

# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: REQUEST FOR DOCUMENTS/CERTIFICATIONS

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

**TABLE 1**

## Documents/Certifications provided by the Office of the College Secretary/Graduate Office

| For Undergraduate Students                                     | Amount*              | Processing             |
|--|----------------------|------------------------|
| Batch Ranking (Graduates only)                                 | Php20.00/copy        | Three (3) working days |
| Candidacy  | Php20.00/copy        |                        |
| Completion   | Php20.00/copy        |                        |
| Currently Enrolled   | Php20.00/copy        |                        |
| Enrollment   | Php20.00/copy        |                        |
| Expect to Graduate   | Php20.00/copy        |                        |
| GWA (General Weighted Average)/Certification                   | Php20.00/copy        |                        |
| Non-Contract   | Php20.00/copy        |                        |
| Other University LAE Package                                   | Php40.00/copy        |                        |
| Permit to Transfer   | Php20.00/copy        |                        |
| Proposal/Final Defense Result                                  | Php20.00/copy        |                        |
| Remaining Units  | Php20.00/copy        |                        |
| Subjects Credited in Curriculum                                | Php20.00/copy        |                        |
| Submitted Bound Copies at TCG                                  | Php20.00/copy        |                        |
| True Copy of Grades (TCG) for Students admitted 2000 and above | Php20.00/set         |                        |
| Units Earned   | Php20.00/copy        |                        |
| UP LAE Package   | Php60.00/copy        |                        |
| Year Level (Attached Photocopy of Form 5)                      | <b>Php20.00/copy</b> |                        |
| <b>Academic Standing</b>                                       | <b>Php20.00/copy</b> |                        |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

|   |               |
|---|---------------|
| Ranking in Class (degree program)         | Php20.00/copy |
| Honorific Scholars                        | Php20.00/copy |
| Not yet Covered by MRR                    | Php20.00/copy |
| No Pending Case                           | Php20.00/copy |
| Extra Uncredited Subjects                 | Php20.00/copy |
| Admission to New Course                   | Php20.00/copy |
| With Normal Academic Load                 | Php20.00/copy |
| No Grades of “4.”, “5.0”, “DRP”, or “INC” | Php20.00/copy |
| GPA (Grade Point Average)                 | Php20.00/copy |
| SDC/CIC served                            | Php20.00/copy |

\*Amount depends upon College rate

How to Avail of the Service:

| Step | Applicant/Client                          | Service Provider   | Duration of Activity *                     | Person-in-charge                   | Fees                    | Form                               |
|------|---|--|--|------------------------------------|-------------------------|------------------------------------|
| 1    | Accomplish REQUEST FOR CERTIFICATION FORM | Receive/review accomplished request form, advise student to pay at the cashier and return with the receipt for payment | Three (3) minutes maximum transaction time | Officer of the Day/Frontline Staff |                         | REQUEST FORM                       |
| 2    | Pay at the cashier                        | Process payment and issue Official Receipt   | Ten (10) minutes                           | Cashier                            | Please refer to Table 1 | REQUEST FORM with Official Receipt |
| 3    | Submit request form                       | Evaluate status of students  | Three (3) minutes maximum transaction time | Officer of the Day/Frontline Staff |                         |                                    |
| 4    | Wait for the request to be processed      | Prepare/Make the   | Three (3) minutes                          | Officer of the                     |                         |                                    |

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|                           |  |   |  |   |  |  |
|---------------------------|--|---|--|---|--|--|
|                           |  | certificate/ document for signature of College Official | maximum transaction time   | Day/Frontline Staff   |  |  |
| 5                         | Claim requested documents/ certificate | Release document/ certificate                           | Three (3) days from the time paid request was filed with the OCS/RO /GPO | Student Records Evaluator (SRE)<br>Frontline Staff<br>College Secretary |  | Claim Stub/OR/ to bring Letter of Authority if claiming Certificates of another person |
| <b>END OF TRANSACTION</b> |  |   |  |   |  |  |

