



**UNIVERSITY OF THE PHILIPPINES
DILIMAN**

SCHOOL OF ECONOMICS

CITIZEN'S CHARTER

As of September 1, 2022



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Type of Service: External

1. Requests and Invitations addressed to the Dean (meetings, interviews, partnerships)

Processing of requests and invitations addressed to the Dean (meetings, interviews, partnerships)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Government / Government to Citizen / Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (<i>provide email address and other contact details</i>)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean through use of official office and staff emails, courier, or physical submissions	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email. 1.2 Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept, decline, or *forwards the	None	1 Day	<i>Receiving Personnel</i> <i>Office of the Dean</i> <i>Dean</i>



	<p>request to the concerned office/ department.</p> <p><i>*in special cases, the Dean may delegate or assign the interview to other faculty in the College, thus it will take additional one (1) day processing time before they respond directly to the requesting party, copy furnished the College Dean</i></p>		(1 Day)	
2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. use of official office and staff emails, courier, or physical submissions) to inform client of the Dean's response.	None	30 Minutes	Receiving Personnel Office of the Dean
TOTAL:		None	1 Day and 30 Minutes	



Type of Service: External

2. Request for Recommendation/ Endorsement Letter

Processing or request for Recommendation/Endorsement Letter that can be used for continuing academic pursuit, employment, and appointment

Office or Division:	All Academic Cluster			
Classification:	Simple			
Type of Transaction:	Government to Government/ Government to Citizen			
Who may avail:	Faculty, Citizens, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Recommendation/Endorsement 2. Other requirements: 2.1 For academic pursuits – Curriculum Vitae /Resume and Copy of Good Moral 2.2 For appointment and employment – Certificate of Employment which shows period of service		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the Office of the Dean via drop-off or email.	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature or via acknowledgment email. 1.2. Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept or decline the request 1.4 If accepted, the Dean will write a recommendation letter	None	2 Days	<i>Receiving Personnel</i> Office of the Dean <i>Dean</i>



2. Client receives response for the request.	2.1. Receiving Staff of the Office of the Dean may choose among provided means (ex. via phone call, text message, email) to inform client that the Recommendation/Endorsement Letter is ready for pick-up	None	30 Minutes	Receiving Personnel Office of the Dean
TOTAL:		None	2 Days and 30 Minutes	

Type of Service: External

3. Endorsement Letter for Exchange Program or Study Abroad

Request for Endorsement Letter of Exchange Program or Study Abroad

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		Partner International University		
2. Endorsement Request Letter addressed to the Dean		Requesting Party		
3. Exchange Program or Study Abroad Form* <i>*Request Forms are available on the unit/office official website.</i>		Office of the College Secretary		
4. Course Syllabus of Subjects to be taken				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Acceptance Letter from the Partner International University and Exchange	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program	None	5 Minutes	Receiving Personnel Office of the Dean



Program or Study Abroad Form through official office and staff emails, courier, or physical submissions.	or Study Abroad Form with Receiving stamp and signature or via acknowledgment email			
	1.2. Approve / Disapprove request for Endorsement of Exchange Program or Study Abroad	None	2 Days	Dean
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	5 Minutes	Releasing Personnel Office of the Dean
TOTAL:		None	2 Days and 10 Minutes	

Type of Service: External

4. Changing/Tagging of Status Non-Major/Non-Degree

Changing/Tagging of Status Non-Major/Non-Degree

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Enroll Form signed by the College Secretary 2. Application for Non-Major/Non-Degree Form endorsed by College Secretary <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Permit to Enroll Form, accomplish Application for Non-Major/Non-Degree Form and submit through official office and staff emails, courier, or physical submissions	1. Receive Permit to Enroll Form and accomplished Application for Non-Major/Non-Degree Form with Receiving stamp and signature or via acknowledgment email	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Go to the College Secretary / Program Adviser (Graduate Director / Undergraduate Committee Chair) Office or coordinate with the office if online consultation is possible.	2.1. College Secretary / Program Adviser advises student	None	1 Day	<i>College Secretary / Program Adviser</i>
	2.2. Student Records Evaluator will change the status of the student and prepare the College Admission Form	None	1 Day	<i>Student Records Evaluator Office of the College Secretary</i>
3. Receive College Admission Slip via pick-up or through email.	3. Release/Send College Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days and 20 Minutes	



Type of Service: External

5. Endorsement for Appeal for Late Application for Dropping or Change Matriculation

Request for Endorsement of Appeal for Late Application for Dropping or Change Matriculation

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

“In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled.”

