				
2. Valid ID				
3. Request form (Good Moral Certification)		Department Chairperson / Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Request the client to present a valid ID and provide the request form.	None	1 minute	Department Clerk
2. The client fills-out the request form and submits to the Department Clerk	2. Verification of the student's record to ensure there is no pending disciplinary case.	None	15 minutes	Department Chair Guidance Coordinator
3. Client follow-up the status of the request	3. Encoding the information in the certification template and printing of the document.	None	5 minutes	Department Clerk
	3.1. Affixing of the signature of the Department Chair in the Certification.	None	1 minute	Department Chair
4. Client registers at the logbook for issuance of certification	4. Recording of the certification issued in the logbook.	None	1 minute	Department Clerk
5. Receipt of the printed certification of Good Moral Character	5. The requested certification is given to the requesting party	None	1 minute	Department Clerk
Total		None	28 minutes	



HOSPITALITY MANAGEMENT DEPARTMENT

External Services



1. REQUEST FOR ISSUANCE OF A RECOMMENDATION FOR EMPLOYMENT

The process of requesting from a student or alumni to a former supervisor, mentor, or instructor a letter that vouches for their skills experience and sustainability for a specific job.

Office or Division	Hospitality Management Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3 Letter of Request (1 original)		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Requesting the client to present a valid ID and letter of request for the issuance of Recommendation for Employment	None	1 minute	Department Chair Department Clerk
2. The client submits a letter of request regarding the issuance of recommendation letter	2. Verify the client information	None	5 minutes	Department Chair
3. Client follows up the status of the request	3. Encoding of the recommendation letter	None	5 minutes	Department Chair
	3.1. Affixing signature of the department chair	None	1 minute	Department Chair
4. Client registers at the logbook	4. Recording of recommendation letter in the logbook	None	1 minute	Department Clerk
5. Receipt of the printed recommendation letter	5. Release of the recommendation for employment	None	1 minute	Department Clerk
Total		None	14 minutes	



2. REQUEST FOR GOOD MORAL CHARACTER

The process of requesting a good moral character certificate often used for various purposes like employment or further education.

Office or Division	Hospitality Management Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3. Request form (Good Moral Certification)		Department Chairperson / Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents a valid ID and signs the visitor's logbook	1. Request the client to present a valid ID and provide the request form.	None	1 minute	Department Clerk
2.The client fills-out the request form and submits to the Department Clerk	2. Verification of the student's record to ensure there is no pending disciplinary case.	None	15 minutes	Department Chair Guidance Coordinator
3.Client follow-up the status of the request	3. Encoding the information in the certification template and printing of the document.	None	5 minutes	Department Clerk
	31.1 Affixing of the signature of the Department Chair in the Certification.	None	1 minute	Department Chair
4.Client registers at the logbook for issuance of certification	4. Recording of the certification issued in the logbook.	None	1 minute	Department Clerk
Receipt of the printed certification of Good Moral Character	5. The requested certification is given to the requesting party	None	1 minute	Department Clerk
Total		None	28 minutes	



INDUSTRIAL TECHNOLOGY DEPARTMENT

External Services



1. REQUEST FOR ISSUANCE OF A RECOMMENDATION FOR EMPLOYMENT

The process of requesting from a student or alumni to a former supervisor, mentor, or instructor a letter that vouches for their skills experience and sustainability for a specific job.

Office or Division	Industrial Technology Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3. Letter of Request (1 original copy)		Provided by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents a valid ID and signs the visitor's logbook	1. Requesting the client to present a valid ID and letter of request for the issuance of Recommendation for Employment	None	1 minute	Department Chair Department Clerk
2. The client submits a letter of request regarding the issuance of recommendation letter	2. Verify the client information	None	5 minutes	Department Chair
3. Client follows up the status of the request	3. Encoding of the recommendation letter	None	5 minutes	Department Chair
	3.1. Affixing signature of the department chair	None	1 minute	Department Chair
4. Client registers at the logbook	4. Recording of recommendation letter in the logbook	None	1 minute	Department Clerk
5. Receipt of the printed recommendation letter	5. Release of the recommendation for employment	None	1 minute	Department Clerk
Total		None	14 minutes	



2. REQUEST FOR GOOD MORAL CHARACTER

The process of requesting a good moral character certificate often used for various purposes like employment or further education.

Office or Division	Industrial Technology Department			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Student, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID		Provided by Client		
2. Valid ID		Provided by Client		
3. Request form (Good Moral Certification)		Department Chairperson / Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents a valid ID and signs the visitor's logbook	1. Request the client to present a valid ID and provide the request form.	None	1 minute	Department Clerk
2.The client fills-out the request form and submits to the Department Clerk	2. Verification of the student's record to ensure there is no pending disciplinary case.	None	15 minutes	Department Chair Guidance Coordinator
3.Client follow-up the status of the request	3. Encoding the information in the certification template and printing of the document.	None	5 minutes	Department Clerk
	3.1. Affixing of the signature of the Department Chair in the Certification.	None	1 minute	Department Chair
4.Client registers at the logbook for issuance of certification	4. Recording of the certification issued in the logbook.	None	1 minute	Department Clerk
5.Receipt of the printed certification of Good Moral Character	5. The requested certification is given to the requesting party	None	1 minute	Department Clerk
Total		None	28 minutes	



UEP – PRMC LIBRARY

External Services



1. BORROWING OF BOOKS

This service let the students, faculty, UEP employees and other researcher to borrow books and other resources from the library.

Office or Division	UEP-PRMC Library			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	All bonafide students, Faculty, Employees of the University and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated School I.D. 2. UEP-PRMC Employees ID		Human Resource Management Office Office of the Chairman per program School/ Agency ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the School ID/ Agency ID. Sign in the clients Logbook at the Charging Desk.	1. Check the School ID/ Agency ID of the clients.	None	1 minutes	Library staff
2. The clients ask reference query to the Library Staff of the availability of book/s they are needed.	2. The library staff assists the students to locate the book/s on the shelves.	None	5 minutes	Library staff
3. The students/ clients check/ validate the book/s.	3. If the book is available, the library staff retrieve the book/s from the shelves and give it to the clients for validation.	None	2 minutes	Library staff
4. The client presents their validated school ID/ Agency ID and the book/s to be borrowed.	4. The library staff checks the client's ID and let the client fills up the Book Card and write date due slip.	None	2 minutes	Library staff
5. The client fills up the Book Card of the book/s to be	5. The library staff checks the information in the Book Card	None	2 minutes	Library staff



borrowed.	before doing the check-out transaction.			
5. The client claims their borrowed book/s.	5. The library staff releases the book/s borrowed and files the Book Cards together with the validated school ID.	None	1 minute	Library staff
Total		None	13 minutes	

2. CIRCULATION SERVICES

Circulation services is providing to help library clients in the use of information resources and facilities. The primary area of the library where clients can borrow, return and renew library materials.

Office or Division	UEP-PRMC Library			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	All bonafide students, Faculty, Employees of the University and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School I.D. / UEP-PRMC Employees ID		Human Resource Management Office Office of the Chairman per program School/ Agency ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 1. Borrowing a. Present the School ID/	a. Check the School ID/	None	1 minutes	Library staff



Agency ID. Sign in the clients logbook at the Charging Desk.	Agency ID of clients.			
b. Ask the Library Staff at the Charging Desk about your reference queries.	b. The library staff assists the students to locate the book/s on the shelves.	None	5 minutes	Library staff
c. The students/ clients check/ validate the book/s.	c. If the book is available, the Library staff retrieve the book/s from the shelves and give it to the clients for validation.	None	2 minutes	Library staff
d. The client presents their validated school ID/ Agency ID and the book/s to be borrowed.	d. The Library staff checks the client's ID and let the client fills up the Book Card and write date due slip.	None	2 minutes	Library staff
e. The client fills up the Book Card of the book/s to be borrowed.	e. The Library staff checks the information in the Book Card before doing the check-out transaction.	None	2 minutes	Library staff
f. The client claims their borrowed book/s.	f. The Library staff releases the book/s borrowed and files the Book Cards together with the validated school ID.	None	1 minute	Library staff



2.2. Renewal				
a. The client presents the borrowed book/s and inform the library staff for the renewal of the same book/s.	a. The library staff processes the renewal of the same books/s loaned and lets the clients fills up the Book Card.	None	2 minutes	Library staff
b. The client fills up the Book Card of the book/s to be borrowed.	b. Write the date due slip.	None	1 minute	Library staff
c. The client claims their borrowed book/s.	c. The library staff releases the book/s renewed and files the Book Cards together with the validated school ID.	None	1 minute	Library staff
2.3. Returning				
a. The clients present to Library staff the book/s for return. (if the student fails to return the book on time)	a. The library staff full-out the school ID together with the Book Card and mark returned on the date due slip.	None	1 minute	Library staff
b. If the students fail to return the book/s on time a fine must be paid.	b. The library staff processes payments for overdue fines and issues a provisionary receipt and let the students pay the fines at the Cashier's Office.	Reference and fiction: Php5.00 per day (for students)	10 minutes	Library staff



c. The student claimed their validated school ID and the receipt coming from the cashier's office.	c. After the payment placement The Library staff releases the validated school ID of the student.		1 minute	Library staff
Total		None	29 minutes	

3. ONLINE LEARNING AND ENCODING STATION

A dedicated space for students to access computers for online learning, research, and document encoding.

Office or Division	UEP-PRMC Library			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	All bonafide students, Faculty, Employees of the University and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School I.D. / UEP-PRMC Employees ID		Human Resource Management Office Office of the Chairman per program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the School ID/ UEP-PRMC Employees ID. Sign in the clients Logbook at the Charging Desk. 2. Ask the Library ICT staff about your online queries.	1. The Library ICT staff assists the clients on their online research.	None	10 minutes	Library ICT staff
Total		None	10 inutes	



4. REFERENCE SERVICES

To give direct personal assistance to the library clients to meet their information needs.

Office or Division	UEP-PRMC Library			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	All bonafide students, Faculty, Employees of the University and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated School I.D. / UEP-PRMC Employees ID		Human Resource Management Office Office of the Chairman per program School/ Agency ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the School ID/ Agency ID. Sign in the clients Logbook at the Charging Desk. 2. Ask the Library Staff at the Charging Desk about your reference queries.	1. Assists/ direct clients to the resources available.	None	5 minutes	Library staff
Total		None	5 minutes	



OFFICE OF THE REGISTRAR

External Services



1. Application for Adding/Changing/Dropping of Subjects

Office or Division	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	New Students (Undergraduate), Old Students (Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Adding/Changing/Dropping of Subjects		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student waits for the approved schedule for adding/changing/dropping of subjects	1.1 Checks if the student is allowed to add/change/drop the subjects	None	5 minutes	<i>College Chair and Office of the Registrar's Personnel</i>
2. Student may with the consent of his/her instructor and chair of the college, add/change/drop the subject by filling out the prescribed form and present to the Registrar	2.1 Registrar's Personnel inputs the subject/s to be add/change/drop	P 50	5 minutes	<i>College Chair, Cashiers' Office and Office of the Registrar's</i>
Total		Php 50.00	10 inutes	

2. Application for Graduation

This procedure overs from application f candidates for graduation. It provides a general perspective on the process of application for graduation to ensure the process of application for graduation is adopted that prospective candidates for graduation have satisfied the requirements prescribed by his or her curriculum program.