Type of Frontline Service: **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 1 AND 2; GRADUATE SCHOOL ADMISSION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step | Applicant/Client  | Service Provider  | Duration of Activity *                    | Person-in-charge                   | Fees      | Form   |
|------|---|---|---|------------------------------------|-----------|--|
| 1    | Submit application form together with other requirements (after payment at the cashier office). | Check the following:<br>• Application Form<br>• True Copy of Grades<br>• Signature of the applicant<br>• Degree program applied for | Five (5) minutes maximum transaction time | Officer of the Day/Frontline Staff | Php 20.00 | To Submit ONLY whichever is applicable:<br>Accomplished Application and Recommendation Forms, TCG/OTR, |

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|   |  |  |  |   |  |  |
|---|--|--|--|---|--|--|
|   |  | <ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Other documents required by the college</li> </ul> <p>After checking documents advise the applicant to pay Application fee and return receipt for payment.</p> |  |   |  | <p>Honorable Dismissal, Cert of GMC, Cert of Non-Contract, BC, MC, Employment Cert and Official Receipt (OR)</p> <p>For foreign applicants: Passing TOEFL/IELTS/Certificate of English as Medium of Instruction/Passport</p> |
| 2 | Submit Official Receipt of Application Fee | Evaluate/Process application (Verification of documents, Exam, Interview –may vary within Colleges)  | Four (4) weeks after the deadline for filing of Application for Admission                  | Student Records Evaluator (SRE)<br>College Secretary<br>Admission Committee |  |  |
| 3 | Accept Change of Program form              | Release of List of Admitted Students   | Three (3) weeks after the evaluation process   | SRE<br>Frontline Staff  |  | Posting the result of the application at the College website/facebook page/email/Letter of Acceptance or Rejection   |
| 4 | Secure Admission Slip from the College     | OCS/RO/GPO   | One (1) week after release of results depending on the complete submission of requirements | SRE<br>Frontline Staff<br>College Secretary                                 |  | To submit ONLY whichever is applicable: OTR/Updated TCG,   |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

|                           |  |  |  |  |  |   |
|---------------------------|--|--|--|--|--|---|
|                           |  |  |  |  |  | Plan/Program of Study, Med Cert, College Clearance, Permit to Transfer, University Admission Slip |
| <b>END OF TRANSACTION</b> |  |  |  |  |  |   |

**Type of Frontline Service: REQUEST FOR RETURN FROM ABSENCE WITHOUT OFFICIAL LEAVE (AWOL)**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

**How to Avail of the Service:**

| Step                      | Applicant/Client   | Service Provider                              | Duration of Activity * | Person-in-charge                            | Fees       | Form                                    |
|---------------------------|--|---|------------------------|---|------------|---|
| 1                         | Submit letter of appeal endorsed by Adviser and the Department Chair | Evaluate scholastic standing of the student   | 3 working days         | STUDENTS (undergraduate/g raduate)          |            |   |
| 2                         | Pay the AWOL fee   | Prepare college admission slip                |                        | Frontline Staff                             | PhP 225.00 | Order of Payment Form /Official Receipt |
| 3                         |  | Secure the signature of the College secretary |                        | Frontline Staff from Admissions Office, OUR |            | College Admission Slip                  |
| <b>END OF TRANSACTION</b> |  |   |                        |   |            |   |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