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (*Revised UP Code: Art. 329 p. 82*).

All late applications will also be tagged as “low priority” for processing.

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the University Registrar and must be endorsed or signed by the program adviser and department chair.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University	1.1. Accept Letter addressed to the OUR and confirm receipt with receiving	None	1 Day	<i>Receiving Personnel Office of the College Secretary College Secretary</i>



Registrar (OUR) to the Office of the College Secretary via drop-off or through designated office email	stamp and signature or via acknowledgment email 1.2. Forward to the Dean/ College Secretary for endorsement			
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Dropping or Change Matriculation then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation via pick-up or through email.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days and 5 Minutes	



Type of Service: External

6. Endorsement for Appeal for Late Application for Leave of Absence (LOA)

Request for Endorsement of Appeal for Late Application for Leave of Absence (LOA)

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

“In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled.”

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (*Revised UP Code: Art. 329 p. 82*).

All late applications will also be tagged as “low priority” for processing.

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the University Registrar and must be endorsed or signed by the program adviser and department chair.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the	1.1. Receive Letter addressed to the OUR with Receiving	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary



University Registrar (OUR) through the Office of the College Secretary via drop-off or through designated office email	stamp and signature or via acknowledgment email 1.2. Forward to the Dean/ College Secretary for endorsement			<i>College Secretary</i>
	1.2. Approve / Disapprove Endorsement of Appeal for Late Application for Leave of Absence (LOA) then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email and forward it to the OUR via drop-off or through client's official UP Webmail account.	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA) via pick-up or through email.	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days and 5 Minutes	

***Once approved by the OUR, the student may proceed the process of LOA through CRS facilitated again by the OCS and the Dean**

Please refer to this flow chart: <https://our.upd.edu.ph/files/flowchart/newloa.pdf>



Type of Service: External

7. Endorsement for Appeal Late Registration and Payment

Request for Endorsement of Appeal for Late Registration and Payment

IMPORTANT NOTE: The OUR strongly discourages ALL LATE APPLICATIONS. The Units kindly advise students to comply with University guidelines and standards as approved by appropriate authorities of the University. Page 10 of the UPD catalogue on academic requirements specifies:

Every student shall, upon admission, sign the following pledge:

“In consideration of my admission to the University of the Philippines and of the privileges of a student in this institution, I hereby promise and pledge to abide by and comply with all the rules and regulations laid down by competent authority in the University and in the college in which I am enrolled.”

Refusal to take this pledge or viola on of its terms shall be sufficient cause for summary dismissal or denial of admission (*Revised UP Code: Art. 329 p. 82*).

All late applications will also be tagged as “low priority” for processing.

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR) must be endorsed or signed by the program adviser and department chair (if with payment If no payment involved, addressed to University Registrar only <i>Please provide email address and other contact details</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Letter addressed to the Office of the Chancellor (OC) through the Office of the College Secretary via courier or email	1.1. Receive Letter addressed to the Office of the Chancellor (OC) through Office of the University Registrar (OUR)	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i>
	1.2. Forward to the Dean/ College Secretary for endorsement			
	1.3. Endorse/ Not Endorse Endorsement of Appeal for Late Registration and Payment then return to the Office of the College Secretary for releasing	None	1 Day	<i>Dean</i>
2. Claim Endorsement of Appeal for Late Registration via email or pick up and Payment at the UP Cash Office or via online bank transfer and submit via email with attached proof of payment	2. Release Endorsement of Appeal for Late Registration and Payment	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days and 5 Minutes	

***Once approved by the University Registrar, the student may proceed to process of (Late) registration;**

Online payment: <https://our.upd.edu.ph/files/flowchart/regmy2020.pdf>

Face to face payment: <https://our.upd.edu.ph/files/flowchart/regf2f.pdf>



Type of Service: External

8. Endorsement for Deferment of Enrollment

Request for Deferment of Enrollment

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the Dean through the College Secretary or Office of the Graduate Program <i>Please provide email address and other contact details</i>		Office of the College Secretary or Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Dean through the Office of the College Secretary through drop-off or via designated office email.	1.1. Receive Letter addressed to Dean through the College Secretary	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>College Secretary or</i> Office of the Graduate Program
	1.2. Forward to the Dean			
	1.3. Approve / Disapprove request for Deferment of Enrollment	None	1 Day	<i>Dean</i>
2. Claim request for Deferment of Enrollment	2. Release approved / disapproved request for Deferment of Enrollment	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary or Office of the Graduate Program
TOTAL:		None	1 Day and 10 Minutes	