Office or Division	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Graduating Students (Undergrad and Graduate Level)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Reviewed and cross-checked Evaluation of Grades and Credentials to conform with the academic requirements for graduation. Application for Graduation		Office of the Registrar		
		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students apply for graduation through the Office of the Registrar	1.1 Registrar's Personnel will evaluate the academic records then application for graduation will be forwarded to Chairs of the College for the approval	None	1 hour	<i>College Chair and Office of the Registrar's Personnel</i>
Total		None	1 hour	

3. Application for Shifting

Office or Division	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	New Students (Undergraduate), Old Students (Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Shifting		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioner applies shifting form state his/her course	1.1 The Registrar will check the completeness of the information provided in the form	None	5 minutes	<i>Office of the Registrar's Personnel, College Chair., ADAA</i>
	1.2 Updating of the student's course into the enrolment system and generation of student's ID number	None	10 minutes	<i>Office of the Registrar's Personnel, College Staff</i>
	1.3 Encoding of subjects to be enrolled by the students	None	5 minutes	<i>Staff, respective colleges and Office of the Registrar's Personnel</i>



	1.4 Approval of the Registrar's Office for free tuition fee	None	2 minutes	Staff, respective Colleges and Office of the Registrar's Personnel
	1.5 Printing of certificate of Registration (COR) 2 copies	None	5 minutes	Office of the Registrar's Personnel
	1.6 Certificate of Registration (COR) will be stamped ENROLLED and validated by the Registrar	None	5 minutes	Office of the Registrar's Personnel
	1.7 Certificate of Registration (COR) will be distributed to the department chairs for students copy and attachment to students learning kit	None	1 day (in bunch)	Staff, respective colleges and Office of the Registrar's Personnel
Total		None	1 day and 32 minutes	

4. Certification

Office or Division	Office of the Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Student, Walk-in Clients/Applicants, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certifications (GOOD MORAL, GWA, ACADEMIC STANDING, NON-ISSINACE OF SPECIAL ORDER, and others 1. Application or the issuance of Academic Credentials 2. Student's Clearance 3. Authorization letter and valid ID if claimant is not personal		Office of the Registrar Office of the Registrar Accomplished by student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Requisitioner request needed certification.	1.1 Registrar's Personnel shall prepare the certification requested	Php 50.00	2 days	Cashier's Office and Office of the Registrar's Personnel
Total		Php 50.00	2 days	

5. Enrollment

This covers from admission, plotting of subjects, encoding and printing of automated enrollment form that applies to the five (5) Colleges of the University to ensure that proper procedure of enrollment for New Freshmen, Transferees, Shifters, Old and Returnee students for reference, information and guidance.

Office or Division	Office of the Registrar			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	New Students (Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Incoming Freshmen</i>				
1. Accomplished Expression of Interest for Admission		Accomplished by student		
2. Personal Data Sheet		Accomplished by student		
3. SF 9 (Senior High School Card – 1 original, 2 photocopies)		School previously attended		
4. Photocopies of Diploma (3 copies)				
5. Certificate of Good Moral Character (1 original, 2 photocopies)				
6. Medical Certificate (conducted by Government Physician from the applicant's place of origin)		Government Physician		
7. Rank List (3 copies)		Admission Office or Colleges		
8. NSO/PSA Certified Birth Certificate (1 original, 2 photocopies)		Philippine Statistics Authority		
9. 2 copies 2 x 2 ID pictures				
10. 3 long brown envelopes		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College clerk proceeds to the Office of the Registrar	1.1 Receives forwarded envelopes from the College Clerks	None	15 minutes	Office of the Registrar's Personnel, staff of respective colleges



	1.2 Check the completeness and veracity of the submitted credentials/ documents	None	10 minutes	<i>Office of the Registrar's Personnel</i>
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	1.3 Encoding of Student Personal Information into the enrollment system and generation of Student's Identification number	None	15 minutes	<i>Office of the Registrar's Personnel</i>
	1.4 Encoding of subjects to be enrolled by the students.	None	5 minutes	<i>Staff, respective colleges and Office of the Registrar's Personnel</i>
	1.5 Approval of the registrar's Office for free tuition fee	None	2 minutes	<i>Staff, respective colleges and Office of the Registrar's Personnel</i>
	1.6 Printing of Certificate of Registration (COR) 2 copies	None	5 minutes	<i>Office of the Registrar's Personnel</i>
	1.7 Certificate of Registration (COR) will be stamped ENROLLED and validated by the Registrar	None	1 day	<i>Office of the Registrar's Personnel</i>
	1.8 Certificate of Registration (COR) will be distributed to the students through the Department Chairs	None	5 minutes	<i>Staff, respective College and Office of the Registrar's Personnel</i>
TOTAL		None	1 day and 57 minutes	

6. Evaluation of Academic Records

Office or Division	Office of the Registrar
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	New Students (Undergraduate), Old Students (Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation of Academic Records		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student request for Evaluation of Academic Grades	1.1 Serves logbook to client request for evaluation of academic standing	None	10 minutes	<i>Registrar's Personnel</i>
	1.2 Proceed to registrar staff assigned	None	15 minutes	<i>Registrar's Personnel</i>
	1.3 Print Evaluation copy for the students	None	5 minutes	<i>Registrar's Personnel</i>
	1.4 Let the student acknowledge his/her copy	None	2 minutes	<i>Registrar's Personnel</i>
Total		None	32 minutes	

7. Printing of Certificate of Registration (COR)

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Old Students (Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Evaluation of Academic Grades for Enrollment		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student shall proceed to the Registrar's Office for evaluation	1.1. Registrar's Office Personnel will open the computer and set to grade inquiry.	None	10 minutes	<i>Office of the Registrar's Personnel</i>



2. Students shall comply the discrepancies/INC, if any	2.1 Registrar's Office shall encode completed grades if any	P 50.00 (for INC)	10 minutes	Office of the Registrar's Personnel and Cashier's Office
	2.2 Encoding of subjects to be enrolled by the student	None	5 minutes	Staff, respective College and Office of the Registrar's Personnel
	2.3 Approval of the Registrar for free tuition fee	None	2 minutes	Office of the Registrar's Personnel
	2.4 Printing of Certificate of registration (COR)	None	2 minutes	Office of the Registrar's Personnel
	2.5 Certificate of Registration (COR) will be distributed to students through the Department Chairs	None	1 day	Staff, respective College and Office of the Registrar's Personnel
	2.6 Certificate of Registration (COR) will be stamped ENROLLED and validated by the Registrar	None	5 minutes	Office of the Registrar's Personnel
Total		None	1 day, 34 minutes	

8. Report Card

Office:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Student, Walk-in Clients/Applicants, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Logbook				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioner sends a message thru FB	1.1 Sends a copy and report card thru	None	5 minutes	Cashier's Office and Office of the



group char (messenger) or personal	messenger/ or print hard copy			<i>Registrar's Personnel</i>
Total		None	5 minute s	

9. Transcript of Records (TOR) Diploma

Office or Division	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Student, Walk-in Clients/Applicants, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students' Clearance 2. Authorization letter if claimant is not personal		Office of the Registrar Accomplished by student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall seek clearance from the Registrar's Office	1.1 Registrar's Personnel sets a schedule for release of documents	TOR P 200 1 st copy P 150 2 nd copy Diploma P 150	30 minutes 2 days (depending on the availability of the signatories)	<i>Cashier's Office and Office of the Registrar's Personnel</i>
Total		Php 500.00	2 days and 30 inutes	

10. Transfer Credentials (Honorable Dismissal/Certificate of Good Moral)

Office:	Office of the Registrar			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Student, Walk-in Clients/Applicants, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Student's Clearance 2. Honorable Dismissal 3. Authorization letter and valid ID if claimant is not personal		Accomplished by student Accomplished by Registrar's Office Accomplished by student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requisitioner presents accomplished clearance to the Registrar's Office	1.1 Registrar's Personnel shall prepare the Honorable Dismissal and Transcript of Records (Informative Copy)	HD P 50 TOR P 150	5 days	<i>Cashier's Office and Office of the Registrar's Personnel</i>
Total		Php 200.00	5 days	



LABORATORY HIGH SCHOOL
(Junior and Senior HS)
External Services



1. ADMISSION PROCEDURES

To accept qualified applicants for the incoming Grade-7 and Grade-11 students. A qualified applicants must belong to the top number of available slots resulted from the entrance examinations and having a GWA of 90% and above.

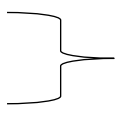
Office or Division	UEP-PRMC, Laboratory High School			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Incoming Grade-7 & Grade – 11 Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Examinations Results (Belongs to Top 25 in the Rank Lists – depending on the number of dependents of UEP-PRMC employees) 2. School Forms: <ul style="list-style-type: none"> - Expression of Interest for Admission - Admission Forms - Student's Personal Data Sheet 		- Guidance & Testing Office <div style="display: flex; align-items: center;"> <div style="font-size: 3em; margin-right: 10px;">}</div> <div> -- UEP-PRMC LHS Office <div style="font-size: 3em; margin-top: 10px;">←</div> </div> </div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Parent/Guardian of the qualified applicants will submit the documentary requirements for admission.	1. Check the submitted requirements for their completeness and instruct the client to get back for the enrolment process.	None	20 minutes	Head/Office Staff
Total		None	5 minutes	

2. ENROLLMENT PROCEDURES

To formally register the freshmen and continuing students for the academic year.

Office or Division	UEP-PRMC, Laboratory High School
Classification	Simple
Type of Transaction	G2C
Who may avail	Junior and Senior High school students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Freshmen Students: <ol style="list-style-type: none"> 1. SF9/Report Card (Previous Grade Level) 2. Certificate of Good Moral Character 3. Rank List 4. Birth Certificate 5. ID pictures – 2 pcs. 1x1 - 2 pcs. Passport size 6. Service Record (UEP-PRMC Employee only) – has an enrolled dependent For Continuing Students: <ol style="list-style-type: none"> 1. SF9/Report Card (Previous Grade Level) 2. ID pictures – 1 pc 2x2 3. School ID <i>(All in original copies secured in a Long Brown Envelope)</i>		 <ul style="list-style-type: none"> - School last attended - PSA Copy - Student - UEP-PRMC HRMO - School last attended - Student 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will present the documentary requirements to the office staff.	1. Check the documentary requirements for its completeness. (If it is complete, the student will be given an "ENROLLMENT FORM.")	None	3 minutes	Office Staff (Laboratory High School)
2. The student received the "ENROLLMENT FORM". They will begin their enrollment process. Manually copy the Schedule of Classes – its subjects, time and assigned teachers on the form. Submit to the office staff for checking of entries.	2. The office staff will check the correctness of all the entries on the form.	None	15 minutes	Office Staff (Laboratory High School)
3. <u>For the Junior High school (Grade-7-10)</u> , they will proceed to the Registrar office	3. The assigned personnel will take the form and do the required procedures.	Php 1,300.00	25 minutes	(Registrars' Personnel)



for encoding and assessing school fees. After which, proceed to Cashier's office to pay the school fees. (For the Senior High school, proceed immediately to #4 steps.)				(Cahiers' Personnel)
4. Proceed to Guidance Office for the recital of "School Pledge".	4. The assigned personnel will take charge of the recital of the students and affixed signatures of the Head of office for evidence of the undertakings.	None	15 minutes	Head, Guidance & Testing Office (Laboratory High School)
5. Filled-out Enrollment Form will submit to the Head of Office for approval.	5. The office staff will receive the form, submit for approval to the Head of office and marking it as "ENROLLED" as an officially registered student.	None	5 minutes	Head of office/ Office Staff (Laboratory High School)
Total		Php 1300.00	1 Hour and 3 minute s	

3. ISSUANCE OF GOOD MORAL CHARACTER

To issue a certificate of good moral character to clients without pending disciplinary case and record of misconduct.

