



All Academic Units / Colleges

External Services



1. Request for Certifications / Documents

- a. Diploma
- b. Candidacy for Graduation
- c. Candidacy for Graduation with General Weighted Average (GWA)/
Course Weighted Average (CWA)
- d. Credited Subjects
- e. Course Weighted Average (CWA)
- f. Course Weighted Average (CWA with rank)
- g. Eligible for Readmission
- h. Enrolled in Residency
- i. Enrollment
- j. Good Standing
- k. Graduate courses not credited for undergraduate
- l. General Weighted Average (GWA)
- m. General Weighted Average (GWA with Percentage)
- n. General Weighted Average (GWA with Rank)
- o. No Pending Case / Good Moral Character
- p. Non-Contract
- q. Remaining Units
- r. Scholastic Standing
- s. 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 2. Payment Order Form		Office of the College Secretary (OCS)		
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	1. Receive Request form and issue Payment Order Form	PHP 20.00	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		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. 3.4. Forward to the College Secretary for signature. 3.5. Sign Certificate / Documents		2 Days	Receiving Personnel Office of the College Secretary College Secretary
4. Claim requested Certificate / Documents	4. Release Certificate / Documents		5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL		PHP 20.00	2 Days and 20 Minutes	

2. Request for Diploma

Request for 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	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) 2. Photocopy of valid ID of the representative 3. Photocopy of graduate's valid ID	Requesting Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request Form	1. Check status of student in the	None	15 Minutes	Receiving Personnel Office of the College Secretary



	Computerized Registration System (CRS)			
2. Receive diploma	2. Release diploma	None	5 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
TOTAL		None	20 Minutes	

3. 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		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Enroll Form and accomplish Application for Non-Major/Non-Degree Form	1. Receive Permit to Enroll Form and accomplish Application for Non-Major/Non-Degree Form	None	15 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
2. Go to College Secretary / Program Adviser (Graduate Director / Undergraduate Committee Chair) for Consultation	2.1. College Secretary / Program Adviser advises student	None	1 Day	<i>College Secretary / Program Adviser</i>



	2.2. Check and change status of student through Computerized Registration System (CRS) and Prepare the College Admission Form	None	1 Day	<i>Receiving Personnel</i> Office of the University Registrar
4. Receive College Admission Slip	4. Release College Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL		None	2 Days and 20 Minutes	

4. 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		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 signed by instructor	1.1 Received copy of accomplished form	None *Subject to fines if exceeds deadline of filing	4 Hours	<i>Receiving Personnel</i> Office of the College Secretary
2. Receive student's and instructor's copy of approved Grade Completion / Removal Examination Form	3. Release approved Grade Completion / Removal Examination Form	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary



TOTAL	None	4 Hours and 5 Minutes	
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5. 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); 1. Change of Program Form; Application Form (S1 from one Department to another) 2. Student Directory Form (2 copies)	Office of the College Secretary		
4. True Copy of Grades (TCG)	Office of the University Registrar		
For S2 (Undergraduate Students within UP Diliman): 1. Application Form 2. Student Directory Form (2 copies)	Office of the College Secretary		
4. Original and photocopy of Official Transcript of Records (OTR) / TCG (Grade of 2.5 within Diliman, depends on program applied for, Completed 30 units)	Office of the University Registrar		
5. 3 pcs of 2x2 pictures 6. Certificate of Non-Contract and Certificate of Good Moral Character	Requesting Party		
For T1 (Undergraduate Students within UP Constituent Universities): 1. Application Form 2. Payment Order Form 3. Student Directory Form (2 copies)	Office of the College Secretary		
4. Original and photocopy of OTR / TCG (Grade of 2.25 within Diliman,	Office of the University Registrar		



depends on program applied for, Completed 30 units)				
5. 3 pcs of 2x2 pictures 6. Certificate of Non-Contract and Certificate of Good Moral Character		Requesting Party		
For T2 (Transfer from other universities) 1. Student Directory Form (2 copies)		Office of the College Secretary		
2. Original and photocopy of OTR / TCG (Grade of 2.00, depends on program applied for, Completed 33 units)		Office of the University Registrar		
3. 3 pcs of 2x2 pictures 4. Certificate of Honorable Dismissal		Requesting Party		
5. Medical Certificate (can be requested from other hospitals/clinics to be certified by UHS)		University Health Service (UHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Payment Order Form (For S1, S2, and T1) and pay at the UP Cashier's Office	1. Issue Payment Order Form	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary <i>Special Collecting Officer</i> UP Cashier's Office
2. Submit properly accomplished Application Form (For S1, S2, and T1), Official Receipt (OR), and other requirements (OTR, Student Directory, Certifications)	2.1. Receive Application Form with Official Receipt (OR) and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	2.2. Evaluate and process application.	None	1 Day	
3. Receive College Admission Slip.	3. Issue College Admission Slip.	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
5. Secure Medical Certificate from the University Health Service and submit all original documents to the Office of the	5. OUR will Issue University Admission Slip. *Certain units require medical	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