Type of Service: External

9. Issuance of Certificate of True Copy of Grades (TCG)

Processing of request of Certificate of True Copy of Grades (TCG)

Office or Division:	Office of the College Secretary, Office of the Graduate Program, All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TCG Request Form <i>*Request Forms are available on the unit/office official website.</i>		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up and submit the accomplished form through drop-off or via designated office email.	1.1. Give Form to the Student through pick-up or via email 1.2. OCS Personnel indicate fee	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2.The Student proceed to the Cashier's Office or pays via online payment portals	2.Receiving Personnel accepts payment and issues Official Receipt (OR)	PHP 20.00 per copy of TCG	Pause Clock	<i>Receiving Personnel</i> UP Cashier's Office
3.The student submits the request form and the OR to the OCS Personnel	3.1. OCS-Staff accepts the request Form and the OR 3.2. TCG copies are	None	2 Days and 50 Minutes	<i>Releasing Personnel</i> Office of the College Secretary



	prepared and released via email or pick up			
TOTAL:		PHP 20.00 per copy	3 Days	

Type of Service: External

10. Issuance of Permit for Grade Completion / Removal Examination

Issuance of Permit for Grade Completion / Removal Examination

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit for Grade Completion / Removal Examination Form 2. Current Form 5 of the Student (proof that the student is currently enrolled) <i>*Request Forms are available in the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Permit for Grade Completion/Removal Examination Form along with proof of payment via courier or e-mail.	1.1 Receive copy of accomplished form via pick-up or through email and check enrollment status of student. 1.2. Forward Permit for Grade Completion/Removal to the College Secretary for approval.	*None <i>*Subject to fines if exceeds deadline of filing</i>	2 Hours	<i>Receiving Personnel Office of the College Secretary</i>



	1.3. Return the approved form to the student via email or pick-up.			
2. Take the exam/submit the requirement/s and submit Permit for Grade Completion/Removal Examination Form via courier or email.	2.1. Administer the exam/receive the requirement/s. 2.2. Sign and return the form to the student.	None	2 Hours	<i>Faculty member administering the removal exam/receiving the requirement</i>
3. Submit accomplished Permit for Grade Completion/Removal Examination Form signed by instructor.	3.1. Receive the form signed by the instructor. 3.2. File the College Secretary's Copy of the form in the student's records jacket.	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL:		None	4 Hours and 5 Minutes	



Type of Service: External

11. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

Office or Division:	All Academic Clusters			
Classification:	Multi-Stage			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Recommendation Form		Official Website of College		
3. Certificate of Good Moral Character 4. Two (2) pieces of 2x2 picture 5. Employment Certificate (if applicable)		Requesting Party		
6. Student Directory Form (2 copies) 7. Program of Study		Office of the College Secretary		
8. Official Transcript of Records (OTR) / True Copy of Grades (TCG) 9. Copy of Diploma 10. Transfer credentials or Honorable Dismissal for Non UP Graduates		Office of the University Registrar or Origin University or College		
11. Medical Certificate		University Health Service		
12. Certificate of Birth 13. Certificate of Marriage (if applicable)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary Or Office of Graduate Program



3. Submit Program of Study for Approval / Disapproval of the OCS/Graduate Director	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel Graduate and Fellowships Office</i>
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel Office of the College Secretary Or Office of Graduate Program</i>
4. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip.	6. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary Or Office of Graduate Program</i>
6. Submit University Admission Slip from OUR through drop-off or via designated office email.	7. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary Or Office of Graduate Program</i>
TOTAL:		PHP 500.00*	21 Days and 1 Hour	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
College of Home Economics	PHP 400.00
School of Economics	PHP 1,000.00
School of Labor and Industrial Relations	PHP 600.00
School of Library and Information Studies	PHP 200.00; USD 25.00 for Foreign, non-residents



School of Statistics and College of Engineering	PHP 100.00
School of Urban and Regional Planning	PHP 300.00
Virata School of Business (College of Business Administration)	PHP 150.00
UP Diliman Extension Program (Pampanga, Olongapo)	PHP 600.00