Office or Division	UEP-PRMC, Laboratory High School			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UEP-PRMC LHS Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Valid ID 3. Authorization Letter (if not on personal transactions)		- UEP-PRMC LHS Office - Client - Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The client will accomplish the Request Form and put a check mark on the desired documents. The Request Form is provided by the office. Present and Identification.	1. Check the requests and verify the school's record if there are no unnecessary records of the clientele. If there's none, processes and releases the documents.	None	30 minutes	Office Staff (Laboratory High School)
<u>If not on a personal transaction:</u> Present an identification and an Authorization Letter from the requester.				
TOTAL		None	30 Minutes	

4. ISSUANCE OF SCHOOLS' CERTIFICATION AND AUTHENTICATION

To issue some of schools' certifications and authentication duly requested by the clients for any purpose it may serve. The following are the documents needs to certify and to authenticate Certification of Enrollment, General Weighted Average (GWA), Authentication of SF9 and SF10, Authentication of Diploma, Other related documents

Office or Division	UEP-PRMC, Laboratory High School			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UEP-PRMC LHS Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Valid ID 3. Authorization Letter (if not on personal transactions)		<ul style="list-style-type: none"> - UEP-PRMC LHS Office - Client - Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will accomplish the Request Form and put a check mark on the desired documents. The	1. Checks the requests and processes the document.	None	30 minutes	Office Staff (Laboratory High School)



Request Form is provided by the office. Present an Identification.				
<u>If not on a personal transaction:</u> Present an identification and an Authorization Letter from the requester.				
2. Pay the required certification fee at the Cashiers' office. Present the Official Receipt for release of documents.	2. Releases the documents once payment is done.	Php 50. 00	15 minutes	(Cashiers' Personnel) (Office Staff) (Laboratory High School)
TOTAL		Php 50.00	45 inutes	

5. ISSUANCE OF SF 10 (Form 137)

To comply the requests from the school presently enrolled by the alumni of the school and for graduation purposes.

Office or Division	UEP-PRMC, Laboratory High School			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UEP-PRMC LHS ALUMNI			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form from School/University 2. Valid ID 3. Authorization Letter (if not on a personal transactions)		<ul style="list-style-type: none"> - School presently enrolled - Client - Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The client will give the request letter/form. Present a Valid ID. <u>If not on a personal transaction:</u> The bearer will present an identification and an Authorization Letter from the requester.	1. Check the requests, processes the document and release them to its clientele.	None	30 minutes	Office Staff (Laboratory High School)
2. The client will receive the desired documents and log them in for record purposes.	2. Prepares log/record book.	None	2 minutes	
Total		None	32 minutes	



**OFFICE OF THE ASSISTANT DIRECTOR FOR
ADMINISTRATION**
Internal Services



1. Seeking Signature for Procurement, Financial & Other Documents

For action documents are reviewed and assessed to ensure proper control mechanisms on items that need the signature of authorized officer.

Office or Division	OFFICE OF THE ASSISTANT DIRECTOR FOR ADMINISTRATION			
Classification	SIMPLE			
Type of Transaction	G2G-Government to Government			
Who may avail	UEP PRMC FACULTY AND EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement documents, financial documents and other official papers that require signature of the ADA 2. Signed procurement documents, financial documents and other official papers		From the different Offices where documents need signature of the ADA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents requiring signature of the ADA	1. Receive the documents for signatures	None	2 minutes	ADA
	1.1. Assess and review the documents.	None	4 minutes	ADA
	1.2. Sign if found in order, otherwise a note for deficiency is attached	None	30 minutes	ADA
2. Claim the acted documents and sign the out-going logbook.	2. Return the acted documents.	None	1 minute	ADA
	2.1. Let the receiver sign in the logbook.	None	1 minute	ADA
Total		None	38 minutes	



ACCOUNTING OFFICE

External Services



1. Processing of claims for External and Internal Clients

Request submitted to the Accounting unit for payment or reimbursement claims from clients

Office or Division	Accounting Office			
Classification	Complex			
Type of Transaction	G2C, G2B			
Who may avail	Internal Clients (UEP-PRMC employees, staff and students) External Clients (suppliers and contractors)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pursuant to COA documentary requirements circular for every claims/ transactions		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits of Disbursement Voucher with complete supporting Documents (Cash advance/ reimbursements)	1.1 Received DV for RAF, IGF, and BRF	None	3 minutes	Office Staff
	1.2 Assigns of DV Number according to the appropriate fund account	None	3 minutes	Office Staff
	1.3 Ascertains Propriety of claims and completeness of SD	None	3 minutes	Office Staff
	1.4 Verifies and Certifies No Outstanding Unliquidated Cash Advances	None	2 minutes	Accountant
	1.5 Signing of Claims	None	2 minutes	Accountant
	1.6 Releases of Claims; Record in the logbook and Affixes signature of Receiving clerk	None	3 minutes	Accountant
2. Presents Approved DV with complete Supporting Documents (Cash advance/reimbursements)	2.1 Receives Approved DV with SDs from Campus Director's	None	3 minutes	Office Staff
	2.2 Prepares LDDAP, BURs/OTs	None	15 minutes	Accountant



	2.3 Signing of LDDAP, Signing of BURs/ORs	None	1 minute	<i>Accountant Planning Officer</i>
	2.4 Logbooks all signed BURs/ORs with the DV and SDs before forwarding to the Cashier's Officer	None	5 minutes	<i>Office Staff</i>
	2.5 Forwards signed BURs/ORs with DVs and SDs to Cashiers Office for the preparation of ACIC	None	1 minute	<i>Office Staff</i>
	2.6 Checks correctness and completeness of ACIC prepared by the Cashier	None	3 minutes	<i>Office Staff</i>
	2.7 Signs ACIC	None	2 minutes	<i>Accountant</i>
3. Submits the Disbursement Voucher with complete supporting Documents (<i>for suppliers and contractors</i>)	3.1 Receives claims for RAF, IGF, and BRF	None	5 minutes	<i>Office Staff</i>
	3.2 Assigning of DV Number according to the appropriate fund account	None	3 minutes	<i>Office Staff</i>
	3.3 Ascertain Propriety of claims and completeness of Supporting Documents	None	3 minutes	<i>Office Staff</i>
	3.4 Signing of Claims	None	2 minutes	<i>Accountant</i>
	3.5 Releasing of Claims; Record in the logbook and Affixes signature of Receiving clerk	None	3 minutes	<i>Accountant</i>
	3.6 Receives Approved DV with	None	3 minutes	<i>Office Staff</i>



	SDs from Campus Directors' Office			
	3.7. Prepares BURs/ORs	None	3 minutes	Accountant
	3.8 Signing of LDDAP, BURs/ORs	None	1 minute	Accountant
	3.9 Logbooks all signed BURs/ORs with the DVs and SDs before forwarding to the Cashier's Office	None	5 minutes	Office Staff
	3.10 Forwards signed BURs/ORs, DVs and SDs to the Cashiers Office for the preparation of ACIC and receiving clerk affixes signature	None	1 minute	Office Staff
	3.11 Checks correctness and completeness of ACIC prepared from Cashiers Office	None	3 minutes	Office Staff
	3.12 Signs ACIC	None	2 minutes	Accountant
1. Free Higher Education Billing CHED emails calls for submission of Free Higher Education billing for the semester	5.1 Generates COR form Registrar's Office	None	4 hours	Office Clerk Registrar
	5.2. Reconcile CORs to Billing Form 2	None	5 Days	Office Clerk Registrar
	5.3 Submits/Emails complete and correct CORs and reconciled billing details to UEP Main Campus for consolidation	None	30 minutes	Office Clerk Registrar
	5.4 Printing for signature and	None	1 hour	Office Clerk Registrar



	attached in booking receivable form CHED			
	5.5 Reporting in the book of receivable from CHED	None	15 minutes	<i>Accountant</i>
Total		None	5 days, 7 hours, 5 minutes	

2. Preparation of Job Order/Part-Time Lecturers' Payroll

To facilitate payment of services rendered by employees with a Job Order/ Contractual status (regular days and overtime) for a specific period.

Office or Division	Accounting Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Job Order Employees/Part Time Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Regular DTR/Service Report (2 copies) DTR for overtime (2 copies) Accomplishment Report (for those claiming for overtime pay (1 copy)		Office of the Human Resource Management Office of the Human Resources Management Office of the Human Resource Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished DTRs/Service Reports with supporting documents	1.1 Receives and computes the exacts number of days rendered for a particular period	None	2 days	<i>Office Staff</i>
	1.2 Prepares and process the Honoraria DV for transfer of fund auto debit the salaries and wages and prepares prooflist	None	2 days	<i>Office Staff</i>
	1.3 Prepares BURs/ORs	None	15 minutes	<i>Accountant</i>



	1.4 Forwards to Cashier DV to auto-debit salaries	None	1 minute	Office Staff
	1.5 Signs ACIC	None	3 minutes	Accountant
	1.6 Emails pay file to DBP	None	5 minutes	Office Staff
Total		None	4 days and 24 minutes	

3. Request for Pay Slip

To facilitate requirement for loan applications to government and private lending entities.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel with Plantilla positions and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Issuance of Pay slip (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the Issuance of Pay slip	1.1 Encode the pay slip of all faculty and employees from the payroll	None	3 hours	Office Staff
2. Receives the duly signed pay slip	2.1 Records the name of the client who claimed his/her pay slip	None	3 minutes	Office Staff
Total		None	3 hours and 3 minutes	



ACCOUNTING OFFICE

Internal Services



1. Certifying clearance free from money and property accountability

Clearance presented from retiree, leave application and student's clearance that have financial/monetary accountability within the organization.

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	Internal Clients (UEP-PRMC employees, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (3 copies)		Office of Human Resources Management (Personnel) Assessment Office (Students)		
COA Disallowance (3 copies)		Office of Human Resources Management		
School ID Number (softcopy)		Office of the ICT- Publishing Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Clearance for Signing (SSU Employees)	1.1 Receives claims; Record in the logbook.	None	5 minutes	<i>Office Staff</i>
	1.2 Presents Claims for Fiscal Clearance	None	2 minutes	<i>Accountant</i>
	1.2.1 for Unliquidated Cash Advances			
	1.2.2 for Disallowances	None	2 minutes	<i>Accountant</i>
	1.2.3 for Guaranteed Accounts	None	2 minutes	<i>Accountant</i>
	1.2.4 Signing of claims	None	2 minutes	<i>Accountant</i>
2. Presents Claims for Signing (Students)	2.1 Receive claims and check on the system for any outstanding balance	None	5 minutes	<i>Office Staff</i>
	2.2 If there's no outstanding balance the clerk affixes its countersign	None	5 minutes	<i>Office staff</i>



	2.3 Signing of claims	None	2 minutes	<i>Accountant</i>
Total		None	25 minutes	

2. Certifying Fund Availability

Certifying funds availability for every budgetary requirement presented necessary in the performance of functions

Office or Division	Accounting Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	Internal Clients (UEP-PRMC employees, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Proposal with Detailed list of budgetary requirements (3 copies)		Accomplished by end-user		
Purchase Order (1 copy)		Office of Procurement Management		
Letter request for funding (3 copies)		Accomplished by end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents of claims with complete supporting	1.1 Receives claims; Record in the logbook.	None	5 minutes	<i>Office Staff</i>
	1.2 Signing of Claims	None	3 minutes	<i>Accountant</i>
	1.3 Releases of Claims; Records in the logbook and affixes signature of Receiving clerk	None	2 minutes	<i>Accountant</i>
Total		None	10 minutes	



BUDGET OFFICE

Internal Services



1. Certifying Fund Allocation

Certifying funds allocation for every budgetary requirement presented necessary in the performance of functions