University Registrar (OUR) to receive the University Admission Slip.	certificate before releasing of College Admission Slip			
6. Submit University Admission Slip from OUR	6. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL		None	1 Day and 1 Hour	

6. Process Application for Admission of New Graduate Students

Process Application for Admission of New Graduate Students

Office or Division:	All Academic Clusters			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduate Students of All Academic Clusters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Official Website of College		
2. Certificate of Good Moral Character 3. Two (2) pieces of 2x2 picture 4. Employment Certificate (if applicable)		Requesting Party		
5. Student Directory Form (2 copies) 6. Program of Study		Office of the College Secretary		
7. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Office of the University Registrar		
8. Medical Certificate		University Health Service		
9. Certificate of Birth 10. 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	1. Accept payment and issue Official Receipt (OR)	PHP 500.00	5 Minutes	Special Collecting Officer UP Cashier's Office
2. Submit properly accomplished forms, OR, and other requirements	2. Receive properly accomplished forms with OR	None	30 Minutes	Receiving Personnel Office of the College Secretary



	and other requirements			
3. Submit Program of Study for Approval / Disapproval of the Graduate Director	3.1. Receive properly accomplished Program of Study	None	10 Minutes	Receiving Personnel Graduate and Fellowships Office
	3.2. Evaluate and process application. (After the deadline for filing of application)	None	10 Days	Receiving Personnel Office of the College Secretary
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	Graduate and Fellowships Committee
6. 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	Receiving Personnel Office of the College Secretary
7. Submit University Admission Slip from OUR	7. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL		PHP 500.00	21 Days and 1 Hour	

7. 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		
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	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	2. Receive properly accomplished forms with OR and other requirements	None	30 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
3. Submit Program of Study for Approval / Disapproval of the Graduate Director	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
5. Submit all original documents and receive College Admission Slip	5. Deliberate and select applicants.	None	11 Days	<i>Graduate and Fellowships Committee</i>



6. 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	Receiving Personnel Office of the College Secretary
7. Submit requirements to the Office of International Linkages Diliman (OILD) to receive Study Permit	7. Receive requirements and issue Study Permit	None	1 Hour (Paused-clock)	Receiving Personnel Office of International Linkages Diliman
8. Submit Study Permit and requirements to OUR	8. Receive requirements	None	1 Hour (Paused-clock)	Receiving Personnel Office of the University Registrar
9. Submit University Admission Slip from OUR	9. Receive University Admission Slip	None	5 Minutes	Receiving Personnel Office of the College Secretary
TOTAL		PHP 500.00	21 Days and 3 Hours	

8. 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



Letter of Request		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	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2 Receiving Personnel forwards document to the Dean for evaluation. 1.3 Dean decides whether to accept or decline the request	None	1 Day	<i>Receiving Personnel</i> <i>Office of the Dean</i> <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, etc.) to inform client that the Dean's response is ready for pick-up	None	30 Minutes	<i>Receiving Personnel</i> <i>Office of the Dean</i>
TOTAL		None	1 Day and 30 Minutes	

9. 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 Social Science and Law Cluster
Classification:	Complex
Type of Transaction:	Government to Government/ Government to Citizen
Who may avail:	Faculty, Citizens, Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Recommendation/Endorsement		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	1.1 Receiving Personnel acknowledges receipt of document with Receiving stamp and signature.	None	1 Day	<i>Receiving Personnel</i> Office of the Dean
	1.2 Receiving Personnel forwards document to the Dean for evaluation.			
	1.3 Dean decides whether to accept or decline the request			
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, etc.) to inform client that the Recommendation/Endorsement Letter is ready for pick-up	None	30 Minutes	<i>Receiving Personnel</i> Office of the Dean
TOTAL		None	1 Day and 30 Minutes	

10. 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Permit to Overload / Underload Form	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 College Secretary	2. Receive and approve Permit to Overload / Underload Form	None	1 Day	<i>College Secretary</i>
TOTAL		None	1 Day and 10 Minutes	

11. 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)		Office of the College Secretary