Type of Service: External

12. Process Application for Admission: International Graduate Students

Process Application for Admission for International Graduate Students

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	International Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. Student Directory Form (2 copies) 3. College Admission Slip		Office of the College Secretary or Office of Graduate Program		
4. Official Transcript of Records (OTR) (translated to English) 5. Certificate of Good Moral Character (translated to English)		Client's School of Origin		
6. Two (2) pieces of passport-sized picture 7. Certificate of Non-contract 8. Official TOEFL or IELTS score report (if medium of instruction in the school attended is not English) 9. Photocopy of Passport		Requesting Party		
10. Medical Certificate		University Health Service		
11. Certificate of Birth 12. Certificate of Marriage (if applicable)		Issuing Government Agency from Client's Country of Origin		
13. Program of Study		Office of the Graduate Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Apply online and pay at UP Cashier's Office through their designated payment portals	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements through drop-off or via designated office email.	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary or Office of Graduate Program
3. Submit Program of Study for Approval / Disapproval of the Graduate Director/Department Chair/College Secretary	3.1. Receive properly accomplished Program of Study	None	10 Minutes	<i>Receiving Personnel</i> Graduate and Fellowships Office
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	<i>Receiving Personnel</i> Office of the College Secretary or Office of Graduate Program
4. Submit all original documents and receive College Admission Slip	4. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip.	5. OUR will Issue University Admission Slip. *Certain units require medical certificate before releasing of College Admission Slip	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary or Office of Graduate Program
6. Submit requirements to the Office of International Linkages Diliman (OILD) to receive Study Permit	6. Receive requirements and issue Study Permit	None	1 Hour (Paused-clock)	<i>Receiving Personnel</i> Office of International Linkages Diliman



7. Submit Study Permit and requirements to OUR	7. Receive requirements	None	1 Hour (Paused-clock)	Receiving Personnel Office of the University Registrar
8. Submit University Admission Slip from OUR	8. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary or Office of Graduate Program
TOTAL:		PHP 500.00	21 Days and 3 Hours	

***TABLE OF FEES:**

SERVICES	FEES TO BE PAID
Process Application for Admission of New Graduate Students	
Other Units and Colleges	PHP 500.00
College of Engineering Foreign Applicants	US\$ 20.00
Resident Foreign Applicants	PHP 200.00
College of Home Economics	\$25.00 converted to peso
School of Economics	\$40.00 converted to peso
School of Labor and Industrial Relations	PHP 600.00
Virata School of Business (College of Business Administration)	PHP 150.00
UP Diliman Extension Program (Pampanga, Olongapo)	PHP 600.00

Type of Service: External

13. Process Application for Admission: Shifting and Transfer

Process Application for Admission: Shifting (S1- Changing Degree Programs from within the same College and S2- Changing Degree Programs from within different Colleges in UP Diliman) Transfer (T1-Transfer from other UP units and T2-Transfer from other universities)

Office or Division:	All Academic Clusters	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Undergraduate Students of the All Academic Clusters	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For S1 (Undergraduate Students within the College);		Office of the College Secretary



<p>1. Change of Program Form; Application Form (S1 from one Department to another)</p> <p>2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	
<p>3. True Copy of Grades (TCG) <i>Please refer to OUR process for acquiring (TCG)</i></p>	Office of the University Registrar
<p>For S2 (Undergraduate Students within UP Diliman):</p> <p>1. Application Form</p> <p>2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	Office of the College Secretary
<p>3. Original and photocopy of Official Transcript of Records (OTR) / TCG (Grade of 2.5 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i></p>	Office of the University Registrar
<p>4. 3 pcs of 2x2 pictures</p> <p>5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case</p> <p>6. Certificate of Live Birth</p> <p>7. Permit to Transfer</p>	Requesting Party
<p>For T1 (Undergraduate Students within UP Constituent Universities):</p> <p>1. Application Form</p> <p>2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i></p>	Office of the College Secretary
<p>3. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman, depends on program applied for, Completed 30 units) <i>Please refer to OUR process for acquiring (TCG)</i></p>	Office of the University Registrar
<p>4. 3 pcs of 2x2 pictures</p> <p>5. Certificate of Non-Contract and Certificate of Good Moral Character or Certificate of No Pending Case</p> <p>6. Certificate of Live Birth</p>	Requesting Party



7. Permit to Transfer				
For T2 (Transfer from other universities) 1. Application Form 2. Student Directory Form (2 copies) <i>(Request Forms are available on the unit/office official website.)</i>		Office of the College Secretary		
3. Original and photocopy of OTR / TCG (Grade of 2.00, depends on program applied for, Completed 33 units) <i>Please refer to OUR process for acquiring (TCG)</i>		Office of the University Registrar		
4. 3 pcs of 2x2 pictures 5. Certificate of Honorable Dismissal and Certificate of No Pending Case 7. Certificate of Live Birth		Requesting Party		
8. Medical Certificate (can be requested from other hospitals/clinics to be certified by UHS) <i>Please refer to the UHS process for medical document certification.</i>		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	1.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	Receiving Personnel Office of the College Secretary
	1.2. Evaluate and process application.	None	15 Days	
	1.3 Selection Process			
2. Receive College Admission Slip.	2. Issue College Admission Slip.	None	10 Minutes	Receiving Personnel Office of the College Secretary
3. Secure Medical Certificate from the University Health	3. OUR will Issue University	None	5 Minutes	Receiving Personnel Office of the College Secretary