Office or Division	Budget Office				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	Internal Clients (UEP-PRMC employees, staff and students)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Budget Proposal with Detailed list of budgetary requirements (3 copies)			Accomplished by end-user		
2. Project Procurement Management Plan (PPMP) (3 copies)			Accomplished by end-user		
3. Letter request for fund Allocation (3 copies)			Accomplished by end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits documents for Fund allocation	1.1 Certifies ass to availability of Allotment & Fund Allocation	None	15 minutes	Accountant	
2. Receive the signed documents	1.2 Releases the signed documents to office/ personnel concerned, duly acknowledged in the logbook.			Office Staff	
Total		None	15 minutes		

2. Issuance of Copy of Budgetary Documents for Accreditation and Financial Status Inquiry

Office or Division	Budget Office				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	Internal Clients (UEP-PRMC employees, staff and students)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		



1. Letter Request Form (3 Copies)		Office of the Human Resources Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved letter requests for documents requested.	1.1 Prepares issuance of the Report/data requested	None	3 days	Accountant
	1.2 Notifies the client through text messages/call for the Issuance			Office Staff
	1.3 Releases the signed documents to office/ personnel concerned, duly acknowledged in the logbook (clients will be informed thru text message)			Office Staff
Total		None	3 days	

3. Obligation of claims for External and Internal Campuses

Request submitted to the Budget unit for payment or reimbursement claims from clients

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Internal Clients (UEP-PRMC employees, staff and students) External clients (suppliers and contractors)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pursuant to COA documentary requirements circular for every claims/ transaction (4 copies)		Supply Office		
2. PPMP, PO, RIS, PR (3 copies)		Supply Office		
3. Travel order, Itinerary of travel, invitation (3 copies)		Accomplished by end-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for obligation request	1. Prepares for the Issuance of	None	30 minutes	Accountant



	Obligation Requests (OR)			
2. Submits documents for Budget Utilization request	2. Prepares for the Issuance of Budget Utilization Requests (BUR)	None	30 minutes	<i>Accountant</i>
3. Submits documents for Budget Utilization requests	3.1 Prepares for the Issuance of Budget Utilization Requests (BUR)	None	30 minutes	<i>Accountant</i>
	3.2 Forwards transaction documents with OR/BUR to the Chief of Finance services for certification if charges of appropriation or allotment are valid, proper and legal.	None	15 minutes	<i>Office Staff</i>
	3.3 Receives forwarded documents for further certification as to allocation of funds	None	15 minutes	<i>Office Staff</i>
	3.4 Retains triplicate copy of certified OR/BUR for filing. Releases the complete transaction documents to office/ personnel concerned, duly acknowledged.	None	5 minutes	<i>Office Staff</i>
Total		None	2 days and 5 minutes	



CASHIER'S OFFICE

External Services



1. Cash Disbursement

Disbursement of the following: Students refund, Honorarium/Salary, Financial Assistance/ Allowances, Prizes, etc.

Office or Division	Cashier's Office			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Students, Employees, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid ID		Accomplished by Client		
Authorization Letter: Three (3) copies		Accomplished by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and photocopy of the ID For representatives: Provides Authorization Letter, valid ID of Authorized person and valid ID of the payee, photocopy of IDs presented.	1. After signing the payroll, releases the cash to the claimant or his/her authorized representative.	None	15 minutes	Cashier
Total		None	15 minutes	

2. Check Disbursements/List of Due and Demandable-Accounts Payable Advice to Debit Accounts (LDDAP-ADAP)/ Advice to ADA Issued and Cancelled (ADAIC)

Disbursement of the following: Students refund, Honorarium/ Salary, Financial Assistance/ Allowances, Prizes, etc.

Office or Division	Cashier's Office
Classification	Simple
Type of Transaction	G2C, G2B



Who may avail	Students, Employees, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID		Accomplished by Client		
2. Authorization Letter (1 copy)		Accomplished by Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID	1.1 Have the Disbursement Voucher signed by the client 1.2 Issues Official Receipt (OR) before releasing the check. 1.3 Releases the check to the client & BIR Tax Certificate of the External Client	None	1 day	Cashier and/or Cashier's Assistant
Total		None	1 day	

3. Collection

Receives payment from clients and issue Official Receipts (OR

Office or Division	Cashier's Office			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Students, Employees, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment/ Students ID (1 copy)		Accomplished by Client		
2. Bidding Documents Payment Form (1 copy)		BAC Secretary's Office		
3. Order of Payment Form (1copy)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client Proceeds to Teller and presents required documents for payment.	1.1 Receives payment from the client. 1.2 Issues Official Receipt (OR)	<u>Undergraduate Students:</u> <ul style="list-style-type: none"> • Second Issuance of School ID: 80.00 <u>Undergraduate Students and External Clients:</u> <ul style="list-style-type: none"> • Changing/Adding /Dropping: 50.00 • Transcript of Records: 150.00 • Certification Fee: 50.00 • Authentication Fee: 30.00/page • Change of Status/Details: 100.00 • Form 137: 80.00 • Diploma Fee: 150.00 • Entrance Fee: 100.00 	5 minutes	Cashier and/or Assistant Cashier
Total		Total fees depend on the transaction per client	5 minutes	



GENERAL SERVICES UNIT

Internal Services



1. REQUEST FOR REPAIR AND MAINTENANCE

Maintenance and upkeep of Campus facilities are essential in ensuring the delivery of highest quality of service to the stakeholders. This involves delivery of maintenance and repair services to building and infrastructure systems which include carpentry works, electrical works, plumbing works, and painting works.

Office or Division	GENERAL SERVICES UNIT			
Classification	SIMPLE			
Type of Transaction	G2G-Government to Government			
Who may avail	UEP PRMC FACULTY AND EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly accomplished Job Request Form		GSU OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Job Request Form	1. Receive and evaluate submitted Job Request Form	None	15 minutes	Receiving Personnel Head, GSU
	2. Endorse request to the Campus Director for approval and assignment of task	None	1 hour	Receiving Personnel Head, GSU
	3. Attend to requesting party's concern	None	5 days	GSU Personnel
Total		None	5 days, 1 hour and 15 minutes	



2. REQUEST FOR THE USE OF A VEHICLE

The head of General Services Unit reviews request of vehicle, confirms as to availability of vehicle and driver and certifies as to the roadworthiness of the vehicle of the vehicle before the trip is granted

Office or Division	GENERAL SERVICES UNIT			
Classification	SIMPLE			
Type of Transaction	G2G-Government to Government			
Who may avail	UEP PRMC FACULTY AND EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Vehicle Request form (VRF) (3 copies) (for emergencies not applicable)		General Services Office		
2. Trip Ticket correctly filled up and (3 copies) Certificate of Roadworthiness (3 copies)		General Services Office		
3. Requisition Issue Slip (RIS) (3 copies)		Supply Management Office		
4. Travel Order of Driver (1 copy)		HRMO – Travel Order		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request along with the required documents to GSU	1. Receive request along with the documentary requirements	None	40 mins	ADA
	1.1. Evaluates the completeness of the submitted requirement			
	1.2. Checks vehicle availability on date and time requested and its road worthiness			
	1.3. Forwards to ADA Head for approval and recommends for Approval			
	1.4. Prepares Drivers' Trip Tickets. Forward request to Campus Director's Office (DO) for approval	None	20 minutes	ADA



2. Receive official confirmation of the request	2. Campus Director decides on approval/disapproval of request.	None	10 minutes	Campus Director
Total		None	1 hour and 10 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. Issuance of Service Records

Requests of external and internal clients for various purposes.

Office or Division	Office of the Human Resource Management – Other Services			
Classification	Simple			
Type of Transaction	G2C - Internal Clients			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form (1 original copy)		Office of the Human Resource Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out pertinent information in the request form/ logbook at the Human Resource Office. Filling out the feedback form.	1.1. Checks the request logbook, processes the requested document, and releases the service record.	None	10 minutes	Admin Staff (Office of the Human Resource Management) Admin Staff (Office of the Human Resource Management)
Total		None	10 minutes	

2. Recruitment, Selection and Placement Services

Recruitment of Personnel for both promotional and new entrants appointee shall be based on their relative qualifications and competence to perform the duties and responsibilities of the positions

Office or Division	Office of the Human Resource Management – Recruitment and Selection			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	External and Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter (4 copies)		Accomplished by client		



2. Transcript of records (4 copies)	Accomplished by client			
3. Diploma (4 copies)	Accomplished by client			
4. Birth Certificate (4 copies)	Accomplished by client			
5. Certificate of employment / Service Record 6. (from previous employer, if applicable; (4 copies)	Accomplished by client			
7. Performance Rating from previous employment (4 copies)	Accomplished by client			
8. Police Clearance (4 copies)	Accomplished by client			
9. Medical Certificate (4 copies)	Accomplished by client			
10. License (if applicable) (4 copies)	Accomplished by client			
11. Letter of Intent (4 copies)	Accomplished by client			
12. Drug Test Result (4 copies)	Accomplished by client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application letter to the President's Office thru the Campus Director	1.1 Receives or prints application letter of the external/ internal applicants	None	5 minutes	HRMO Personnel (Office of the Campus Director)
	1.2 Conducts initial screening of the applicant's documents endorsed by the University President to determine who are qualified to undergo the next assessment phase	None	5 minutes	HRMO Personnel (Office of the Campus Director)
2. Applicant prepares the needed documents for an interview	2.1 Checks the completeness of the documents for an interview	None	20 minutes	Ruben E. Muncada and Rodel S. Cabe (Office of the Human Resource Management)



	2.2 Informs the applicant as to the schedule of the Interview.	None	10 minutes	Ruben E. Muncada (Office of the Human Resource Management)
3. Applicant receives notification for employment and information for non-selected applicants	3.1. Requires qualified applicant to report to HR office for further instruction and gets copies of required documents for employment purposes	None	1 day	Ruben E. Muncada and Rodel S. Cabe (Office of the Human Resource Management)
4. Applicant secures documents for employment from HR office and submits the same upon completion	4.1 Checks the veracity & authenticity of the documents & completeness of required documents	None	10 minutes	Ruben E. Muncada and Rodel S. Cabe (Office of the Human Resource Management)
	4.2 Prepares appointment papers for approval of the University President & submits the same to CSC for validation and to the Board of Regents for confirmation / approval	None	10 minutes	(Office of the Human Resource Management)
	4.3 Advises applicant to report to the HR Office for further instructions	None	5 minutes	(Office of the Human Resource Management)
5. Newly hired employee proceeds to the HR Office and to respective department/college for announcements regarding the tasks	5.1 Informs the newly hired employees as to the first day of service and other information	None	10 minutes	Ruben E. Muncada and Rodel S. Cabe (Office of the Human Resource Management)
6. Newly hired employee attends an orientation	6.1 Conducts an orientation of the newly hired employees	None	1 day	UEP-PRMC Key Officials



	through the Learning and Development Unit of the University			
Total		None	2 days, 2 hours 15 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. Assistance for Loan Application

To facilitate documents as to the completeness of documents for Loan Applications.

Office or Division	Office of the Human Resource Management – Personnel Welfare and Benefits			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel with plantilla positions and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Regular Payroll (3 copies) Pay slip (1 copy)		Copy of requesting client or from the Office of the Human Resource Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests documents needed for Loan Application	1. Prepares documents needed for Loan Application.	None	30 minutes	Admin Staff (Office of the Human Resource Management)
2. Receives pertinent documents given by the HRMO staff	2. Release documents needed for Loan Application.	None		Admin Staff (Office of the Human Resource Management)
Total		None	30 minutes	

2. Preparation of Travel Order

To ensure that the approved request for travel is facilitated and properly endorsed

Office or Division	Office of the Human Resource Management – Personnel Welfare and Benefits			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Personnel and students with approved request for official travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter Request to travel (3 copies) 2. Endorsement from the Campus Director (1 copy) 3. Routing Slip (1 copy)		Office of the Campus Director.		