2. Photocopy of Course Syllabus 3. True Copy of Grades (TCG) / Printed Grades from CRS				
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	1.1. Receive properly accomplished Substitution Form and other requirements.	None	1 Hour	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Graduate Director or Undergraduate Committee Chairman			<i>Receiving Personnel Office of the Department Chairman</i>
	1.3. If approved, forward to the Office of the Department Chairman for action	None	3 Days	<i>Department Chairman</i>
	1.4. Approve request for substitution			<i>Receiving Personnel Office of the Dean</i>
	1.5. Forward to the Office of the Dean for approval			<i>Dean</i>
1.6. Approve / Disapprove request for substitution form				
2. Claim request for substitution form	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	

12. 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:	Simple
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 3. Adviser's certification re: remaining deficiencies (for graduating students only) 4. Certificate of Scholastic Standing		Office of the College Secretary		
5. Medical Certificate		University Health Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Request to Cross-Register Form	1.1. Receive properly accomplished Request to Cross-Register Form and other required documents 1.2. Forward to the Office of the College Secretary and Office of the Dean for approval	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary
	1.3. Approve / Disapprove request Permission to Cross-Register to Another UP Unit	None	1 Day	<i>College Secretary</i> <i>Dean</i>
2. Claim request for Permission to Cross-Register to another UP unit	2. Release approved request for Permission to Cross-Register to Another UP Unit	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		None	2 Days and 5 Minutes	

13. Request for Return from Absent 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	Requesting Party



3. Two (2) pieces 2x2 picture				
4. Appeal for Readmission Form 5. Program of Study (for graduate students) 6. Student Directory (2 copies) 7. True Copy of Grades (TCG) 8. College Admission Slip		Office of the College Secretary		
9. Medical Certificate (for 1 year and above from AWOL)		University Health Service		
10. 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	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	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	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	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 Graduate Director /	5. Receive properly accomplished Program of Study, Appeal for Readmission Form, and	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or <i>Undergraduate Committee Chairman</i>



Undergraduate Committee Chairman and Student Directory Form	Student Directory Form			
6. Pay AWOL fee at the Cashier's Office	6. Receive payment	PHP 225.00	1 Day	<i>Special Collecting Officer</i> UP Cashier's Office
7. Present Official Receipt to receive College Admission Slip	7. Issue College Admission Slip	None	10 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
8. Secure Medical Certificate from the University Health Service (for 1 year and above AWOL)	8. Release Medical Certificate	None	1 Day (Paused-clock)	<i>Releasing Personnel</i> University Health Service
9. Secure Study Permit from OILD (for international students)	9. Issue Study Permit	None	30 Minutes (Paused-clock)	<i>Releasing Personnel</i> Office of the International Linkages Diliman
10. Submit photocopy of all documents to the Office of the College Secretary	10. Receive photocopy of all documents	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
11. Submit all original documents to the Office of the University Registrar to receive the University Admission Slip	11. Receive original documents and issue University Admission Slip	None	5 Minutes (Paused-clock)	<i>Receiving Personnel</i> Office of the University Registrar
12. Submit University Admission Slip to the Office of the College Secretary	12. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
TOTAL		PHP 225.00	6 Days, 1 Hour and 15 Minutes	



14. Request for 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 2. Two (2) pieces of 2x2 picture		Requesting Party		
3. Return from Leave of Absence (LOA) Form 4. Program of Study (for graduate students) 5. Student Directory Form (2 copies) 6. True Copy of Grades		Office of the College Secretary		
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 (graduate students only), Return from LOA Form, and Student Directory Form	1. Issue Program of Study Form, Return from LOA 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	2. Receive Letter for approval / disapproval of the Graduate Director / Undergraduate Committee Chairman	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office or <i>Undergraduate</i> Committee Chairman
4. Submit properly accomplished Program of Study Form (graduate students only), Return from LOA	4.1. Receive properly accomplished Program of Study Form, Return from LOA Form, and other requirements	None	10 Minutes	<i>Receiving Personnel</i> Office of the College Secretary