Service and submit all original documents to the Office of the University Registrar (OUR) to receive the University Admission Slip.	Admission Slip. <i>*Certain units require medical certificate before releasing of College Admission Slip</i>			
4. Submit University Admission Slip from OUR	4. Receive University Admission Slip	None	1 Day	Receiving Personnel Office of the College Secretary
TOTAL:		None	16 Days and 45 Minutes	

Type of Service: External

14. Process Application for Leave of Absence (LOA)

Process Application for Leave of Absence (LOA)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated profile and applied for LOA in the Computerized Registration System (CRS)		Computerized Registration System		
2. Letter of consent from parents if minor		Requesting Party		
3. Leave of Absence (LOA) Form <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Consent from	1.1. Receive UP Student ID	None	5 Minutes	<i>Receiving Personnel</i>



Parent if Minor and if <i>given standing in the CRS</i> , present UP Student ID (or electronic copy for online request)	or student information			Office of the College Secretary
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign four (4) copies (for drop-off applications); if minor affix parent's signature For online applications, print and sign one (1) copy	2. Receive soft copy of LOA form through CRS	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
3. Confirm or verify approval from CRS	3.1. Process via CRS 3.2. Approve or disapprove in the CRS by the Department Chair and College Secretary 3.3. Dean approves or disapproves via CRS	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary <i>College Secretary</i> <i>Undergraduate Chairman</i> <i>Dean</i>
4. Receive payment process and instructions through CRS	4. Receive and process payment	PHP 125.00	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
TOTAL:		PHP 125.00	2 Days and 20 Minutes	



Type of Service: External

15. Process Dropping or Change Matriculation

Process Dropping or Change Matriculation

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated profile and applied for dropping or change matriculation in the Computerized Registration System (CRS)		Computerized Registration System		
2. Dropping or Change of Matriculation Form <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply through CRS	1. Process Dropping or Change Matriculation	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive Dropping Form or Change Matriculation Form via email	2. OCS will print Dropping Form or Change Matriculation Form for filing	None	15 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
3. Receive payment process and instructions through CRS	3. Receive and process payment	Dropping – PHP 10.00/unit* Change Matriculation - None	5 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
TOTAL:		Dropping – PHP 10.00/unit*	30 Minutes	



	Change Matriculation - None		
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Office of the University Registrar (OUR) base processes and references for Dropping:

<https://our.upd.edu.ph/files/announce/newcom.pdf>

<https://our.upd.edu.ph/files/flowchart/newdropping.pdf>

Type of Service: External

16. Process Permit to Transfer for Shifting Out

Request for Permit to Transfer for Shifting Out (Good Standing and Non-Major)

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acceptance Letter		Office of the College Secretary (OCS)		
2. College Clearance				
3. True Copy of Grades (TCG)				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Acceptance Letter from Other Colleges / UP Unit, College Clearance and, TCG via drop-off or through designated office email	1.1. Receive copy of Acceptance Letter from Other Colleges/UP Unit, College Clearance and TCG 1.2. Evaluate and prepare 3 copies of Permit to Enroll Form	None	20 Minutes	<i>Receiving Personnel Office of the College Secretary College Secretary</i>



	1.3. Sign and forward Permit to Enroll Form with attachments to the Undergraduate Chairman			
	1.4. Sign and forward Permit to Enroll Form with attachments to the Dean	None	1 Day	<i>Undergraduate Chairman</i>
	1.5. Sign Permit to Enroll Form with attachments and return to the OCS	None	1 Day	<i>Dean</i>
2. Claim Permit to Enroll Form with attachments	2. Release Permit to Enroll Form with attachments	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	2 Days and 30 Minutes	

Type of Service: External

17. Request for Certifications / Documents

- a. Candidacy for Graduation
- b. Candidacy for Graduation with GWA/CWA
- c. Credited Subjects
- d. CWA - *may take 5-10 working days for non-graduating students*
- e. CWA with rank
- f. Eligible for Readmission
- g. Enrolled in Residency
- h. Enrollment
- i. Good Standing
- j. Graduate courses not credited for undergraduate
- k. GWA - *may take 5-10 working days for non-graduating students*
- l. GWA with Percentage - *may take 5-10 working days for non-graduating students*
- m. GWA with Rank
- n. No Pending Case / Good Moral Character - *(requires that clearance has already been processed at the Office of Student Ethics)*