4. Approved Letter Request to travel (3 copies) 5. Endorsement from the Campus Director (1 copy) 6. Routing Slip (1 copy)		Office of the Campus Director.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents duly approved/ endorsed for travel order preparation	1. Prepares the Travel Order based on the documents received	None	10 minutes	Admin Staff (Office of the Human Resource Management)
2. Receives the prepared Travel Order for approval of the signatories	2. Records the Travel Order prepared	None	3 minutes	Admin Staff (Office of the Human Resource Management)
3. Returns the Approved Travel Order for Issuance of Travel Order Number	3. Records the Travel Order Number; furnish the original copy of the Travel Order and supporting documents to the client; and file the same accordingly	None	3 minutes	Admin Staff (Office of the Human Resource Management)
3. Filling out the feedback form				Client
Total		None	16 inutes	

3. Processing of Leave Application (Form 6)

All personnel of the University are required to file their leave of absence in the CSC prescribed form.

Office or Division	Office of the Human Resource Management – Other Services	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	All Personnel of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Leave Application Form (3 copies)		Office of the Human Resource Management



2. Duly accomplished leave application form (3copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures Leave Application	1. Provides Leave Application Form	None	2 minutes	Admin Staff (Office of the Human Resource Management)
2. Client submits the accomplished form with signature of his/her immediate supervisor to the office of the HR	2.1 Fills out the certification portion of the leave application as to the leave credits balance of the client and have it signed by the HRMO	None	10 minutes	Admin Staff (Office of the Human Resource Management)
	2.2 Forwards the leave application to the office of the Campus Director for approval	None	5 minutes	Admin Staff (Office of the Human Resource Management)
	2.3 The Office of the Campus Director forwards the approved leave application to the HR office	None	1 hour	Campus Director (Office of the Campus Director)
3. Returns the Approved Travel Order for Issuance of Travel Order Number	3.1 The HR provides personal copy of the leave application to the client and other copies are attached to their submitted DTR (COA File report/ HR File)	None	5 minutes	Admin Staff (Office of the Human Resource Management)
3. Filling out the feedback form				Client
Total		None	1 hour and 22 minutes	



OFFICE OF THE BUSINESS AFFAIRS

External Services



1. Requests for Use and Rental of UEP-PRMC facilities and Rentals of Hostel and DAL

Evaluation of request, validation as to availability of requests, reviews contract, ensure implementation of contract for the: Rental of facilities, Equipment, Space

Office or Division:	Office of the Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	UEP-PRMC personnel and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form for Use of University Facilities (Internal Clients: 3 copies)		Office of the Business Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availability (External Client) Fills-up the request form for the use of UEP-PRMC facilities and rentals at the Office of the Business Affairs	1. Confirms availability of facilities requested.	None	3 minutes	Head, Business Affairs GSU Campus Director
2. Confirmation (External Client) Secures an original copy of approved request form	2. Records the timetable of the activity date of use.	None	5 minutes	Head, Business Affairs GSU Campus Director
3. Payment (External Client) Direct payment at the Cashier Office.	3. Records the official receipt no. from the cashier's office of the payment made.	None	5 minutes	<i>Cashiers Office</i>
4. (External Client) Presents approval application form and receipt to GSU assigned and security guard on duty.	4. Confirm the date schedule.	None	5 minutes	<i>Head, Business Affairs</i> <i>GSU</i> <i>Security Guards on duty.</i>
Total		None	18 minutes	



2. Requests for School Identification Card of Students

Official Identification card of students enrolled in the campus.

Office or Division:	Office of the Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	UEP-PRMC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Secure Form		USC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availability (Internal Client) Filling out the request for the students ID.	1. Confirms and review the requested matter.	150.00	5 minutes	College Secretaries Business Affairs Campus Director
2. Confirmation (Internal Client)	2. Records the data	None	5 minutes	College Secretaries
3. Payment (Internal Client) Secures a copy of ID form that requires the needed data.	3. Checked and signed the data of the identification and COR of internal client.	None	5 minutes	Cashiers Office
	4. Encode the data, layout and Print.	None	1 day	College Secretaries
4. Releasing of ID Laminated ID before releasing	4. Signed by the Campus Director before released.	None	1 day	BA Staff Campus Director
Total		None	2 days and 15 minutes	



3. Requests for the Use UEP-PRMC Facilities and Rental of Arcade

Evaluation of request, validation as to availability of requests for UEP-PRMC Personnel for the rent of Arcade

Office or Division:	Office of the Business Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	UEP-PRMC personnel and other interested party.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved letter request (Internal Clients : 3 copies)		Accomplished by requesting party		
2. Arace Rental Application Form (External Clients : 3 copies)		Office of the Business Affairs		
3. Arcade Rental Confirmation Slip Form (External Clients : 3 copies)		Office of the Business Affairs		
4. Pay Slip (Internal Client : 1 copy)		HRMO Office – Payroll Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availability: (Internal Client) Fill-out the request form the use of university facilities and rentals.	1. Confirms the availability and rentals requested.	None	3 minutes	<i>Head, Business Affairs</i> <i>GSU Campus Director</i>
2. Confirmation (External Client) Secures an original copy of approved request form	2. Process form for the facilities and process Contract to the rentals of UEP-PRMC Arcade	None	1 day	<i>Head, Business Affairs</i> <i>GSU Campus Director/University President</i>
3. Payment (External Client) Direct monthly payment for the rentals of Arcade.	3. Records the official receipt number from the cashier's office of the payment made.	None	3 minutes	<i>Cashiers Office</i> <i>Head, Business Affairs</i>
Total		None	1 day and 6 minutes	



4. Requests for UEP-PRMC Canteen (Signatory in the contract; Recommendatory in all letter requests for internal activities)

Evaluation of request, validation as to availability of requests, reviews contract, ensure implementation of contract for UEP-PRMC Bookstore.

Office or Division:	Office of the Business Affairs		
Classification:	Simple		
Type of Transaction:	G2C, G2B, G2G		
Who may avail:	UEP-PRMC personnel and other interested parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Order of Payment		Office of the Canteen Manager	

2. (Internal Clients: 1 copy)		Staff		
3. Official Receipt as proof of payment (Internal Client: 1 copy)		UEP-PRMC Canteen Staff Cashiers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Availability (Internal Client) Inquires Canteen Menu/Snacks	1. Issues Order of Payment to cash	None	3 minutes	<i>Canteen Manager</i>
2. Payment (Internal Clients) Directly pays at the Canteen	2. Receives payment stated at the Order of Payment and issues IGP receipt	Fee/s may depend on the Order of Payment	3 minutes	<i>UEP-PRMC Canteen Manager</i>
3. Issuance of Items (Internal Clients) Receives items purchased upon cash payment and upon recording to ledgers.	3. Records the Official Receipts No. from Cashier's Office of the daily remittances made.	None	3 minutes	<i>Collecting Officers (Cashiers Office)</i>
Total		Fee/s may vary based on the Order of payment	9 minutes	



RECORD'S OFFICE

External Services



1. Request for Copy of Records/Information from the University Pursuant to the Freedom of Information

Office or Division	Record's Office
Classification	Complex
Type of Transaction	G2C
Who may avail	Stakeholders/other agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Written request with contact information of the requesting party Valid Proof of the Identification or Authorization 		Record's Office/Clerk-in-Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written request listing the needed documents and state the reason/ purpose of the request.	1. Provide reasonable assistance to the requested party/ies to comply with the requested requirements.	None	2 minutes	Records Officer
	1.1. Initial evaluation & determination of the request whether it falls under any exceptions under existing laws.	None	5 minutes	Records Officer
	1.2. The request shall be stamped by the receiving office staff indicating his/her signature & date of receipt & a copy thereof furnished to the requesting party.	None	2 minutes	Records Officer

2. Accomplish FOI Form 1	2. Endorse the request using FOI Form 2 to the Office of the Executive Director	None	2 minutes	Records Officer
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	<p>for approval & return to RO.</p> <p>Furnish a copy of the approved request of the office concerned in the University where requested information shall come from.</p>			
3. Receive the requested documents	3. The requested information shall be forwarded by the concerned office to the RO for release to the requesting party & notify for the availability of the request.	None	2 minutes	Records Officer
Total		None	15 minutes	



RECORD'S OFFICE

Internal Services



1. Request for Copy of Records

Office or Division	Record's Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who may avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form 1 copy		Record's Office/Clerk-in-Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and sign a request form that lists the needed documents.	1. Provide the request form	None	5 minutes	Records Officer
2. Submit the approved/signed request form to the staff in charge	2. Retrieve/locate the requested documents and recopy.	None	10 minutes	Records Officer
	2.1. Authenticate the requested documents.	None	3 minutes	
Total		None	18 minutes	

2. Request Copy of Records

Office or Division	Record's Office			
Classification	Simple Transaction			
Type of Transaction	G2C			
Who may avail	Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Request Form • Valid Proof of identification or authorization 		Record's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request	1. Provide the FOI	None	3 minutes	Records Officer



form completely, legibly, and sign a request form listing down the needed documents	Form 1 Sign and endorse request (FOI Form 2) to the office/department who can provide the information needed			
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2. Submit the approved request form to the staff responsible for the office, unit, or department that has the requested information or document.	2. Receive the requests from the bearer/client	None	2 minutes	Office/unit/department Staff
	2.1. Give instruction to the client to claim the requested documents at the Records Office. Locate/retrieve the requested documents from the files and recopy. Certify the requested docs & forward it to the RO for release	None	15 minutes	Office/unit/department Staff
3. Receive the requested documents	3. Record and release the requested documents	None	3 minutes	Records Officer
Total		None	23 minutes	



SUPPLY OFFICE

Internal Services



1. Purchase Request/ Job Order/ APR

Preparation of Purchase Request/Job Order/APR

Office or Division	Supply and Property Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	End User, BAC and Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Project Procurement Management Plan (PPMP) and Annual Procurement Plan (APP) One (1) Copy of Hardcopy and Soft Copy		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user submits the approved Project Procurement Management Plan (PPMP) to BAC Office in reference for the preparation of Annual Procurement Plan (APP)	1.1 Receives approved PPMP and APP from BAC Office with Hardcopy and soft copy for data capture	None	5 minutes	<i>Supply and Property Management Head</i>
	1.2 Prepares Three (3) copies of Purchase Request for Approval of Head of Procuring Entity (HOPE)	None	30 minutes	<i>Supply and Property Management Head</i>
	1.3 Prepares two (2) copies of APR to DBM-PS for Common Supplies and Equipment	None	30 minutes	
Total		None	1 hour and 5 minutes	

2. Purchase Request/ Securing Procurement Request to DBM-PS

Monitoring and Retrieving of PR and APR



Office or Division	Supply and Property Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request Three (3) copies and Agency Procurement Request Form Two (2) copies		Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved and duly signed bidding Documents/NOA	1.1 Creates/ prepares the Contract of Agreement for Infra Project Creates/ prepares Purchase Order for Goods and Services	None	1 day	<i>Head, Supply and Property Office</i>
	1.2 Routes the PO/Contract for approval of all relevant signatories	None	1 day	<i>Office Staff Supply & Property Office</i>
Total		None	2 days	

3. Confirmation of Purchase Order/Contract

Awarding and confirmation of Purchase Order (Contract to supplies who won the Bidding)

Office or Division	Supply and Property Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	End-user, BAC and Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order/ Contract (3 copies)		Supply Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receives, confirms and appropriately signs the PO/Contract	1. Serves the PO/Contract to the winning Bidder	None	4 hours	Office Staff Supply and Property Office
	2. Receives signed and accomplished form and files them appropriately	None	4 hours	Office Staff Supply and Property Office Head, Supply and Property Office
Total		None	1 day	

4. Release of Supplies/ Materials/ Equipment

The process involves the release of supplies, materials and equipment as per request from faculty, non-teaching employees and students. Includes the release of office, janitorial, elect hardware, supplies and materials.