## Type of Frontline Service: READMISSION FROM LEAVE OF ABSENCE (LOA)

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

### How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider                              | Duration of Activity * | Person-in-charge | Fees | Form                 |
|---------------------------|--|---|------------------------|------------------|------|----------------------|
| 1                         | Submit accomplished return form LOA form and medical certificate (if more than 1 semester) | Secure the signature of the College Secretary | 3 working days         | Frontline Staff  | None | Return from LOA Form |
| <b>END OF TRANSACTION</b> |  |   |                        |                  |      |                      |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **REQUEST FOR SUBSTITUTION OF COURSES**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step | Applicant/Client  | Service Provider   | Duration of Activity *                     | Person-in-charge                                     | Fees | Form              |
|------|---|--|--|--|------|-------------------|
| 1    | Accomplish SUBSTITUTION FORM  | Act on the request for substitution of a course.   | Three (3) minutes maximum transaction time | Frontline Staff                                      |      | SUBSTITUTION FORM |
| 2    | Submit the accomplished Request for Substitution of Courses Form and a photocopy of the syllabus of the course to be substituted to the Student Records Evaluator | Examine validity of the filled out form: <ul style="list-style-type: none"> <li>• Recommending approval of department offering the course</li> <li>• Recommending approval of the department where the subject was taken</li> <li>• Passing grade</li> <li>• Course taken must be equal or higher in units.</li> </ul> | Three (3) days maximum transaction time    | Student Records Evaluator (SRE)<br>College Secretary |      |                   |
| 3    | A. Get approval/ disapproval of Department Chair of Subject required  | Department Chair of Subject required   | One (1) week maximum transaction time      | Frontline Staff                                      |      |                   |
| 4    | Go back to your College to get approval of your DEAN  | Secure approval of the Dean  | Two (2) working days                       | Frontline Staff<br>Dean’s Office                     |      |                   |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

|                           |  |   |  |                                    |  |  |
|---------------------------|--|---|--|------------------------------------|--|--|
| 5                         |  | Submit approved SUBSTITUTION FORM to the Office of the University Registrar (OUR), keep one (1) copy with the OCS and, give one (1) copy to the student | Three (3) minutes maximum transaction time | Officer of the Day/Frontline Staff |  |  |
| 6                         |  | Record substituted subject in student's Checklist   | Three (3) minutes maximum transaction time | SRE                                |  | Substitution Form<br>Student Checklist |
| <b>END OF TRANSACTION</b> |  |   |  |                                    |  |  |

## Type of Frontline Service: REQUEST FOR VALIDATION OF COURSES

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step | Applicant/Client   | Service Provider | Duration of Activity *                     | Person-in-charge                                      | Fees | Form |
|------|--|------------------|--|---|------|------|
| 1    | Request to validate some of your courses taken by submitting a copy of your Official Transcript of Record (OTR) to the Office of the College |                  | Three (3) minutes maximum transaction time | Office of the College Secretary (OCS)/ Records Office |      |      |

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## CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

|   |   |   |   |   |  |   |
|---|---|---|---|---|--|---|
|   | Secretary (OCS) of your College   |   |   | (RO)/Graduate Programs Office (GPO)     |  |   |
| 2 |   | Prepare <b>Permit for Validation</b> (for students who have finished below 66 units of courses from previous school) or <b>Advance Credit Without Validation (ACWV)</b> (for students who have finished 66 units and above of courses from previous school) Form or whichever is applicable | Three (3) weeks maximum transaction time                            | Student Records Evaluator (SRE)         |  | <b>Permit for Validation or ACWV Form</b> |
| 3 | Go to the home College/ Institute/ Department of requested courses for validation |   | Three (3) weeks maximum transaction time for each courses requested | Frontline Staff OCS or Department level |  |   |
| 4 | Go back to your College to get approval of your DEAN                              | Secure approval of the Dean   | Three (3) days maximum transaction time                             | Frontline Staff Dean’s Office           |  |   |
| 5 |   | Submit approved <b>PERMIT FOR VALIDATION</b> or <b>ACWV FORM</b> to the Office of the University Registrar (OUR), keep one (1) copy with the OCS and, give one (1) copy to the student  | Three (3) minutes maximum transaction time                          | Officer of the Day/Frontline Staff      |  |   |
| 6 |   | Record validated subject in student’s Checklist   | Three (3) minutes maximum transaction time                          | SRE                                     |  | <b>Permit for Validation or</b>           |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

|                           |  |  |   |  |  |                  |
|---------------------------|--|--|---|--|--|------------------|
|                           |  |  | per validated subject on scheduled time of recording/ updating checklists of students |  |  | <b>ACWV Form</b> |
| <b>END OF TRANSACTION</b> |  |  |   |  |  |                  |

