

CITIZEN'S CHARTER OF THE UNIVERSITY THE PHILIPPINES CEBU

Gorordo Avenue, Lahug, Cebu City
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VISION

A lead university in pioneering research, creative design, ICT-driven innovation, responsible governance and community service in Central Visayas and the global society.

MISSION

UP Cebu promotes scientific, socio-economic, cultural and environmental progress in Central Visayas, in the nation and the world through creative instruction, research, intellectual productivity, and public service. UP Cebu:

- offers accessible quality graduate, undergraduate, and continuing education that will produce innovative, critical, nationalist, ethical, gender-sensitive and socially responsible graduates who demonstrate high levels of academic pursuit;
- conducts pioneering research, and develops novel and creative technologies through transdisciplinary collaboration;
- applies products of knowledge generation, dissemination, and intellectual productivity to improve social welfare; and
- ensures administrative efficiency in the delivery of excellent, responsible service in support of learning, research, intellectual productivity and public service.

Our Pledge of Performance

We, the University of the Philippines Cebu (UPC) officials, faculty, REPS and administrative employees, commit to extend to our clientele and stakeholders the quality service anchored on the following values and principles:

1. Prompt and expeditious service

We ensure that the needs of our stakeholders who include the students, professionals, and the community are addressed with efficiency, quality, and promptness. We deliver teaching, research, and extension work within the expected duration and expedite services to maximize output and respond to other immediate needs and other equally important obligations.

2. Commitment

We are committed to deliver academic services to our stakeholders with high sense of quality, especially in the fields of computer science, education, fine arts, industrial design, management, mass communication, mathematics, natural sciences, and social sciences. We strive to be the regional center for cultural, social, and human development, and to deliver programs that improve our stakeholders' quality of living.

3. Just and fair

We endeavor to practice equitable and ethical decision making, upholding basic human and civil rights for the greater good, in the delivery of our academic services and scholarly learning activities, in the conduct of research and dissemination of research outputs and in serving and working with our communities and partners in the alleviation of the quality of life.

4. Transparency

We abide by the principle of transparency, carrying out the basic regulatory and mandated requirements, respecting the standards of check and balance, ensuring a balance between maintaining confidentiality whenever needed, and upholding openness where accountabilities are concerned for the greater good and advantage of the university and the country.

5. Efficiency

We strive for ensuring that all our delivery of academic services, research and dissemination and community extension and all other academic support services are done within the expected and sound utilization of resources and equipment. We endeavor and observe zero waste and redundancy in pursuing the best possible alternative and innovative methods in optimizing delivery of all services.

OUR FRONTLINE SERVICE OFFICES

A. Office of the College Secretary and Registrar (OCSR)

- Admissions
- Enrolment
- Issuance of the following:
 - ✓ Transcript of Records
 - ✓ Certification
 - ✓ Diploma (Original/True Copy)
 - ✓ Evaluation
 - ✓ Checklist
 - ✓ General Weighted Average (GWA)
 - ✓ Verification
 - ✓ Authentication
 - ✓ Completion of Grade
 - ✓ Withdrawal of Courses
 - ✓ Permit to Study
 - ✓ Students ID issuance
 - ✓ Student Clearance

B. Office of Student Affairs (OSA)

- ✓ Guidance and Counseling
- ✓ Scholarships Application
- ✓ STS Application

- ✓ Testing
- ✓ Job Placement for Students

C. Library Services

- ✓ New Application for registration to iLib system
- ✓ Validation of Registration to iLib system
- ✓ Borrowing of book/s from general circulation stack
- ✓ Returning books from General Circulation Stack and Reserve Section
- ✓ On-line Library Service
- ✓ Photocopying of Materials
- ✓ Other Services:
 - ✓ Searching to iLib book request for purchase
 - ✓ Requested books for purchase
 - ✓ Processing of Books (Cataloging and Classification for Purchased or Donation)

D. Teachers' Learning Resource Center (TLRC)

- ✓ TLRC Card Issuance to students
- ✓ Enrollment Assistance to Students Accessing CRS
- ✓ Internet service to students
- ✓ Printing Services
- ✓ Reservation of TLRC/ILC AVR
- ✓ Borrowing/returning of Math/Chem/English Modules and Thesis Reference to students
- ✓ Facilitate Summer Bridge Program
- ✓ Provide assistance to faculty with multimedia presentations/video presentations
- ✓ Coordination with other Offices and faculty in line of Research and Development**

E. Accounting Office

- ✓ Assessment/reassessment of student fees
- ✓ Student Loan Board application

F. Cashier's Office

- ✓ Disbursement
- ✓ Collection Service

G. Campus Security Office

- ✓ Security Services
- ✓ Scrutiny of incoming guests
- ✓ Issuance of Visitor Permit

H. Health Services Unit (HSU)

- ✓ Medical consultation
- ✓ Dental Consultation
- ✓ Annual Physical Exam for Employees
- ✓ Health Counseling

I. Human Resources Development Office (HRDO)

- ✓ Administrative job and teaching application
- ✓ Hiring process
- ✓ Leave application
- ✓ Service Record
- ✓ Certificate of employment and other personnel records

J. Supply and Property Management Office (SPMO)

- ✓ Procurement of supplies, equipment, materials and services
- ✓ Storing and issuance of commonly used materials and supplies
- ✓ Documentation and control of PPE
- ✓ Disposal of unserviceable equipment, waste and other scrap materials
- ✓ Other functions delegated to the office are, BAC Secretariat, Anti-Squatting Activities and Real Estate or Land Property concerns

K. Campus Development and Maintenance Office (CDMO)

- ✓ Maintenance of campus utilities
- ✓ Job order services
- ✓ Reservation of facilities

HOW TO AVAIL OF THE SERVICES OF THE FRONTLINE SERVICE OFFICES

A. Office of the College Secretary and Registrar (OCSR)

Office Hours: Monday to Friday, 8:00AM – 5:00PM
(No Noon Break)

Key Person: College Secretary and Registrar

Clientele: All students – incoming, old and returning

- *Admissions*

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 1: New first year applicant fills out UP Form 3/Student Directory	5 minutes/ client	Window 5 / Staff In-charge
Step 2: Applicant submits requirements for evaluation including UPCAT results		Window 5 / Staff In-charge
Step 3: Applicant is then issued an Introduction Slip and Student Nos. (if non-UPCATEE)		Window 5 / Staff In-charge
Step 4: Applicant then proceeds to the OCSR staff in charge of the program concerned (Window 1 for BS Management; Window 2 for BS Biology, BS Computer Science & BS Math and Window 3 for BA Psychology and BA Political Science)to submit the Introduction Slip The applicant's student number is then registered in the CRSIS database and the Introduction Slip is then stamped "REGISTERED"		Window 1 / Staff In-charge Window 2 / Staff In-charge Window 3 / Staff In-charge
Step 5: Applicant may now proceed to the enrollment		

- **Enrollment**

Steps/Procedures	Duration of Activity	Where to go and who to approach
Step 1: Student updates his/her enrollment profile in the CRSIS		
Step 2: Student sees his/her program adviser for checking and confirmation of subjects and assessment of student's tuition.		
Step 3: Student secures from his/her adviser the printed temporary Form 5 or manually fills out a blank temporary Form 5. Student then secures the signature of his/her adviser.		
Step 4: Student proceeds to the Cash Office for payment.		
Step 5: Student then proceeds to the OCSR for submission of his/her temporary Form 5, program checklist and final grades. He/she needs to present ID for verification		
Step 6: OCSR staff concerned I then checks the scholastic status and prerequisites of courses, if applicable.		
Step 7: The student then affixes his/her signature on the Form 5 released by the staff concerned. The signed Form 5 is then stamped "Registered". The student is given a copy of the Form 5; a file copy is retained by the OCSR.		