Office or Division	Supply Management Office				
Classification	Complex				
Type of Transaction	G2C				
Who may avail	Personnel and Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Requisition and Issue Slip, 3 copies 2. Purchase Request , 3 copies 3. Acknowledgement Receipt, 3 copies 4. Inventory Custodian Slip, 3 copies			Supply Office Supply Office Supply Office Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Supplier delivers items/ materials/ equipment with the PO served	1.1 Checks and evaluate the items/materials/equipment delivered in conformity to the specifications found on the PO	None	4 days	Supply Officer Inspectorate Team (UEP Main)	
	1.2 Supply Officer and Inspectorate Team signs the delivery receipt			Supply Officer Inspectorate Team (UEP Main)	
	1.3 The assigned personnel prepare inspection and Acceptance Report			Supply Officer Inspectorate Team (UEP Main)	



	1.4 The Supply Officer and Inspectorate Team signs the Inspection and Acceptance report (4 copies)			<i>Supply Officer Inspectorate Team (UEP Main)</i>
	1.5 Assigned personnel prepared in 4 copies the following documents: - Requisition and Issue Slip - Property Acknowledgement Receipt - Inventory Custodian Slip			<i>Office Staff Supply and Property Office</i>
	1.6 Personnel responsible for PAR & ICS assigns control number and prepares report			<i>Head, Supply & Property Office</i>
2. End user receives and checks the delivered items based on the given specifications and signs RIS, PAR and ICS	2.1 Delivers the items/ materials/ equipment to end user and let them sign the RIS/PAR or ICS	None	3 days	<i>Office Staff Supply and Property Office</i>
	2.2 Supply Office receives signed and accomplished forms from end user and assign control number			<i>Office Staff</i>
3. Preparation of Payment for the items delivered Note: Total numbers of hours is the maximum time per transaction, it may lessen depending to the number of items to be released.	3.1. Assigned personnel prepares Order of Payment			<i>Supply and Property Office</i>
Total		None	7 days	



**OFFICE OF THE ASSISTANT DIRECTOR FOR
EXTERNAL AFFAIRS**
External Services



1. Evaluation and Approval of Proposals for Alumni Affairs

To facilitate alumni activities, the office receives, processes, and evaluates requests, coordinating approvals and document release with the ADEA and the Campus Director.

Office or Division	Office of the Assistant Director for External Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	UEP-PRMC Alumni Officers, Campus/College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Duly accomplished Request Form for Office of the Assistant Director for External Affairs (1 original copy)		Office of the Assistant Director for External Affairs (Form)		
3. Visitor's Log		Office of the Assistant Director for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request/ Activity Proposal for Alumni activities	1. Checks and receives the letter request "received"	None	5 minutes	<i>Admin. Aide I</i> (Office of Assistant Director for External Affairs)
2. Logs on the Visitor's logbook	2. Facilitates logbook entry	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
3. Receives the Request Form and fills up the form.	3. Issues the Office Request Form	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
4. Submits duly accomplished Request Form to the staff for processing.	4. Receives the duly accomplished form and endorses to the ADEA for evaluation	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	4.1 Evaluates request	None	5 minutes	Assistant Director for External Affairs (Office of the Campus Director)
5. Receives copy of the letter request / Activity Proposal stamped "received" by the ADEA and affixes signature on the logbook upon	5. Releases copy of the received letter request/ Activity Proposal	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	5.1 Reviews the	None	15 minutes	Assistant Director for External Affairs



receipt of documents.	request/proposal and recommends approval to The Campus Director. Approved requests are then processed by office staff			(Office of the Campus Director)
	5.2 Submits letter recommendation with the letter request or activity proposal to the Office of the Campus Director	None	15 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	5.3 The Campus Director gives directive to the ADEA	None	30 minutes	<i>Campus Director</i> (Office of the Campus Director)
	5.4 Coordinates instruction or directive of the Campus Director to the requesting party	None	15 minutes	Assistant Director for External Affairs (Office of the Campus Director)
6. Receives pertinent documents given by the staff and affixes signature on the request form upon receipt of documents.	6. Releases the document and reminds client to submit Status Activity Report	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	6.1 Files the copy of letter request for activity proposal, processes request form, and recommendation	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
Total		None	1 hour and 55 minutes	



**OFFICE OF THE ASSISTANT DIRECTOR FOR
EXTERNAL AFFAIRS
Internal Services**



1. Request for Data on Employability of Graduates

To facilitate requests for University of Eastern Philippines PRMC graduates, employability data/report.

Office or Division	Office of the Assistant Director for External Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may avail	Campus/College and Program Planning Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. Duly accomplished Request Form for Office of the Assistant Director for External Affairs Services (1 original copy)		Office of Assistant Director for External Affairs (Form)		
3. Visitor's Log		Office of the Vice President for External Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request for data on graduates' employability	1. Checks and receives the letter request "received"	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
2. Logs on the Visitor's logbook	2. Facilitates logbook entry	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
3. Receives the Request Form and fills up the form	3. Issues the Office Request Form	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
4. Submits duly accomplished Request Form to the staff for processing.	4. Receives the duly accomplished form and endorses to the ADEA for evaluation.	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	4.1 Evaluates request	None	5 minutes	Assistant Director for External Affairs (Office of the Campus Director)



5. Receives copy of the letter request stamped "received" by the ADEA and affixes signature on the logbook upon receipt of documents.	5. The ADEA approves request for preparation of the report.	None	10 minutes	Assistant Director for External Affairs (Office of the Campus Director)
	5.1 Review completeness and accuracy of the Employability Data/Report	None	10 minutes	Assistant Director for External Affairs (Office of the Campus Director)
6. Receives pertinent documents given by the staff and affixes signature on the request form upon receipt of documents.	6. Releases the document for Employability Data/Report to Client	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
	6.1 Files the copy of Employability Data/Report and processes request form.	None	5 minutes	<i>Admin. Aide I</i> (Office of the Assistant Director for External Affairs)
Total		None	55 minutes	



Other Services

CITIZEN'S CHARTER

2025 1st Edition



OFFICE OF INTERNATIONAL RELATIONS

External Services



1. Processing and facilitating documents for Internationalization programs such as global partnership, exchange programs and scholarship in research, mobility, capacity building, curriculum and intercultural understanding.

The University, Office of International Relations shall coordinate, transact, assist, process and provide documentary requirements to the Bureau of Immigration and the Department of Foreign Affairs. The office shall primarily process certification, authentication, and verification of the Memorandum of Agreement, Memorandum of Understanding, and other pertinent documents of the University.

Office or Division	OFFICE OF INTERNATIONAL RELATIONS (OIR)				
Classification	Complex				
Type of Transaction	G2G – Government to Government				
Who may avail	Students, Faculty members, Colleges of the University				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Memorandum of Agreement (MOA) 1 Photocopy			The client will provide		
2. Memorandum of Understanding (MOU) 1 Photocopy			The client will provide		
3. Diploma/Certificate of Completion from Schooling, Seminars/Fora/Conferences, Research and others (1 Original or 1 Photocopy)			The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Endorses signed the Memorandum of Agreement, Memorandum of Understanding and other pertinent documents.	1. Acknowledge receipt of the draft document, for assessment, evaluation, checking and submission for Legal Review	None	10 minutes	Staff Legal Office (Office of International Relations)	
	1.1. Process the notarization of the Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) and Certificate of Authority for Notarial Act (CANA) . This	None	2 working days 1 day for legal review 1 day for notarization	Staff (Office of International Relations)	



	includes verifying the completeness of the documents, ensuring all required signatories are in place, and in accordance with the notary public execution.			
	1.2. Schedule a trip to the Department of Foreign Affairs and pick up some pertinent documents-based on the date issued on the claim stub.	None	2 working days <i>1 day for travel 1 day for release</i>	Director (Office of International Relations)
2. Acknowledge receipt of the notification regarding the status of the request following the official travel.	2. Notify the student/faculty about the status of the request and get a copy after handling the document from the concern.	None	5 minutes	Staff (Office of International Relations)
Total		None	4 days and 15 minutes	

2. Processing Outbound Faculty and Staff Mobility

This service intends to process the CHED Endorsement for Legitimacy of Travel Abroad of the faculty members, non-teaching personnel, and officials with official travel abroad as part of their requirements.

Office or Division	OFFICE OF INTERNATIONAL RELATIONS (OIR)		
Classification	Complex		
Type of Transaction	G2G – Government to Government G2C - Government to Citizens		
Who may avail	Faculty members, Colleges of the University, Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement from the University President (1 Photocopy)		Office of the President	
2. Duly signed Complete Staff Work (CSW)		College/ Office	
3. Budget Proposal and Certificate of Availability of Funds (1 Photocopy)		Budget Office	



4. Invitation Letter, Program, and Other Pertinent attachments regarding Travel Abroad (1 Photocopy)		Host University/ Institution / Organization		
5. BOR Approval (1 Photocopy)		Office of the Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of International Relations (OIR) regarding the itinerary of the travel abroad.	1. Receives, assesses, evaluates and reviews the submitted documents, and advises the student/faculty of the deficiencies if the documents submitted are insufficient.	None	5 minutes	Staff (Office of International Relations)
	1.2. Prepare all the documents and forms to be submitted to the CHED International Affairs and Services.	None	15 minutes	Staff (Office of International Relations)
	1.3. Advise the client to proceed to the University clinic for medical examination.			
2. Undergo a Medical Examination for the medical clearance/ certificate.	2. Receives the Medical clearance/ certificate.	None	2 working days	Staff (Office of International Relations)
3. Apply for Authority to Travel to waive travel tax in International Relations Office	3. Furnishes the Office of the President, Human Resource Development Office, Office of Vice President for Academic Affairs, copies of the travel documents.	None	2 working days	Staff (Office of International Relations)
	3.1. Prepare necessary travel itinerary such as: booking of flights (including	None	2 working days	Staff (Office of International Relations)



	food and baggage), airline/travel insurance, Travel Order			
	3.2. Informs the International Higher Education Institution partner regarding the arrival logistics of the student/faculty/officials	None	10 minutes	Director (Office of International Relations)
4. Attend the pre-departure orientation.	4. Conducts a predeparture orientation to the student/faculty.	None	30 minutes	Director (Office of International Relations)
Total		None	6 Days and 50 minutes	

3. Processing Outbound Student

This service intends to process the CHED Endorsement for Legitimacy of Travel Abroad of the students with official travel abroad as part of their requirements.