## Type of Frontline Service: **REQUEST FOR TRANSFER TO NON-MAJOR STATUS**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider                         | Duration of Activity * | Person-in-charge  | Fees | Form  |
|---------------------------|---|--|------------------------|-------------------|------|---|
| 1                         | Submit accomplished form duly signed by the Office of Counselling and Guidance (OCG). | Check received form                      | 3 working days         | Frontline Staff   | None |   |
| 2                         |   | Secure approval of the College Secretary |                        | College Secretary |      | Transfer to Non-major Status Form and College Admission Slip and Request for Medical Certificate, if applicable |
| <b>END OF TRANSACTION</b> |   |  |                        |                   |      |   |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service:   REQUEST FOR TRANSFER TO VOLUNTARY SHIFTING-OUT STATUS**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider                         | Duration of Activity * | Person-in-charge | Fees | Form   |
|---------------------------|---|--|------------------------|------------------|------|--|
| 1                         | Submit accomplished form duly signed by the OCG and application letter duly signed or endorsed by the Department Chair/Institute Director | Check the received form                  | 3 working days         | Frontline Staff  | None |  |
| 2                         |   | Secure approval of the College Secretary |                        |                  |      | Transfer to Voluntary Shifting-out Status Form |
| <b>END OF TRANSACTION</b> |   |  |                        |                  |      |  |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service:** APPLICATION FOR SHIFTING WITHIN THE COLLEGE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider                              | Duration of Activity * | Person-in-charge  | Fees | Form   |
|---------------------------|---|---|------------------------|-------------------|------|--|
| 1                         | Submit accomplished form duly signed by Department Chair/Institute Director | Check and review the received form            | 3 working days         | SRE               | None |  |
| 2                         |   | Secure the signature of the College Secretary |                        | College Secretary |      | Copy of Application form with Student's Directory and College Admission Slip |
| <b>END OF TRANSACTION</b> |   |   |                        |                   |      |  |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service:** PERMISSION TO CROSS-REGISTER TO ANOTHER UP UNIT

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider                                     | Duration of Activity * | Person-in-charge | Fees | Form                           |
|---------------------------|---|--|------------------------|------------------|------|--------------------------------|
| 1                         | Submit accomplished form duly signed by the Program Adviser | Check the standing of the eligibility of the student | 3 working days         | Admin staff      |      |                                |
| 2                         |   | Secure the signature of the Dean                     |                        | Dean             | None | Request to Cross-Register Form |
| <b>END OF TRANSACTION</b> |   |  |                        |                  |      |                                |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

## Type of Frontline Service: REQUEST FOR TRANSFER FROM OTHER UNIVERSITIES

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

### How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity * | Person-in-charge | Fees | Form                          |
|---------------------------|--|--|------------------------|------------------|------|-------------------------------|
| 1                         | Submit accomplished application with supporting documents (as set by the College) to the OUR. Pay application fee. | See OUR for guidelines   | as per OUR deadline    | SRE              | None |                               |
| 2                         | Inquire for the schedule of application processes  | Inform the applicant of the interview dates (see Department concern) |                        |                  |      |                               |
| 3                         |  | Inform the applicant of the result                                   |                        |                  |      |                               |
| 4                         | Submit requirements  | Issue notice/college admission slip                                  |                        |                  |      | Notice/College Admission Slip |
| <b>END OF TRANSACTION</b> |  |  |                        |                  |      |                               |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

## Type of Frontline Service: APPLICATION FOR WAIVER OF PREREQUISITE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider                              | Duration of Activity * | Person-in-charge | Fees | Form  |
|---------------------------|--|---|------------------------|------------------|------|---|
| 1                         | Submit accomplished form duly signed by the concerned Faculty, the Student Disciplinary Council (SDC) and the Department Chair/Institute Director. | Secure the signature of the College Secretary | 3 working days         | Frontline staff  | None | Application for Waiver of Prerequisite Form |
| <b>END OF TRANSACTION</b> |  |   |                        |                  |      |   |