- o. Non-Contract
- p. Remaining Units
- q. Scholastic Standing
- r. Units Earned

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the College Secretary (OCS)		
2. Payment Order Form <i>Request Forms are available on the unit/office official website.</i>				
3. Official Receipt (OR)		UP Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Receive Request form and issue Payment Order Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive Payment Order Form then pay at the UP Cashier's Office	2. Accept payment and issue OR	PHP 20.00*	10 Minutes	<i>Special Collecting Officer</i> UP Cashier's Office
3. Submit OR to OCS	3.1. Receive OR 3.2. Evaluate status of student 3.3. Prepare certificate	None	2 Days	<i>Receiving Personnel</i> Office of the College Secretary College Secretary



	3.4. Forward to the College Secretary for signature 3.5. Sign Certificate / Documents			
4. Claim requested Certificate/ Documents via pick-up or email. <i>Shipping and courier options may be available for certain offices. Please consult with the Releasing Personnel.</i>	4. Release Certificate/ Documents	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		PHP 20.00*	2 Days and 20 Minutes	

Type of Service: External

18. Request for Original Diploma

Request for original copy of Diploma

Office or Division:	All Academic Clusters		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Principal			
1. Request Form <i>Request Forms are available on the unit/office official website.</i>		Office of the College Secretary	
2. Valid UP ID / Government issued Identification Card		Office of the University Registrar / BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	



3. University Clearance		Office of the University Registrar		
Representative				
1. Special Power of Attorney (SPA)		Requesting Party		
2. Photocopy of valid ID of the representative				
3. Photocopy of graduate's valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form via drop-off or through designated office email	1. Check status of student in the Computerized Registration System (CRS)	None	15 Minutes	Receiving Personnel Office of the College Secretary
2. Receive diploma via pick-up. <i>Shipping and courier options may be available for certain offices. Please consult with the Releasing Personnel.</i>	2. Release diploma	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL:		None	20 Minutes	

Type of Service: External

19. Request for Permission to Cross-Register to Another UP Unit

Request for Permission to Cross-Register to Another UP Unit

Office or Division:	All Academic Clusters
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Undergraduate Students of All Academic Clusters
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Letter Addressed to the College Secretary	Requesting Party			
2. Request to Cross-Register Form	Office of the College Secretary			
3. Adviser's certification re: remaining deficiencies (for graduating students only)				
4. Certificate of Scholastic Standing	University Health Service			
5. Medical Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request to Cross-Register Form <i>For online process, request forms are available in the unit's official website and email address</i>	1.1. Receive properly accomplished Request to Cross-Register Form and other required documents	None	1 Day	Receiving Personnel Office of the College Secretary
	1.2. Forward to the Office of the College Secretary and Office of the Dean for approval	None	1 Day	College Secretary Dean
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit			
	1.4. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	University Registrar Office of the University Registrar
2. Claim request for Permission to Cross-Register to another UP unit via pick-up or through email.	2. Release approved request for Permission to Cross-Register to Another UP Unit or send copy to client's UP Webmail account.	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL:		None	3 Days and 5 Minutes	



Type of Service: External

20. Request for Permit to Overload / Underload

Request for Permit to Overload / Underload

Office or Division:	All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Overload / Underload Form. 2. Permit to Enroll		Office of the College Secretary		
3. Letter addressed to the Dean requesting permission to overload/underload.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Permit to Overload / Underload Form <i>For online process, request forms are available on the unit's official website and via email</i>	1.1. Receive and evaluate Permit to Overload / Underload Form 1.2. Check scholastic standing through the CRS and forward to the College Secretary	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Consult with the Department Chair/ Undergrad Committee Chair	2. Receive and approve Permit to Overload /	None	1 Day	<i>College Secretary/ Undergraduate Committee Chair</i>



	Underload Form			
3. Received signed copy of approval for overload/underload.	3. Final approval of the Office of the College Secretary	None	10 Minutes	<i>College Secretary</i>
TOTAL:		None	1 Day and 20 Minutes	

Type of Service: External

21. Request for Return from Absence Without Leave (AWOL)

Request for Return from Absence without Leave (AWOL)