Office or Division	OFFICE OF INTERNATIONAL RELATIONS (OIR)	
Classification	Highly Technical	
Type of Transaction	G2G – Government to Government G2C – Government to Citizens	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Parental Consent (Waiver) 1 Photocopy		Student
2. Notice of Acceptance/Invitation (1 Photocopy)		Host University/Institution/Organization
3. Request on the Conduct of Student Activity Form (1 Photocopy)		Office of the Student Affairs
4. Certificate of Accompaniment (1 Photocopy)		Student
5. Travel order for Accompanying Faculty (1 Photocopy)		Originating College/Institute



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for student mobility at the Office for International Relations.	1. Receives, assesses, evaluates and reviews the submitted documents, and advises the student/faculty of the deficiencies if the documents submitted are insufficient.	None	2 working days	Staff (Office of International Relations)
	1.1. Prepare all the documents and forms to be submitted to the CHED International Affairs and Services.	None	15 minutes	Staff (Office of International Relations)
	1.2. Then, advise the client to proceed to the University clinic for medical examination.			
2. Undergo a Medical Examination for the medical clearance/certificate.	2. Receives the Medical clearance/certificate.	None	2 working days	Staff (Office of International Relations)
3. Apply for Authority to Travel to waive travel tax in International Relations Office	3. Furnishes the Office of the President, Human Resource Development Office, Office of Vice President for Academic Affairs, copies of the travel documents.	None	2 working days	Staff (Office of International Relations)
	3.1. Prepare necessary travel itinerary such as: booking of flights (including food and baggage), airline/travel	None	2 working days	Staff (Office of International Relations)



	insurance, Travel Order			
	3.2. Informs the International Higher Education Institution partner regarding the arrival logistics of the student/faculty/officials	None	10 minutes	Director (Office of International Relations)
4. Attend the pre-departure orientation.	4. Conducts a predeparture orientation to the student/faculty.	None	30 minutes	Director (Office of International Relations)
Total		None	8 days and 50 minutes	

4. Processing of CHED Endorsement for Legitimacy of Travel Abroad

This service aims to process CHED Endorsement for Legitimacy of Travel Abroad of the students, faculty members, non-teaching personnels, and officials with official travel as part of their requirement.

Office or Division	OFFICE OF INTERNATIONAL RELATIONS (OIR)			
Classification	Complex			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may avail	Students, Faculty members, Officials, Colleges of the University, Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the University President (1 Photocopy)		Office of the President		
2. Accomplished International Affairs Service Form 15- Evaluation Form for the requirement to travel for State, Universities and Colleges (SUC) (1 Photocopy)		CHED IAS Website		
3. Budget Proposal and Certificate of Availability of Funds (1 Photocopy)		Host University/Institution/Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents to the Office of International	1. Acknowledge receipt, assess, evaluate, review the submitted	None	30 minutes	Director (Office of International Relations)



Relations regarding the travel abroad.	documents and advise the client concern of the deficiencies of the documents if submitted are insufficient.			
	1.1. Prepares all the documents and forms to be submitted to the Commission on Higher Education – International Affairs and Services.	None	30 minutes	Staff (Office of International Relations)
	1.2. Schedule a trip to the Commission on Higher Education (CHED) Central Office and submit all pertinent documents for CHED International Affairs and Services for approval.	None	3 days	Director (Office of International Relations)
2. Receives notification regarding the status of the request following the official travel.	2. Notify/Inform the client about the status of the request and have a receiving copy for the Office of International Relations.	None	5 minutes	Staff (Office of International Relations)
Total		None	3 days, 1 hour and 5 minutes	



UNIVERSITY RESEARCH AND DEVELOPMENT SERVICES (URDS)

External Services



1. Processing Claims of Honorarium for Completed Research

Honorarium is granted to program/project/study leaders of externally or UEP-funded research.

Office / Division	University Research and Development Services			
Classification	Complex			
Type of Transaction	G2G – Government to government			
Who may avail	Program/Project/Study leaders with completed researches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (2 original copies) 2. Recommendation and endorsement 3. Three (3) copies (original or photocopies) of completed paper using the URDS format 4. Two (2) copies of Terminal Reports 5. One (1) Certified True Copy of S.O. 6. Recommendations from the panel of evaluators 7. Research monitoring report		Claimant Research Coordinator and the Dean Claimant Claimant College Research Coordinator, photocopy shall be certified by Records Officer College Research Coordinator College Research Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 min	URDS front desk officer (University Research and Development Services)
	1.1. Check the completeness of submitted documents.	None	1 hour	URDS staff (University Research and Development Services)
	1.2.1 If incomplete, the documents are sent back to the program/project/study leader to comply the lacking documents.			
	1.2.2 If complete, URDS Director prepares endorsement to the Office of the President thru	None	30 min	URDS Director (University Research and Development Services)



	the Office of the Vice President for Research, Development and Extension (VPRDE)			
	1.2. The endorsement is forwarded to the Office of the VPRDE	None	5 min	URDS Staff (University Research and Development Services)
	1.3. The Office of the VPRDE endorses the claim to the University President for approval/disapproval.	None	1 hour	VP for RDE (Office of the VP for Research, Development and Extension)
	1.4. Review, evaluate, approve/disapprove the request	None	3 days	University President (Office of the University President)
	1.5. If approved, endorse the approved request to HRMO			
	1.6. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (Human Resource Management Office)
	1.7. University President signs the Special Order	None	1 hour	University President (Office of the University President)
	1.8. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (Human Resource Management Office)
	1.9. President signs the payroll	None	1 hour	University President (Office of the University President)
2. Claimant receives incentive	2. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL		None	6 days	



2. Processing Claims of Incentives for Publications

Publication incentive is granted to a faculty-researcher if the paper is an output of a research activity duly registered, evaluated by the committee, and reported to the URDS (Memo dated June 30, 2014)

Office / Division	University Research and Development Services			
Classification	Complex			
Type of Transaction	G2G – Government to government			
Who may avail	Faculty-researchers with published research that are reported to the URDS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (2 original copies) 2. Endorsement 3. Five (5) photocopies of the published article (with cover page and table of contents of the journal) 4. 2 copies of Terminal Reports 5. One (1) Certified True Copy of Special Order as proof that the paper is an output of a research conducted at UEP or in collaboration with other agencies 6. Certified True Copy of Approval Sheet (for doctoral dissertation and MS thesis)		Claimant Research Coordinator and the Dean Claimant Claimant Research Coordinator / Document shall be certified by the Records Officer Claimant / Document shall be certified by the Records Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 minutes	URDS front desk officer (University Research and Development Services)
	1.1. URDS checks the completeness of submission.	None	1 hour	URDS staff (University Research and Development Services) Claimant (if submission is not complete)
	1.1.1. If submission is not complete, the documents are sent back to the author/researcher to comply the lacking documents			
	1.1.2. If submission is complete, the documents will be endorsed to			



	the URDS Director			
	1.2. URDS Director prepares endorsement to the Committee on Research Incentives and Awards	None	30 minutes	URDS Director (<i>University Research and Development Services</i>)
	1.3. Endorsement is forwarded to the Committee on Research Incentives and Awards	None	5 minutes	URDS Staff (<i>University Research and Development Services</i>)
	1.4. The Committee evaluates the submission.	None	1 day	Committee on Research Incentives and Awards
	1.5. The Committee endorses the claim to the University President for approval.	None	1 hour	Committee on Research Incentives and Awards
	1.6. University President approves the claim	None	3 days	University President (<i>Office of the University President</i>)
	1.7. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (<i>Human Resource Management Office</i>)
	1.8. University President signs the Special Order	None	1 hour	University President (<i>Office of the University President</i>)
	1.9. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (<i>Human Resource Management Office</i>)
	1.10. President signs the payroll	None	1 hour	University President (<i>Office of the University President</i>)
2. Claimant receives incentive	2. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL		None	7 days	



3. Processing Claims of Incentives for IPPs

The incentive for IPPs (patent, utility models, industrial designs or copyrights) is given to a faculty-researcher/staff whose invention has been duly registered at the Intellectual Property Office of the Philippines (IPOPhil).

Office / Division	University Research and Development Services			
Classification	Complex			
Type of Transaction	G2G – Government to government			
Who may avail	Faculty-researchers with registered IPPs at IPOPhil			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the following 1. Letter request (original) 2. Endorsement (original) 3. Copyright Certificate (photocopies) 4. Documentary evidences that the process/technology is an output of research activity reported or approved for implementation by URDS (photocopy of S.O.) 5. Photocopies of Techno Guide (for Utility Model) / Copy of copyrighted document (for Copyright)		claimant Research Coordinator and the Dean IPOPhil/claimant Research Coordinator / Document shall be certified by the Records Officer Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 minutes	URDS front desk personnel (University Research and Development Services)
	1.1. URDS checks the completeness of submission. 1.1.1. If submission is not complete, the documents are sent back to the author/ researcher to comply the lacking documents 1.1.2. If submission is complete, the	None	1 hour	URDS staff (University Research and Development Services)



	documents will be endorsed to the URDS Director			
	1.2. URDS Director prepares endorsement to the Committee on Research Incentives and Awards	None	30 minutes	URDS Director (University Research and Development Services)
	1.3. Endorsement is forwarded to the Committee on Research Incentives and Awards	None	5 minutes	URDS staff (University Research and Development Services)
	1.4. The Committee evaluates the submission.	None	1 day	Committee on Research Incentives and Awards
	1.5. The Committee endorses the claim to the University President for approval.	None	1 hour	Committee on Research Incentives and Awards
	1.6. University President approves the request	None	3 days	University President (Office of the University President)
	1.7. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (Human Resource Management Office)
	1.8. University President signs the Special Order	None	1 hour	University President (Office of the University President)
	1.9. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (Human Resource Management Office)
	1.10. President signs the payroll	None	1 hour	University President (Office of the University President)
2. Claimant receives incentive	2. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL		None	7 days	



4. Processing Claims of Incentives for Resource Generation

The University grants Incentives for Resource Generation (IRG) to researchers who generated funding from external funding agencies. The incentives can be claimed by the Program or Project Leader only once for the entire duration of an externally funded R & D Program or Project.

Office / Division	University Research and Development Services			
Classification	Complex			
Type of Transaction	G2G – Government to government			
Who may avail	Faculty-researchers who have generated funding from external sources.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the following: 1. Letter request (original) 2. Endorsement (original) 3. MOA/MOU (photocopies) 4. Budget allocation (photocopies)		Claimant Research Coordinator and the Dean Claimant Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 minutes	URDS front desk personnel (<i>University Research and Development Services</i>)
	1.1. URDS check the completeness of submission.	None	1 hour	URDS staff (<i>University Research and Development Services</i>)
	1.1.1. If submission is not complete, the documents are sent back to the author/ researcher to comply the lacking documents			
	1.1.2. If submission is complete, the documents will be endorsed to the URDS Director			
	1.2. URDS Director prepares endorsement to the	None	30 minutes	URDS Director (<i>University Research and</i>



	Committee on Research Incentives and Awards			<i>Development Services)</i>
	1.3. Endorsement is forwarded to the Committee on Research Incentives and Awards	None	5 minutes	URDS Staff (<i>University Research and Development Services)</i>)
	1.4. The Committee evaluates submission	None	1 day	Committee on Research Incentives and Awards
	1.5. The Committee endorses the claim to the Office of the President for approval	None	1 hour	Committee on Research Incentives and Awards
	1.6. University President approves the request	None	3 days	University President (<i>Office of the University President</i>)
	1.7. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (<i>Human Resource Management Office</i>)
	1.8. University President signs the Special Order	None	1 hour	University President (<i>Office of the University President</i>)
	1.9. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (<i>Human Resource Management Office</i>)
	1.10. President signs the payroll	None	1 hour	University President (<i>Office of the University President</i>)
2. Claimant receives incentive	2. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL		None	7 days	



5. Processing Claims of Citation Incentives

Research publications of UEP faculty-researchers cited in peer-reviewed journals and books are given financial incentives. The incentives can be claimed per citation, excluding self-citation, regardless of the year when the project was completed, or the research output was published.