- **Issuance of the following:**

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p>1. Transcript of Records (TOR)</p> <p>Step 1: Applicant fills out request form.</p> <p>Step 2: Applicant proceeds to the Cash Office for payment.</p> <p>Step 3: Applicant submits the request for TOR stamped paid together with the accomplished college clearance and one piece 2 x 2 colored photo to Window 4 of the OCSR.</p> <p>Step 4: Applicant is informed of the date of release.</p>	P50/document	10 – 20 DAYS (depending on the volume of requests)	Window 4 / Staff In-charge

<p>Step 5: The OR for the payment made must be presented upon claiming the TOR. An authorization letter is required if somebody else claims the document in behalf of the applicant.</p>			
<p>2. Certification</p> <p>Step 1: Applicant/requester fills out request form Step 2: Applicant proceeds to the Cash Office for payment Step 3: Applicant submits the accomplished request form to Window 4 of the OCSR. Step 4: Applicant is informed of the date of release. Step 5: The OR for the payment made must be presented upon claiming the TOR. An authorization letter is required if somebody else claims the document in behalf of the applicant.</p>	<p>P50/document</p>	<p>1 day</p>	<p>Window 4 / Staff In-charge</p>
<p>3. Diploma (Original/True Copy)</p> <p>Step 1: Graduates requesting diploma must present accomplished college clearance and one valid ID. An authorization letter is required if somebody else claims the document in behalf of the applicant. Diploma may be claimed one year after the graduation of the student.</p>	<p>Fee is included in the graduation fee</p>		<p>Window 1 / Staff In-charge Window 2 / Staff In-charge Window 3 / Staff In-charge</p>
<p>4. Evaluation</p> <p>Step 1: Student fills out application for graduation. Step 2: The student must have the graduation form signed by the adviser or the Cluster Chairperson. Step 3: Student proceeds to the Cash Office for payment Step 4: Student submits the accomplished application for graduation to the OCSR with attached updated program checklist duly signed by the adviser.</p>	<p>P 300.00 / application</p>		<p>Window 1 / Staff In-charge Window 2 / Staff In-charge Window 3 / Staff In-charge</p>

<p>Step 1: Online requester is informed via email of the verification fee. Step 2: Requester pays the fee thru a specified bank. Step 3: Requester sends the OR through fax or through email. Step 4: The Verification Result is sent to the requester through email.</p>			<p>Window 1 / Staff In-charge Window 2 / Staff In-charge Window 3 / Staff In-charge</p>
<p>8. Authentication</p> <p>Step 1: Requester fills out the request form. Step 2: Requester proceeds to the Cash Office for payment. Step 3: Requester submits the accomplished request form to the OCSR together with the original and photocopy of the document to be authenticated. Step 4: OCSR staff-in-charge informs the requester of the date of release Step 5: Requester presents OR for payment upon claiming the requested document. An authorization letter will be required if somebody else will claim the document in behalf of the requester.</p>	P40.00/document	1 day	<p>OCSR Window 4 / Staff In-charge</p>
<p>9. Completion of Grades</p> <p>Step 1: Student fills out Permit for Removal Form and UP Form 13C. Step 2: Student secures Instructor's signature on the Permit for Removal and submits the duly accomplished form to the OCSR for the checking of entries on the form. Step 3: The accomplished form is then be forwarded to the College Secretary and Registrar for action Step 4: Student proceeds to the Cash Office for payment. Step 5: Student then submits the Permit for Removal form to his/her</p>	P 20.00/student	1 day	<p>OCSR Window 1 / Staff In-charge Window 2 / Staff In-charge Window 3 / Staff In-charge</p>

<p>Instructor for action. Step 6: The Cluster concerned forwards the Permit for Removal with the given grade to the OCSR; student is provided a copy of his/her grades. Step 7: The OCSR keeps a file copy and issues a copy to the student.</p>			
<p>10. Withdrawal of courses/ Dropping of Subject</p> <p>Step 1: Student fills out the Dropping Form 2C Step 2: Student secures Instructor's signature on the form Step 3: The duly accomplished form is then forwarded to the College Secretary and Registrar for action Step 4: Student proceeds to the Cash Office for payment. Step 5: After payment the student submits the Dropping Form 2C back to the OCSR. Step 6: OCSR keeps a file copy and issues a copy to the student</p>	P 30.00	30 minutes	<p>OCSR</p> <p>Window 1 / Staff In-charge</p> <p>Window 2 / Staff In-charge</p> <p>Window 3 / Staff In-charge</p>
<p>11. Permit to Study</p> <p>*Request for Readmission (from AWOL)</p> <p>Step 1: The student submits letter of request for readmission to OCSR duly endorsed by his/her adviser and Cluster Chairperson. Step 2: OCSR staff-in-charge receives the letter of request. Student is then informed that the request will be taken up during the Admission Committee (AdCom) meeting. Step 3: Student makes a follow-up on his/her request a day after the AdCom meeting. Step 4: If the request for readmission is granted/ approved, student is given a list of documents to be prepared and submitted at the OCSR on or before the registration period. Step 5: Student submits the requirements to OCSR and the student is given a College Re-admission slip. Step 6: Student proceeds to the Cash Office for payment.</p>	P 225.00		<p>OCSR</p> <p>Window 1 / Staff In-charge</p> <p>Window 2 / Staff In-charge</p> <p>Window 3 / Staff In-charge</p>

<p>Step 7: Student may now proceed with the enrolment process.</p> <p>*Appeal to Enroll (Due to Poor Academic Standing)</p> <p>Step 1: Student submits Letter of Appeal; student is then informed that the request will be taken up by the AdCom in a meeting.</p> <p>Step 2: Student makes a follow-up on his/her request a day after the AdCom meeting.</p> <p>Step 3: If the request to enroll is granted/approved, student may proceed with the enrolment procedures.</p>	<p>No Fee</p>		
<p>12. Student ID Issuance</p> <p>Step 1: Student pays the fee at the Cash office.</p> <p>Step 2: Student presents his/her the UP form 5 to the OCSR (window 3) together with the official receipt.</p> <p>Step 3: Student waits until his/her name is called for the picture taking.</p> <p>Step 4: Student waits while ID is being process. This takes 10 minutes.</p>	<p>P 130.00</p>	<p>10 – 15 minutes</p>	<p>OCSR</p> <p>Window 3 / Staff In-charge</p>
<p>13. Student Clearance</p> <p>Step 1: Student fills out a College Clearance Form</p> <p>Step 2: Student secures signatures from different offices/clusters.</p> <p>Step 3: Student submits the duly signed clearance form to the OCSR and surrenders his/her student ID or affidavit of loss for lost ID.</p> <p>Step 4: The OCSR checks and verifies entries of signatures on the form and forwards the form to the College Secretary and Registrar for action.</p> <p>Step 5: The student is given a copy of the student clearance. The OCSR will also keep a file copy.</p>	<p>No fee</p>	<p>1 day</p>	<p>Window 1 / Staff In-charge</p> <p>Window 2 / Staff In-charge</p> <p>Window 3 / Staff In-charge</p>

B. Office of Student Affairs

Office Hours:

Monday to Friday, 7:00AM – 5:30PM
No- Noon Break

Key Person:

Coordinator – Prof. May Christina G. Bugash

Clientele

All students – incoming, old and returning
Faculty, REPS, Admin Employees, Parents
Companies, Government Agencies, LGUs

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
1. Guidance and Counseling 1.1 For referred counselees, hand in referral slip For called-in counselees, hand in call-in slip For walk-in counselees/parents, fill up walk-in slip For students recommended by Admissions Committee to undergo counseling 1.2 Hand in referral slip/call-in slip, personal cumulative folder, and Counseling Report Form 1.3 Undertake Counseling Session	N/A N/A N/A N/A N/A N/A	1-2 minutes 1-2 minutes 1-2 minutes 1-2 minutes 2 minutes 20 minutes to 1 hour	Admin Aide Admin Aide Admin Aide Admin Aide Guidance Services Specialist Guidance Services Specialist
2. Scholarship application 2.1 Secure Application form 2.2 Submit application form together w/ the corresponding documents for screening 2.3 Undergo interview	N/A N/A N/A	5 minutes 15 minutes 20 minutes	JSAO JSAO GSS in-charge/ Benefactor