## Type of Frontline Service: PERMIT TO OVERLOAD

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity * | Person-in-charge | Fees | Form                    |
|---------------------------|--|--|------------------------|------------------|------|-------------------------|
| 1                         | Submit accomplished form duly signed by the Adviser, the Department Chair/Institute Director | Secure the signature of the College Secretary and the Dean | during registration    | Frontline staff  | None | Permit to Overload Form |
| <b>END OF TRANSACTION</b> |  |  |                        |                  |      |                         |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service: PERMIT TO UNDERLOAD**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider   | Duration of Activity * | Person-in-charge | Fees | Form                     |
|---------------------------|---|--|------------------------|------------------|------|--------------------------|
| 1                         | Submit accomplished form duly signed by the Adviser, the Department Chair/Institute Director. | Secure the signature of the College Secretary and the Dean | during registration    | Frontline staff  | None | Permit to Underload Form |
| <b>END OF TRANSACTION</b> |   |  |                        |                  |      |                          |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service:** REQUEST FOR DEFERMENT OF ENROLMENT

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client                                | Service Provider   | Duration of Activity * | Person-in-charge   | Fees | Form   |
|---------------------------|---|--|------------------------|--|------|--|
| 1                         | Submit deferment letter/form stating the reason | Receive form/forward them to the respective Department/Institute Program Committee | 3 working days         | SRE/College Secretary/Associate Dean for Academic Affairs and Dean | None |  |
| 2                         |   | Secure approval from College Secretary/Dean/ADAA                                   |                        |  |      | Copy of approved of Deferment Letter if applicable |
| <b>END OF TRANSACTION</b> |   |  |                        |  |      |  |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service: REQUEST FOR READMISSION FROM DISMISSED (GRADE REQUIREMENT) / FAILURE TO COMPLY WITH CONDITIONS OR LIFTING OF INELIGIBILITIES**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider  | Duration of Activity *    | Person-in-charge   | Fees | Form   |
|---------------------------|---|---|---------------------------|--|------|--|
| 1                         |   | Evaluate scholastic standing of the student, review and receive accomplished form     | based on College deadline | SRE  | None |  |
|                           | <b>Submit accomplished form duly signed by the Graduate Program Committee/ Program Adviser and Department Chair/Institute Director/Program Coordinator, with appeal letter stating reasons, True Copy of Grades (TCG)</b> | Secure the endorsement of the College Secretary and approval of the Dean/ <b>ADAA</b> |                           | College Secretary/<br>Associate Dean<br>for Academic Affairs |      | Copy of the approval/disapproval of the appeal |
| <b>END OF TRANSACTION</b> |   |   |                           |  |      |  |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

**Type of Frontline Service:   REQUEST FOR TRANSFER OF CREDITS**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider  | Duration of Activity * | Person-in-charge | Fees | Form |
|---------------------------|---|---|------------------------|------------------|------|------|
| 1                         | Submit accomplished form, duly signed by the SRE, Program Coordinator Department Chair/Institute Director | Must secure the signatures of the College Secretary & Dean and forward the approval to the Office of the University Registrar | 3 working days         | SRE              | None | None |
| <b>END OF TRANSACTION</b> |   |   |                        |                  |      |      |

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# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

## Type of Frontline Service: Scholarship Application

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

### How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider  | Duration of Activity * | Person-in-charge                      | Fees | Form |
|---------------------------|---|---|------------------------|---------------------------------------|------|------|
| 1                         | Secure application form and/or Submit letter of application | Evaluate application based on the criteria set by the Scholarship committee | 1 week                 | Office of the College Secretary Staff | N/A  |      |
| 2                         | Student waits for the request to be processed               | Refer list of applicants to the Scholarship committee                       | 1 day                  | Scholarship committee                 | N/A  |      |
| 3                         |   | Inform the student of the result of the application                         | 1 day                  | College Staff                         | N/A  |      |
| 4                         |   | Refer the accepted applicants to the governing scholarship                  | 1 day                  | College Staff                         | N/A  |      |
| <b>END OF TRANSACTION</b> |   |   |                        |                                       |      |      |