Form, and other requirements				
	4.2. 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</i>
5. Receive signed Program of Study, properly accomplished Return from LOA Form	5. Release Receive signed Program of Study and Return from LOA Form	None	15 Minutes	<i>Releasing Personnel Office of the College Secretary</i>
6. Present Official Receipt (OR) of LOA fee to receive College Admission Slip	6. Issue College Admission Slip	None	1 Day	<i>Releasing Personnel Office of the College Secretary</i>
7. Secure Medical Certificate from the University Health Service (for 1 year and above from LOA)	7. Release Medical Certificate	None	1 Day	<i>Releasing Personnel University Health Service</i>
8. Submit all original documents to the Office of the University Registrar (OUR) to receive University Admission Slip	8. Issue University Admission Slip	None	1 Day	<i>Receiving Personnel Office of the University Registrar</i>
9. Submit University Admission Slip to the Office of the College Secretary	9. Receive University Admission Slip	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
TOTAL		PHP 125.00	6 Days and 40 Minutes	



15. 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) 2. Photocopy of Course Syllabus 3. Official Transcript of Records (OTR) / True Copy of Grades (TCG)		Office of the College Secretary		
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 course syllabus, Photocopy of Official Transcript of Record or TCG or Printed grades from CRS	1.1. Receive properly accomplished AACW Form for Program Adviser or College Secretary's signature and other requirements	None	1 Day	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Forward properly accomplished AACW Form for Graduate Director or Undergraduate Chairman's signature	None	1 Day	<i>Receiving Personnel</i> Graduate and Fellowships Office <i>Undergraduate</i> Chairman
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	None	4 Days	<i>Receiving Personnel</i> College / Institute / Department



	2.4. Forward to the Office of the Department Chairman for action			
	2.5. Forward to the Office of the College Secretary or Dean's Office for approval / disapproval	None	2 Days	<i>Receiving Personnel</i> Office of the Dean
3. Claim request for Validation of Courses	3. Release request for Validation of Courses	None	5 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		None	8 Days and 5 Minutes	

16. 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:	Complex			
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 4. Course Syllabus of Subjects to be taken		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	1.1. Receive Acceptance Letter from the Partner International University and Exchange Program or Study Abroad Form	None	5 Minutes	<i>Receiving Personnel</i> Office of the Dean
	1.2. Approve / Disapprove request for Endorsement of	None	2 Days	<i>Dean</i>



	Exchange Program or Study Abroad			
2. Claim request for Endorsement of Exchange Program or Study Abroad	2. Release Endorsement Letter for Exchange Program or Study Abroad	None	5 Minutes	<i>Releasing Personnel Office of the Dean</i>
TOTAL		None	2 Days and 10 Minutes	

17. 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		
Letter addressed to the Dean through the College Secretary		Office of the College Secretary		
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	1.1. Receive Letter addressed to Dean through the College Secretary	None	5 Minutes	<i>Receiving Personnel Office of the College Secretary</i>
	1.2. Forward to the Dean			<i>College Secretary</i>
	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 Office of the College Secretary</i>
TOTAL		None	1 Day and 10 Minutes	



18. Endorsement for Appeal Late Registration and Payment

Request for Endorsement of Appeal for Late Registration and Payment

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		
Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary	1.1. Receive Letter addressed to the OUR	None	1 Day	<i>Receiving Personnel Office of the College Secretary</i> <i>College Secretary</i>
	1.2. Forward to the Dean for endorsement			
	1.3. Approve / Disapprove 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 and Payment then go to the OUR	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	



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

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

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		
Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary	1.1. Receive Letter addressed to the OUR	None	1 Day	Receiving Personnel Office of the College Secretary
	1.2. Forward to the Dean 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	Dean
2. Claim Endorsement of Appeal for Late Application for Dropping or Change Matriculation then go to the OUR	2. Release Endorsement of Appeal for Late Application for Dropping or Change Matriculation	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL		None	2 Days and 5 Minutes	



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

Request for Endorsement of Appeal for Late 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		
Letter addressed to the Office of the University Registrar		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter addressed to the Office of the University Registrar (OUR) to the Office of the College Secretary	1.1. Receive Letter addressed to the OUR	None	1 Day	Receiving Personnel Office of the College Secretary <i>College Secretary</i>
	1.2. Forward to the Dean for endorsement			
	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) then go to the OUR	2. Release Endorsement of Appeal for Late Application for Leave of Absence (LOA)	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL		None	2 Days and 5 Minutes	



21. 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		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For advising status in the CRS , present UP ID or write down Student Number and Name	1.1. Receive UP ID or Student Information	Dropping – PHP 10.00/unit Change Matriculation - None	5 Minutes	<i>Receiving Personnel</i> Office of the College Secretary
	1.2. Process Dropping or Change Matriculation	None	10 Minutes	
3. Receive Dropping Form or Change Matriculation Form and go to the UP Cashier's Office	3. Print and release Dropping Form or Change Matriculation Form	None	15 Minutes	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		Dropping – PHP 10.00/unit Change Matriculation - None	30 Minutes	