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
2.4 Wait for announcement of results	N/A	1 month from application	Scholarship Staff
<p>3. STS application</p> <p>A. Online application</p> <p><u>New Students/Transferees</u></p> <ol style="list-style-type: none"> 1. Visit http://sts.up.edu.ph and log in using your student number and the 5-digit PIN 2. Indicate your intent to apply and your consent to the terms and conditions of STS 3. Complete your Student Profile, answer the Household Characteristics questionnaire and accomplish the Household Income form 4. Review all your entries before proceeding to submission. You cannot view or change your answers after you submit your application 5. Confirm your submission of your STS application 6. STS results will be released according to the posted schedule. You may view the results by logging into http://sts.up.edu.ph using your account. Check out the announcements tab for any updates during the application period <p><u>Upperclassmen</u></p> <ol style="list-style-type: none"> 1. Visit http://sts.up.edu.ph and log in using your UP Mail and password 2. Indicate your intent to apply and your consent to the terms and conditions of STS 3. Complete your Student Profile, answer the Household Characteristics questionnaire and accomplish the Household Income form 4. Review all your entries before proceeding to 	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>1-2 minutes</p> <p>4 minutes</p> <p>45 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>1-2 days</p> <p>1 minute</p> <p>3 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p>STS Staff/ JSAO/ GSS in-charge</p> <p>STS Staff/ JSAO/ GSS In-charge</p> <p>STS Staff/ JSAO/ GSS in-charge</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p>submission. You cannot view or change your answers after you submit your application</p> <p>5. Confirm submission of your STS application</p> <p>6. STS results will be released according to the posted schedule. You may view the results by logging into http://sts.up.edu.ph using your account. Check out the announcements tab for any updates during the application period</p> <p>B. STS Appeals</p> <p>1. Visit http://sts.up.edu.ph</p> <p>2. Log in using your account</p> <p>3. Indicate your consent with the terms and conditions of STS</p> <p>4. Fill out the STS Appeal questionnaire</p> <p>5. Indicate your permanent address, vicinity map and landmarks near your home</p> <p>6. Save your appeal and review your entries</p> <p>7. Review your entries before you finally submit your appeal. You cannot view or change your answers after your submit your appeal</p> <p>8. Confirm submission of your appeal</p> <p>9. Results will be released according to the schedule set by the STS office and the OSA of your campus</p> <p>10. Students can view results by logging into http://sts.up.edu.ph using their account</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>1 minute</p> <p>1-2 days</p> <p>15-30 seconds</p> <p>30 seconds</p> <p>1 minute</p> <p>45 minutes</p> <p>5 minutes</p> <p>5-10 minutes</p> <p>15 seconds</p> <p>1-2 days</p>	<p>STS Staff/ JSAO/ GSS in-charge</p> <p>STS Staff/ JSAO/ GSS In-charge</p> <p>STS Staff/ JSAO/ GSS In-charge</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
C. Release of Entitlements of FDS Grantees & Scholars 1. Submit photocopy of UP Form 5 & official final Grades 2. Wait for the announcements for the release of stipend 3. Claim stipend at the Cash Office	N/A		STS Staff/ JSAO/ GSS In-charge
	N/A	10 minutes	STS/ JSAO
D. Student Assistantship (SA) application	N/A	1 week	STS/ JSAO
<u>Students</u>	N/A	10 minutes	Disbursing Staff-Cash Office
1. Inquire the availability of SA slots	N/A	10 minutes	STS Staff
2. Fill-up application form for screening	N/A	10 minutes	STS Staff
3. Proceed to GSS in-charge for interview	N/A	10 minutes	GSS in-charge
4. Seek approval of the offices/clusters applying for	N/A	15 minutes	Office/Cluster Heads
5. Submit the approved SA application form to OSA	N/A	10 minutes	STS Staff
6. Proceed to HRDO to ask for SA requirements	N/A	5 minutes	HRDO Staff
7. Proceed to OSA for final verification	N/A	10 minutes	STS Staff
8. Submit documents to HRDO	N/A	10 minutes	HRDO Staff
<u>Requesting Offices</u>	N/A		
1. Submit SA Request Form	N/A	15 minutes	Office/Cluster Heads
2. Receive notice of approval	N/A	10 minutes	STS Staff
3. Submit Evaluation Forms at the end of the semester	N/A	5 minutes	HRDO Staff
	N/A	10 minutes	STS Staff
	N/A	10 minutes	HRDO Staff
E. Issuance of Mails	N/A	1month	STS Staff
1. Check the mailing list	N/A	2 weeks	GSS In-charge/
2. Present ID	N/A		

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p>3. Take Exams</p> <p>4. Requesting clients/companies/agencies collect test results</p>	<p>Php300 Personality/ Supervisory Index N/A</p> <p>N/A</p>	<p>1– 4 hours</p> <p>1 week (Clerical) 2 weeks (Supervisory)</p>	<p>GSS Testing In-charge/ Admin Aide Admin Aide</p>
<p>5. Job Placement Service</p> <p>A. Job Fair</p> <ol style="list-style-type: none"> 1. Partner companies will pay the Job Fair Registration Fee 2. Submit photocopy of OR to OSA 3. Prepare and set-up designated area at the venue of the Job Fair 4. Graduating students will hand-in their resume, application letter, and have an interview with company representative <p>B. Request for Graduate Data Base</p> <ol style="list-style-type: none"> 1. Requesting company will pay the Job Fair Registration Fee 2. Submit photocopy of OR to OSA 3. Prepare list of Graduates and send online 4. Requesting company will acknowledge receipt of document 	<p>Php1,000.00</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>Php1,000.00</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>5 minutes</p> <p>2 minutes</p> <p>1 day</p> <p>1 day</p> <p>5 minutes</p> <p>2 minutes</p> <p>2 days</p> <p>1 day</p>	<p>Cashier</p> <p>GSS In-Charge GSS In-Charge</p> <p>Company Representative</p> <p>Cashier</p> <p>GSS In-Charge GSS In-Charge Company Representative</p>
<p>6. Student Organizations and Activities</p> <p>A. Application for / Renewal of Recognition for Student Organizations</p> <ol style="list-style-type: none"> 1. Fill up the logbook for request SOA Forms or Email request to upcosaff@gmail.com 2. Fill out the SOA Forms and complete all requirements 3. Submit completed documents & requirements within 1 month from start of academic calendar 	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>2-3 minutes</p> <p>N/A</p> <p>10-15 minutes</p>	<p>GSS In-Charge of Student Orgs and Activities</p> <p>N/A</p> <p>GSS In-Charge of Student Orgs and Activities</p>

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
4. Wait for posting of results	N/A	1 month from deadline of submission	GSS In-Charge of Student Orgs and Activities
B. Request to Hold Student Organizations Activities	N/A	5-10 minutes	Admin Aide
1. Fill out General Request Form and have it signed by adviser of organization	N/A	5-10 minutes	GSS In-charge of Student Orgs and Activities
2. Have General Request Form signed by Guidance Services Specialist	N/A	5-10 minutes	OSA Coordinator
3. Have General Request Form signed by OSA Coordinator	N/A	5-10 minutes	Admin Aide
4. For UP Cebu users whose activities fall within office hours (8:00 a.m. up to 6:00 p.m., Mondays to Fridays), return a copy of the completed General Request Form to the OSA	N/A	2-3 minutes	Admin Aide
For UP Cebu users whose activities fall outside of office hours, non-UP Cebu users, and UP Cebu events that are participated by outsiders, have General Request Form signed by the Associate Dean for Administration and attach a letter detailing the nature of the activity	N/A	N/A	<ol style="list-style-type: none"> 1. GSS In-charge of Student Orgs and Activities 2. Associate Dean for Administration
For activities that go beyond curfew hours, submit security guidelines with conform from Campus Security Officer and list of chaperones with their signatures	N/A	N/A	<ol style="list-style-type: none"> 3. Administrative Aide 4. Campus Security Officer
<ul style="list-style-type: none"> • Posting <ol style="list-style-type: none"> 7.1 For job ads, invites to contests, call for application to conferences, call for nomination to awards and 	N/A	5-10 minutes	Admin Aide / GSS

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
<p>similar posters, have the posters stamped and signed by a Guidance Services Specialist</p> <p>For statements, have the statement reviewed. Posters will be stamped and signed upon approval of Guidance Services Specialists</p> <p>For event posters, submit completed General Request Form with all required attachments. Posters will be stamped and signed upon submission of General Request Form and all required attachments</p>	<p>N/A</p> <p>N/A</p>	<p>1 day</p> <p>5-10 minutes</p>	<p>GSS</p> <p>Admin Aide / GSS</p>
<p>8. Request for Certifications</p> <p>8.1 Fill up request slip</p> <p>8.2 Have request slip signed by Guidance Services Specialist or OSA Coordinator</p> <p>8.3 Pay fees at the Cash Office</p> <p>8.4 Present OR to OSA and submit request slip</p> <p>8.5 Claim certification one (1) working day after filing and present official receipt</p>	<p>N/A</p> <p>N/A</p> <p>Php40.00 per certification (Fee for faculty and staff waived)</p> <p>N/A</p> <p>N/A</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>5-10 minutes</p> <p>2-3 minutes</p> <p>2-3 minutes</p>	<p>Admin Aide</p> <p>GSS/ OSA Coordinator</p> <p>Cashier</p> <p>Admin Aide</p> <p>Admin Aide</p>

C. Library Services

- Office Hours:** Monday to Friday, 8:00AM – 6:00PM; Saturday, 8:00AM – 5:00PM
No Noon Break
- Key Person:** Librarian-In-Charge
- Clientele:** All students, faculty, REPS and administrative employees

The University of the Philippines Cebu Library Services serves the teaching, research, and extension needs of students, faculty, REPS, staff, community, and alumni. Operated by professional librarians and staff, it provides electronic and non-electronic reading materials, books, references, journals, and others to support professional, academic, and personal growth of the UP community.