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- Transactions time are based on normal season

# CONSOLIDATED CITIZEN'S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **APPLICATION FOR ADVANCED PLACEMENT EXAMINATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : **Undergraduate/Graduate Students**

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider                                      | Duration of Activity *  | Person-in-charge  | Fees  | Form  |
|---------------------------|--|---|---|---|---|---|
| 1                         | For NEW FRESHMAN STUDENTS, Go to the respective Department of the College offering basic courses in the freshman year such as the languages, College Algebra, Plane Trigonometry, etc., for Advanced Placement Examination | Colleges offering courses for Advanced Placement Exam | Check Schedule of Examination, Advanced Placement Exam should be taken during the 1 <sup>st</sup> year of enrolment in the University | Respective Colleges offering Courses for Advanced Placement | Inquire at respective College where the course/subject is being offered |   |
| 2                         | Submit Notice of Eligibility for Advance Placement of courses to the Office of the University Registrar (OUR) and Home College   | Colleges offering courses for Advanced Placement Exam | Check schedule of release of result of examination  | Respective Colleges offering Courses for Advanced Placement |   | Certificate of Eligibility for Advanced Placement |
| <b>END OF TRANSACTION</b> |  |   |   |   |   |   |

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# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **LAW APTITUDE EXAMINATION (LAE) APPLICATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : **Undergraduate/Graduate Students**

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider   | Duration of Activity * | Person-in-charge | Fees | Form           |
|---------------------------|---|--|------------------------|------------------|------|----------------|
| 1                         | Proceed to the Cash Office to pay testing fee.  | Issue official receipt (OR)  | Thirty (30) minutes    | Cashier          |      |                |
| 2                         | Go back to the OCS.<br>6.1 Present OR.<br>6.2 For exempted applicants, submit note of approved exemption. | Receive OR/approved papers (for exempted only). Advise applicant to wait.  | One (1) minute         | OCS Staff        |      |                |
| 3                         | Applicant's name are called after application process are completed.                                      | Process application. Record applicant's data, assign application number, venue/room and OR number. Dry seal and sign the testing permit. | Ten (10) minutes       | OCS Staff        |      |                |
| 4                         | Receive applicant's copy of testing permit.   | Release testing permit to the applicant.   | One (1) minute         | OCS Staff        |      | Testing Permit |
| 5                         | Proceed to the Cash Office to pay testing fee.  | Issue official receipt (OR).   | Thirty (30) minutes    | Cashier          |      |                |
| <b>END OF TRANSACTION</b> |   |  |                        |                  |      |                |

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- Transactions time are based on normal season

# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

## Type of Frontline Service: REQUEST FOR FACILITIES/VENUE

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

### How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider  | Duration of Activity *            | Person-in-charge                       | Fees                      | Form  |
|---------------------------|---|---|-----------------------------------|--|---------------------------|---|
| 1                         | Inquire and/or reserve Room/venue rental/including costs/rates (rental and OT of custodial staff) and ocular inspection of actual venue(s) chosen | Receive request letter and check room availability. Assist the student in ocular inspection of actual venue(s) chosen | Ten (10) minutes                  | Administrative Officer/Frontline Staff | Corresponding fees        | FACILITIES RENTAL/ RESERVATION FORM   |
| 2                         |   | Verify schedule for conflict  | Five (5) minutes                  | Administrative Officer/Frontline Staff |                           |   |
| 3                         |   | Confirm schedule; finalize schedule of reservation/rental of facilities   | Two (2) minutes                   | Administrative Officer/Frontline Staff | Corresponding fees        | Sign FACILITIES RENTAL/ RESERVATION FORM for confirmation of reservation/rental |
| 4                         | Pay partial/full payment of venue and OT of staff (cash only basis)   | Compute billing cost  | Fifteen to Twenty (15-20) minutes | University Cashier                     | With billing from College | Official Receipt given to full payment of venue rental only                     |
| <b>END OF TRANSACTION</b> |   |   |                                   |  |                           |   |