Office / Division	University Research and Development Services			
Classification	Simple			
Type of Transaction	G2G – Government to government			
Who may avail	Faculty-researchers whose publications were cited by other authors.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the following: <ol style="list-style-type: none"> 1. Request for citation incentive (original) 2. Endorsement (original) 3. Photocopies of the scientific article which should contain: <ul style="list-style-type: none"> • Title page • Table of contents of the research journal/book papers where the publication was cited • Copy of the researcher's publication being cited. 		<ul style="list-style-type: none"> • Claimant • Research Coordinator and Dean/Campus Director • Claimant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 minutes	URDS front desk personnel (<i>University Research and Development Services</i>)
	1.1. URDS checks the completeness of submission.	None	1 hour	URDS staff (<i>University Research and Development Services</i>)
	1.1.1. If submission is not complete, the documents are sent back to the author/ researcher to comply the lacking documents			
	1.1.2. If submission is complete, the			



	documents will be endorsed to the URDS Director			
	1.2. URDS Director prepares endorsement to the Committee on Research Incentives and Awards	None	30 minutes	URDS Director (University Research and Development Services)
	1.3. Endorsement is forwarded to the Committee on Research Incentives and Awards	None	5 minutes	URDS staff (University Research and Development Services)
	1.4. The Committee evaluates submission	None	1 day	Committee on Research Incentives and Awards
	1.5. The Committee endorses the claim to the Office of the President for approval	None	1 hour	Committee on Research Incentives and Awards
	1.6. University President approves the request	None	3 days	University President (Office of the University President)
	1.7. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (Human Resource Management Office)
	1.8. University President signs the Special Order	None	1 hour	University President (Office of the University President)
	1.9. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (Human Resource Management Office)
	1.10. President signs the payroll	None	1 hour	University President (Office of the University President)
2. Claimant receives incentive	3. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL		None	7 days	



6. Processing Claims of Incentive for Award-Winning Research Paper

Cash incentives are granted to researchers who won awards in research competitions.

Office / Division	University Research and Development Services			
Classification	Complex			
Type of Transaction	G2G – Government to government			
Who may avail	Faculty-researchers who won awards in research competitions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the following: <ol style="list-style-type: none"> 1. Letter Request (original) 2. Endorsement (original) 3. Certified true copy of Invitation / Letter of Acceptance 4. Original or photocopies of the full paper 5. Photocopies of Special Order as support that the paper is an output of a UEP-funded research 6. Certified true copy of the Award Certificate 		<ul style="list-style-type: none"> • Claimant • Research Coordinator and Dean/Campus Director • Claimant • Claimant • Research Coordinator • Claimant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant submits to the URDS the required documents	1. URDS accepts the documents	None	5 minutes	URDS front desk officer (University Research and Development Services)
	1.1. URDS checks the completeness of submission.	None	1 hour	URDS staff (University Research and Development Services)
	1.1.1. If submission is not complete, the documents are sent back to the author/ researcher to comply the lacking documents			
	1.1.2. If submission is complete, the			



	documents will be endorsed to the URDS Director			
	1.2. URDS Director prepares endorsement to the Committee on Research Incentives and Awards	None	30 minutes	URDS Director (University Research and Development Services)
	1.3. Endorsement is forwarded to the Committee on Research Incentives and Awards	None	5 minutes	URDS staff (University Research and Development Services)
	1.4. The Committee evaluates submission	None	1 day	Committee on Research Incentives and Awards
	1.5. The Committee endorses the claim to the Office of the President for approval	None	1 hour	Committee on Research Incentives and Awards
	1.6. University President approves the request	None	3 days	University President (Office of the University President)
	1.7. HRMO prepares the Special Order for the grant of the incentive	None	2 days	HRMO Staff (Human Resource Management Office)
	1.8. University President signs the Special Order	None	1 hour	University President (Office of the University President)
	1.9. HRMO prepares the payroll	None	3 hours and 15 minutes	HRMO Staff (Human Resource Management Office)
	1.10. President signs the payroll	None	1 hour	University President (Office of the University President)
2. Claimant receives incentive	2. Disbursing officer disburses incentive to claimant	None	5 minutes	Disbursing Officer
TOTAL:		None	7 days	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form and drop it at the designated drop box
How are feedback processed?	<p>Weekly, the assigned employee opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned employee and they are required to answer within seven (7) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the designated drop box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 0912-3456789/ 0908-863-1955.</p>
How are complaints processed?	<p>The Assigned Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Assigned Officer shall start the investigation and forward the complaint to the concerned employee for explanation.</p> <p>The Assigned Officer will create a report after the investigation and shall submit it to the City Administrator/CHRM for appropriate action.</p> <p>The Assigned Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 0908-863-1955</p>
Contact Information	0912-3456789/ 0908-863-1955.



VII. List of Offices

UEP- MAIN CAMPUS

Office	Address	Contact Information
Accounting Office (AO)	UEP, University Town, Cataraman, Northern Samar	uepmainacctg22@gmail.com/ 09361732736
Bids and Awards Committee (BAC)	UEP, University Town, Cataraman, Northern Samar	Neliamadorauep62@gmail.com/ 09363433823
Budget Office (BO)	UEP, University Town, Cataraman, Northern Samar	uepbudgetoffice@yahoo.com
Chief Administrative Office (CAO)	UEP, University Town, Cataraman, Northern Samar	rairader@gmail.com/ 09952377662
College of Agriculture, Fisheries, and Natural Resources (CAFNR)	UEP, University Town, Cataraman, Northern Samar	09185406964
College of Arts and Communication (CAC)	UEP, University Town, Cataraman, Northern Samar	ricodelorino1994@gmail.com
College of Business Administration (CBA)	UEP, University Town, Cataraman, Northern Samar	rgcuanico@gmail.com
College of Criminal Justice (CCJ)	UEP, University Town, Cataraman, Northern Samar	joemarjhon.atencio@gmail.com/ 09602703059
College of Education (COED)	UEP, University Town, Cataraman, Northern Samar	cabilicapul1969@gmail.com
College of Science (CS)	UEP, University Town, Cataraman, Northern Samar	anelitaobrar551979@gmail.com
Financial Management Office (FMO)	UEP, University Town, Cataraman, Northern Samar	bvnavaroza@gmail.com/ 09778514064
Gender and Development (GAD)	UEP, University Town, Cataraman, Northern Samar	blenahonewordla@gmail.com
General Services Unit (GSU)	UEP, University Town, Cataraman, Northern Samar	sunrise021588@gmail.com/ 09764345292
Graduate Studies (GS)	UEP, University Town, Cataraman, Northern Samar	cabilicapul1969@gmail.com
Human Resource and Management Office (HRMO)	UEP, University Town, Cataraman, Northern Samar	rairader@gmail.com/ 09952377662
Internal Audit Office (IAO)	UEP, University Town, Cataraman, Northern Samar	janethpaliposa@gmail.com/ 09173187519
Intellectual Property Office (IPO)	UEP, University Town, Cataraman, Northern Samar	rivabaldomaroabadulla77@gmail.com
Machinery Department (MD)	UEP, University Town, Cataraman, Northern Samar	roiarnaiz@gmail.com
Medical and Dental Health Services (MDHS)	UEP, University Town, Cataraman, Northern Samar	nylofar.tapia1985@gmail.com
National Service Training Program (NSTP)	UEP, University Town, Cataraman, Northern Samar	deonysmarino@gmail.com
Office of International Relations (OIR)	UEP, University Town, Cataraman, Northern Samar	eunicelluz@gmail.com
Office of the Director for Admission (ODA)	UEP, University Town, Cataraman, Northern Samar	bnromero@up.edu.ph/ 09776994895



Office of the President (OP)	UEP, University Town, Cataraman, Northern Samar	uepnsofficial@gmail.com
Office of the Registrar (OR)	UEP, University Town, Cataraman, Northern Samar	uepregistrarmain@gmail.com / 09154780688
Office of the Student Affairs (OSA)	UEP, University Town, Cataraman, Northern Samar	tanjoji3@gmail.com
Office of the Vice President for Academic Affairs (OVPA)	UEP, University Town, Cataraman, Northern Samar	balladoronato@gmail.com / 09555460619
Office of the Vice President for Administration and Finance (OVPAF)	UEP, University Town, Cataraman, Northern Samar	uepovpaf@gmail.com / 09266632057
Office of the Vice President for External Affairs (OVPEA)	UEP, University Town, Cataraman, Northern Samar	Neliamadorauep62@gmail.com / 09363433823
Office of the Vice President for Research, Development, and Extension (OVPRDE)	UEP, University Town, Cataraman, Northern Samar	karinacuulim@gmail.com / 09298782757
Physical Plant Development Office (PPDO)	UEP, University Town, Cataraman, Northern Samar	gndelorino@hotmail.com / 09274003326
Quality Assurance Unit	UEP, University Town, Cataraman, Northern Samar	Nimfarduep17@gmail.com / 09951228446
Record's Office	UEP, University Town, Cataraman, Northern Samar	lyramerida@gmail.com / 09457827197
UEP Kiddie Learning Center	UEP, University Town, Cataraman, Northern Samar	msomoray@yahoo.com
University Extension Services	UEP, University Town, Cataraman, Northern Samar	deonysmarino@gmail.com
University Guidance Office	UEP, University Town, Cataraman, Northern Samar	luisdaclag1963@gmail.com / 0967798890
University Library	UEP, University Town, Cataraman, Northern Samar	olivethpito829@gmail.com
University of Eastern Philippines Laboratory Elementary School (ULES)	UEP, University Town, Cataraman, Northern Samar	officialueples@gmail.com
University of Eastern Philippines Laboratory High School (ULHS)	UEP, University Town, Cataraman, Northern Samar	vpiczon8209@gmail.com
University Publication and Media Affairs Office	UEP, University Town, Cataraman, Northern Samar	grezamaezaspa30@gmail.com / 09391405974
University Research and Development Services	UEP, University Town, Cataraman, Northern Samar	rogeliobanagbanag72@gmail.com



UEP – PRMC

Office	Address	Contact Information
Accounting Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Agriculture Department	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Budget Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Cashier's Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Criminal Justice Department	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Education Department	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Gender and Development	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
General Services Unit	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Guidance and Testing Center	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Hospitality Management Department	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Industrial Technology Department	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
National Service Training Program	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of Instruction	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Assistant Director for Academic Affairs	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Assistant Director for Administration	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Assistant Director for External Affairs	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Business Affairs	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Campus Director	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Human Resource Management	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Management Information System	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Office of the Registrar	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Program Planning Unit	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Quality Assurance Unit	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Record's Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Research and Extension Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
Student Affairs and Services	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307



Supply Office	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
UEP – PRMC Laboratory High School	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307
University Library	PRMC – Catubig, Northern Samar	uepprmcampus@gmail.com/ 09664410307

UEP- LAOANG CAMPUS

Office	Address	Contact Information
Accounting Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Budget Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
College of Criminal Justice Education	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
College of Education	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
College of Engineering	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
College of Industrial Technology	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Financial Management Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Guidance and Testing Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Human Resource Management Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
ID Production	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Management and Information System (MIS)	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Medical Health Services	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
National Service Training Program	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of Sports Affairs	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Assistant Director for Academic Affairs	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Assistant Director for Administration & Finance	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Assistant Director for External Affairs	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Assistant Director for Research and Extension	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Campus Registrar	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Director	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Office of the Student Affairs	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205



Office of the Student Internship Program of the Philippines	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Program Planning Unit	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Security Services Unit	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
Supply Management Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
University Disaster Risk Reduction Management Office	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
University Library	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205
University of Eastern Philippines Laoang Laboratory High School (UEPLLHS)	Laoang, Northern Samar	ueplaoangcampus2000@gmail.com/ 09397801205