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
1. New Application for registration to iLib system a. Present Form-5 and any valid I.D with picture; b. Fill-out form patron's registration for iLib	No fees	2 minutes per client	Librarian or staff on duty at the circulation desk
2. Validation of Registration to iLib system * Present Form-5 and U.P Cebu I.D	No fees	1 minute per client	Librarian or staff on duty at the circulation desk
3. Borrowing of book/s from general circulation stack a. Searches, locates, and retrieves item on shelves; b. Brings book at the circulation desk to be properly charged-out c. Presents to circulation staff U.P Cebu I.D; d. Staff searches patron name or I.D number in the iLib system;	P 2.00 / day for general circulation books P 50.00 / day (for reserve books)	3 minutes per book	Librarian or staff on duty at the circulation desk

<p>e. Library patron fills out book card with name and I.D number;</p> <p>f. Circulation staff scans the item on iLib Circulation module for the item to be checked out;</p> <p>g. Items checked-out on iLib Circulation module, staff stamps date due on book card and date due slip.</p>	<p>NOTE: Fee applies only to those with overdue items</p>		
<p>4. Returning books from General Circulation Stack and Reserve Section</p> <p>a. Patron returns borrowed item at the circulation desk;</p> <p>b. Staff uses iLib's circulation module to check-in the item;</p> <p>c. Staff double checks patron record if book returned is properly checked-in.</p>	<p>P 2.00 / day for general circulation books</p> <p>P 50.00 / day (for reserve books)</p> <p>NOTE: Fee applies only to those with overdue items</p>	<p>30 seconds per book (without overdue fines)</p> <p>1 minute per book (with overdue fines)</p>	<p>Librarian or staff on duty at the circulation desk</p>
<p>5. On-line Library Service</p> <p>a. Typing search key at Online Public Access-Catalog (OPAC) through iLib system using author's name, title of the item (book or non-book), or subject.</p> <p>b. Searching online journal subscriptions</p>	<p>No Fees</p>	<p>1 minute per search / book</p> <p>15 minutes per journal search</p>	<p>UP Cebu Library website</p> <p>www.library.upcebu.edu.ph</p> <p>Online Public Access Catalog (OPAC)</p> <p>www.library.upcebu.edu.ph</p> <p>UP Cebu Library website</p>
<p>6. Photocopying of Materials</p> <p>a. Book - only a portion or a chapter of a book can be photocopied</p>	<p>P 1.50 – short</p>	<p>10 seconds per page</p>	<p>Staff on duty at the circulation desk</p>

<p>titles);</p> <p>2a. Prepares Obligation Request (OR) (10 minutes for 6-7 titles);</p> <p>2b. Submits PR and OR to Associate Dean for Academic Affairs (ADAA) for endorsement;</p> <p>2c. Submits PR and OR to Budget Office for allocation;</p> <p>2d. Submits PR and OR to Accounting Office for allocation;</p> <p>2e. Submits PR and OR to Property Office for bidding and canvassing;</p> <p>2f. Posts requested items to PhilGEPS website.</p> <p>3. Prepares Abstract of Quotation (15 minutes for 6-7 titles);</p> <p>3a. Endorses Abstract of Quotation to Property to determine awarded supplier;</p> <p>3b. Property office assigns Purchase Order (P.O) number for items awarded;</p> <p>3c. Awarded supplier signed Purchased Order;</p> <p>3d. Supplier delivers awarded items with invoice;</p> <p>3e. Administrative aide receives purchase items from the supplier;</p> <p>3f. Accurately inspects each item by author, title, ISBN against the P.O;</p>	<p>No fees required</p>		<p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p>
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<p>4. Prepares Request Issue Slip (RIS) - (5 minutes. For 6-7 titles);</p> <p>5. Prepares Inspection Acceptance Report (IAR) - (5 minutes. for 6-7 titles);</p> <p>6. Prepares and endorses Disbursement Voucher (DV) to Accounting Office - (10 minutes. for 6-7 titles);</p> <p>7. Prepares Acknowledgment Receipt (ARE) - (5 minutes for 6-7 titles);</p> <p>8. Cash Office informs awarded supplier to receive payment;</p> <p>9. Endorses all received items to the Technical Librarian for processing.</p> <p>7C. Processing of Books (Cataloging and Classification for Purchased or Donation) - (27 minutes per book)</p> <p>c1. Receives item for processing;</p> <p>c2. Puts property stamp for all new arrivals;</p> <p>c3. Assigns accession number;</p> <p>c4. Catalogs the book (searching, downloading, and editing MARC record from online catalogs or original cataloging)</p>		<p><i>1 minute per book</i> <i>1 minute per book</i> <i>2 minutes per book</i> <i>10 minutes per book</i> <i>2 minutes per book</i> <i>2 minutes per book</i> <i>2 minutes per book</i> <i>1 minute per book</i> <i>2 minutes per page</i> <i>2 minutes per record</i> <i>2 minutes per page</i></p>	<p>Technical Librarian Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Administrative Aide</p> <p>Online Public Access Catalog (OPAC)</p> <p>www.library.upcebu.edu.ph</p> <p>Technical Librarian</p>
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<p>c5. Prints book card, date due slip, book jacket, inventory card;</p> <p>c6. Mounts book card, date due slip, book jacket;</p> <p>c7. Prints barcode number and call number;</p> <p>c8. Mounts barcode number and call number;</p> <p>c7. Prepares Accession Inventory List (AIL);</p> <p>c8. Prints and files shelf-list card;</p> <p>c9. Prepares New Acquisition List (NAL);</p> <p>c10. Forwards NAL to all Clusters;</p> <p>c11. Endorses all newly processed books at the circulation desk to be displayed for one week;</p> <p>c12. After one week, all newly processed items are inter-filled or shelved at the general circulation stack for equal access and circulation to all library patrons.</p>			
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D.Teachers' Learning Resource Center (TLRC)

Office Hours: Monday to Friday, 8:00AM – 5:00PM

Key Person: TLRC Coordinator

Clientele: All students, faculty, REPS and Administrative employees

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
1. TLRC Card Issuance to Students: <ul style="list-style-type: none"> a. Students must fill-up the TLRC ID Application Form b. A minimal fee of P10.00 for the ID, which cover 20hours use of computer and inter services every semester. The collected amounts are remitted in the Cashier's office. c. Processing of the ID by TLRC Staff d. Releasing of the ID to the student 	P10.00	4-5 minutes	TLRC Room, New Building; TLRC Staff
2. Internet service to students <ul style="list-style-type: none"> a. The TLRC staff will ask for the TLRC ID from the student and check the remaining hours and status of card. b. The student is then ushered by the staff to a specific section/computer unit. c. As the student commences his/her internet/computer session, the TLRC staff hands over the TLRC ID back to the student with adjustment in the number of hours used. 	No Fee	3-4 minutes } 2 minutes/student	TLRC computer Room, TLRC Staff
3. Printing and Photocopying Services	<u>Printing:(Laser Toner)</u>	5-8 pages/minute	TLRC Staff , Student Assistant

	<p>P5/page below 5 pages</p> <p>P3/page more than 5 pages</p> <p><u>Photocopying:</u> (Kyocera Copier-clear photocopy)</p> <p>P1.50 short & A4</p> <p>P1.75 ling</p>		
<p>4. Reservation of the TLRC/ILC AVR, LRC Reading Room and Computer Laboratory</p> <p>a. Secure TLRC reservation form from the TLRC staff.</p> <p>b. Check if there is a conflict of schedule in the reservation. TLRC staff will affix his/her signature prior to the signature of approval of the Coordinator.</p> <p>c. Approval of the Coordinator of the reservation of the use of TLRC AVR and LRC Reading room.</p> <p>d. A copy must be given to TLRC.</p> <p>e. In case, there is a request for LCD to be used in the activity, the requesting party will pay a minimal fee of P75/hr.</p> <p>f. In cases of reservation involving non-UP users of the venue. The party will be paying P100/hr for the venue and P70/aircon/hour.</p> <p>Note: All payments are processed in the Cashier's Office. TLRC will only accept the copy of the receipt.</p>	<p>LCD Rental-75/hour</p> <p><u>Aircon-</u> P70/aircon/hr <u>Venue-P100/hr</u></p>	<p>10-15 minutes</p>	<p>TLRC Personnel, TLRC Coordinator</p> <p>TLRC Personnel for quotation, Cash Office for processing payments</p>