Office or Division:	All Academic Clusters		
Classification:	Complex		
Type of Transaction:	Government to Citizen		
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Addressed to the Program Director / Chairman 2. Letter Addressed to University Registrar 3. Two (2) pieces 2x2 picture 4. Affidavit of Non-enrollment (if AWOL for 2 or more semesters)		Requesting Party	
5. Appeal for Readmission Form 6. Program of Study (for graduate students) 7. Student Directory (2 copies) 8. True Copy of Grades (TCG) 9. College Admission Slip		Office of the College Secretary	
10. Medical Certificate (for 1 year and above from AWOL)		University Health Service	



11. For international students, Study Permit		Office of the International Linkages Diliman (OILD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form, Appeal for Readmission Form, and Student Directory Form <i>For online process, request forms are available on the unit's official website and via email</i>	1. Issue Program of Study Form, Appeal for readmission Form and Student Directory Form	None	15 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
2. Submit letter addressed to the Graduate Director / Undergraduate Committee Chairman via drop-off or through designated office email	2. Receive Letter for approval / disapproval of the Program Director / Chairman	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or <i>Undergraduate Committee Chairman</i>
3. Submit Letter addressed to the University Registrar via drop-off or through designated office email	3.1. Receive Letter addressed to the University Registrar	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary
	3.2. Endorse letter to OUR	None	1 Day	<i>Dean</i>
4. Receive endorsement letter from the Office of the College Secretary via pick-up or through email.	4. Release endorsement letter	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
5. Submit properly accomplished Program of Study, Appeal for Readmission Form, for approval / disapproval of	5. Receive properly accomplished Program of Study, Appeal for Readmission	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or



Graduate Director / Undergraduate Committee Chairman and Student Directory Form via drop-off or through designated office email	Form, and Student Directory Form			<i>Undergraduate Committee Chairman</i>
6. Pay AWOL fee at the Cashier's Office through their designated payment portals	6. Receive payment	PHP 225.00*	1 Day	<i>Special Collecting Officer UP Cashier's Office</i>
7. Present Official Receipt to receive College Admission Slip or send scanned copy via email	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
8. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	8. Release Medical Certificate	None	1 Day	<i>Releasing Personnel University Health Service</i>
9. Secure Study Permit from OILD (for international students)	9. Issue Study Permit	None	30 Minutes	<i>Releasing Personnel Office of the International Linkages Diliman</i>
10. Submit photocopy of all documents to the Office of the College Secretary via drop-off or through designated office email	10. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
11. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip via drop-off	11. Receive original documents and issue University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the University Registrar</i>



12. Submit University Admission Slip to the Office of the College Secretary	12. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL:		PHP 225.00	6 Days, 1 Hour and 15 Minutes	

Type of Service: External

22. Return from Leave of Absence (LOA)

Request for Return from Leave of Absence (LOA)

Office or Division:	All Academic Clusters			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Undergraduate and Graduate Students of All Academic Clusters (Local and International)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Addressed to the Program Director/Chairman		Requesting Party		
2. Two (2) pieces of 2x2 picture				
3. Return from Leave of Absence (LOA) Form		Office of the College Secretary		
4. Program of Study (for graduate students)				
5. Student Directory Form (2 copies)				
6. True Copy of Grades				
7. Medical Certificate (1 year and above)		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Program of Study Form	1. Issue Program of	None	15 Minutes	<i>Receiving Personnel</i>



(graduate students only), Return from LOA Form, and Student Directory Form <i>For online process, request forms are available on the unit's official website and via email</i>	Study Form, Return from LOA Form, and Student Directory Form			Office of the College Secretary
2. Submit Letter addressed to the Graduate Director / Undergraduate Committee Chairman via drop-off or through designated office email	2. Receive Letter for approval / disapproval of the Graduate Director / Undergraduate Committee Chairman	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office</i> or <i>Undergraduate Committee Chairman</i>
3. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA Form, and other requirements via drop-off or through designated office email	3.1. Receive properly accomplished Program of Study Form, Return from LOA Form, and other requirements	None	10 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	3.2. Sign and forward to the Graduate Director the Program of Study, properly accomplished Return from LOA Form for approval / disapproval	None	2 Days	<i>Graduate Director / Undergraduate Committee Chairman or College Secretary</i>
4. Receive signed Program of Study, properly accomplished Return from LOA	4. Release Receive signed Program of Study and	None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>



Form via pick-up or email.	Return from LOA Form			
5. Present Official Receipt (OR) of LOA fee (or scanned copy) to receive College Admission Slip	5. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel</i> Office of the College Secretary
6. Secure Medical Certificate from the University Health Service (for 1 year and above from LOA)	6. Release Medical Certificate	None	1 Day	<i>Releasing Personnel</i> University Health Service
7. Submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip	7. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel</i> Office of the University Registrar
8. Submit University Admission Slip to the Office of the College Secretary	8. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL:		None	6 Days and 40 Minutes	