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- Transactions time are based on normal season

# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **APPLICATION FOR GRADUATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client  | Service Provider   | Duration of Activity *   | Person-in-charge   | Fees | Form  |
|---------------------------|---|--|--|--|------|---|
| 1                         | Accomplish APPLICATION for GRADUATION FORM on graduating term, see deadlines posted by the Office of the College Secretary (OCS)          | Receive and check submitted form   | Three (3) minutes maximum transaction time                                   | Office of the College Secretary (OCS)/ Records Office (RO) |      | APPLICATION FOR GRADUATION FORM             |
| 2                         |   | Submit the form and request for evaluation of deficiencies                         | Thirty (30) minutes on scheduled consultation for evaluation of deficiencies | Student Records Evaluator (SRE)                            |      | STUDENT CHECKLIST                           |
| 3                         |   | Submit to OUR the List of Tentative Candidates for Graduation for the current Term | As per OUR schedule in the academic calendar                                 | Office of the College Secretary (OCS)/ Records Office (RO) |      | Tentative List of Candidates for Graduation |
| 4                         | Verify name on the Tentative List of Candidates for Graduation for the current Term to be posted on Bulletin Boards of respective College |  |  | OCS  |      |   |
| <b>END OF TRANSACTION</b> |   |  |  |  |      |   |

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season

# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **LATE APPLICATION FOR GRADUATION**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity * | Person-in-charge  | Fees    | Form            |
|---------------------------|--|---|------------------------|---|---------|-----------------|
| 1                         | Submit letter of appeal addressed to the University Registrar, with accomplished application for graduation form. Pay application fee. | Receive and check submitted letter  | refer to OUR deadline  | SRE   | P100.00 |                 |
| 2                         |  | Secure endorsement from the Program Adviser/College Secretary/Associate Dean for Academic Affairs |                        | Program Adviser/College Secretary/Associate Dean for Academic Affairs |         | Approved letter |
| 3                         | Bring the approved letter from the College to the OUR for final approval   |   |                        |   |         |                 |
| 4                         | Submit copy of the approved late of application to the respective College  |   |                        |   |         |                 |
| <b>END OF TRANSACTION</b> |  |   |                        |   |         |                 |

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- Transactions time are based on normal season

# CONSOLIDATED CITIZEN’S CHARTER OF THE UNIVERSITY OF THE PHILIPPINES DILIMAN ACADEMIC UNITS

Type of Frontline Service: **APPLICATION FOR RELEASE OF DIPLOMA**

Schedule of Availability of Service : Monday - Friday (8:00 am to 5:00 pm)

Who May Avail of the Service : Undergraduate/Graduate Students

What are the requirements : Properly accomplished request forms

How to Avail of the Service:

| Step                      | Applicant/Client   | Service Provider              | Duration of Activity *  | Person-in-charge   | Fees | Form    |
|---------------------------|--|-------------------------------|---|--|------|---------|
| 1.                        | Submit accomplished form. Apply for University Clearance via your Computerized Registration System (CRS) Account | Check and verify              | Three (3) weeks maximum transaction time after application of University Clearance via CRS  | Officer of the Day/Frontline Staff<br>CRS – Office of the University Registrar (OUR) |      |         |
| 2.                        | Go to the Office of the College Secretary (OCS) of your respective College and present a valid ID                | Release the requested diploma | Six (6) months to one (1) year after graduation for the OUR to release Diploma to respective Colleges<br><br>Five (5) minutes maximum transaction time when claiming Diploma from respective Colleges | Officer of the Day/Frontline Staff   |      | Diploma |
| <b>END OF TRANSACTION</b> |  |                               |   |  |      |         |

- The reckoning of the duration of activity starts when the client is being attended to by the person-in-charge of the transaction
- Transactions time are based on normal season