<p>5. Enrollment Assistance to Students to Access CRS</p> <ul style="list-style-type: none"> a. Students will present their school ID to the TLRC staff to have free internet access to CRS. b. The personnel will ushered the students to a specific computer unit c. After the session of updating/ CRS, the staff returns the school ID to the student. 	<p>No Fee</p>	<p>1-2 minutes 1-2 minutes</p>	<p>TLRC Staff, TLRC Coordinator</p>
<p>6. Summer Bridge Program (facilitated to UPCAT passers who garnered lower Math scores)</p> <ul style="list-style-type: none"> a. Secure list of UPCAT passers with lower Math scores b. Send letters of invitation to the Annual Summer Bridge Program. c. Coordinate with Math Program faculty to teach in the program, d. Arrange venue and other needed material s for the program e. Facilitate the Summer Bridge program for 8-10 days 		<p>Prepartion:1-2months Activity: 8-10 days</p>	<p>TLRC Coordinator, TLRC Staff, Math Program Faculty</p>
<p>7. Borrowing/returning of Math/Chemistry/English Modules to students and faculty</p> <ul style="list-style-type: none"> a. For students, they must present their TLRC card upon signing the library card of a certain module. The modules are for room use only. b. For faculty, they must present their faculty ID and sign up in the library card. The faculty may take out the module if the material is to be used for instructional purposes. The faculty is given a week to return the material/s to center. 		<p>3-4 minutes/person</p>	<p>TLRC staff/ Student Assistant/TLRC Coordinator</p>

<p>8. Provide assistance to faculty in their multimedia presentations in class/video presentations</p> <ul style="list-style-type: none"> a. Faculty must make reservations for certain facility of the center. In cases of film showing or audio-video presentations, the faculty may reserve LRC room for smaller class and TLRC AVR for bigger classes. b. Faculty will first check if there is no conflict of schedule before booking a reservation with TLRC staff/In-charge. c. The TLRC coordinator then signs for approval the reservations made. 		3-5 minutes	TLRC Staff, TLRC Coordinator
<p>9. Coordination with other Offices and faculty in line of Research and Development**</p> <ul style="list-style-type: none"> a. Constant coordination with Central Visayas Studies Center (CVSC) for research development of faculty b. Has conducted Focus Group Discussion with CVSC and with faculty on research needs/themes last October 2012. c. Purpose of the activity is to develop and enhance the research culture of UP Cebu. <p>**This is not a regular activity of the Center. There are already scheduled sessions.</p>			TLRC Coordinator, Central Visayas Studies Center(CVSC), Faculty

E. Accounting Office

Office Hours: Monday to Friday, 8:00AM – 5:00PM
No Noon Break

Key Person: Accounting Office Chief

Clientele: All students

Steps/Procedures	Required Fees	Duration of Activity	Where to go and who to approach
1. Reassessment of student fees/Tuition Refund <ul style="list-style-type: none"> a. Student should submit Original OR and (1) photocopy b. (2) photocopies of Form 5 c. Original Bracket Slip from OSA & (1) photocopy 	P 40.00 payment in getting the Bracket Slip	2-3 minutes	Cashier Staff Accounting Staff
2. Student Loan Board application <ul style="list-style-type: none"> a. Student should present his/her Temporary Form 5 b. Secure SLB form and fill up form completely and legibly c. If guarantor is not a permanent employee of UP Cebu, s/he must have the form notarized (back portion) d. Attach photocopy of ID of the Guarantor e. Photocopy 1 copy of SLB form f. Have the SLB form signed by the Dean, Acctg. and 		4-5 minutes	Accounting Staff

<p>OSA Coordinator</p> <p>g. Return to Acctg. after 3 signatures are completed for CRSIS encoding</p> <p>h. Proceed to Cashier for payment. Maximum allowable loan is 70% of Tuition</p>			
<p>3. Certification Request</p> <p>a. Student should submit photocopy of OR , Form 5 and duly accomplished request</p>	<p>P 50.00 payment for request of certification</p>	<p>2 minutes</p>	<p>Cashier Staff Accounting Staff</p>
<p>4. Withdrawal of Tuition Fee</p> <p>a. File for Cancellation of Subjects/LOA/Totally Drop all subject (Furnish a copy to Acctg. Office)</p> <p>b. Letter addressed to the Dean (stating the reasons for withdrawal & endorsed by the Chairman)</p> <p>c. Original OR and photocopy of Form 5</p>	<p>P10.00 payment for cancellation of subjects</p>		<p>Cashier Staff Accounting Staff</p>
<p>5. Deposit Refund (P 100.00)</p> <p>a. Student should submit his/her college clearance and Original OR (bearing the P100.00)</p>		<p>1-2 minutes</p>	<p>Accounting Staff</p>
<p>6. Assessment for Rental of Facilities</p> <p>a. Check reservation form if it's signed by the CDMO Head to ensure that the facilities needed are available</p> <p>b. Assess fees based on the facilities needed and for how many hours/days they're going to use it</p>		<p>2-3 minutes</p>	<p>Accounting Staff</p>

<ol style="list-style-type: none"> 2. Inform the client of the required payment and issue official receipt 3. Receive payment and fill up the request /rental form of the OR# date and amount paid 4. Release the OR with the request/ rental form to client for submission to CSO/CDMO and guard on duty 5. Retain 2 copies of the rental form for file and accounting copy <p>Registration Period:</p> <ol style="list-style-type: none"> 1. Receive temporary form 5/school I.D. from students 2. Encode the I.D.# of the students to the CRSIS to access their assessment of school fees 3. Issue official receipt and collect payment 4. Encode the O.R.# issued to the CRSIS 5. Release the student I.D. with the O.R. and change, if there is any 	15 mins/trans	Cash Office Staff & other deputized Collectors
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G. CAMPUS SECURITY OFFICE

Office Hours: Monday to Friday, 8:00AM – 5:00PM
No Noon Break

Key Person: Campus Security Officer, *c/o Office of the Associate Dean for Administration**
○ (until an office is already in place)

Clientele: UP Cebu Faculty, Staff, Student, Guests and Outsiders
UP Cebu through the Campus Security Office and its Security Service Provider for AY 2012-2013 (Café Security & Investigation Agency, Inc.) provides 24-hour security/protection to its constituents/guests/visitors, physical assets, properties, facilities and immediate premises situated in –

1. UP Cebu - Main campus buildings, facilities and area/fields etc.

- Arts & Science Bldg.
- Undergraduate Bldg.
- Management Bldg.
- Library Bldg.
- High School campus
- Guesthouse Bldg.
- Clinic
- Dormitory

2. UP Cebu-SRP property
3. UP Cebu -Talisay property

OTHER SECURITY SERVICES

UP Cebu through the Campus Security Office requires the Security Service Provider to provide adequate security during University activities without additional cost to the University such as, but not limited to:

- Crazy Day
- Cook Out
- Christmas Festivity celebrations, i.e. Lantern Parade, etc.
- Registration period, a guard to be posted at the Cash Office vicinity
- Graduation ceremony & other school activities
- Board of Regent Meetings

*In case VIPs and important guests visit the University, the Security Service Provider upon the advice of the Campus Security Officer, will provide necessary VIP security and facilitate security arrangements with local police authorities

BUILDINGS, INSTALLATIONS THAT ARE SECURED / GUARDED DAILY ON 24-HOUR BASIS

Item No.	Deployment Area	1 st Shift	2 nd Shift	3 rd Shift	Remarks
A	MAIN CAMPUS (Main Guard House-Base Station)	3	3	3	Includes 1 roving guard per shift

1	LIBRARY BLDG.				
2	GENERATOR HSE.				
3	GUEST HOUSE				
4	ADMINISTRATIVE BLDG.				
5	STUDENT DORMITORY				
6	CANTEEN				
7	ACCORD BLDG.-CLINIC				
8	MANAGEMENT BLDGS.				
9	BASKETBALL COURT				
10	UNDERGRADUATE BLDG.				
11	FINE ARTS WORKSHOP				
12	WATER TANK				
13	ELECTRICAL POWER TRANSFORMERS, PERIMETER FENCES				
B.	UP-SRP PROPERTY/TALISAY	1	1	1	
C.	HIGH SCHOOL CAMPUS	1	1	1	
1.	SCIENCE LAB.				
2.	FACULTY/OFFICES BLDG.				
3	BAGONG LIPUNAN TYPE SCHOOL				
4	BUILDINGS IN CLUSTER,				
5.	HIGH SCHOOL CANTEEN				
6	COMPUTER BLDG.(AYALA Foundation)				
7	Comfort Rooms				
8	Open Stage				
9	Basketball /tennis courts				
10	Waiting sheds				
11	Perimeter fences				
C.	ARTS AND SCIENCE BLDG.	1	1	1	
1	Various offices				
2	Canteen				
3	Hallways				
4.	Perimeter fences				
	TOTAL				

How to avail of the security service for Cook-Out, etc

Steps/Procedures		Who to approach and where to go
1. Write a letter to the Dean indicating request for providing adequate security of such activity	10-20 minutes	Dean's Office
1. The Dean forwards the letter request to the Office of the Associate Dean for Administration for comments. 2. The Associate Dean for Administration forwards the requests to the Campus Security Office for recommendation.	10-20 minutes 10-20 minutes	Campus Security Office/Guard House
3. The Associate Dean for Administration endorses the recommendation for approval/disapproval of the Dean.	10-20 minutes	Office off the Associate Dean for Administration
4. Approval/Disapproval of the Request The Dean approves/disapproves the request based on endorsement/recommendation.		Dean's Office

2. MAIN GUARD HOUSE - SCRUTINY OF INCOMING GUESTS

- Walk-in visitors are screened and required to register in the Visitors' Logbook indicating their name, address, purpose, date and time and signature especially those who will check-in at the Guest House and Dormitory.
- Visitors entering with their service vehicles or taxis are required to do the same procedure, and indicate the plate numbers of their vehicles in the logbook with the plate numbers of their vehicles should be indicated in the logbook.

