

CITIZEN'S CHARTER

How to Avail of the Service: REQUESTS FOR STUDENT DISCIPLINARY CLEARANCE

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fills in required information in Request Slip for CLEARANCE anytime during office hours	Provides instructions to clients anytime during office hours	1 minute per client	AA - Con and/or Bot	NONE	SDC Request Slip for CLEARANCE
2	Drops Request Slip (or Waiver Form/College clearance Form/OSA or OVCSA Form) in SDC Drop Box anytime during office hours	Prepares CLEARANCE during designated hours	1 minute per client	AA - Con and/or Bot	NONE	SDC CLEARANCE
3		Checks SDC records and CRS during designated hours	2 minutes per client	AO - Cecile	NONE	N/A
4		Signs CLEARANCE during designated hours	1 minute per client	Unit HEAD or authorized OIC	NONE	N/A
5	Returns the following day; Presents valid ID or UP Form 5 (and authorization letter, if claimed through a representative) during designated hours	Retrieves CLEARANCE during designated hours	1 minute per client	AA - Con and/or Bot	NONE	Valid ID or UP Form 5 (and authorization letter, if applicable)
6	Receives CLEARANCE; Fills in required entries and Signs SDC MONITORING LOGBOOK immediately upon release of CLEARANCE	Releases CLEARANCE to client or to authorized representative during designated hours	1 minute per client	AA - Con and/or Bot	NONE	SDC MONITORING LOGBOOK

How to Avail of the Service: FILING OF COMPLAINT AGAINST A STUDENT

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submits written complaint at SDC Office anytime during office hours	Receives complaint; Provides instructions to client	5 minutes per client	AO or AA - Cecile or Con	NONE	N/A
2		Determines probable cause and jurisdiction, and files formal charges, if applicable	3 days after receipt of complaint; 3 hours per complaint	SDC	NONE	N/A
3	Receives response from SDC if complaint DOES NOT WARRANT THE FILING OF FORMAL CHARGES	Responds to client re filing or non-filing of formal charges, whichever applies	5 days after receipt of complaint	SDC Chair	NONE	N/A
4		If formal charges are filed: Requests Chancellor for appointment of University Representative	5 days after receipt of complaint	SDC Chair	NONE	N/A
5		Constitutes AHDHC	One (1) week after receipt of complaint	Chair of AHDHC	NONE	N/A
		Issues SUMMONS to Respondent-Student	Five (5) days after constitution of AHDHC	Chair of AHDHC	NONE	N/A
6		Issues Notice of Mandatory Preliminary Meeting	Two (2) days after receipt of Respondent's Statement	Chair of AHDHC	NONE	N/A
7	Attends Mandatory Preliminary Meeting	Conducts Mandatory Preliminary Meeting	One (1) week after receipt of Respondent's Statement	AHDHC	NONE	N/A
8	Attests to Preliminary Meeting Report	Submits Preliminary Meeting Report	Two (2) weeks after the meeting	Chair of AHDHC	NONE	N/A

9		Issues Notice of Hearings, if applicable	One (1) week after receipt by the parties of the Preliminary Meeting Report	Chair of AHDHC	NONE	N/A
10	Attends Hearings, if applicable	Conducts Hearings, if necessary	Maximum of two (2) months	AHDHC	NONE	N/A
11		Submits Final Committee Report	Maximum of fifteen (15) days after the final hearing	Chair of AHDHC	NONE	N/A
12		Issues Decision on Case	Maximum of seven (7) days upon receipt of the Final Committee Report	SDC Chair or designated SDC Member	NONE	N/A
12	Files appeal through University Representative, if desired	Issues Finality of Decision	Seven (7) days after receipt by parties of Notice of Decision and if no appeal was filed	SDC Chair or designated SDC Member	NONE	N/A

How to Avail of the Service: REQUESTS FOR CERTIFIED TRUE COPY OF CASE RELATED DOCUMENTS

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Presents letter of request establishing authority of requesting party and specifying purpose for requested copy	Checks if applicant is authorized to receive a copy of the requested document; Immediately notifies applicant if request may be granted or not	5 minutes per client	AO - Cecile	NONE	N/A
2		Retrieves requested documents	5 minutes per document	AO - Cecile	NONE	N/A
3		Photocopies requested documents	30 secs per page	AO - Cecile	NONE	N/A
4		Stamps and signs requested document as Certified True Copy	30 secs per page	AO - Cecile	NONE	N/A
5	Returns after two (2) days; Presents valid ID (and authorization letter if claimed through a representative)	Retrieves requested CTC of document	1 minute per client	AO - Cecile	NONE	N/A
6	Receives requested document; Fills in required entries and Signs SDC MONITORING LOGBOOK immediately upon release of requested CTC	Releases requested CTC of document	Two (2) days after receipt of request	AO - Cecile	NONE	N/A