22. 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		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Consent from Parent if Minor and if given standing in the CRS , present UP Student ID or Write down Student Number and Name	1.1. Receive UP Student ID or student information	PHP 125.00	5 Minutes	Receiving Personnel Office of the College Secretary
	1.2. Process LOA Application	None	5 Minutes	
2. Receive LOA Form and sign 4 copies; if minor affix parent's signature	2. Print and release LOA Form	None	5 Minutes	Releasing Personnel Office of the College Secretary
3. Return signed LOA Form	3.1. Receive LOA Form	None	1 Day	Receiving Personnel Office of the College Secretary College Secretary Undergraduate Chairman
	3.2. Sign LOA Form and forward to the Undergraduate Chairman			
	3.3. Sign LOA Form and forward to the Dean			



	3.4. Sign LOA Form	None	1 Day	Dean
4. Receive signed LOA Form then pay at the UP Cashier's Office	4. Release signed LOA Form	None	5 Minutes	Releasing Personnel Office of the College Secretary
TOTAL		PHP 125.00	2 Days and 20 Minutes	

23. 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		College to be Transferred to		
2. College Clearance 3. True Copy of Grades (TCG)		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Acceptance Letter from Other Colleges / UP Unit, College Clearance and, TCG	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 1.3. Sign and forward Permit to Enroll Form with attachments to the	None	20 Minutes	Receiving Personnel Office of the College Secretary College Secretary



	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	

24. Reservation Request (Room, Equipment, etc.)

Processing of reservation request for facilities, venues, equipment and assisting manpower for events and activities

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		
Letter of Request addressed to respective office head *UPIS additional Requirement: Payment upon approval (please get FEES-UPIS worksheet)		Specific Office or Department in-charge of target venue or equipment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client submits Letter of Request to the target office</p>	<p>1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature.</p> <p>1.2. Receiving Personnel forwards document to the head for evaluation.</p> <p>1.3 Head of target office decides whether to accept or decline the request</p>	<p>None</p>	<p>1 Day</p>	<p><i>Receiving Personnel</i> Target Office</p> <p><i>Head</i> Target Office</p>
<p>2. Client receives response for the request.</p>	<p>2.1. Receiving Staff of the target office may choose among provided means (ex. via phone call, text message, etc.) to inform client that the response is ready for pick-up</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Receiving Personnel</i> Target Office</p>
<p>3. If approved, client proceeds to designated collecting officer to process applicable fees</p>	<p>3.1 Designated collecting offer receives payment and issues official receipt</p>	<p>As defined by target office</p>	<p>20 Minutes</p>	
<p>TOTAL</p>		<p>As defined by target office</p>	<p>1 Day and 30 Minutes</p>	



25. 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, All Academic Clusters			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TCG Request Form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The Student fill-up the Form	1.1. Give Form to the Student 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	2.Receiving Personnel accepts payment and issues official receipt	PHP 20.00 per copy of TCG	Pause clock	<i>Receiving Personnel</i> Cashier's Office
3.The student submits the request form and the Official Receipt (OR) to the OCS Personnel	3.1. OCS-Staff accepts the request Form and the Official Receipt (OR) 3.2. TCG copies are prepared	None	3 days	<i>Releasing Personnel</i> Office of the College Secretary
TOTAL		PHP 20.00 per copy	3 Days	



All Academic Units / Colleges

Internal Service



1. Reservation Request (Room, Equipment, etc.)

Processing of reservation request for facilities, venues, equipment and assisting manpower for events and activities

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		
Letter of Request addressed to respective office head *UPIS additional Requirement: Payment upon approval (please get FEES-UPIS worksheet)		Specific Office or Department in-charge of target venue or equipment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request to the target office	1.1. Receiving Personnel acknowledges receipt of document with Receiving stamp and signature. 1.2. Receiving Personnel forwards document to the head for evaluation. 1.3 Head of target office decides whether to accept or decline the request	None	1 Day	<i>Receiving Personnel</i> Target Office <i>Head</i> Target Office



2. Client receives response for the request.	2.1. Receiving Staff of the target office may choose among provided means (ex. via phone call, text message, etc.) to inform client that the response is ready for pick-up	None	30 Minutes	<i>Receiving Personnel</i> Target Office
4. If approved, client proceeds to designated collecting officer to process applicable fees	3.1 Designated collecting offer receives payment and issues official receipt	As defined by target office	20 Minutes	
TOTAL		As defined by target office	1 Day and 30 Minutes	