H. HEALTH SERVICES UNIT(HSU)

MEDICAL CONSULTATION

Schedule: Monday-Friday 8:00AM- 12:00NN 1:00PM-5:00PM
No Noon Break

Clients/Customer: UP Cebu students, employees and dependents, outsiders

Processing Time: 10- 20 min., may vary depending on the patient's case

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with the nurse.	Nurse takes vital signs and patient's record.	5 min	School Nurse	Patient's record
2	Proceeds to consult with the doctor.	Medical evaluation and management	10 min (may vary)	School Physician	
3	Proceeds to medication dispensing.	Provides medication to patient if available and reinforces prescription instructions	3 mins	School Nurse	Patient consultation log

Note: Emergency cases are priority.

SERVICE: DENTAL CONSULTATION

Schedule: MWF 8:00AM -12:00NN

Clients/Customer: UP Cebu students, employees and dependents, outsiders

Processing Time: 10-20 min. (may vary depending on the patient's case

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with School Nurse	Logs the patient in the Consultation Log	1 min	School Nurse	Patient consultation log

2	Proceeds to see the Dentist	Dental consultation	5-10 mins.	School Dentist	
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SERVICE: DENTAL PROCEDURES

Schedule: By appointment

Clients/Customer: UP Cebu students, employees and dependents, outsiders

Processing Time: 30-45 min

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Make an appointment for contemplated dental procedure at least a day before desired date.	Lists patient on dental appointment calendar	1 min	Dentist or any HSU staff	
2	Pays for the contemplated dental procedure at the Cashier's office	Issues OR to patient	1-5 min	Cashier's Staff	
3	Proceeds to dental clinic on the appointment date	Receives the OR for the dental procedure and performs the needed procedure.	20-30 min (may vary)	School dentist	
4.	Proceeds to dispensing	Patient is given starter meds and reinforcement of prescription instruction.	2 mins	School Dentist	

SERVICE: **SPECIAL MEDICAL/SURGICAL PROCEDURES**
 Schedule: By appointment
 Clients/Customer: UP Cebu students, employees and dependents, outsiders
 Processing Time: 15-45 min (may vary depending on patients case)
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Make an appointment for needed procedure.	Lists patient on medical appointment calendar	1 min	Doctor or any HSU staff	
2	Sign consent for the procedure	Secures the signed consent.	1-5 min	Doctor or any HSU staff	Consent/waiver form
3	Proceeds to clinic on the appointment date	Special surgical/medical procedure is performed.	20-30 min (may vary)	School physician	
4.	Proceeds to dispensing	Patient is given starter meds and reinforcement of prescription instruction.	2 mins	School nurse	

SERVICE: **SECURING MEDICAL CERTIFICATE (for scholarships, trainings, sports activities)**
 Schedule: M-F 8:00AM-12:00NN 1:00-5:00PM
 Clients/Customer: UP Cebu students, employees and dependents, outsiders
 Processing Time: 10-15 min
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Registers with the nurse	Lists patient on medical consultation log and takes patient's vital signs	3 min	School nurse or any HSU staff	
2	Proceeds to see the physician.	Performs medical examination and issues medical certificate	5-10 min	Doctor	Medical certificate

SERVICE: PRE ENROLMENT MEDICAL EXAMINATION
 Schedule: M-F 9:00-11:00 AM 2:00-4:00 PM
 Clients/Customer: UP Cebu students
 Processing Time: 5-10 min
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Register with nurse. For new students and transferees please present your laboratory results	Takes vital signs of patient.	5 min	Nurse or any HSU staff	Patients record
2	Proceed to the physician for medical examination.	Performs medical examination and evaluates laboratory test results	5-10 min	School physician	UP Medical certificate

SERVICE: PRE EMPLOYMENT MEDICAL EXAMINATION
 Schedule: M-F 8:00-12:00 AM 1:00-5:00 PM
 Clients/Customer: UP Cebu employees
 Processing Time: 5-10 min
 Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Register with nurse and please present your laboratory results	Takes vital signs of patient.	5 min	Nurse or any HSU staff	Patients record
2	Proceed to the physician for medical examination.	Performs medical examination and evaluates laboratory test results	5-10 min	School physician	UP Medical certificate

SERVICE: ANNUAL PHYSICAL EXAMINATION (APE)
Schedule: M-F 7:30-11:00 AM 1:00-3:00 PM
Clients/Customer: UP Cebu employees
Processing Time: 30-45 min
Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Register with laboratory reception personnel	Gives out forms to be filled out by the patient. Takes vital signs of patient.	5 min	Laboratory personnel/ nurse	Patients record/request forms
2	Proceed to the blood extraction table.	Blood extraction.	3-5 min	Laboratory personnel/ medtech	
3	Proceed to Xray van	Chest xray	3-5 min	Laboratory personnel/radtech	
4	Proceed to ECG room	ECG	5-8 min	Laboratory personnel	
5	Proceed to eye exam	Eye examination (visual acuity)	5-8 min	Optometrist	

Note: Steps 2-5 may be interchanged. You may proceed to any of the steps if vacant /available.

I. Human Resources Development Office (HRDO)

Office Hours: Monday to Friday, 7:30AM – 5:30PM
No Noon Break
Key Person: HRDO Chief
Clientele: Faculty, Employees, Student, Outsiders

How an applicant avail of the service:

Steps/Procedures		Who to approach and where to go
<p>5. Check for an administrative job and or teaching position vacancy</p> <ul style="list-style-type: none"> • <i>Administrative job applicants may check with the CSC Bulletin, may call (032)2328187 or may personally go to the HRD office at Room 202, 2nd Floor, Administration Building, UP Cebu. Lahug, Cebu City.</i> • <i>In case of teaching positions, applicants may check the academic clusters:</i> <ul style="list-style-type: none"> ➤ <i>AHC – (032) 2338202</i> ➤ <i>BMC – (032) 2335634</i> ➤ <i>SC – (032) 2338203</i> ➤ <i>SSC – (032) 2334708</i> <p>2. Submit application</p> <ul style="list-style-type: none"> • <i>Applicants submit application letter specifying the position applied for together with the requirements like resume, transcript of records and copy of eligibility.</i> 	2-3 minutes	<p>HRDO</p> <p>Cluster Chair or Program Coordinator</p>
<p>3. Screening/Interview of applicants/Teaching Demonstration</p> <p>4. AdPFC¹ meets for the ranking and recommends to the Dean</p> <p>CAPC² submits recommendation to AcPFC³. The latter evaluates and endorses to the Dean</p>	10-15 minutes per applicant	<p>AdPFC for applicants for administrative position</p> <p>CAPC for applicants for teaching positions</p> <p>Dean's approval of the recommendation</p>
<p>5. Advice/Notice of Hiring</p>	1 minute	<p>HRDO (for administrative job applicants) Cluster Chair</p>

		(for teaching position applicants)
6. Hiring	Accepted applicants are given employment papers/documents to accomplish	HRDO staff

¹ The administrative component of UP Cebu has its own PSB known as the Administrative Personnel and Fellowships Committee (AdPFC) which is composed of the following:

- Associate Dean for Administration, Chair
- Associate Dean for Academic Affairs, Vice Chair
- HRDO, Member/Secretary
- Supervisory Level Representative
- Rank-and-File Level Representative
- All UP Workers Union Representative

Filing of application for Leave

All faculty and administrative employees are entitled to vacation, sick, and special leaves.

Application for vacation leave must be filed at least 5 days before the leave. For sick leaves, the application must be filed immediately after an employee returns to work.

