Office of Student Housing Citizen's Charter

The residence hall provides a caring and satisfying housing accommodation for students (*Iskolar ng Bayan*). It provides a safe, secured, clean, Vision: and comfortable place to live in. It serves as a second home that nurtures students in their pursuit of academic excellence and creates an environment contributive to their integral development as future leaders of the nation and active members of the community.

To provide an environment for the holistic development of students: conduct a well-planned regular; provide counseling sessions for residents;

Mission: implement and regularly evaluate dormitory rules and regulations; maintain the cleanliness, security, safety and beautification of the residence halls; and attend actively to the general repair and maintenance of the residence halls.

Name of Agency University of the Philippines Diliman

Name of Division/Section Office of Student Housing

Frontline Service Processes and accepts dormitory applications

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Form	Fees/Prices
1	Incoming Freshmen, Graduate studetnt, cross-registrants and faculty	Receives document required in the online apllication.	1 month filing and processing will commence once log-in after 24 hrs.	Dormitory Application Team	Dorm online application	
2	Students, cross-registrants, faculty parents/relatives	Attends to all queries in relation to dorm application	5 Minutes	OSH office staff		
3	Student-residents, and/or representative; dorm manager/staff	Receives appeal and provide payment appeal form.	2 Minutes	Kitchen Staff	Payment appeal form	

4	Student-residents, and/or representative	Tag and untagging	1 Minute per student	2 OSH staff	CRS	
5	Various service/establishments/SPMO/Pr ocurement Services/Awarded bidders and contractors	Prepares purches request, voucher, payments for the needed office supplies and different dorm requests.	within the day upon receipt of billing	2 OSH staff	PR/Vouchers/ BUR	