Type of Service: External

23. Request for Substitution of Courses

Request for Substitution of Courses for Undergraduate and Graduate Students (Subject/s within the College, other College, other UP Unit or other University)

Office or Division:	All Academic Clusters			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Substitution Form (3 copies) 2. Photocopy of Course Syllabus 3. True Copy of Grades (TCG) / Printed Grades from CRS		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Substitution Form, Photocopy of Course Syllabus and TCG / Printed grades from CRS <i>For online process, request forms are available on the unit's official website and via email</i>	1.1. Receive properly accomplished Substitution Form and other requirements. 1.2. Forward to the Graduate Director or Undergraduate Committee Chairman 1.3. If approved, forward to the Office of the Department Chairman for action	None	1 Hour	<i>Receiving Personnel Office of the College Secretary</i> <i>Receiving Personnel Office of the Department Chairman</i>
	1.4. Approve request for substitution			None



	1.5. Forward to the Office of the Dean for approval 1.6. Approve / Disapprove request for substitution form			
2. Claim request for substitution form via pick-up or email.	2. Release approved request for substitution form	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	3 Days, 1 Hour and 5 Minutes	

Type of Service: External

24. Request for Validation of Courses

Request for Validation of Courses

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Advance Credit Without Validation Form (AACW Form)		Office of the College Secretary		
2. Photocopy of Course Syllabus				
3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)				
4. Computerized Registration System (CRS) Printed Grades		Computerized Registration System (CRS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Advance Credit Without Validation Form, Photocopy of	1.1. Receive properly accomplished AACW Form for Program Adviser or College	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i>



course syllabus, Photocopy of Official Transcript of Record or TCG or Printed grades from CRS <i>For online process, request forms are available on the unit's official website and via email</i>	Secretary's signature and other requirements			
	1.2. Forward properly accomplished AACW Form for Graduate Director or Undergraduate Chairman's signature	None	1 Day	<i>Receiving Personnel Graduate and Fellowships Office Undergraduate Chairman</i>
2. Go to home College / Institute / Department of requested course for validation	2.1. Receive and evaluate documents for validation 2.2. Action of the Department / College offering the course 2.3. Prepare Certification for the subject being credited 2.4. Forward to the Office of the Department Chairman for action	None	4 Days	<i>Receiving Personnel College / Institute / Department</i>
	2.5. Forward to the Office of the College Secretary or Dean's Office for approval / disapproval	None	2 Days	<i>Receiving Personnel Office of the Dean</i>
	3. Release request for Validation of Courses	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
3. Claim request for Validation of Courses via pick-up or email.	3. Release request for Validation of Courses	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL:		None	8 Days and 5 Minutes	



Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in every unit/office.
How feedback is processed	<p>Every Friday, the Unit Anti Red Tape Focal Person of each unit/office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to Head of Units/Colleges and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen copy furnished the UP Diliman ARTC.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: _____</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in every unit/office.</p> <p>Complaints can also be field 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-up, clients may contact the following telephone number: _____</p>
How complaints are processed	<p>The Unit Anti Red Tape Focal Person opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the UARTEFP shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The UARTEFP will create report after the investigation and shall submit it to the Office of the Chancellor through the UP Diliman ARTC.</p> <p>The UARTEFP will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: _____</p>
Contact Information of Anti Red Tape Committee (ARTC)	<p>UP Diliman Anti Red Tape Committee (UPD-ARTC)</p> <p>Email address: updartc@up.edu.ph</p> <p>Telephone Number: 8-981-8500 VOIP 2570</p>



University of the Philippines Diliman
CLIENT FEEDBACK FORM

Unit: _____

Service Requested: _____

Instruction: Please encircle the number that corresponds to your rating.

A. How would you rate our service/s in terms of quality?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

B. How would you rate our service/s in terms of timeliness?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

C. Overall, how would you rate your experience with our service/s?

1. Poor 2. Fair 3. Good 4. Very Good 5. Excellent

Any suggestion/s on how we can improve our service delivery?



University of the Philippines Diliman
CLIENT COMPLAINT FORM

Unit: _____

Service Requested: _____

A. Name of Person being complaint: _____

B. Incident: _____

C. Evidence _____

Contact Information of Complainant

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

A. Name of Complainant: _____

B. Telephone Number: _____

Email Address: _____