Requirements

- Application for Leave (CSC Form No. 1)
- Medical Certificate for sick leave exceeding 5 days
- Clearance from money and/or property responsibilities if leave will last for 30 calendar days or more

How a faculty or an employee avail of the service:

Steps/Procedure		Who to approach and where to get the application form
1. Secure the Leave form 2. Faculty/employee fill-up the Leave form 3. Office head/supervisor endorses employee's leave application	2 minutes	HRDO Office Head/Supervisor
4. Processing of Leave Form Leave application forms are forwarded to HRDO for processing. Staff in-charge checks and computes the leave balances, determines whether leave is without or without pay, and post to the leave ledger. HRDO Chief certifies.	15 minutes 2 minutes	HRDO staff In-charge
5. Approval by the Dean	2 minutes	Dean

How an employee secures Service Records, Certificate of Employment and other Personnel Records

Faculty and administrative employees (active, retired or separated) of UP Cebu may request from HRDO copies of service records, certificates of employment and other certifications for the following purpose:

- Salary loans and other forms of loans
- Credit card applications
- Application foreign travel visa
- Retirement and other benefit claims
- Other lawful purpose

How a faculty or employee avail of the service

Steps/Procedures	How Long	Where to go and who to approach
1. Request by phone, by email or by form. An employee may place his/her request through telephone call, by email or by filling out the request form.	2 minutes	HRDO staff
2. Print Record Service Record <ul style="list-style-type: none"> - Encoding of the recent update - Printing - HRDO Chief signs - Issuance/Release 	10 minutes	HRDO Staff-In-Charge
3. Certificate of Employment and others <ul style="list-style-type: none"> - Preparation, checking of employees records - Printing - HRDO Chief signs - Issuance/Release 	10 minutes	HRDO Staff-In-Charge

² Each Academic Division or Cluster has its own set of Cluster Academic Personnel (CAPC) who screens applicants and recommends to the higher body.

³ The AcPFC then endorses the recommendations of the CAPC to the Dean for approval. It is composed of the following:

- Associate Dean for Academic Affairs, Chair
- Associate Dean for Administration, Vice Chair
- Arts and Humanities Cluster (AHC) Representative, Member
- Business Management Cluster (BMC) Representative, Member
- Sciences Cluster (SC) Representative, Member
- Social Sciences Cluster (SSC) Representative, Member

- HRDO, Member/Secretary
- REPS Representative
- All UP Academic Employees Union Representative

J. SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

Office Hours: Monday to Friday, 8:00AM – 5:00PM
No Noon Break
Key Person: Head, SPMO
Clientele: UP Cebu Faculty, Staff, Students, Suppliers and Outsiders

How to prepare Purchase Request.

Steps/Procedures	Duration	Who to approach and where to go
Fill out the Purchase Request form and route for signature and approval	1 day-1 week	Submit PR to Budget Ofc. /Acctg. and to the BAC

How can suppliers, jobbers and contractors avail of opportunities to do business with us

Steps/Procedure		Who to approach and where to get the application form
1. Register and get accreditation from PHILGEPS.	30 mins. – 1 hour	This is an on line registration for all firms, stores, companies and other groups that want to be a supplier to all government instrumentalities and agencies.

<p>2. Inquire opportunities to supply in the PHILGEPS website or in the UP Cebu Website.</p> <p>Notes:</p> <p>For new suppliers who are based in Metro Cebu, they must visit the SPMO Office, and read announcements on the bulletin boards for ongoing Public Biddings/ Canvass under shopping and other AMPs</p> <p>For regular suppliers, canvass forms are faxed to them.</p>	15-30 mins.	This is an online transaction. The SPMO Organization Chart as shown in UP Cebu Website will guide interested parties who to talk to or visit if needed.
<p>3. Fill out the canvass forms (or buy Public Bidding docs) and submit to SPMO within the prescribed quotation/submission period.</p>	2 weeks to 2 mos.	For those procured through Alternative mode (fax canvassed)-Mr. Mark Tindog. For Public Biddings –either Ms. Ma. S. B. Magdadaro or Ms. Junilyn Arcayan.

How canvassing and awarding is done (for items recommended by BAC to be procured through alternative method)

Steps/Procedures	How Long	Where to go and who to approach
<p>1.Fax,Canvass for Quotation (To eligible suppliers with known good track record in terms of delivery and after sales customer support)</p>	5 mins/supplier	Suppliers/SPMO staff in charge
<p>2.Furnishing of Abstract of Bids/Quotation (at least 3 suppliers is needed)</p> <ul style="list-style-type: none"> Awarding is done through suppliers/jobbers who meet the required specification 	10 minutes	Head of Property Office/ Virgilio Nunez
<p>3. Issuance of Purchase Order</p>		Head of Property Office/SPMO staff in charge

<ul style="list-style-type: none"> • Encoding • Printing 	5 minutes 1 minute	
4. Endorse Abstract of Quotation and to BAC Chair/ADA/Dean for Approval	5 minutes	SPMO staff in charge
5. Endorse Purchase Order to ADA/Dean for Approval	5 minutes	
6. Fax P.O to suppliers	2 minutes	

How suppliers should conduct their delivery

Steps/Procedures	How Long	Where to go and who to approach
1. Conformed Receipt of Faxed Purchase Order	5 minutes	Suppliers/SPMO staff in charge
2. Adhere to delivery period stated in the Purchase Order	2 -3 working days	Suppliers/SPMO staff in charge
3. Coordinate to SPMO for Initial Inspection of Items/Equipment before delivery to End User/Offices Concerned	30 minutes	Suppliers/SPMO staff in charge/End User

B) Storing and Issuance of commonly used supplies and materials

How do end-users / requisitioners avail of their needed supplies and materials

Steps/Procedures	Duration	Who to approach and where to go
1. End user / requisitioners prepares a list of the supplies / materials needed by their office based on their approved Annual Procurement Plan (APP) and submits it to the Supply & Property Management Office (SPMO).	3 – 5 minutes	SPMO Central Store in-Charge
2. Upon receipt of the request for supplies / materials, the Central Store in-charge prepares the Requisition Issue Slip (RIS) and checks the items requested against their approved APP.	5 – 15 minutes	SPMO Central Store in-Charge
3. Have the RIS signed by the Head of the SPMO (Approved Portion).	1 minute	Head of SPMO
4. Inform the end user / requisitioner that their items are ready for pick-up.	1 minute	End-user requisitioner
5. The Central Store in-charge releases / issues the supplies / materials to the end user by signing the “issued” portion of the RIS.	3 – 5 minutes	Clerk of each end-user unit or office (sometimes the janitors assigned to the end-user)
6. Upon issuance of the supplies / materials, the Central Store in-charge instructs the clerks to let their Cluster / Office /Section Head sign the RIS Requested Portion & let the clerk acknowledge receipt of the items issued by signing the received portion.	1-3 minutes	Clerk of each end-user unit or office

What is being done to stock and replenish the Central Storeroom of supplies and materials

Steps/Procedure		Who to approach and where to get the application form
A. ITEMS AVAILABLE AT PS:		

1. The Central Store in-charge checks the balances of the supplies / materials available at the Central Store on a quarterly basis or as the need arise basing on the approved Annual Procurement Plan of the College.	30 mins – 1 hour	SPMO Central Store In-Charge
2. The Central Store in-charge then prepares Agency Procurement Request (APR) and Obligation Request (OR) for supplies / materials available at the Procurement Service Depot and have it signed by the Head of SPMO, Budget, Accounting and the Dean.	1 day	SPMO Head Budget Accounting Dean
3. The approved APR is then faxed to PS – Depot for Certification of Availability of items.	1 day	PS Warehouse in-Charge
4. Upon receipt of the Certification of Availability of items from PS, the Central Store in-charge prepares the Disbursement Voucher (DV) for payment of the items to be procured at PS.	1 – 2 minutes	Budget Accounting Cash Office
5. When check is ready, the Central Store in-charge goes to PS to pay the items to be procured and at the same time picks up the items.	1 – 2 hours	PS Cashier PS Head PS Warehouse in-charge
6. The Central Store in-charge then prepares the Inspection and Acceptance Report (IAR) and enters the supplies / materials to their individual ledger cards.	30 minutes – 1 hour	Central Store in-Charge
7. The supplies / materials are then stored and arranged at the Central Store Room.	1 – 2 hours	Central Store in-Charge with the assistance of Mark Tindog or janitors assigned to assist.
B. ITEMS NOT AVAILABLE AT PS:		
1. The Central Store in-charge prepares Purchase Request (PR) and Obligation Request (OR) for supplies / materials not available at the PS-Depot.	30 mins – 1 hour	SPMO Head Budget Accounting Associate Dean - Admin
2. PR submits to BAC Secretariat for the Recommendation for Alternative		

Mode of Procurement (RAMP) by the Bids & Awards Committee (BAC)	1 – 2 minutes	BAC Secretariat BAC
3. After the RAMP is signed, the PR will be signed by the Dean and canvass form will be prepared by the SPMO Canvasser and signed by the SPMO Head and the Dean.	2-5 minutes	Dean SPMO Canvasser SPMO Head
4. Supplies / materials will then be canvassed and an abstract will be prepared by the Head of the SPMO and checked / verified by the Central Store in-charge if items offered are acceptable. If items offered are acceptable, a Purchase Order (PO) will be prepared and once signed, will be faxed to the supplier.	3-5 minutes	SPMO Head Central Store In-Charge Dean Supplier
5. Upon delivery of the supplies / materials, the Central Store in-charge will check the items if correct and acceptable, and then sign the received portion on the Sales/Charge/Credit Invoice to acknowledge receipt of the items delivered.	5 – 15 minutes	Supplier Representative Central Store in-Charge
6. The Central Store in-charge prepares the Inspection and Acceptance Report (IAR) and records the supplies / materials to their individual ledger cards. Disbursement Voucher (DV) will then be prepared.	10 – 20 minutes	Central Store In-Charge Inspector SPMO Head Budget & Accounting Dean

What reports and How are they being prepared

Steps/Procedures	How Long	Where to go and who to approach
A. SUPPLIES INVENTORY CONTROL LIST CENTRAL STORE OPERATION (EVERY END OF THE MONTH)		
1. Receipt of supplies / materials for Central Store stock will be added to the beginning inventory for the month.	15 – 30 minutes	Central Store in-charge
2. Issuances for supplies / materials for offices during the month will be deducted from the available balance using FIFO method.	15 - 30 minutes	Central Store in-charge
3. A summary of issuances of supplies / materials will also be prepared.	5 – 15 minutes	Central Store in-charge
4. A summary of the total amount of supplies / materials issued for the different clusters / offices will also be prepared.	3 – 5 minutes	Central Store in-charge
5. Reports are then submitted to COA, Accounting and Budget on or		COA

before the 5 th day of the succeeding month.	1 – 3 minutes	Accounting Budget
B. REPORT ON THE PHYSICAL COUNT OF INVENTORIES (EVERY END OF THE SEMESTER ENDING ON JUNE AND DECEMBER)		
1. Conduct a physical count of supplies / materials at the Central Store.	Half Day – 1 Day	Central Store in-Charge
2. Report shortage / overage if there is any to the SPMO Head.	1 – 3 minutes	SPMO Head
3. Prepare a Report on the Physical Count of Inventories and have it certified by the SPMO Head, noted by the Associate Dean for Admin and approved by the Dean.	15 – 30 minutes	SPMO Head Associate Dean for Admin Dean
4. Once the report is signed, the RCPI is then submitted to COA, Accounting and Budget	1 – 3 minutes	COA Accounting Budget

Bid	advertisement or posting 7 days	BAC Secretariat
4. Issuance of Bid Documents - Payment of bid documents fee to the college cashier - Release of Bid Documents	After the posting of Invitation to bid	BAC Secretariat
5. Conduct of Pre-Bid Conference: - Send out pre-bid conference notice to BAC Members and bidders -issued Supplemental Bid Bulletin , if any	At least 12 calendar days before the opening of bids Not later than 7 calendar days before the deadline for the submission and receipt of bids	BAC Members/BAC Secretariat BAC Secretariat
6. Receipt and Opening of Bids - Eligibility and Technical Documents - Financial Documents - Preparation of abstract of bids for reading	Submitted on time based on the schedule posted	BAC Members/ BAC Secretariat
7. Conduct of Bid Evaluation - Prepare abstract of bids as calculated - Prepare bid evaluation report	Right after the opening of bids	BAC Members/BAC Secretariat
8. Conduct of Post Qualification - Prepare post qualification report for each bidder - Prepare Post qualification evaluation report	2- 7 days after bid opening	BAC Secretariat

- Prepare BAC resolution for approval by the Dean		
9. Award of Contract - Prepare Notice of award signed by the Dean - Prepare Notification of bidding results to non-winning bidder - Bidding results posted at G-EPS	After post-qualification and approval of the Dean	BAC Secretariat
10. Effectivity of Contract - Submission of Performance security - Issuance of Notice to Proceed	At least 7 days after the receipt of the Notice of Award Right after the submission of the Performance Security	BAC Secretariat

The other two delegated functions of SPMO on Anti-Squatting Activities and Land Property concerns are mainly done by the SPMO Head who chairs the Anti-Squatting Committee and the Co-Chair of Land Use Committee. The interactions with the concerned parties need not be disclosed and best kept within the committee level and implementing officers of the College.

THE SUPPLY AND PROPERTY MANAGEMENT OFFICE
Ground Floor, Administration Building, University of the Philippines Cebu
Gorordo Avenue, Lahug, Cebu City, Telephone No. (032) 2328187

K. Campus Development and Maintenance Office (CDMO)

Office Hours: Monday to Friday, 8:00AM – 5:00PM
No Noon Break
Key Person: CDMO Chief
Clientele: UP Cebu Faculty, Students and Staff (are priority), Outsiders

SERVICE: ISSUANCE OF PERMIT FOR USE OF EQUIPMENT AND FACILITIES (Conference Hall, AVR, Lobby and Grounds)
Schedule: Per request
Processing Time: Within one day (accept reservation within a month only except for very important UP activity, filling up form can be earlier but not later than 3 days before actual use)

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Check availability of facilities (first come first served basis)	Confirm the availability of the facilities.	1 min	CDMO Staff	Reservation form
2	Fills out reservation form	Issue reservation form	1 min	CDMO Staff	
3	Submit accomplished form	Check equipments needed if available and assign form for assessment of fees	3 mins	CDMO Staff	
4	To Accounting Office	Assess fees	2 mins	Accounting Staff	
5	To Deans Office	Approve or disapprove request	Within one day	Dean	
6	To Cashiers Office (if request is approved)	Receive payment	2 mins	Cashiers Staff	
7	Receive approved request	Issue copy of request	2 mins	CDMO Staff	

Note: 1. Request from students and faculty can be directly approved by the CDMO Head if no fees are involved (like use of aircon, LCD). Processing is up to step 3 only then to step 7. Outsiders should follow the whole procedure. 2. An approved reservation may be canceled if There is unit-wide activity/event hosted by the UP Cebu administration.

SERVICE: **JOB ORDER REQUEST**
 Schedule: First come first serve basis
 Clients/Customer: UP Cebu Faculty, Students and Staff

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Fills out job order form				Job Order form
2	Submit forms to CDMO Staff (one copy to customer)	Receive form	20 seconds	CDMO Staff	
3		Assign staff to do the job	Depends upon the nature of the job. 1. Availability of materials. 2. If job is for repair and replacement, job can be done immediately.	CDMO Staff	
4.		Give confirmation to the customer after job completion	1 min	CDMO Staff	
5		Give copy to CDMO Clerk for office file	1min	CDMO Staff	

SERVICE: **USE OF WATER AND ELECTRICITY**
 Schedule: Per request
 Clients/Customer: UP Cebu Faculty, Students, Staff, Outsider

Procedure

Step	Customer/Applicant	Service Provider	Duration of Activity	Person Responsible	Form/s
1	Inform Head CDMO of utilities needed	Issue down payment form	1 min	CDMO staff	Down payment form
2	Submit form for payment to cashier	Receive down payment	1min	Cashier's Staff	
3	To CDMO Office	Assist customer for the services needed	2 mins	CDMO staff	
4.	To CDMO Office for computation of actual dues after the event/activity.	Engineer computes actual fees	2 mins	Head, CDMO	Reservation form
5	To Accounting Office	Assess fees	1 min	Accounting Staff	
	To Cashier	Receive payment	1 min	Cashier Staff	

FEEDBACK FORM (Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliment, complaints, or suggestions. Simply check the corresponding box.
Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

COMPLIMENT
(Papuri)

COMPLAINT
(Reklamo)

SUGGESTION
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:
(Kaganapan o detalyeng bumabalot sa pangyayari)

Please use additional sheet(s) if necessary
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

Please use additional sheet(s) if necessary
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name{OPTIONAL} _____
(Pangalan)

Office/Agency: _____
(Tanggapan/Ahensya)

Address: _____
(Tirahan)

Contact Number(s) (if any): _____
(Telepono)

E-mail Address (if any) _____

Signature: _____
(Lagda)

Date: _____
(Petsa)